

SEPTEMBER 2020



# PUBLIC SAFETY POWER SHUTOFF ANNEX

HAZARD-SPECIFIC ANNEX TO THE  
TOWN OF LOS GATOS EMERGENCY OPERATIONS PLAN

TOWN MANAGER'S OFFICE  
TOWN OF LOS GATOS  
110 E MAIN ST, LOS GATOS, CA



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## RECORD OF CHANGES

	Date	Section	Description	Organization
01.				
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## PROMULGATION

The preservation of life, property, and the environment is an inherent responsibility of local, state, and federal government. While no plan can completely prevent casualties or destruction, realistic, actionable plans carried out by knowledgeable, well-trained personnel can minimize losses.

The Town of Los Gatos has prepared this Public Safety Power Shutoff (PSPS) Annex in compliance with the Standardized Emergency Management System, the National Incident Management System, and the Incident Command System. The Annex is intended to ensure the effective and efficient allocation of resources to protect the people of the Town of Los Gatos during a PSPS event.

As a supplement to the Town of Los Gatos Emergency Operations Plan, this Annex assigns tasks, specifies policies and general procedures, and provides for coordination of response and recovery activities in a PSPS event. The Annex will be reviewed and exercised periodically and will be revised as necessary to satisfy changing conditions and needs.

The Town Manager's Office fully supports this Annex and the Town Council considered it as a new Annex to the Town's Emergency Operations Plan on October 6, 2020. The Town urges all officials, employees, and residents—individually and collectively—to familiarize themselves with this Annex and to do their share in the total emergency effort of the Town of Los Gatos.

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Laurel Prevetti  
Town Manager

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Date



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## HOW TO USE THIS ANNEX

The Public Safety Power Shutoff (PSPS) Annex is, first and foremost, an operational plan intended for use by Town personnel who are coordinating or managing a PSPS event. Accordingly, the Annex is organized in a manner that allows Town and Emergency Operation Center (EOC) personnel to quickly find the information they need to successfully handle a PSPS event. Personnel assigned to respond should become familiar with the following elements:

- The **Introduction** in Section 1 includes a discussion of the Annex’s purpose and scope, the situation requiring creation of the Annex, overarching Annex objectives, and the assumptions used in developing the plan.
- **PG&E Power Shutoff Process** is described in Section 2. This section includes information available at this time regarding the California Public Utilities Commission’s Guidelines governing PSPS, PG&E’s shutoff determination factors, and information regarding PG&E’s PSPS notification and community outreach efforts.
- The **Concept of Operations** (ConOps) in Section 3 of the Annex guides users through incident coordination and the operational activity phases.
- The **Critical Action Guide** in Section 4 acts as a tear away guide for incident response. Additionally, it summarizes the Annex and acts as a finding tool for information in other parts of the Annex that assists personnel in event coordination and management. The Critical Action Guide includes:
  - An overview of operational activity phases;
  - A timeline of PG&E PSPS notifications;
  - Incident coordination task lists for each operational phase;
  - A table of anticipated responsibilities for organizations playing lead and supporting roles during a PSPS event.
- Section 5 provides guidance regarding **public information** management.
- Section 6 provides information on addressing the needs of people with **disabilities and access and functional needs**.
- Section 7 discusses annex development, implementation, and maintenance.
- Section 8 includes the authorities and references relied on in developing the Annex.
- The **Appendix** includes maps, essential elements of information for use in developing situational awareness and a common operating picture, a table of non-Stafford Act recovery resources, and sample public information messaging.

Those using the Annex in their role as plan developers or reviewers will find the more traditional elements of emergency plans, as outlined by the Federal Emergency Management Agency’s Comprehensive Preparedness Guide 101, located in Sections 1, 7, and 8.



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## SECTION 1: INTRODUCTION

### 1.1 Purpose

This Public Safety Power Shutoff Annex to the Town of Los Gatos Emergency Operations Plan (EOP) is intended to provide guidance to the Town of Los Gatos in preparing for and responding to a Public Safety Power Shutoff (PSPS) by the Pacific Gas and Electric Company (PG&E). A PSPS is the proactive de-energization of power lines to reduce the chances that utility infrastructure will cause or contribute to a wildfire in certain weather conditions.<sup>1</sup> De-energization of electrical systems in affected areas may pose life safety issues for residents of the Town of Los Gatos and may also adversely impact businesses and infrastructure in the area. In addition, de-energization may affect the capabilities of the Town and local agencies to provide supplemental public notice and to respond to wildfires and other incidents. Accordingly, this Annex is necessary to provide guidance for the Town of Los Gatos in coordinating a power shutoff and their impacts on Town services, people, and infrastructure.

### 1.2 Scope

This Annex is a hazard-specific supplement to the Town's EOP. This Annex does not alter or replace procedures or policies set forth in the EOP. Rather, the PSPS Annex provides additional guidance to Town agencies, organizations, leaders, and partners specific to PSPS-related preparedness, response, and recovery efforts at the Town level. This Annex complies with the National Response Framework, the National Incident Management System (NIMS), the Standardized Emergency Management System (SEMS), and the California State Emergency Plan.

The Annex does not provide specific response actions for field responders. Town Departments with field response roles in a PSPS event are urged to develop plans and standard operating procedures (SOPs) outlining tactical responsibilities of their field personnel in a PSPS event.

### 1.3 Situation

#### 1.3.1 Overview

Over the past decade, wildfires in California have grown more numerous, destructive, and deadly, and the threat of wildfires extends for a longer period during the year. The California Public Utilities Code gives electric utilities such as PG&E authority to de-energize or shut off electric facilities pro-actively during dangerous conditions to prevent wildfires and to protect lives and property.<sup>2</sup> The purpose of proactive de-energization or PSPS is to promote public safety by decreasing the risk of utility-infrastructure as a source of wildfire ignitions. Following the deadly wildfire seasons experienced by the state in 2017 and 2018, the California Public Utilities Commission (CPUC) issued a resolution and rulemaking governing the steps PG&E and other electrical investor-owned utilities must follow in implementing a PSPS.<sup>3</sup> For further discussion of CPUC guidelines for instituting a PSPS, see Section 2.3.

The risk of wildfire depends on the interaction of several factors, including warm temperatures, low soil moisture, high wind speeds, low relative humidity, and the presence of fuel such as vegetation. When

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<sup>1</sup> California Public Utilities Commission (CPUC), Rulemaking 18-12-005, Decision Adopting De-Energization (Public Safety Power Shut-Off) Guidelines (Phase 1 Guidelines) (2019), 116.

<sup>2</sup> Cal. Pub. Util. Code §§ 451, 399.2(a).

<sup>3</sup> CPUC, Resolution ESRB-8, Extending De-Energization Reasonableness, Notification, Mitigation and Reporting Requirements in Decision 12-04-024 to All Electric Investor Owned Utilities (2018); CPUC, Rulemaking 18-12-005.



these factors combine, electrical transmission and distribution lines may ignite fires if impacted by high wind or downed trees. To reduce the chances of accidental fire ignition during periods of heightened risk conditions, PG&E has adopted a PSPS program under which it may de-energize distribution and transmission lines that cross High Fire Threat District areas<sup>4</sup> as mapped by the state.<sup>5</sup>

### 1.3.2 Potentially Impacted Areas

PG&E has indicated that the most likely electric lines to be considered for shutoff will be those passing through areas designated by the CPUC as at elevated risk (Tier 2) or extreme risk (Tier 3) for wildfire. The CPUC has designated much of the southern and eastern portions of the Town as a Tier 2, and small portions of the western and southern part of Town as Tier 3 (see Figure 1.1 below or Annex A). For a PSPS event, the specific area and number of affected customers will depend on forecasted weather conditions and which circuits PG&E needs to turn off for public safety purposes.<sup>6</sup> Preceding a PSPS event, PG&E is required to share with public safety partners maps showing the areas to be impacted (see Section 2.3.6).

Customers who do not live or work in a high fire-threat area may still experience a power shutoff if their community relies on a line that runs through an area experiencing extreme fire danger conditions. The Town of Los Gatos has many residents and businesses located outside of Tier 2 and 3 who may experience a PSPS as they rely on a line that travels through a high risk area, including the busy downtown district and surrounding residential area (see Figure 1.1 or Annex A). In 2020, PG&E worked within the Town to sectionalize specific circuits to lessen the impact to areas of Town that are not within CPUC's Tier 2 or 3 zones. The Town experienced two PSPS events in 2019, that significantly impacted Los Gatos residents. On October 9 – 10, 2,728 PG&E customers in Los Gatos had their power deenergized. During the second event, October 26 – 28, 8,918 PG&E customers in Los Gatos were impacted.

**Table 1.1 Number of Los Gatos PG&E customers impacted in past PSPS events.**

Event Date	Peak Number of Impacted PG&E Customers in Los Gatos
October 9 - 10, 2019	2,728
October 26 - 28, 2019	8,918

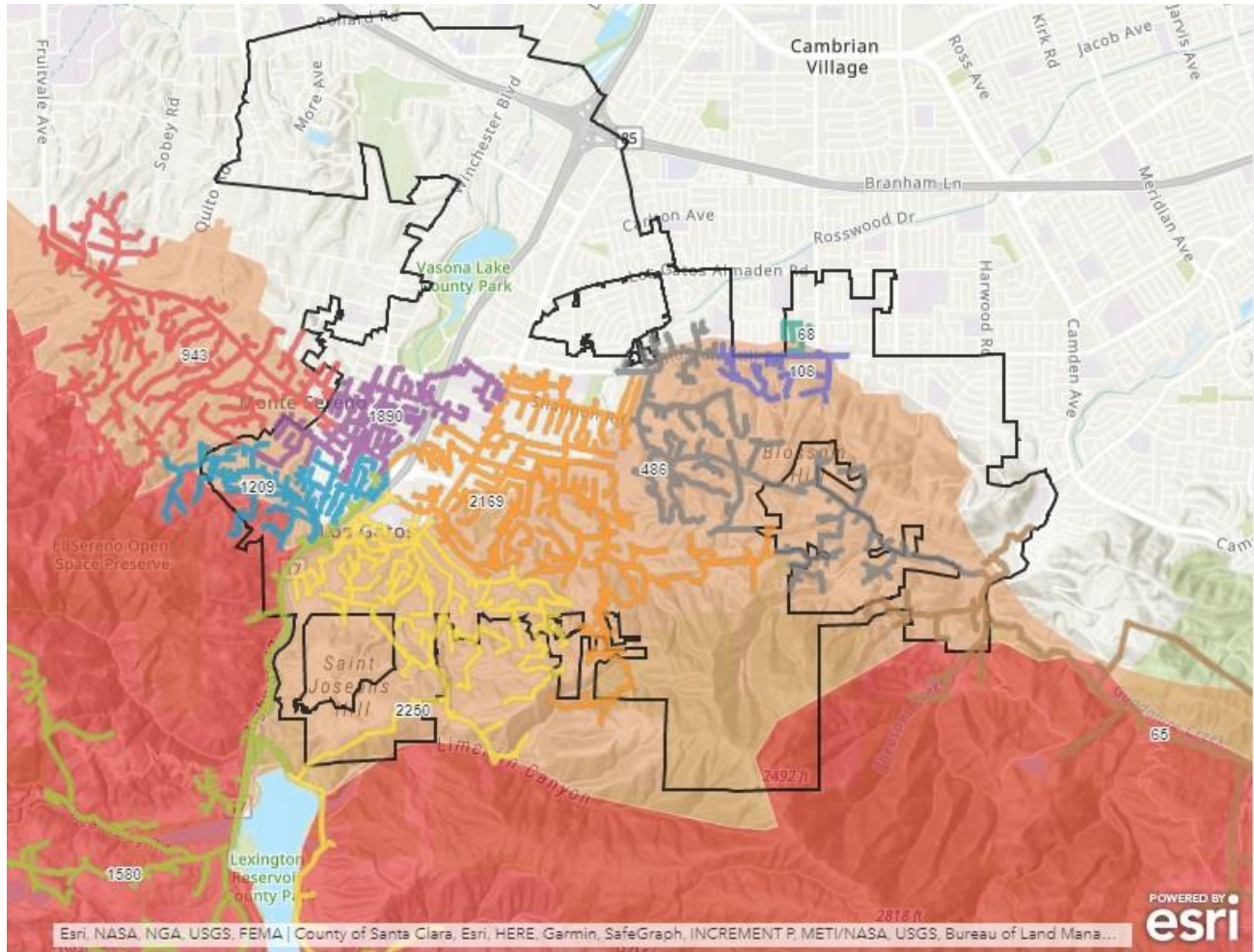
<sup>4</sup> Pacific Gas and Electric Company (PG&E), Amended 2019 Wildfire Safety Plan (2019), 96. [https://www.pge.com/pge\\_global/common/pdfs/safety/emergency-preparedness/natural-disaster/wildfires/Wildfire-Safety-Plan.pdf](https://www.pge.com/pge_global/common/pdfs/safety/emergency-preparedness/natural-disaster/wildfires/Wildfire-Safety-Plan.pdf).

<sup>5</sup> CPUC, "Fire-Threat Maps and Fire-Safety Regulations Proceedings." Accessed August 4, 2019. <https://www.cpuc.ca.gov/firethreatmaps/>.

<sup>6</sup> PG&E, PG&E Public Safety Power Shutoff Policies and Procedures (2019), 4. [https://www.pge.com/en\\_US/safety/emergency-preparedness/natural-disaster/wildfires/public-safety-power-shutoff-faq.page](https://www.pge.com/en_US/safety/emergency-preparedness/natural-disaster/wildfires/public-safety-power-shutoff-faq.page).



**Figure 1.1 Number of PG&E customers by circuit in CPUC high risk wildfire hazard tiers in/around the Town of Los Gatos. Orange: Tier 2. Red: Tier 3.**



### 1.3.3 Potential Effects of PSPS

A loss of electrical service for an extended period may result in disruption of the orderly functioning of government and may significantly impact public health and safety. A prolonged power shutoff may also have significant impacts on businesses in the Town. In addition, some populations within the Town, such as people with disabilities or access and functional needs, may be disproportionately impacted by a power shutoff. Potential impacts of a PSPS event include the following:

#### Public Safety Impacts:

- Loss of traffic monitoring systems and traffic signals, leading to loss of reliable traffic control, and obstruction of roadways.
- Impediments to normal traffic flow may in turn make it difficult for first responders to perform life safety and property protection tasks.
- Loss or degradation of public safety voice and data communications systems including Land Mobile Radio systems and fire watch cameras.
- Loss or degradation of community alert and warning systems relying on internet and wireless



data or cellular access.

- Loss or degradation of public water and wastewater systems including monitoring, pumping, and treatment facilities.
- Loss or degradation of fire suppression water supply systems.
- Chemical or hazardous materials facilities without power may discharge contaminants into the environment.
- Increase in the volume of calls to Town and/or County 9-1-1 Communications.
- Potential emergency medical system and medical facility patient surge from loss of power to medical equipment, heat-related illness, or dehydration.
- Unsafe use of generators as an alternate power supply, which may lead to an increase in structure fires and carbon monoxide poisoning.
- Food safety impacts due to degraded refrigeration systems or unsafe food preparation.
- During extreme weather, such as a high heat incident, a PSPS may increase risks to public health and safety.

Impacts to People with Disabilities or Access and Functional Needs:

- Inability to use durable medical equipment, communication devices, or wheelchairs that rely on electricity in order to function.
- Child and adult residential care facilities may lack back-up generators, or the fuel needed to power generators.
- Disruption of public services provided through schools, libraries, reception centers, emergency shelters, cooling centers, and filtered air centers.

Business Impacts:

- Loss of commercial communications systems including wireless voice and data, cable television, and internet.
- Loss or degradation of electronic points of sale, gas station pumps, security systems, and refrigeration.
- Loss of inventory due to spoilage.
- Lost customers and revenue due to a lack of power.
- Decreased employee productivity as employees may be unable to complete tasks when key equipment is not functioning.
- Damaged equipment from electrical surges that can occur when power is restored.

## 1.4 Objectives

The objectives of this plan include the following:

1. Protect lives, health, safety, and welfare of the public and of field responders.
2. Address the needs of people with disabilities or access and functional needs.
3. Maintain situational awareness of potential de-energization-related impacts to the area and provide regular status updates to OA.
4. Establish and maintain communications between PG&E, the Santa Clara County Emergency Operations Center (EOC), field-level responders, local agencies and other partners.





5. Assist PG&E in providing supplementary alerts, warnings, and other communications to increase public awareness of PSPS-related activities and impacts.
6. Facilitate efforts of Town Departments and agencies and OA partners to obtain needed resources to address PSPS impacts, as necessary.
7. Facilitate the safe and timely resumption of public services within the Town following a PSPS event.

## 1.5 Planning Assumptions

This Annex relies on the following assumptions as part of planning for a PSPS event impacting Santa Clara County:

- A PSPS is a potentially high consequence event that may result in widespread power outages for two to four days or longer within the Town, as well as other cascading impacts.
- A PSPS event may coincide with other types of incidents, such as extreme heat, wildfire, and unhealthy air quality, which may require activation of annexes for those incidents in conjunction with the PSPS Annex.
- PG&E will use PSPS as a safety measure only after exhausting all other means to protect against the risk of wildfire ignitions as a result of utility infrastructure.
- PG&E will adhere to the PSPS requirements and constraints provided by the CPUC.
- If ordered by PG&E, a PSPS may impact the general public, businesses, and infrastructure in the Town, as well as the capabilities of Town Departments and agencies to provide life safety and other services to the public.
- Loss of electrical service may significantly affect critical facilities that are integral to safeguarding public health and safety. Such facilities include police and fire stations, hospitals and health clinics, schools, adult and child residential care facilities, and water treatment and pumping stations.
- Public and private utilities and infrastructure—including power, water, wastewater, communications, and transportation systems—may be impacted or may become inoperable during a PSPS event.
- People residing, visiting, or operating businesses in the Town may be without easy access to electrical power, air conditioning, potable water, sanitary facilities, or public transportation during or immediately following a PSPS event.
- Approximately 763 people within the Town may seek congregant shelter in a PSPS event.
- The American Red Cross will not be available to establish shelters needed solely because of a PSPS event (see Section 3.4.1.5).
- Town of Los Gatos healthcare facilities may need to operate in a limited capacity on backup generator power during a PSPS event.
- Town agencies and Departments may not have enough fuel to maintain backup generators used to power critical facilities during a PSPS event.
- In a PSPS event affecting a large portion of the county or region, the Town may not be able to quickly obtain assistance from the County to provide additional fuel needed to maintain backup generators or other supplies.
- Areas of the Town of Los Gatos that are not directly impacted by a PSPS may see an influx of



persons in need of shelter, cooling, medical, filtered air, or other services because of PSPS impacts.

- Town Departments and agencies responding to a PSPS event will utilize the Incident Command System (ICS), the Standardized Emergency Management System (SEMS), and the National Incident Management System (NIMS) as appropriate or necessary.
- Activate public information systems to provide supplemental information regarding the event to agencies, organizations, businesses, and members of the public in their jurisdictions;
- Participate in Operational Area conference calls throughout PSPS events to share situational status and impact information as necessary.
- Observe and participate in preparedness actions as resources allow, which may include activating local plans and EOCs; preparing to open shelters, cooling sites, or other mass care facilities; and pre-staging personnel and equipment such as generators.



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## SECTION 2: PG&E POWER SHUTOFF PROCESS

### 2.1 Public Safety Power Shutoff Overview

Though Pacific Gas and Electric (PG&E) indicates that it is impossible to predict with certainty when, where, or how often it may determine a Public Safety Power Shutoff (PSPS) is necessary, the company anticipates that a PSPS may occur several times each year within its service area. Beginning with the 2019 wildfire season, as an additional precautionary measure, PG&E adopted a PSPS program under which it de-energized distribution and transmission lines at all voltages—500 Kilovolts (kV) and less—that cross High Fire Threat Districts<sup>7</sup> as mapped by the State.<sup>8</sup>

Distribution lines deliver electricity to neighborhoods and communities. They are the final stage of electricity delivery to homes and businesses. Though these lines carry lower-voltage electricity, they are still powerful enough to cause injury or death. Typically, these lines are supported by wooden poles and are not as high as transmission lines. In contrast, transmission lines transport bulk electricity across the state at high voltages, ranging from 60 to 500 kV. These lines are usually supported on tall metal towers and have more stringent vegetation standards than distribution lines due to the high voltages they carry.<sup>9</sup>

To date, de-energization has focused primarily on California electric utility's distribution systems. The CPUC has recognized that there may be times when it is necessary for an electric utility to consider de-energizing a transmission line. However, de-energization of transmission lines will likely have more far-reaching and cascading impacts than distribution-level de-energization. Figure 2.1, diagrams the basic structure of an electrical system, showing both transmission and distribution lines.

PG&E expects that its PSPS program will primarily affect customers in high fire threat areas. However, the company acknowledges that expanding its PSPS program means that any of its over five million electric customers could have their power shut off if their community relies on a line that passes through a high fire-threat area.<sup>10</sup> For a map showing high fire threat areas in the Town of Los Gatos as determined by the state, see Appendix A.

PG&E acknowledges that it has a role to play in supporting customers by providing services and programs to help alleviate the safety, financial, and disruptive impacts of loss of power. The company has stated that its primary focus will be on (1) customers who require a continuous electric supply for life support; and (2) critical services, which it defines as telecommunications, water agencies, hospitals, and first responders that provide life support services to communities PG&E serves. In this regard, PG&E has committed to:<sup>11</sup>

- Work closely with County offices of emergency management to share information related to vulnerable customers “to support local first responders in providing important local services to these customers during a PSPS” event.
- Provide notice to government agencies and providers of critical services when extreme fire danger

<sup>7</sup> PG&E Amended 2019 Wildfire Safety Plan, 96.

<sup>8</sup> CPUC, Fire Threat Maps.

<sup>9</sup> PG&E, “Manage trees and plants near power lines.” Accessed September 13, 2019. [https://www.pge.com/en\\_US/safety/yard-safety/powerlines-and-trees/transmission-vs-distribution-power-lines.page](https://www.pge.com/en_US/safety/yard-safety/powerlines-and-trees/transmission-vs-distribution-power-lines.page).

<sup>10</sup> PG&E Public Safety Power Shutoff Policies and Procedures, 3–4.

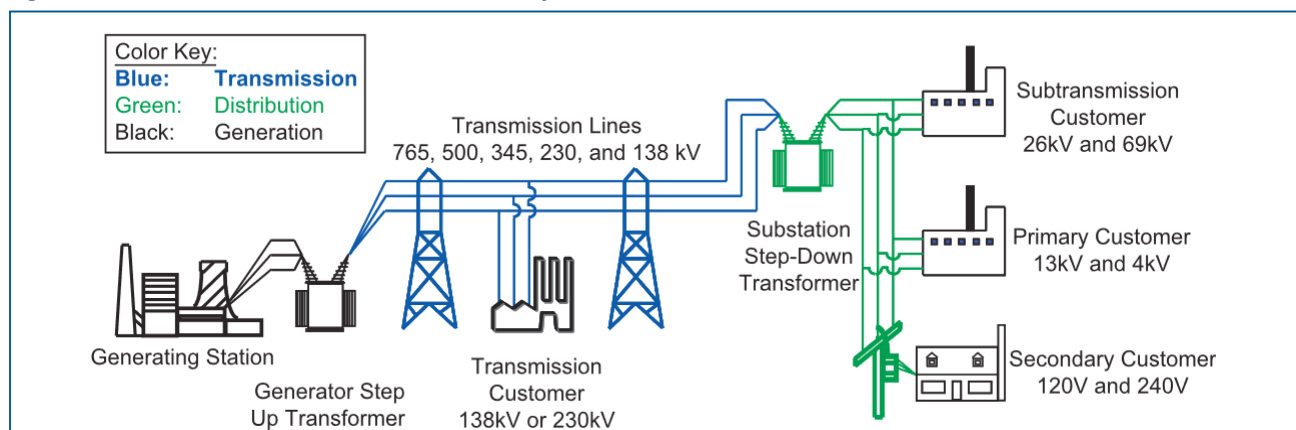
<sup>11</sup> PG&E Amended 2019 Wildfire Safety Plan, 100, 103, 105; PG&E Public Safety Power Shutoff Policies and Procedures, 5–6.



is forecasted.

- Attempt to advise public safety authorities, first responders, local municipalities, and critical service providers of a planned PSPS event in advance of notifying customers.
- Attempt to notify PG&E Medical Baseline customers of a shutoff before it occurs. The Medical Baseline program provides energy at a lower price for customers who are dependent on life support. In the event PG&E cannot reach medical baseline customers, local law enforcement and emergency personnel will help with contact.
- Attempt to notify all other customers through calls, texts, and emails using contact information PG&E has on file for them.
- Provide live customer support to critical service providers to offer real time updates and information regarding PSPS event impacts, duration, and restoration status.

**Figure 2.1 Basic Structure of an Electrical System**



Source: US-Canada Power System Outage Task Force. (2004). Final Report on August 14, 2003 Blackout in the United States and Canada: Causes and Recommendations, 5.

## 2.2 PG&E Shutoff Determination Factors

PG&E PSPS policies indicate that the company will only order a PSPS “when the most extreme fire danger conditions are forecasted,” to help reduce the likelihood of an ignition and keep customers and communities safe.<sup>12</sup> In determining whether to order a PSPS, PG&E considers a number of factors, including:<sup>13</sup>

- Issuance of a Red Flag Warning by the National Weather Service (NWS), meaning that fire conditions are ongoing or expected to occur shortly;
- Low humidity levels: PG&E considers 20 percent and below as low humidity;
- Forecasted sustained winds above 25 miles per hour (mph) and wind gusts exceeding 45 mph;
- Site-specific conditions such as temperature, terrain, and local climate;
- Computer-simulated ignition spread, and consequence modeling based on the current conditions;
- Condition of dry fuel on the ground and moisture content of live vegetation; and
- On-the-ground, real-time wildfire related information from PG&E’s Wildfire Safety Operations

<sup>12</sup> PG&E Public Safety Power Shutoff Policies and Procedures, 3.

<sup>13</sup> PG&E Amended 2019 Wildfire Safety Plan, 97–98.



Center and field observations from PG&E field crews.

Generally, the first trigger for a potential PSPS event is a forecast of fire danger and high wind conditions by PG&E's internal Meteorology team. The PG&E Meteorology team relies on situational awareness from company weather stations and modelling to predict conditions specific to local geographic areas. Once the Meteorology team issues fire danger and high wind condition forecasts, PG&E activates its Emergency Operations Center (PG&E EOC), led by an "Officer in Charge," and continues to monitor weather forecasts and local conditions in areas forecasted for "Extreme-Plus" conditions. Based on these inputs, the PG&E EOC Officer in Charge evaluates whether to call for a PSPS.<sup>14</sup> It should be noted that for Los Gatos PSPS wind conditions tend to be most prevalent later in the summer (September - November).

## 2.3 PSPS Notification and Communication

In May 2019, the California Public Utilities Commission (CPUC) adopted Phase 1 "De-energization (Public Safety Power Shut-Off) Guidelines" for electric investor-owned utilities, including PG&E. The Phase 1 Guidelines primarily address notification and communication before a de-energization event. The Phase 1 Guidelines remain in effect unless and until superseded by a subsequent CPUC decision.<sup>15</sup> The CPUC plans to issue Phase 2 Guidelines that will include de-energization practices, additional coordination across agencies, re-energization practices, and refinements to findings in Phase 1.<sup>16</sup> Currently, there is no timeline for issuance of Phase 2 Guidelines.

### 2.3.1 CPUC Guidelines on PSPS

The CPUC Guidelines require PG&E to do the following before, during, and after a Public Safety Power Shutoff (PSPS) event:<sup>17</sup>

- Deploy PSPS as a measure of last resort and be ready to justify it was used over other possible measures or actions.
- Coordinate with the California Governor's Office of Emergency Services (Cal OES) and the California Department of Forestry and Fire Protection (Cal FIRE) to engage in a statewide public education and outreach campaign in preparation for PSPS.
- Identify and maintain accurate 24-hour points of contact for public safety partners and critical facilities or infrastructure. Points of contact must be updated annually.
- Coordinate with emergency responders and local governments to identify critical facilities within its service territories to provide adequate notice to those facilities prior to de-energization and to assist them in maximizing resiliency during de-energization and re-energization.
- Provide advance priority notification of PSPS to public safety partners and to adjacent local jurisdictions that may lose power as a result of de-energization. Notice to all other affected populations, including access and functional needs populations, may occur after the utility has given priority notice.
- Provide primary or initial notification to the public, while local governments provide supplemental or secondary public notifications. Utilities retain ultimate responsibility for notification and communication throughout a de-energization event.

<sup>14</sup> PG&E Amended 2019 Wildfire Safety Plan, 98.

<sup>15</sup> CPUC, Decision Adopting De-Energization Guidelines, 130.

<sup>16</sup> CPUC, Decision Adopting De-Energization Guidelines, 14.

<sup>17</sup> CPUC, Decision Adopting De-Energization Guidelines, Appendix A, De-Energization (Public Safety Power Shut-Off) Guidelines (Phase 1 Guidelines).



- Provide advance notification to all populations potentially affected by a PSPS event, including public safety partners, critical facilities and infrastructure, access and functional needs populations, and jurisdictions that are not at threat of a utility-caused wildfire but may lose power as a result of de-energization elsewhere in the system.
- In partnership with local and state public safety partners, develop notification strategies for access and functional needs populations, including in-person notification.
- Whenever possible, adhere to the minimum PSPS notification timeline provided in the CPUC's Phase 1 Guidelines. For further discussion of the recommended timeline, see Section 2.3.4.
- Align public messaging and outreach with Cal OES's Alert and Warning Guidelines.
- Integrate de-energization communications with those of emergency responders and local governments.
- Avoid developing duplicative or contradictory messaging and notification systems to those already deployed by first responders.
- Develop notification and communication protocols and systems that reach customers wherever located and deliver messaging in an understandable manner, including:
  - Communicating to customers in different languages
  - Addressing different access and functional needs using multiple modes and channels of communication.
- Report on lessons learned from each de-energization event.

### 2.3.2 Advance Notification of PSPS Shutoff

CPUC's Phase 1 Guidelines provide that, as the entity with the most knowledge of and the authority to call for a de-energization event and subsequent re-energization, PG&E has ultimate responsibility for notification in advance of, during, and after a de-energization event.<sup>18</sup> The Guidelines recognize that there may be times when advance notice of a PSPS is not possible due to emergency conditions beyond PG&E's control. However, the Guidelines require PG&E, whenever possible, to provide advance notification to all populations potentially affected by a PSPS event. Groups that must be notified include, but are not limited to:<sup>19</sup>

- Public safety partners;
- Critical facilities and infrastructure;
- Access and functional needs populations; and
- Jurisdictions that are not threatened by a utility-caused wildfire but may lose power as a result of de-energization elsewhere in the electrical system.

The Phase 1 Guidelines also require PG&E, whenever possible, to provide priority notification to public safety partners and adjacent local jurisdictions that may lose power as a result of de-energization, at a minimum. Notice to other affected populations, including access and functional needs populations, may occur after the utility has given priority notice. However, utilities may provide priority notification to a broader subset of customers, such as certain critical facilities.<sup>20</sup> For further discussion of public safety

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<sup>18</sup> Phase 1 Guidelines, A9.

<sup>19</sup> Phase 1 Guidelines, A7.

<sup>20</sup> Phase 1 Guidelines, A7.



partner notification, see Section 2.3.6.

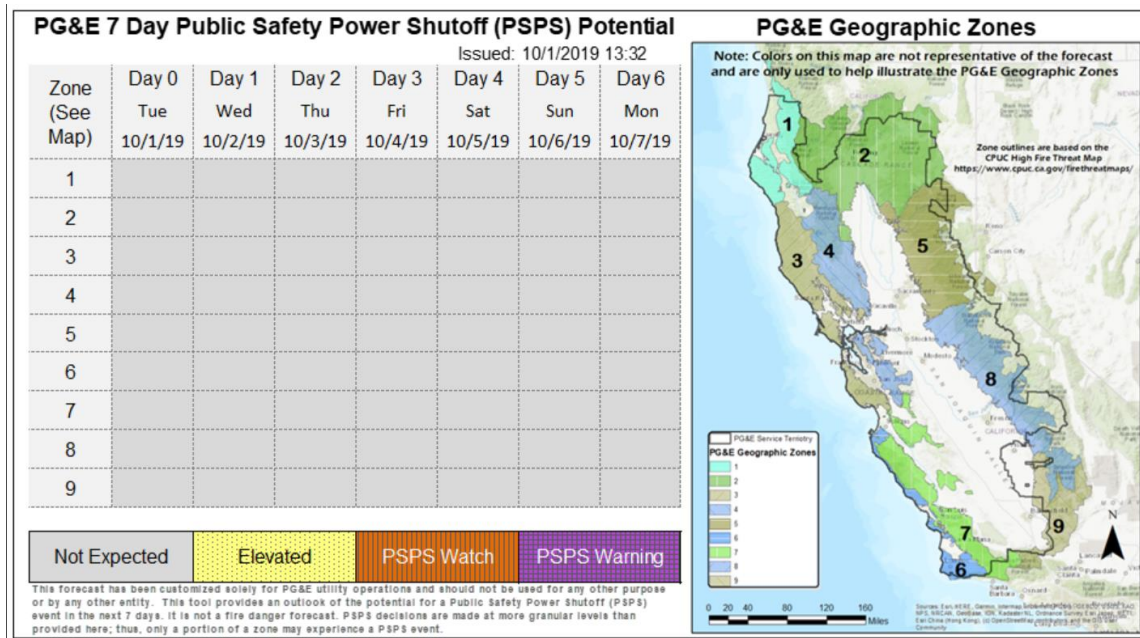
### 2.3.3 PG&E PSPS Potential Levels

To prepare customers and communities for a PSPS, PG&E has launched a series of webpages on pge.com providing public-facing information on PSPS events, fire-related weather forecasts from PG&E’s meteorologists, and maps showing where PSPS-related outages may occur or are occurring. The PG&E weather page provides a seven-day PSPS Potential forecast for the nine geographic regions in PG&E’s service area. To communicate levels of PSPS potential, PG&E uses the following rubric:<sup>21</sup>

- Not Expected – Conditions that generally warrant a PSPS event are not expected at this time.
- Elevated – PG&E is monitoring an upcoming event, typically a period of adverse weather combined with dry fuels, for increased potential as a PSPS event.
- PSPS Watch – PG&E’s EOC is activated based on a reasonable chance of executing a PSPS to reduce public safety risk in a given geographic zone due to a combination of adverse weather and dry fuel conditions. PG&E typically issues a PSPS watch within 72 hours before the anticipated start of an event.
- PSPS Warning – This level indicates execution of a PSPS is probable given the latest forecast of weather and fuels or observed conditions. Customers in areas being considered for a PSPS have been or are being notified. PSPS is typically executed in smaller and more targeted areas than the PG&E Geographic Zones. This level does not guarantee a PSPS execution as conditions and forecasts might change.

A sample snapshot of the potential level and geographic zones is included in Figure 3.2, below. The PG&E geographic zone’s map is included in Appendix A.

**Figure 2.2 PG&E Sample 7-Day Potential Level and Geographic Zones**



<sup>21</sup> PG&E, Public Safety Power Shutoff, Weather Awareness, accessed September 30, 2019, [https://www.pge.com/en\\_US/safety/emergency-preparedness/natural-disaster/wildfires/pssp-weather-map.page](https://www.pge.com/en_US/safety/emergency-preparedness/natural-disaster/wildfires/pssp-weather-map.page).





Source: PG&E, Public Safety Power Shutoff, Weather Awareness, accessed September 30, 2019, [https://www.pge.com/en\\_US/safety/emergency-preparedness/natural-disaster/wildfires/psps-weather-map.page](https://www.pge.com/en_US/safety/emergency-preparedness/natural-disaster/wildfires/psps-weather-map.page).

### 2.3.4 Timeline for PG&E PSPS Notifications

In general, PG&E is required to make every effort to provide notice of potential de-energization as soon as it reasonably believes de-energization is likely. At a minimum, PG&E must notify public safety partners when it activates the PG&E EOC in anticipation of a PSPS event, or when it determines that de-energization is likely to occur, whichever happens first. In addition, PG&E must provide notice when it decides to de-energize, at the beginning of a de-energization event, when re-energization begins, and when re-energization is complete.<sup>22</sup>

The CPUC Phase 1 Guidelines require PG&E, whenever possible, to adhere to the following *minimum* PSPS notification timeline:<sup>23</sup>

- 48 to 72 hours before an anticipated PSPS: Provide advance priority notification to public safety partners and to other priority notification entities.
- 24 to 48 hours before an anticipated PSPS: Notify all other affected customers or populations.
- One to four hours before an anticipated PSPS: Notify all affected customers or populations.
- When initiating PSPS: Notify all affected customers or populations.
- Immediately before re-energization begins: Notify all affected customers or populations.
- When re-energization is complete: Notify all affected customers or populations.

For a visual representation of the timeline, see Section 4.2.

### 2.3.5 Priority Notification of Public Safety Partners

The Phase 1 Guidelines require PG&E to provide public safety partners with priority notification of a PSPS event. For purposes of the CPUC Phase 1 Guidelines, “public safety partners” includes:<sup>24</sup>

- First responders or emergency responders at the local, state, and federal level;
- Water, wastewater, and communication service providers;
- Affected community choice aggregation electrical providers; and
- Publicly owned utilities or electrical cooperatives.

“First responder” or “emergency responder” means individuals responsible for protecting and preserving life, property, the environment, or evidence in the early stages of an event. The terms include “emergency response providers,” which the CPUC defines to include federal, state, and local governmental and nongovernmental public safety, fire, law enforcement, emergency response, emergency medical services, and hospital emergency services providers; and related personnel, agencies, and authorities.<sup>25</sup>

Community choice aggregation (CCA) is a program created under California law that allows cities and counties to buy or generate electricity for residents and businesses in their areas. For example, in Santa Clara County, Silicon Valley Clean Energy (SVCE) is one of several CCAs that provides clean electricity to County residents. PG&E partners with CCAs in the County to deliver electricity through PG&E’s

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<sup>22</sup> Phase 1 Guidelines, A8.

<sup>23</sup> Phase 1 Guidelines, A6–A8.

<sup>24</sup> Phase 1 Guidelines, A4.

<sup>25</sup> Phase 1 Guidelines, A3–A4.



transmission and distribution system. PG&E also provides CCAs with maintenance and outage response services.

### **2.3.6 Content of Public Safety Partner Advance Notification**

When providing an initial notification to public safety partners before a PSPS event, the CPUC Phase 1 Guidelines require PG&E to include the following information:<sup>26</sup>

- The boundaries of the de-energization event;
- The circuits to be de-energized;
- Information regarding customers within the de-energization boundaries, including the number of Medical Baseline customers in the impacted area;
- The estimated start date and time of the de-energization event;
- The estimated length of the de-energization event; and
- Estimated restoration times, including the re-energization start date and time and re-energization completion timeframe.

This data is provided to public safety partners through access to PG&E's PSPS Portal. For discussion of the PG&E secure PSPS data portal, see Section 2.3.7.

### **2.3.7 PG&E PSPS Agency Resources Portal**

At the time of its initial notification preceding a PSPS event, PG&E also must provide public safety partners with a geographic information system (GIS) shapefile showing the boundaries of the area subject to de-energization as accurately as possible. PG&E must provide a secure data transfer of the de-energization boundary in a format that can be rapidly incorporated into public safety partners' existing situational awareness tools. The data shared must show affected circuits and any other information requested by the Operational Area (OA) that PG&E can reasonably provide.<sup>27</sup>

To meet this CPUC requirement, PG&E has created a PSPS Agency Resources Portal where it will make information regarding specific PSPS events available to public safety partners. In addition to the GIS shapefiles showing expected outage areas, PG&E has indicated it will share information regarding critical facilities and vulnerable populations within the outage area. Non-sensitive information on the portal is currently available to public safety partners who register with PG&E. Public safety partners may email [PSPSPortal@pge.com](mailto:PSPSPortal@pge.com) to obtain access to the portal. However, to access sensitive information on the portal, public safety partners must sign a nondisclosure agreement (NDA) committing not to disclose that information. As of the writing of this Annex, the Town and PG&E have an executed PG&E NDA. Only identified staff receive password information for accessing the portal. Staff identified for portal access should practice accessing the portal prior to the start of the PSPS season (Sept – Nov).

### **2.3.8 Advance Notification to Other Customers**

Under CPUC Guidelines, PG&E has responsibility for communicating with PG&E's customers that a PSPS event is possible, including by utilizing its relationships with local public safety partners. PG&E's communication to customers must include:<sup>28</sup>

- The estimated start date and time of the PSPS event;

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<sup>26</sup> Phase 1 Guidelines, A16.

<sup>27</sup> Phase 1 Guidelines, A16–17.

<sup>28</sup> Phase 1 Guidelines, A17.



- The estimated length of the PSPS event, which may be communicated as a range;
- The estimated time to power restoration, which may be communicated as a range.

In addition, the communications should state when customers can next expect communication about the de-energization event.<sup>29</sup>

PG&E PSPS communications must be consistent with the Cal OES California Alert and Warning Guidelines, including:<sup>30</sup>

- Delivery in multiple formats across several media channels.
- Considering the geographic and cultural demographics of affected areas (e.g., rural areas may lack access to broadband services).
- Delivery of communications in English; Spanish; Chinese, including Cantonese, Mandarin, and other Chinese languages; Tagalog; Vietnamese; and Korean.<sup>31</sup>
- Developing notification strategies for reaching access and functional needs populations up to and including in-person notification, in partnership with local public safety partners.

### **2.3.9 Notifications to People with Access and Functional Needs**

The CPUC Phase 1 Guidelines require PG&E to make a diligent effort to identify access and functional needs populations within its customer base, and to provide those persons with PSPS notifications as required. The CPUC Guidelines state that PG&E, “as the entity with the most knowledge of and jurisdiction to call a de-energization event and subsequent re-energization, retain[s] ultimate responsibility for development of the communication strategy and notification in advance of, during and after a de-energization event.” To best carry out this obligation, the CPUC directed PG&E to work with Cal OES and local jurisdictions to ensure that PG&E notifications can be integrated into existing local SEMS and messaging frameworks. The CPUC envisioned local jurisdictions providing “supplemental or secondary notification,” which “does not supplant the utilities’ responsibility to provide notification to all customers.”<sup>34</sup>

Recognizing privacy concerns, the Phase 1 Guidelines do not require PG&E to develop a comprehensive contact list of access and functional needs customers or to share individual customer information with local jurisdictions. Instead, the CPUC encouraged PG&E to partner with local jurisdictions to work together to provide education and outreach before a PSPS event, and to provide communication during a PSPS event in formats appropriate to individual access and functional needs populations<sup>35</sup>. During October 2019, PSPS events impacting Santa Clara County, PG&E shared contact information for customers enrolled in PG&E’s Medical Baseline program pursuant to the County’s signed NDA. Working with local jurisdiction partners within the OA, the County then used that information to do supplemental outreach to individuals in the Medical Baseline program that PG&E had been unable to contact. For further discussion of supplemental outreach to Medical Baseline and other vulnerable Town residents, see Section 3.3.2.7.

### **2.3.10 Requests to Delay De-Energization or to Re-Energize**

Public safety partners may request that PG&E delay de-energization or that PG&E re-energize lines following de-energization. The CPUC Phase 1 Guidelines require PG&E to respond to requests to delay de-

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<sup>29</sup> Phase 1 Guidelines, A17.

<sup>30</sup> Phase 1 Guidelines, A20.

<sup>31</sup> Phase 1 Guidelines, A17–A19.



energization from public safety partners as defined in the Guidelines. As defined by the Guidelines, public safety partners that may request PG&E delay de-energization include:<sup>32</sup>

- First responders or emergency responders at the local, state, and federal level;
- Water, wastewater, and communication service providers;
- Affected community choice electricity aggregators;
- Publicly owned utilities and electrical cooperatives;
- The California Public Utilities Commission,
- The California Governor’s Office of Emergency Services (Cal OES); and
- The California Department of Forestry and Fire Protection (Cal Fire).

However, PG&E currently has ultimate authority to grant a delay and to determine how a delay in de-energization impacts public safety.<sup>33</sup> For further discussion of requests to delay de-energization, see Section 3.3.2.5.

The CPUC also requires PG&E to consider requests for re-energization of lines after de-energization for exigent circumstances. An example of such a circumstance is a non-utility caused wildfire in a de-energized area that requires water for firefighting purposes. In this scenario, CPUC suggests that public safety may be better served by re-energizing utility lines.<sup>34</sup> For further discussion of requests for re-energization, see Section 3.4.1.6.

## 2.4 Community Resource Centers

At the start of the PSPS season PG&E will seek to establish community resource centers (CRCs) in areas that are potentially impacted by a PSPS to provide customers and residents with:<sup>35</sup>

- A safe location to meet basic power needs such as charging cell phones and laptops and accessing Wi-Fi where possible.
- Additional, up-to-date information about the PSPS event.

PG&E’s goal is to set up and open at least one CRC in an impacted community within 24 hours of de-energization. PG&E has indicated that it would fully fund the CRCs. Local jurisdictions would not be responsible for any staffing or funding obligations in connection with the operation of CRCs. PG&E would likely contract with a vendor to set up, manage, and demobilize each center. If conditions permit, PG&E would have dedicated staff onsite who can update customer contact information and answer PSPS-related questions.<sup>36</sup> The Town has identified the Town Library as a potential CRC in the event of a PSPS. The Town opted not to enter into a legal agreement with PG&E for the Library CRC but rather establish the CRC in an ad hoc fashion on a as needed basis.

## 2.5 Re-Energization

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<sup>32</sup> Phase 1 Guidelines, A4.

<sup>34</sup> Phase 1 Guidelines, A9.

<sup>33</sup> Phase 1 Guidelines, A25.

<sup>34</sup> Phase 1 Guidelines, A25.

<sup>35</sup> PG&E, “Public Safety Power Shut-Off Community Resource Centers” [flyer] (2019).

<sup>36</sup> PG&E, “Public Safety Power Shut-Off Community Resource Centers” [flyer] (2019).



### 2.5.1 PG&E Re-Energization Strategy

Once it has de-energized a line as part of a PSPS event, PG&E has indicated that it will restore power only after confirming that it is safe to do so. To ensure that it is safe to re-energize a line, PG&E has indicated it will:<sup>37</sup>

- Send crews to visually inspect its electric system to look for potential weather-related damage to the lines, poles, and towers. Inspections may be done by vehicle, on foot, and by air during daylight hours.
- Identify damage that needs to be repaired before re-energizing and make the repairs.
- The PG&E Control Center completes the re-energization process and restores power to customers.

In describing its re-energization inspection process, PG&E indicates that it assigns a task force of supervisors, crews, troublemen, and inspectors to each circuit or portions of a circuit. Using a process PG&E calls “step restoration,” the task force re-energizes substations and circuits in segments as it continues patrols and makes necessary repairs. This allows restoration to proceed in a safe, efficient manner.<sup>38</sup> PG&E expects to visually inspect de-energized portions of its system for damage and restore power to most customers within 24 to 48 hours after the weather event prompting the PSPS has passed.<sup>39</sup>

### 2.5.2 Re-Energization Notification Requirements

As with notification of de-energization, PG&E has ultimate responsibility for notification of re-energization after a PSPS event. The CPUC Phase 1 Guidelines require PG&E to notify all affected customers or populations immediately before re-energization begins. In addition, the Guidelines require PG&E to notify all affected customers or populations when re-energization is complete.<sup>40</sup>

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<sup>37</sup> PG&E Amended 2019 Wildfire Safety Plan, 109; PG&E Public Safety Power Shutoff Policies and Procedures, 11.

<sup>38</sup> PG&E Amended 2019 Wildfire Safety Plan, 109; PG&E, PG&E Public Safety Power Shutoff (PSPS) Report to the CPUC; Event from: 06/07/2019 to 06/09/2019 (2019), 24 n.8

<sup>39</sup> PG&E Public Safety Power Shutoff Policies and Procedures, 7.

<sup>40</sup> Phase 1 Guidelines, A8–A9.



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## SECTION 3: CONCEPT OF OPERATIONS

### 3.1 Overview

The Concept of Operations (ConOps) section provides guidance to Town of Los Gatos personnel and decision-makers regarding the sequence and scope of actions that may be necessary in a Town-wide response to a Public Safety Power Shutoff (PSPS). This section describes in general terms the operational activities, procedures, and functions of the Town of Los Gatos Emergency Operations Center (EOC) and Department Operations Centers (DOCs) during a PSPS event.

### 3.2 Incident Coordination

In a PSPS event, the Town's emergency management and response system is organized as described in the Town of Los Gatos Emergency Operations Plan (EOP). Response to a PSPS event is managed at the lowest level possible, in accordance with the National Incident Management System (NIMS), the Standardized Emergency Management System (SEMS), and the Incident Command System (ICS).

#### 3.2.1 Operational Activity Phases

In a PSPS event, there are three distinct phases of operational activity:

- The Notification Phase, 72 to 24 hours preceding a PSPS event: Includes Pacific Gas and Electric (PG&E) notification to public safety partners of a possible PSPS event; establishing contact with SCC OEM; dissemination of information gleaned from SCC OEM to Town Departments and agencies and to partners; activating the Town EOC (physical or virtual), if needed; monitoring the situation and sharing situational awareness with stakeholders; and providing support to SCC OEM and PG&E in sharing PSPS information with the public and with the media (see Section 3.3).
- The Response Phase, 24 hours preceding a PSPS event to immediately preceding re-energization: Includes continued operation of the Town EOC as needed; proclaiming a local emergency when de-energization occurs, if appropriate; performing status and damage assessment; setting priorities for critical resources; facilitating response to life and public safety threats; sharing status information with Town Departments and agencies, and county partners; requesting resources from SCC OEM as needed; assisting SCC OEM and PG&E in keeping the public apprised of event status, the timeframe for re-energization, and available public resources (see Section 3.4).
- The Re-Energization and Short-Term Recovery Phase, from re-energization to one week following re-energization: Includes PG&E re-energization of de-energized power lines and facilities, assisting SCC OEM and PG&E in keeping the public apprised of re-energization status and available public resources, providing access and other support to PG&E crews repairing equipment on public or private property, restoration of Town services, declaring an end to the event, and deactivating the Town EOC (see Section 3.5).

Note that the time frames listed above for each phase are approximations. The time frames may vary in an actual event. Phases may also overlap. For a visual depiction of the PSPS Operational Phases, see Section 5.2. For task lists containing important steps that should be considered during each phase to successfully coordinate a PSPS event, see Section 5.5.

#### 3.2.2 Management Priorities

As suggested by the National Response Framework, the Town's priorities in all phases of PSPS event



management are to:<sup>41</sup>

1. Protect and save lives.
2. Protect property and the environment.
3. Stabilize the event.
4. Assist partners in providing for basic human needs.
5. Return the Town to normal operations as quickly and as safely as possible.

### 3.2.3 Town of Los Gatos Activities

The Town Manager's Office serves as the central point for coordinating a PSPS event impacting the Town of Los Gatos. If the Town Manager's Office decides there is a need to open the EOC, it will provide coordination, support, and assistance with policy-level decisions needed to successfully manage the event. The EOC would serve as a principal location for collecting and sharing situational information and a common operating picture of the Town's status and response activities. Responsibilities of the Town Manager's Office during a PSPS event may include the following:

- Establishing and maintaining contact with OA EOC.
- Determining the need for activation of the Town EOC, based on the criteria set forth in the EOP and on the circumstances presented by the PSPS event.
- Determining the need for issuance of a local emergency proclamation under the California Emergency Services Act.
- Activating and staffing the Public Information Officer role to support OA EOC and PG&E, as the lead agency responsible for providing public information regarding the PSPS event.
- Collecting, analyzing, and disseminating situational information as part of maintaining a Town-wide common operating picture during response and re-energization and recovery activities.
- Request that Town Departments issue staff notifications, assess staffing needs, and take additional actions to maintain continuity of operations.
- Maintaining communication with Town Departments to ensure partners are aware of event objectives, and to incorporate field-level information into a Town-wide common operating picture.
- Establishing resource priorities, allocating critical resources based on established resource priorities, and acquiring additional resources through mutual aid or other sources as needed.
- Coordinating with local and County entities to share information and to obtain needed resources and assistance.
- Facilitating short-term recovery activities.
- Planning and coordination of EOC deactivation activities.

### 3.2.4 Town Department Activities

Town Departments, such as the Los Gatos-Monte Sereno Police Department and Parks and Public Works, provide operations and logistics coordination and support to meet incident objectives with personnel and resources in the field during a PSPS event. In general, Town Departments need to serve two primary

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<sup>41</sup> Federal Emergency Management Agency (FEMA), *National Response Framework* (3d ed.), i (2016). [https://www.fema.gov/media-library-data/1466014682982-9bcf8245ba4c60c120aa915abe74e15d/National\\_Response\\_Framework3rd.pdf](https://www.fema.gov/media-library-data/1466014682982-9bcf8245ba4c60c120aa915abe74e15d/National_Response_Framework3rd.pdf).





functions: They maintain departmental continuity of operations during emergencies and assist with Town-wide response by communicating and coordinating with the Town Manager's Office or EOC and with their field-level personnel. Primary responsibilities of Town Departments during a PSPS event may include the following:

- Activating and adequately staffing Departments.
- Issuing departmental staff notifications and recalling personnel with response roles.
- Maintaining continuity of critical departmental functions during the event and resuming normal department functions as quickly as possible following re-energization.
- Coordinating and supporting departmental field response and recovery activities.
- Activating relevant SOPs
- Maintaining communications and coordination between the department's director or field responders and the Town Manager's Office or Town EOC.
- Collecting, validating, and sharing situational information with the Town Manager's Office as part of maintaining a common operating picture.
- Receiving resource requests from field personnel and, whenever possible, filling them from departmental resources or through discipline-specific mutual aid.
- Forwarding resource requests that cannot be filled by department resources or by discipline-specific mutual aid to the Town Manager's Office.
- Coordinating the set-up and operation of shelters, cooling facilities, filtered air facilities, or other mass care support facilities as needed.
- Ensuring that appropriate traffic-control and security measures are established to safeguard people and property.
- Notifying their field responders when de-energization and re-energization occur.
- Ensuring appropriate safety and damage assessment before allowing the public to enter impacted areas.
- Coordinating departmental deactivation activities.

For general discussion of department activities in an event or incident, see the Town EOP (pg. 11).

### **3.2.5 Santa Clara County Activities**

The County acts as lead agency for the Operational Area (OA), serving as a link in the system of communications and coordination between the regional EOC (REOC) and political subdivisions, like the Town of Los Gatos, within the OA and their EOCs. Additionally, Santa Clara County Office of Emergency Management (SCC OEM) has direct communication with PG&E through a single-point of contact. The OA EOC gathers information directly from PG&E and shares it with political subdivisions through direct communication and County-wide conference calls. As lead for the OA, the County advises jurisdictions on operations, manages critical resources based on established priorities and acquires and coordinates mutual aid.

### **3.3 Notification Phase**

Providing timely, consistent, effective information through multiple communication methods to persons in areas that may be affected is essential to minimize PSPS impacts to people and infrastructure. PG&E retains ultimate responsibility for notification of and communication with public safety partners, critical



facilities, and the public throughout a de-energization event.<sup>42</sup>

As part of the Notification Phase in a PG&E power shutoff, based on its important responsibilities to the community and to its public and private agency partners, the Town will support the County and PG&E in disseminating notification of a potential or imminent shutoff to Town Departments and agencies and to the public. The Town will also support the County and PG&E in alerting the public regarding the shutoff and sharing information about resources available to them.

### **3.3.1 PG&E PSPS Advance Notifications**

#### **3.3.1.1 Priority Notification to Public Safety Partners**

CPUC Phase 1 Guidelines require PG&E to provide priority notification of a possible or impending PSPS to public safety partners, including offices of emergency management. Whenever possible, the Guidelines require PG&E to give notice to public safety partners a minimum of 72 to 48 hours in advance.<sup>43</sup> PG&E has indicated it will provide approximately 48 hours' priority notice of a PSPS event to public safety partner contacts. Notice will be provided by phone, email, texts, and automated calls. However, at the 72- to 48-hour mark, the notice may state that PG&E is monitoring extreme fire danger conditions that *could* cause it to shut off power for safety purposes.<sup>44</sup>

To assist PG&E, the Town Manager's Office has submitted to PG&E lists of County-specific public safety partners and critical facilities, with contact information for each partner or site listed. The list should be reviewed and updated annually prior to the start of the PSPS season.

#### **3.3.1.2 Notifications to All Customers**

CPUC Phase 1 Guidelines require PG&E, whenever possible, to provide a minimum of 48 to 24 hours advance notice of an anticipated de-energization event to all affected customers or populations. In addition, whenever possible, PG&E is required to notify all affected customers or populations of an anticipated PSPS at least one to four hours preceding de-energization, and when PG&E actually de-energizes its lines.<sup>45</sup>

Disseminating these notices as widely as possible will be especially critical to ensure PG&E customers with disabilities or access and functional needs have the time needed to adequately prepare to be without power for an extended time period. To assist, the Town Manager's Office has submitted to PG&E a list of organizations that provide services to people with disabilities or access and functional needs. The list should be reviewed and updated annually prior to the start of the PSPS season.

The Town also plays a supporting role in supplementing PG&E's notification efforts by sharing PG&E's messaging using appropriate methods. For further discussion of the Town's public information efforts, see Sections 3.3.2.6 and 5.

### **3.3.2 Town Action Following PG&E Priority Notification**

#### **3.3.2.1 Overview**

On receiving a priority notification from PG&E regarding a potential or an imminent threat of de-energization, the Town Manager's Office, may take a number of actions. Depending on the nature of the message received from PG&E and potential impacts to the Town, actions may include, but are not limited

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<sup>42</sup> Phase 1 Guidelines, A2.

<sup>43</sup> Phase 1 Guidelines, A8.

<sup>44</sup> PG&E Public Safety Power Shutoff Policies and Procedures, 6.

<sup>45</sup> Phase 1 Guidelines, A8.

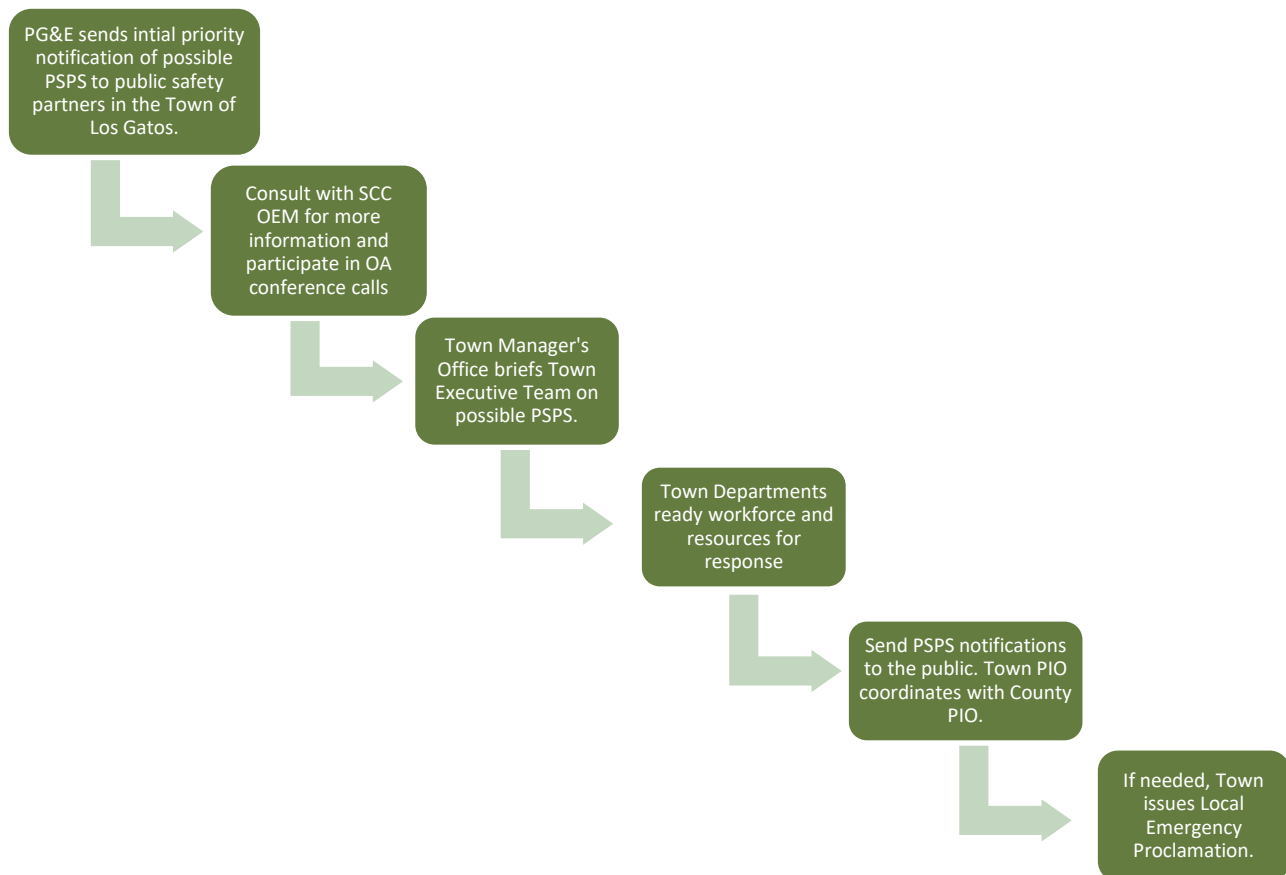


to, the following:

- Briefing the Town Executive Team (see Section 3.3.2.3). and Town Council.
- Activating the Town EOC at the appropriate staffing level (see Section 3.3.2.4).
- Activating the Public Information Officer position to provide support to PG&E and OA in coordinating media and public information regarding the event (see Section 3.3.2.6).
- Establishing and maintaining contact with OA representatives.
- Participating in OA PSPS conference calls to receive updated information regarding expected impacts.
- Assessing the possibility of extreme heat, destructive fire, or poor air quality within the Town.
- In consultation with other public safety partners and Town leaders, determining the need to request that PG&E delay de-energization (see Section 3.3.2.5).
- Requesting that Town Departments issue staff notifications and take additional preparedness or response actions.
- Assessing the need for mutual aid.
- Continuous monitoring of the situation, with modification of actions as needed (see Section 3.3.2.7).

For an illustration of the activity flow on notification by PG&E of a PSPS event, see Figure 3.1.

**Figure 3.1. Town of Los Gatos PSPS Notification and Activity Flow**





### **3.3.2.2 Establishing and Maintaining Contact with PG&E and SCC OEM**

In a PSPS event, the Town and County OEM are almost fully dependent on PG&E for reliable information through conference calls and the PG&E portal, about the potential need for de-energization, the scope of planned de-energization, and the timing and impact of de-energization and re-energization. In addition, the County OEM, has communication with PG&E through EOC liaison positions and a single-point of contact with a PG&E representative. Thus, it is critical to successful coordination of a PSPS event that the Town establish and maintain good communications with County OEM and PG&E representatives.

During a PSP event, PG&E has promised to hold conference calls for emergency managers and other public safety partners. In past PSPS events, PG&E scheduled those calls at 8:00 a.m. and at 9:00 p.m. PG&E has encouraged public safety partners needing additional information to phone the electric Public Safety Specialists for their territory. At the county-level, SCC OEM may also invite PG&E's Public Safety Specialists to participate in OA conference calls. In addition, PG&E has created a liaison position when its EOC is open. The PG&E Liaison is available to field questions from impacted jurisdictions.

SCC OEM may invite PG&E representatives to serve as liaisons in the County EOC. However, PG&E has advised that they lack the personnel needed to provide liaisons to local jurisdiction EOCs.<sup>46</sup> Conversely, SCC OEM may attempt to send a County representative to PG&E's EOC, which is located in San Francisco, or may join with other regional partners in sending a regional local government representative to the PG&E EOC. That person would in turn liaise with all the emergency management offices in impacted areas, including in the Town of Los Gatos, should it be affected.

### **3.3.2.3 Town Executive Team Meetings**

After receiving a PG&E priority notification of an imminent or potential PSPS event impacting the Town of Los Gatos, the TMO will schedule a PSPS briefing meeting with the Town Executive Team. The purpose of the PSPS briefing is to obtain and share available information with and between Departments. Briefings also help ensure a coordinated effort at the Town level, and between the Departments, in preparation and response to the PSPS event.

The briefing should include all department directors, particularly, Los Gatos-Monte Sereno Police Department, Parks and Public Works, Information Technology and Library. As well as representatives from Town Attorney, and Town Clerk.

During the briefing, attendees will be asked to share situational awareness information for their Departments, including the following:

- Current status;
- Planned preparedness or response actions (e.g., opening of event facilities; resource staging; public outreach efforts, especially to vulnerable populations).
- Standard Operating Procedure (SOP) updates
- Resource needs and limitations.

Briefings will continue as needed through the event, likely every morning and evening.

### **3.3.2.4 Activation of Town EOC**

In consultation with the Op Area EOC, the Town Manager or Police Chief is responsible for activating the

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<sup>46</sup> Pamela Perdue, PG&E PSPS Workshop, Watsonville, CA, August 19, 2019.



Town EOC when needed to successfully coordinate a PSPS event impacting the Town of Los Gatos. In addition to the conditions listed in the SEMS Regulations<sup>47</sup> and the Town of Los Gatos EOP that would require activation of the Town EOC, the EOC may be activated preceding or during a PSPS event when:

- The National Weather Service notifies the Town that Red Flag Warning and other weather conditions are likely to occur that would result in PG&E instituting a PSPS event.
- PG&E's advance notifications and other information indicate that a significant area of the Town may be without electric power, or that a significant segment of the community may be adversely impacted by an anticipated de-energization.

### **3.3.2.5 Request for Delay in De-Energization**

The CPUC Phase 1 Guidelines require PG&E to respond to requests from public safety partners to delay de-energization.<sup>48</sup> As soon as possible after receiving notification from PG&E that a PSPS event may or will occur, Town Manager's Office will discuss the need to request a delay in de-energization with public safety partners and County agencies. The decision to request a delay on behalf of the Town will be made by the Town Manager's Office in consultation with Town public safety partners, including the Chief of Police, the Chief of the Santa Clara County Fire Department, and the County Public Health Officer. Any request to PG&E to delay de-energization will be made by the Town Manager's Office.

The CPUC has not yet issued guidelines on the circumstances justifying a delay in de-energization or how long a delay may last. However, a delay may be appropriate when there is an emergency situation in the Town that would be exacerbated by a lack of electrical power. For example, de-energization could exacerbate containment of an existing wildfire in an area to be de-energized if the lack of electricity would impact the ability to provide adequate water for fire suppression.<sup>49</sup>

### **3.3.2.6 Town PIOs and Use of Joint Information System**

As soon as possible after receiving notification from PG&E of a potential or imminent PSPS event, the Town PIOs will integrate into the Operational Area Joint Information System (JIS) to better enable the Town to provide support to PG&E in sharing information about the event with the media and the public. The OA uses the JIS to organize, integrate, and coordinate information to ensure timely, accurate, accessible, and consistent messaging across multiple jurisdictions and disciplines, with nongovernmental organizations, and with the private sector. As part of operationalizing the JIS, SCC OEM may activate the Joint Information Center (JIC), which is typically located at the County EOC. The JIC acts as a central location for coordinating with public information officers (PIO) from PG&E, County Departments, and partner jurisdictions to ensure appropriate coordination of PIO functions and messaging across the County.

In a PSPS event, PG&E remains primarily responsible for communicating information regarding the event. The Town acts in support of PG&E in providing information to the public. Accordingly, it will be essential for the Town, to the best of its ability, to coordinate its messaging with PG&E. PG&E has provided general sample public messaging in English to public safety partners through the PSPS Agency Resources Portal.

The PIOs will be responsible for providing supplementary public information through AlertSCC, social media, and other appropriate public alert and warning platforms. For further discussion of public

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<sup>47</sup> 19 Cal. Code Regs. § 2409(f).

<sup>48</sup> Phase 1 Guidelines, A25.

<sup>49</sup> Phase 1 Guidelines, 122.



information in a PSPS event, see Section 5.

### **3.3.2.7 Supplementary Notification of Vulnerable Town Residents**

The Town, in coordination with the County OEM, will make efforts to supplement PG&E's efforts to notify people who rely on electricity-dependent medical equipment of potential PSPS impacts, as required by the CPUC. The County's Emergency Medical Services (EMS) and Public Health Department (PHD) will overlay PG&E Medical Baseline customer information with information from the U.S. Department of Health and Human Services' emPOWER database to identify persons with critical needs. The emPOWER database includes Medicare beneficiaries who rely on electricity-dependent medical equipment, such as ventilators, to live independently in their homes. SCC EMS and SCC PHD will then work with local government jurisdictions in the Operational Area to determine how best to utilize this information to protect individuals with critical power needs.

Los Gatos-Monte Sereno Police Department (LG-MS PD) takes responsibility for supplementing PG&E's outreach to vulnerable populations in Los Gatos. After receiving a list from County OEM of Medical Baseline customers who have not been reached by PG&E, LG-MS PD officers will go door to door to notify Los Gatos customers who have not been reached by PG&E.

## **3.4 Response Phase**

During the response phase, the Town Manager's Office (TMO) will gather and share status information with County Departments and agencies and other OA partners. Based on the Town's status and the needs of the situation, the TMO will determine the need for proclaiming a local emergency. In addition, as needed, the TMO will set priorities for critical resource sharing, facilitate response to life and public safety threats, and coordinate the process of obtaining additional resources. The TMO will also assist PG&E in keeping the media and the public informed regarding the event and available public resources.

### **3.4.1 Overview of EOC Activities**

In the event a large or extended PSPS event produces significant damage or threatens lives and property, the Town will engage in response efforts as described generally in the Town EOP. Response activities in a PSPS event also may include the following:

- Continued operation of the Town EOC.
- Facilitating the issuance of a local disaster proclamation under the California Emergency Services Act (see Section 3.4.1.1).
- Obtaining and sharing information through conference calls, situation reports, and other means as needed with Town Departments and partners; County OEM; and OA partners (see Sections 3.3.2.3 and 3.3.2.7).
- Determining the need to request PG&E to re-energize its lines if needed or to prioritize re-energization (see Section 3.4.1.6).
- Coordinating the process of obtaining needed resources.
- Setting priorities for allocating scarce critical resources such as backup generators or fuel to run those generators.
- Providing continued support to PG&E in providing public information on de-energization status and impacts, the timeframe for re-energization, and available public resources (see Section 5).
- Preparing an advance plan for re-energization (Section 3.4.1.7).



### **3.4.1.1 Local Emergency Proclamation**

The Town may proclaim a local emergency if the effects of a PSPS event are beyond the capability of local resources to mitigate effectively.<sup>50</sup> Pursuant to local ordinance, the Town Manager, in their role as Director of Emergency Services, may request that the Town Council proclaim the existence or threatened existence of a local emergency in a PSPS event. If the Council is not in session, the Director of Emergency Services may issue a local emergency proclamation. However, the Council must ratify the proclamation within seven days of its issuance, or the proclamation will have no further force or effect.<sup>51</sup> Issuing a local emergency proclamation provides the Director the power to<sup>52</sup>.

- Make and issue rules and regulations on matters reasonably related to the protection of life and property as affected by such emergency; provided, however, such rules and regulations must be confirmed at the earliest practicable time by the Town Council;
- Obtain vital supplies, equipment and such other properties found lacking and needed for the protection of life and property and to bind the Town for the fair value thereof and, if required immediately, to commandeer the same for public use;
- Require emergency services of any Town officer or employee and, in the event of the proclamation of a state of emergency in the County in which this Town is located or the existence of a state of war emergency, to command the aid of as many citizens of this community as the Director deems necessary in the execution of the Director's duties; such persons shall be entitled to all privileges, benefits, and immunities as are provided by State law for registered disaster service workers;
- Requisition necessary personnel or material of any Town department or agency; and
- Execute all of the Director's ordinary powers as Town Manager, all of the special powers conferred upon the Director by this chapter or by resolution or emergency plan pursuant hereto adopted by the Town Council, and all powers conferred upon the Director by any statute, by an agreement approved by the Town Council, and by any other lawful authority.

Issuance of a local emergency proclamation also is a prerequisite to activate the Town Disaster Service Workers (DSWs). In addition, a local proclamation is a precondition to requesting that the Governor proclaim a state of emergency, and to seeking state reimbursement for Town expenses under the California Disaster Assistance Act (CDAA)<sup>53</sup> as well as federal assistance.

NOTE: A local emergency proclamation is not required for fire or law mutual aid, for direct state assistance, for a Fire Management Assistance Grant (FMAG), or to participate in disaster loan programs of the United States Department of Agriculture (USDA) or the Small Business Administration (SBA).<sup>54</sup>

### **3.4.1.2 Town Response Phase Activities**

During a PSPS event, the Town is primarily responsible for facilitating response, which may include the following actions:

- Identifying critical facilities and individuals dependent on electricity that may be affected and

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<sup>50</sup> Cal OES, "California Emergency Disaster Proclamation and CDAA Process," (2019). [https://www.caloes.ca.gov/RecoverySite/Documents/Proclamation%20and%20CDAA%20Process%20Fact%20Sheet%20Final%20Feb%202019%20\(003\).pdf](https://www.caloes.ca.gov/RecoverySite/Documents/Proclamation%20and%20CDAA%20Process%20Fact%20Sheet%20Final%20Feb%202019%20(003).pdf).

<sup>51</sup> Town of Los Gatos, CA Ordinance Code §§ 8.10.035(a); see Cal. Govt. Code § 8630(b).

<sup>52</sup> Town of Los Gatos, CA Ordinance Code §§ 8.10.035(b)

<sup>53</sup> Cal. Govt. Code §§ 8680-8692.

<sup>54</sup> Cal OES, "California Emergency Disaster Proclamation and CDAA Process."



ensuring the dispatch of personnel to provide assistance.

- Identifying sites for potential shelters, cooling centers, or other mass care facilities as needed, and working with Town Departments to establish and maintain those sites.
- Identifying sites for potential community resource centers (CRCs) as needed and supporting PG&E in establishing those CRCs.
- Coordinating the response to additional event needs as resources allow, such as transportation services for people with disabilities or access and functional needs, increased security, traffic control, and obtaining fuel for Town generators.
- Performing advance planning for the re-energization process.

NOTE: The American Red Cross has indicated that it will not provide shelter workers or other direct client services to support independent or government shelter operations during PSPS events. For further discussion, see Section 3.4.1.5.

### **3.4.1.3 Resource Prioritization**

When a large portion of the Town is without power in a PSPS event, the EOC may need to focus its efforts based on the overall event priorities as provided in Section 3.2.2, or as set by the EOC Director during the event. In that situation, the EOC may focus initially on identifying critical facilities and individuals in need of electric power that have been or may be affected, and on ensuring that those facilities or persons receive appropriate assistance as resources allow. Once the EOC gathers situational reports on Town status and the status of critical Town facilities, the EOC Director may set priorities among those facilities as needed (see Section 3.4.1.4). Priorities should be set in consultation with EOC Management and with impacted local Departments within the Town.

In a large-scale PSPS event, it may also be necessary for the Town to request mutual aid or other Operational Area resources. In general, the Town must exhaust its resources before requesting resources from the County OEM.

### **3.4.1.4 Criteria for Prioritizing Critical Facilities**

If a widespread PSPS event affects numerous Town facilities that are critical to response or recovery, it may be necessary to perform “facility triage”: allocating available response resources (e.g., police, fire, and EMS) to facilities that are most in need. Some facilities may require an immediate response in a PSPS event because of the potential for imminent or significant impacts to public health and safety impacts. Other facilities may require a response only in a lengthy disruption. Though response priorities for critical facilities vary depending on local requirements, factors to consider in setting facility priorities include the following:<sup>55</sup>

- The type of facility involved. Critical facilities such as hospitals or fire stations may require more rapid response. Similarly, prolonged loss of power in some critical facilities could affect other facilities or infrastructure (e.g., telephone switching offices, natural gas compressor stations).
- Length of time before serious impacts occur.
- The nature of potential impacts. Critical facilities experiencing public safety impacts may merit a quicker response than those with impacts that amount to an inconvenience.
- Availability of backup power supplies. Critical facilities with backup generation capability may not

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<sup>55</sup> Cal OES, Electric Power Disruption: Toolkit for Local Government (2012), 9. <https://www.caloes.ca.gov/PlanningPreparednessSite/Documents/Electric%20Power%20Disruption%20Toolkit%20ADA%20Edits.pdf>.





need immediate response.

- Number and groups of people potentially affected. Critical facilities where a large number of people would be affected may merit a quicker response than those where only a few would be affected. Also, critical facilities that serve people with disabilities or access and functional needs may require more rapid response than other facilities.

Table 3.1, below, contains possible criteria for critical facility prioritization in a PSPS event.

**Table 3.1. Suggested Criteria for Critical Facility Prioritization**

Facility Response Priority	Types of Facilities or Infrastructure in Priority Class
<p><b>Immediate Response</b></p> <ul style="list-style-type: none"> <li>• Highest priority for response during a PSPS event.</li> <li>• Potential for immediate, serious impacts.</li> <li>• Most high-priority facilities will have or should have power backup capability.</li> </ul>	<ul style="list-style-type: none"> <li>• Emergency services facilities (e.g., police, fire, and emergency medical services).</li> <li>• Medical facilities, including hospitals, health clinics, dialysis centers, and other healthcare facilities.</li> <li>• Road Intersections</li> <li>• Railroad crossings.</li> <li>• Other sites where people dependent on electricity for life support are located.</li> </ul>
<p><b>Response Within the First Two Hours</b></p> <ul style="list-style-type: none"> <li>• High priority for response.</li> <li>• Initiate contact with facilities in this category to determine needed response.</li> </ul>	<ul style="list-style-type: none"> <li>• Residential care facilities, including adult and elder care homes, skilled nursing facilities, and other medical facilities.</li> <li>• Schools, especially nursery and elementary schools.</li> <li>• High-rise buildings.</li> </ul>
<p><b>Response Within First Six Hours</b></p> <ul style="list-style-type: none"> <li>• Medium priority for response.</li> <li>• Response needed within 6 hours</li> <li>• Initiate contact with all facilities in this category to determine necessary response.</li> </ul>	<ul style="list-style-type: none"> <li>• Water facilities, including water supply and wastewater treatment.</li> </ul>
<p><b>Response on Call</b></p> <ul style="list-style-type: none"> <li>• Lower priority, but still important.</li> <li>• Respond on request for assistance from a facility.</li> </ul>	<ul style="list-style-type: none"> <li>• Public facilities</li> <li>• Commercial or industrial property</li> </ul>

Source: Adapted from Cal OES, Electric Power Disruption: Toolkit for Local Government (2012), 10.

**3.4.1.5 Shelter Services**

The Town of Los Gatos has shelter agreements with facilities throughout the Town. The Town also trains volunteers and employees to set up and work in Town managed shelters.

The American Red Cross has indicated it will not provide shelter workers or other direct client services to support independent or government shelter operations during PSPS events. Prior to a PSPS event, Red Cross may be available to provide technical assistance and training for responding agencies related to mass care and respite services, including assessing shelter facilities, assisting in community shelter



planning, connecting agencies with vendors, and providing shelter training. During a PSPS event, Red Cross is available to serve in a support role as follows:<sup>56</sup>

- Assisting in distribution of community-donated snacks and water as a supporting agency.
- Serving as a liaison in unified commands and EOCs.

However, if another disaster, such as a wildfire, occurs during a PSPS event, the Red Cross will provide its standard mass care and shelter services.<sup>57</sup>

#### **3.4.1.6 Request for Re-Energization or Prioritized Re-Energization**

The CPUC Phase 1 Guidelines require PG&E to respond to requests from public safety partners to re-energize de-energized portions of its system during a PSPS event.<sup>58</sup> The CPUC has not issued guidelines on the circumstances justifying re-energization or how long re-energization may last. However, CPUC's discussion in issuing Phase 1 Guidelines indicates that re-energization may be appropriate when an emergency situation arises in the Town that would be exacerbated by the lack of electrical power. For example, de-energization could exacerbate containment of a wildfire that ignites during de-energization if a lack of electricity would impact the ability to provide adequate water for fire suppression.<sup>59</sup> PG&E has also indicated that jurisdictions may request that their area be prioritized during the re-energization process in the event that power is needed to combat a wildfire or other incident.<sup>60</sup>

If it appears at any time during a PSPS event that continued de-energization would exacerbate an emergency situation in the Town, Town Manager's Office will discuss the need to request re-energization or prioritized re-energization with public safety partners. The decision to make this request on behalf of the Town of Los Gatos will be made by the Town Manager in consultation with public safety partners, including the Director of OEM, the Chief of the LG-MS PD, and the SCC Public Health Officer.

#### **3.4.1.7 Re-Energization Planning**

When PG&E provides the Town Manager's Office with notice of an imminent PSPS that will impact areas within the Town, the PSPS event may initiate development of an event-specific Town re-energization plan. In the event the EOC has been activated the re-energization plan would be developed by the EOC Planning Section Advance Planning Unit. The re-energization plan must be reviewed and approved by the EOC Planning Section Chief, PIO, and EOC Director. The re-energization plan should include coverage of the following issues:

- Areas within Town jurisdiction that may need to be inspected by Town personnel prior to or following re-energization.
- Expected impacts of de-energization and re-energization on Town services and personnel, residents, businesses, property, and the environment.
- A method for prioritizing Town resources needed to perform re-energization inspection and other re-energization work, as needed.
- Recommended methods for assisting residents and businesses during short-term recovery.
- The need for intermediate or long-term recovery assistance, and recommended methods for

<sup>56</sup> Nikki Rowe, Red Cross Silicon Valley Red Cross, email to Annex author, August 13, 2019.

<sup>57</sup> Nikki Rowe, Red Cross Silicon Valley Red Cross, email to Annex author, August 13, 2019.

<sup>58</sup> Phase 1 Guidelines, A25.

<sup>59</sup> Phase 1 Guidelines, 122.

<sup>60</sup> Pamela Perdue, PG&E PSPS Workshop, Watsonville, CA, August 19, 2019.



addressing these needs.

- Messaging to be used to communicate needed re-energization and recovery information with the media and the public.

On notice of re-energization from PG&E, the Town will implement the re-energization plan. For further discussion of re-energization, see Section 3.5.

### **3.5 Re-Energization and Short-Term Recovery Phase**

Re-Energization and Short-Term Recovery Phase includes PG&E re-energization of its power lines and facilities. For the Town, it includes implementing its re-energization plan, and assisting PG&E in keeping the public informed of re-energization status and of resources available to assist with short-term recovery. It also may include providing access and other support to PG&E crews inspecting or repairing equipment on public or private property. In addition, during this phase, the Town will facilitate restoration of Town services. Once the event has ended, the Town will declare an end to the event, deactivate the Town EOC, and transition recovery efforts to a recovery unit if needed.

#### **3.5.1 Overview of Re-energization and Short-Term Recovery**

The re-energization and short-term recovery phase involves re-energizing PG&E's transmission and distribution lines and other facilities. It also includes:

- Implementing the Town's re-energization plan (see Section 3.4.1.7).
- Assisting PG&E in keeping Town Departments and the public apprised of re-energization status and available public resources (Section 3.5.2).
- Providing access and other support to PG&E crews repairing equipment on public or private property (Section 3.5.3).
- Facilitating restoration of Town services impacted during de-energization.
- Completing damage reports.
- Assisting in establishing local assistance centers to address intermediate- or long-term individual and business recovery needs in the Town.
- Transferring EOC recovery activities to a recovery unit or to Town Departments as appropriate.
- Declaring an end to the event.
- Deactivating the Town EOC.
- Holding a debriefing and conducting an after-action review.

#### **3.5.2 Notice of Re-Energization**

The CPUC Phase 1 Guidelines require PG&E to provide notice to public safety partners, to critical facilities and infrastructure, and to all affected customers and populations immediately before re-energization begins. PG&E is also required to give notice to all affected customers and populations when re-energization is complete.<sup>61</sup> The Town will also provide support to PG&E in sharing these notices with the public and media as appropriate.

When notifying Town partners of imminent re-energization, Town Manager's Office will remind personnel to ensure that backup and emergency equipment is returned to standby and made ready for subsequent disruptions. Facility operations and information systems may need to restore and test computer operating

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<sup>61</sup> Phase 1 Guidelines, A9.



systems to ensure proper functioning.

### **3.5.3 Supporting PG&E's Re-Energization Process**

Following a PSPS event, PG&E may coordinate with the Town or County OEM regarding re-energization of impacted areas. While response actions are still being taken, PG&E may need support from County OEM and local government agencies such as law enforcement, fire, and public works Departments. Such support may include providing access to equipment sites to PG&E personnel so they can inspect and repair equipment prior to re-energization and preventing unauthorized persons from entering damaged areas.

### **3.5.4 Short-Term Recovery Considerations**

In general, the goal of recovery following an extended PSPS event includes ensuring the return of displaced individuals and families, reestablishing essential government and commercial services to support the physical, emotional, and financial well-being of impacted community members. The Town's short-term recovery activities following a PSPS event may overlap with response activities and may include:<sup>62</sup>

- Assessing damage.
- Addressing health and safety needs of residents and responders beyond immediate life safety issues, such as assisting residents and businesses displaced as a result of the power outage in returning to their homes or facilities.
- Identifying and facilitating mechanisms for expediting critical infrastructure restoration, such as prioritizing contracts, regulatory relief, and logistics support.
- Mobilizing organizations and resources needed for full recovery, such as facilitating access to Small Business Administration loans for impacted businesses.

To facilitate recovery efforts beyond short-term recovery, the Town may consider appointing a Recovery Unit within the Town EOC if needed. If activated, the EOC Director will ensure that the EOC works with recovery unit leadership and nongovernment organizations to shift roles and responsibilities to the Recovery Unit, if needed. The transition will include development of an appropriate process for properly transitioning from response operations to recovery, and a return to appropriate community functioning.

### **3.5.5 Non-Stafford Act Recovery Resources**

For natural disasters falling under the federal Stafford Act, the state and federal government coordinate available resources to assist individuals and communities recover from those disasters. Because PSPS is considered a human-caused event, the Stafford Act is not available as a potential source of response and recovery reimbursement. Nevertheless, there are some resources available to support local government and resident recovery following a PSPS event.

For example, state agencies may offer programs or grants that can be re-prioritized to meet recovery needs. Federal agency participation following a non-Stafford Act incident are often limited to providing technical assistance. However, federal agencies such as the Small Business Administration (SBA) and the United States Department of Agriculture (USDA) offer programs or authorities that can directly support

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<sup>62</sup> See FEMA, Power Outage Incident Annex to the Response and Recovery Federal Interagency Operational Plans: Managing the Cascading Impacts from a Long-Term Power Outage (2017), 41 . [https://www.fema.gov/media-library-data/1512398599047-7565406438d0820111177a9a2d4ee3c6/POIA\\_Final\\_7-2017v2\\_\(Compliant\\_pda\)\\_508.pdf](https://www.fema.gov/media-library-data/1512398599047-7565406438d0820111177a9a2d4ee3c6/POIA_Final_7-2017v2_(Compliant_pda)_508.pdf).



the needs of a community impacted by a non-Stafford Act event.<sup>63</sup> The SBA may make disaster loans available for repair of physical damage to businesses, including private non-profit organizations, homeowners, and renters, if the governor requests an SBA Administrative disaster declaration. Similarly, on a disaster declaration from the Secretary of the Department of Agriculture, the SBA may make disaster loans available to small businesses, private non-profit organizations, and agricultural cooperatives.<sup>64</sup> For tables showing federal and state non-Stafford Act recovery resources that may be available following a PSPS event, see Appendix C.

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<sup>63</sup> FEMA Region V, Non-Stafford Act Recovery Guide: Developing and Coordinating Resources (2013), 2. [https://www.fema.gov/media-library-data/20130726-1910-25045-8797/non\\_stafford\\_act\\_recovery\\_guide.pdf](https://www.fema.gov/media-library-data/20130726-1910-25045-8797/non_stafford_act_recovery_guide.pdf).

<sup>64</sup> Small Business Administration (SBA), A Reference Guide to the SBA Disaster Loan Program (2015), 4. [https://www.sba.gov/sites/default/files/files/SBA\\_Disaster\\_Loan\\_Program\\_Reference\\_Guide.pdf](https://www.sba.gov/sites/default/files/files/SBA_Disaster_Loan_Program_Reference_Guide.pdf).



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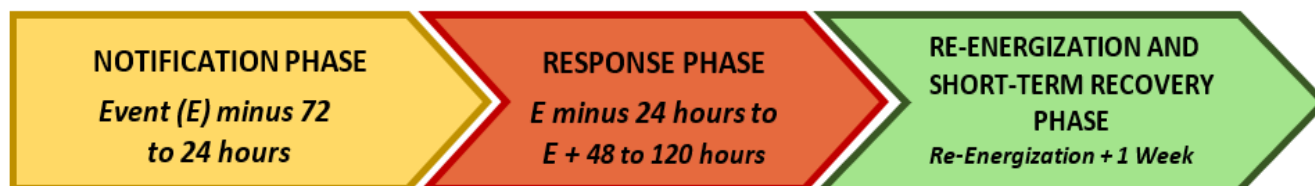
## SECTION 4: CRITICAL ACTION GUIDE

The Critical Action Guide is a tear-away resource for the Town of Los Gatos emergency services personnel responding in a Pacific Gas and Electric (PG&E) Company Public Safety Power Shutoff (PSPS) event impacting the Town. This section is based on, summaries, and acts as a “resource finder” for the Annex. The section includes an overview of operational activity phases, a matrix to assist decision-makers in determining whether to request a delay in de-energization during a PSPS event, a Roles and Responsibilities table showing assumed PSPS-related responsibilities for participating organizations, and event coordination task lists of steps to consider to successfully coordinate a PSPS event.

### 4.1 Overview of Operational Activity Phases

Table 4.1 below shows the operational activity phases in a PSPS event, time frames for each phase, and a summary of the activities occurring during each phase. The time frames for phases are approximations. Phase time frames may vary in actual events and may also overlap. For further discussion of each operational phase, see Sections 3.3 through 3.5. Event (E) is the time when PG&E shuts off power.

**Table 4.1. Operational Activity Phases**



- On PG&E notification of imminent PSPS, notify Town Executive Team.
- Schedule meetings with Town Executive Team to gather information and establish an incident action plan.
- If needed, activate Town EOC and Joint Information Center.
- Participate in OA and PG&E conference calls to gather and share information.
- Monitor incident and adjust actions as needed.
- Support OA and PG&E in sharing PSPS information with the public and media.
- Review any materials populated by PG&E in the PSPS Portal

- Facilitate proclamation of local emergency if necessary.
- Meet with Town Executive Team to gather and share information.
- Consider pre-event shutoff of key facilities.
- Monitor PSPS impacts.
- Respond to life and public safety threats.
- Request re-energization if public safety needs necessitate.
- Request resources from OA.
- Establish shelters, cooling sites, and other mass care facilities as needed.
- Participate in OA and PG&E conference calls to gather and share information.
- Support OA and PG&E in sharing PSPS information with the public and media.

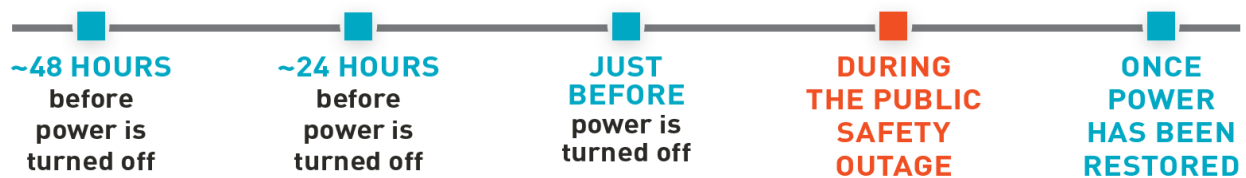
- Monitor PSPS re-energization impacts.
- Meet with Town Executive Team to gather and share information.
- Perform status and damage assessment.
- Continue gathering and sharing status information with OA and partners.
- Participate in OA and PG&E conference calls to gather and share information.
- Deactivate EOC, if opened
- Support OA and PG&E in sharing PSPS information with the public and media.



## 4.2 Timeline for PG&E PSPS Notifications

The California Public Utilities Commission (CPUC) has prescribed a timeline for PG&E in providing PPS notifications to public safety partners, critical facilities, service providers for people with disabilities or access and functional needs, customers, and other impacted populations. PG&E is required to abide by the timeline whenever possible. NOTE: Though the CPUC timeline begins at 72 hours, PG&E’s timeline begins at approximately 48 hours. The timeline shown in Figure 4.1, below, was created by PG&E. For further discussion of the timeline for PG&E notifications, see Section 2.3.4.

Figure 4.1. PG&E PPS Notification Timeline (When Possible)



Source: PG&E, Public Safety Power Shutoff Policies and Procedures (May 2019), 5.

## 4.3 Critical Decision Matrix: Seeking Delayed De-Energization, Re-Energization, or Prioritized Re-energization for Town

Table 4.2 below is intended to assist decision-makers at the Town level in understanding when and how to request that PG&E delay de-energization of its electrical system on behalf of the Town. The table also applies to requests for re-energization during a PPS event. PG&E has indicated that jurisdictions impacted by a PPS event may request that PG&E prioritize re-energization of all or a part of the impacted area in certain situations.<sup>65</sup> Table 4.2, below, assists decision-makers in understanding when and how to request that PG&E delay de-energization, re-energize during a PPS event, or prioritize re-energization of its system during a PPS event.

Table 4.2. Critical Decision Matrix: Requesting Delayed De-Energization or Re-Energization

Who May Request	Basis for Request	Timeframe for Request
Public safety partners, including: <ul style="list-style-type: none"> <li>• Town Manager’s Office</li> <li>• Los Gatos-Monte Sereno Police Department</li> <li>• Santa Clara County Fire Department</li> </ul>	Emergency situation that would be exacerbated by lack of electrical power, such as a significant: <ul style="list-style-type: none"> <li>• Wildfire</li> <li>• Hazardous material spill</li> <li>• Mass casualty incident</li> <li>• Pandemic or other widespread health emergency</li> </ul>	<ul style="list-style-type: none"> <li>• Delay in Re-energization: As soon as possible after receiving advance notification from PG&amp;E of imminent PPS.</li> <li>• Re-Energization or Prioritized Re-Energization: As soon as possible after receiving information indicating re-energization or prioritized re-energization is needed.</li> </ul>

<sup>65</sup> Pamela Perdue, PG&E PPS Workshop, Watsonville, CA, August 19, 2019.





## 4.4 Anticipated Roles and Responsibilities

The tables below describe in general the anticipated roles and responsibilities of listed organizations in a PSPS event impacting the Town of Los Gatos. Every event is different. No plan can anticipate all issues posed by the event. The responsibilities included in the tables below must be adapted depending on the extent and length of the power outage, the available resources of the listed organizations, and other conditions present in the actual event.

### 4.4.1 PG&E Responsibilities Based on CPUC Guidelines

- Abide by Phase 1 Guidelines issued by California Public Utilities Commission (CPUC).
- Deploy PSPS as a measure of last resort.
- Provide priority notification of PSPS to public safety partners in SCC and local government jurisdictions that may be impacted in PSPS event as directed by CPUC Phase 1 Guidelines.
- Provide public safety partners with a secure data transfer site (PSPS Portal) to share maps of areas subject to de-energization and other information for situational awareness.
- Provide advance notification to all populations potentially affected by a PSPS event, including:
  - Critical facilities and infrastructure,
  - Access and functional needs populations, and
  - Jurisdictions that are not threatened by a utility-caused wildfire but may lose power as a result of PSPS.
- Whenever possible, provide PSPS notifications within the timeline provided in CPUC Phase 1 Guidelines.
- Follow Cal OES’s Alert and Warning Guidelines for effective public messaging and outreach.
- Respond to requests from public safety partners to delay de-energization or to re-energize during a PSPS event.
- Restore power only after confirming that it is safe to do so.
- Notify public safety partners, critical facilities, and all affected customers or populations immediately before re-energization begins.
- Notify all affected customers and populations when re-energization is complete.

## Town Agencies and Responsibilities

### 4.4.2 Town Lead and Supporting Organizations

Organization	Anticipated Responsibilities
<b>Lead Department</b>	Town Manager’s Office
<b>Supporting Town Departments</b>	Town Executive Team: Police Department, Parks and Public Works, Library, Information Technology, Clerk, Human Resources, Community Development, Finance, Town Attorney
<b>Supporting Organizations—</b>	211-Bay Area, County Comm, California Governor’s Office of Emergency Services, California Public Utilities Commission, National Weather Service, Santa Clara



<b>Regional, State, and Federal</b>	County Office of Emergency Management
<b>Operational Area Supporting Organizations</b>	American Red Cross, Collaborating Agencies Disaster Relief Effort (CADRE), Community Emergency Response Teams (CERT) for Operational Area (OA) jurisdictions, Functional Assessment Service Team, Santa Clara County Amateur Radio Emergency Services/Radio Amateur Civil Emergency Services (ARES/RACES), Silicon Valley Clean Energy, San Jose Water Company, Valley Water

#### 4.4.3 Town Departments Responsibilities

Organization	Anticipated Responsibilities
<b>Town Executive Team, All Town Departments</b>	<ul style="list-style-type: none"> <li>• Receive and relay PSPS information to personnel.</li> <li>• Assess staffing needs and notify and recall personnel as required.</li> <li>• Support operations with specialized knowledge as able and needed.</li> <li>• Participate in Joint Information System (JIS) as needed.</li> <li>• Assist the Town Manager’s Office with PSPS-related issues when requested.</li> </ul>
<b>Town Manager’s Office</b>	<ul style="list-style-type: none"> <li>• Act as local lead agency in PSPS preparedness, response, and mitigation.</li> <li>• In consultation with Operational Area and partners, determine when a PSPS poses a threat to the Town requiring activation of the EOC and this Annex.</li> <li>• Activate and manage the Town EOC when needed</li> <li>• Initiate local public alerts.</li> <li>• Activate the Town Joint Information Center (JIC) to coordinate emergency communications in support of PG&amp;E’s public information efforts.</li> <li>• Participate in conference calls with OA jurisdictions and partners throughout the event as needed to gather and share situational information.</li> <li>• Participate in PG&amp;E calls, as applicable.</li> <li>• Monitor PG&amp;E and National Weather Service (NWS) information throughout the event.</li> <li>• Advise Town Council Members on the status of the situation and potential need for a proclamation of local emergency under California Emergency Services Act and facilitate the proclamation process when needed.</li> <li>• Coordinate resources across the Town.</li> <li>• Request County resources when Town resources have been or soon will be exceeded.</li> <li>• Serve as a liaison between the media and the Town to provide responsive communication.</li> <li>• Engage residents and other community stakeholders to explain the Town’s PSPS-related policies, programs, services.</li> <li>• Coordinate information dissemination and strategic communications.</li> </ul>



Organization	Anticipated Responsibilities
<b>Parks and Public Works (PPW)</b>	<ul style="list-style-type: none"> <li>• Provide situational awareness of PSPS impacts to roads and parks.</li> <li>• Perform safety and damage assessments of PPW facilities as needed.</li> <li>• Provide situational awareness of PSPS impacts to Town facilities and infrastructure.</li> <li>• Develop setup and refueling plan for critical facilities on generator power.</li> <li>• Mitigate hazard of de-energized traffic signals.</li> <li>• Coordinate and track debris removal from roads.</li> <li>• Staff Town EOC positions when asked to do so.</li> </ul>
<b>Library</b>	<ul style="list-style-type: none"> <li>• Provide situational awareness of PSPS impacts to library and services</li> <li>• Establish a Community Resource Center for residents, if able and requested.</li> </ul>
<b>Town Attorney's Office</b>	<ul style="list-style-type: none"> <li>• Provide guidance on legal issues that arise before, during, and after a PSPS event.</li> <li>• Facilitate the local emergency proclamation process.</li> </ul>
<b>Los Gatos/Monte Sereno Police Department</b>	<ul style="list-style-type: none"> <li>• Provide situational awareness from the field, including evacuation needs as applicable.</li> <li>• Identify and address mutual aid resource needs.</li> <li>• Notify medical baseline customers of PSPS event, in coordination with the Santa Clara County Public Health Department, Sheriff's Office and PG&amp;E.</li> <li>• Provide security at Town shelters and other event facilities.</li> <li>• Provide additional security for evacuated or secured areas as resources allow.</li> <li>• Activate and manage Los Gatos/Monte Sereno CERT volunteers, if needed.</li> <li>• Staff Town EOC positions when asked to do so.</li> </ul>
<b>Information Technology</b>	<ul style="list-style-type: none"> <li>• Provide situational awareness of PSPS-related impacts to IT facilities and infrastructure.</li> <li>• Provide technological support to Town facilities</li> <li>• Provide information technology and other technical resources and support to the Town EOC when needed.</li> <li>• Staff Town EOC positions when asked to do so.</li> </ul>



#### 4.4.4 Supporting Organizations—Regional, State, and Federal

Organization	Anticipated Roles and Responsibilities
<b>211-Bay Area, United Way</b>	<ul style="list-style-type: none"> <li>• Share 24/7 PSPS information with the public in coordination with the Operational Area EOC JIC and other emergency services organizations, including road closures and shelters.</li> <li>• Connect callers and texters with local community services, such as food, shelter, counseling, childcare, and senior services.</li> <li>• Provide situational awareness of impacts on callers and of cascading events related to the PSPS event.</li> </ul>
<b>California Governor’s Office of Emergency Services (Cal OES)</b>	<ul style="list-style-type: none"> <li>• May activate Regional Emergency Operations Center (REOC) and State Operations Center (SOC) to coordinate information and resources.</li> <li>• May authorize use of state government resources to fill mutual aid requests or to support emergency operations.</li> <li>• Coordinate requests for state agency assistance in connection with the event, including assistance from the California Department of Forestry and Fire Prevention, California Department of Transportation, California Highway Patrol.</li> <li>• Coordinate requests for federal assistance.</li> <li>• Provide assistance in sharing public messaging regarding the PSPS event.</li> </ul>
<b>California Public Utilities Commission (CPUC)</b>	<ul style="list-style-type: none"> <li>• Provide safety and other engineers and public information staff to assist in PSPS recovery efforts.</li> <li>• Evaluate PSPS event impacts and issue regulations governing electrical utilities.</li> </ul>
<b>National Weather Service (NWS)</b>	<ul style="list-style-type: none"> <li>• Provide weather forecasts and alerts, advisories, and warnings to protect life, property, and the environment.</li> <li>• Communicate information and potential impacts to OA emergency managers, to the public, and to other core partners to help them make decisions that save lives and protect property and the environment.</li> </ul>

#### 4.4.5 Operational Area Supporting Organizations

Organization	Anticipated Roles and Responsibilities
<b>American Red Cross (ARC)</b>	<ul style="list-style-type: none"> <li>• Prior to a PSPS event, provide technical assistance and training for responding agencies related to mass care and respite services.</li> <li>• Serve in a support or consulting role during a PSPS event by:                         <ul style="list-style-type: none"> <li>○ Assisting in distributing community-donated snacks and water.</li> <li>○ Serving as a liaison in unified commands and EOCs.</li> </ul> </li> <li>• If a disaster, such as a wildfire, occurs during a PSPS event, provide standard mass care and shelter services.</li> </ul>
<b>Collaborating Agencies Disaster</b>	<ul style="list-style-type: none"> <li>• Respond and provide essential services during and after a PSPS event as requested.</li> </ul>



Organization	Anticipated Roles and Responsibilities
<b>Relief Effort (CADRE)</b>	<ul style="list-style-type: none"> <li>• Coordinate with Santa Clara County service organizations in providing voluntary assistance to impacted people and areas within the County.</li> <li>• Serve as the official local Voluntary Agencies Active in Disaster (VOAD) for Santa Clara County.</li> </ul>
<b>Community Emergency Response Teams (CERT)</b>	<p>If activated by LG/MS PD, trained to perform the role, and properly supervised:</p> <ul style="list-style-type: none"> <li>• Provide situational awareness of PSPS impacts in their area of responsibility.</li> <li>• Perform damage assessment in area of responsibility.</li> <li>• Perform traffic control in designated areas.</li> <li>• Perform wellness checks on people impacted by the PSPS event as requested.</li> <li>• Perform utility control.</li> <li>• Assist in staffing shelter facilities, local assistance centers, community points of distribution, and other facilities as needed.</li> </ul>
<b>Functional Assessment Services Team (FAST)</b>	<ul style="list-style-type: none"> <li>• In coordination with SSA and mass care shelter management, conduct assessments and evaluations of people with disabilities or access and functional needs.</li> <li>• Identify and track necessary resources so people with disabilities or access and functional needs can maintain their health, safety, and independence while in shelters.</li> <li>• Assess the need for personal assistance services, durable medical equipment, consumable medical supplies, and prescribed medications.</li> <li>• Develop and implement service plans for people with disabilities or access and functional needs to meet essential functional needs of those identified.</li> <li>• Advise people with disabilities or access and functional needs on available recovery services, coordinate services, and maintain contacts and service notes.</li> <li>• Facilitate and provide technical assistance to shelter staff on resources for people with disabilities or access and functional needs.</li> </ul>
<b>Town Amateur Radio Emergency Services/Radio Amateur Civil Emergency Services (ARES/RACES)</b>	<ul style="list-style-type: none"> <li>• Provide volunteer amateur radio and other communications services in the Town EOC and at other event facilities when requested to do so.</li> <li>• Provide communication services to hospitals and other disaster volunteer groups participating in event response and recovery efforts.</li> <li>• Provide situational awareness of PSPS impacts in the OA.</li> </ul>
<b>Santa Clara County Large Animal Evacuation Team (SCCLAET)</b>	<ul style="list-style-type: none"> <li>• Provide volunteer large animal rescue and evacuation services when requested to do so.</li> <li>• Provide situational awareness of PSPS impacts to large animals in the OA.</li> <li>• Provide guidance in sheltering large animals if needed.</li> </ul>
<b>Santa Clara County Office of Emergency</b>	<ul style="list-style-type: none"> <li>• Act in an advisory role to the Town in PSPS preparedness, response, and mitigation.</li> </ul>



Organization	Anticipated Roles and Responsibilities
<b>Management</b>	<ul style="list-style-type: none"> <li>• Initiate public alerts via Emergency Alert System, AlertSCC, Wireless Emergency Alerts (WEA), and other public alerting systems as needed.</li> <li>• Activate the County Joint Information Center (JIC) to coordinate emergency communications in support of PG&amp;E’s public information efforts.</li> <li>• Assist the Town and Operational Area with mutual aid resource needs.</li> <li>• Facilitate conference calls with the Town and all OA jurisdictions and partners throughout the event as needed to gather and share situational information.</li> <li>• Participate in PG&amp;E, regional, and state calls, as applicable.</li> <li>• Monitor PG&amp;E and National Weather Service (NWS) information throughout the event and request spot forecasts as needed.</li> <li>• Request state and federal resources when County resources have been or soon will be exceeded.</li> </ul>
<b>San Jose Water (SJW)</b>	<ul style="list-style-type: none"> <li>• Provide assessment of potential service disruption to the Town.</li> </ul>
<b>Silicon Valley Clean Energy (SVCE)</b>	<ul style="list-style-type: none"> <li>• Monitor and manage the SVCE system.</li> <li>• Provide situational awareness on PSPS impacts on SVCE services, facilities, and infrastructure to the Town.</li> <li>• Work with PG&amp;E to safely and efficiently de-energize and re-energize the SVCE system.</li> </ul>



## 4.5 PSPS Event Coordination Task Lists

The task lists below were developed for the three operational phases for a PSPS event as conceived by Santa Clara County OEM: (1) the Notification Phase, when the Town Manager’s Office receives notice of a PSPS from PG&E and begins public and partner outreach (see Section 4.5.1, below); (2) the Response Phase, when PG&E de-energizes its electrical system as the Town Manager’s Office monitors and facilitates needed response (see Section 4.5.2, below); and (3) the Re-Energization and Short-Term Recovery Phase, when the Town Manager’s Office assists Departments s in recovering from the PSPS (see Section 4.5.3, below). The task lists are intended to serve as a guide for emergency managers in responding to PSPS events at the EOC and departmental level. Users should adapt the task lists based on the circumstances at the time of the event, including time for response, safety considerations, and available resources. Though each task is numbered, tasks may be performed concurrently or in a different order, depending on the needs of the situation.

### 4.5.1 Notification Phase

The task list below is for the Notification Phase, when the Town Manager’s Office receives notice from PG&E of a possible or imminent PSPS. Event (E) is the time when PG&E shuts off power. The Notification Phase begins with PG&E notification of a potential or forthcoming power shutoff impacting the Town of Los Gatos. That notification may occur anywhere from 72 to 24 hours preceding shutoff. Because PG&E has sole control over whether and when to shut off power, the amount of advance notice provided may vary. Accordingly, the list below must be adapted to reflect conditions present in the actual event. For further discussion of the Notification Phase, see Section 3.3.

#### ***TASK LIST: NOTIFICATION PHASE—EVENT MINUS 72 TO 48 HOURS***

NOTIFICATION PHASE: EVENT (E) MINUS 72 TO 24 HOURS						
<b><u>PRIORITIES</u></b>						
<ol style="list-style-type: none"> <li>1. Establish and maintain effective communications with the Operational Area, PG&amp;E, and Town Departments.</li> <li>2. Provide accessible, accurate, and effective public information to echo and support PG&amp;E public outreach efforts.</li> <li>3. Monitor the situation and activate the Town EOC as necessary.</li> <li>4. Determine and take actions needed to minimize impacts to life safety, property, and infrastructure.</li> </ol>						
#	ACTION	INITIATING ENTITY	KEY PARTNERS	EOC RESPONSIBILITY	ANNEX SECTION	NOTES/RESOURCES
1	On receiving PG&E notification of possible PSPS, access PG&E PSPS Agency Resources Portal and obtain data on potential impacted areas and infrastructure, and other critical information.	Assistant Town Manager, Public Works Director, Emergency Services Coordinator (ESC), Los Gatos-Monte	PG&E	N/A	2.3.6	– PG&E PSPS Agency Portal: <a href="https://esft.pge.com/">https://esft.pge.com/</a>



NOTIFICATION PHASE: EVENT (E) MINUS 72 TO 24 HOURS						
#	ACTION	INITIATING ENTITY	KEY PARTNERS	EOC RESPONSIBILI-LITY	ANNEX SECTION	NOTES/RESOURCES
		Sereno Police Department (LG-MS PD)				
2	Establish and maintain contact with SCC OEM through direct contact and conference calls (ongoing). Confirm PSPS notice with them.	Assistant Town Manager, ESC	SCC OEM, PG&E	N/A	3.3.2.2	
3	Obtain call times for conference calls and plan who will attend calls	Assistant Town Manager, ESC	PG&E, SCC OEM	Planning Section Chief (PSC), Situation Status (Sit Stat) Branch Coordinator	3.3.2.2	
4	Providing public information regarding PSPS event through social media, website and other resources to support PG&E and SCC OEM.	Public Information Officers (PIOs)	SCC OEM PIO, NWS, PG&E, OPA, 211, SSA,	EOC Director, PIO, Social Media Specialist	3.3.2.6, 5	<ul style="list-style-type: none"> <li>– Appendix D: Sample PSPS Public Messaging</li> <li>– PG&amp;E PSPS Agency Portal: <a href="https://esft.pge.com/">https://esft.pge.com/</a></li> <li>– Operational Area Joint Information System</li> </ul>
5	If needed, activate Town EOC based on criteria set forth in SEMS, EOP, and PSPS Annex, and based on circumstances presented by PSPS event.	Town Manager, Chief of Police	SCC OEM	N/A	3.3.2.1, 3.3.2.4	<ul style="list-style-type: none"> <li>– Town of Los Gatos EOP</li> <li>– SEMS Regulations, 19 Cal. Code Reg. § 2409(f)</li> </ul>
6	Communicate need to County for PG&E to delay de-energization due to emergency situation that would be exacerbated by lack of electrical power.	Town Manager, Chief of Police, SCCFD	SCCFD, LG/MS PD, SCC OEM, PG&E	EOC Director, Operations Section Chief (OSC)	4.3, 3.3.2.5	<ul style="list-style-type: none"> <li>– Table 1.2: Critical Decision Matrix: Requesting Delayed De-Energization or Re-Energization for the County</li> </ul>





NOTIFICATION PHASE: EVENT (E) MINUS 72 TO 24 HOURS						
#	ACTION	INITIATING ENTITY	KEY PARTNERS	EOC RESPONSIBILITY	ANNEX SECTION	NOTES/RESOURCES
7	Ensure operations appropriately considers and addresses access and functional needs throughout activation.	Assistant Town Manager, ESC, PIO, LG-MS PD	SCC OEM, Sheriff's Office, SCC PHD	Access and Functional Needs Coordinator	5.2.1, 6	
8	Determine need to do additional outreach or provide assistance to people using power-dependent medical devices or others with disabilities or access and functional needs.	LG-MS PD, Town Manager's Office, ESC	SCC Public Health, SCC OEM, Sherriff's Office, PG&E	Operations Section (Ops)	6	<ul style="list-style-type: none"> <li>PG&amp;E PSPS Agency Portal: <a href="https://esft.pge.com/">https://esft.pge.com/</a></li> <li>emPOWER identified data available on request: <a href="https://empowermap.hhs.gov/">https://empowermap.hhs.gov/</a></li> </ul>
9	Request that SCC OEM share with the PIO any event-specific public messaging it develops.	PIO	OEM EOC, PIO	PIO	3.3.2.6	<ul style="list-style-type: none"> <li>Appendix D: Sample PSPS Public Messaging</li> <li>PG&amp;E PSPS Agency Portal: <a href="https://esft.pge.com/">https://esft.pge.com/</a></li> <li>SCC Emergency Communications Annex</li> </ul>
10	Monitor Town status; prepare and share periodic situation status reports with SCC OEM and partners, primarily through conference calls.	Assistant Town Manager, ESC	SCC OEM, LG/MS PD, PPW	EOC Director, EOC Coordinator	3.3.2.7	<ul style="list-style-type: none"> <li>Appendix B: PSPS Essential Elements of Information</li> </ul>
11	Provide status updates at designated times on the following, as applicable: <ul style="list-style-type: none"> <li>Current situation and response activities.</li> <li>EOC, or other facility activation.</li> <li>Readiness or notification activities.</li> <li>Public information activities.</li> <li>Mass care and sheltering activities.</li> <li>Impacts to transportation, communications, utilities, or other critical infrastructure.</li> <li>Critical issues.</li> </ul>	Assistant Town Manager, ESC	Town Executive Team	Planning Section, Management Section	3.3.2.7	



### 4.5.2 Response Phase

The task list below is for the Response Phase, which spans from de-energization to just before re-energization. During this time, the Town and its partners will continue to monitor the situation and may activate our EOC, share information regarding status and needs with SCC OEM, send resource requests, and facilitate response as needed. PG&E has sole control over when to shut off power and the amount of advance notice affected areas will receive. Accordingly, the list below must be adapted to reflect conditions present in the actual event. For further discussion of the Response Phase, see Section 3.4.

***TASK LIST: RESPONSE PHASE—E MINUS 24 HOURS TO RE-ENERGIZATION***

RESPONSE PHASE: E MINUS 24 HOURS TO RE-ENERGIZATION						
<b>PRIORITIES</b>						
<ol style="list-style-type: none"> <li>1. Monitor the situation and proclaim a local emergency if necessary.</li> <li>2. Take actions needed to minimize impacts to life safety, property, and infrastructure.</li> <li>3. Request resources from SCC OEM as needed.</li> <li>4. Maintain effective communication with SCC OEM, PG&amp;E, and Town agencies.</li> <li>5. Provide accessible, accurate, and effective public information to Town residents to echo and support SCC OEM and PG&amp;E public outreach efforts.</li> </ol>						
#	ACTION	INITIATING ENTITY	KEY PARTNERS	EOC RESPONSIBILITY	ANNEX SECTION	NOTES/RESOURCES



RESPONSE PHASE: E MINUS 24 HOURS TO RE-ENERGIZATION						
#	ACTION	INITIATING ENTITY	KEY PARTNERS	EOC RESPONSIBILITY	ANNEX SECTION	NOTES/RESOURCES
1	Facilitate request for Town proclamation of local disaster under California Emergency Services Act if needed.	Town Disaster Council, Town Manager	Town Attorney's Office, Town Manager, Town Council	EOC Director	3.4.1.1	Disaster Proclamation Process: – Annex E: Emergency Proclamation Documents – <a href="https://library.municode.com/ca/los_gatos/codes/code_of_ordinances?nodeId=CO_CH8CIDEI_S8.10.035SAOWDU">https://library.municode.com/ca/los_gatos/codes/code_of_ordinances?nodeId=CO_CH8CIDEI_S8.10.035SAOWDU</a> – <a href="https://www.caloes.ca.gov/RecoverySite/Documents/Proclamation%20and%20CDA%20Process%20Fact%20Sheet%20Final%20Feb%202019%20(003).pdf">https://www.caloes.ca.gov/RecoverySite/Documents/Proclamation%20and%20CDA%20Process%20Fact%20Sheet%20Final%20Feb%202019%20(003).pdf</a> – <a href="https://www.caloes.ca.gov/RecoverySite/Documents/Proclamation%20Guide%202014%20V4.pdf">https://www.caloes.ca.gov/RecoverySite/Documents/Proclamation%20Guide%202014%20V4.pdf</a>
2	Activate Town EOC or adjust activation level based on needs of PSPS event.	Town Manager, Chief of Police	SCC OEM	EOC Director	3.3.2.1, 3.3.2.4	– Town of Los Gatos EOP – SEMS Regulations, 19 Cal. Code Reg. § 2409(f)
3	Continue monitoring situation and keep Town Executive Team, Town Council and partners informed as needed.	Town Manager, Assistant Town Manager, ESC	Town Executive Team	Planning Section (Plans), Ops	3.3.2.3, 3.3.2.7	
4	Continue to maintain contact with SCC OEM and participate in periodic PSPS phone conferences.	Assistant Town manager, ESC	SCC OEM, PG&E	EOC Management (Mgmt)	3.3.2.2	– PG&E contact information: S:\EOC OPS\PSPS EOC Information
5	Continue sharing accessible public messaging to echo and support PG&E as lead agency in providing public information regarding PSPS event.	PIO	OEM PIO, 211	EOC PIO	3.3.2.6, 5, 6.5	– Appendix D: Sample PSPS Public Messaging – PG&E PSPS Agency Portal: <a href="https://esft.pge.com/">https://esft.pge.com/</a> – County of Santa Clara Emergency Communications Annex



RESPONSE PHASE: E MINUS 24 HOURS TO RE-ENERGIZATION						
6	Determine need to provide assistance to people relying on medical devices powered by electricity and others with disabilities or access and functional needs.	LG-MS PD, ESC, Assistant Town Manager	SCC OEM, Public Health Department, Sherriff's Office	Ops, PIO	6	<ul style="list-style-type: none"> <li>– PG&amp;E PSPS Agency Portal: <a href="https://esft.pge.com/">https://esft.pge.com/</a></li> <li>– emPOWER identified data available on request: <a href="https://empowermap.hhs.gov/">https://empowermap.hhs.gov/</a></li> </ul>
7	Ensure EOC appropriately considers and addresses access and functional needs throughout activation.	EOC Director, Assistant Town Manager, ESC	PD, SCC PH	Access and Functional Needs (AFN) Coordinator	6	
8	Communicate need for Community Resource Center to SCC OEM, if appropriate	Assistant Town Manager, ESC	SCC OEM, PG&E	Mmgt, Logistics Section (Logs)	2.4	
<b>#</b>	<b>ACTION</b>	<b>INITIATING ENTITY</b>	<b>KEY PARTNERS</b>	<b>EOC RESPONSIBILITY</b>	<b>ANNEX SECTION</b>	<b>– NOTES/RESOURCES</b>
9	Take needed actions to minimize impacts to life safety, property, and environment.	LG-MS PD, Parks and Public Works Department (PPW)		All EOC officers and sections	3.4.1–3.4.2	– Town of Los Gatos EOP
10	Facilitate process of setting up shelters for people displaced, if needed.	Assistant Town Manager, ESC, LG/MS PD	SCC OEM	Care & Shelter Coord.	3.4.1.5	
11	Prevent unauthorized persons from entering areas containing sensitive de-energized or damaged areas.	LG-MS PD		Ops Law Enforcement Branch	3.5.3	
12	Coordinate process of obtaining needed resources.	Assistant Town Manager, ESC	Mutual Aid Coord.	EOC Director, Ops, Logs	3.4.1, 3.4.1.2	– Town of Los Gatos EOP
13	As needed, set priorities for allocating scarce critical resources such as backup generators or	Town Manager	Town Executive	EOC Mgmt	3.4.1.3, 3.4.1.4	



RESPONSE PHASE: E MINUS 24 HOURS TO RE-ENERGIZATION						
	fuel.		Team			
14	Communicate need to SCC OEM that PG&E re-energize or prioritize the Town of Los Gatos for re-energization if needed.	Town Manager, Chief of Police, SCCFD	SCC OEM, PG&E	EOC Director	4.4.3, 2.3.8, 3.4.1.6	
15	Prepare re-energization plan to anticipate resource needs and safety issues that may arise during re-energization.	Assistant Town Manager, ESC	LG-MS PD, PPW	EOC Director, Advance Plans Unit	2.5, 3.4.1.7	

### 4.5.3 Re-Energization and Short-Term Recovery Phase

The task list below is for the Re-Energization and Short-Term Recovery Phase, which occurs from PG&E re-energization of its system to at least one week following re-energization. It includes assisting PG&E in keeping the public apprised of re-energization status and available public resources, providing access and other support to PG&E crews inspecting equipment on public property, facilitating restoration of Town services, declaring an end to the event, and deactivating the Town EOC. PG&E has sole control over when to re-energize its system and the amount of notice of re-energization. Accordingly, the list below must be adapted to reflect conditions present in the actual event. For further discussion of this phase, see Section 3.5.

***TASK LIST: RE-ENERGIZATION AND SHORT-TERM RECOVERY PHASE—RE-ENERGIZATION TO RE-ENERGIZATION PLUS ONE WEEK OR MORE***

RE-ENERGIZATION & SHORT-TERM RECOVERY PHASE: RE-ENERGIZATION TO RE-ENERGIZATION + ONE WEEK OR MORE						
<b><u>PRIORITIES</u></b>						
<ol style="list-style-type: none"> <li>1. Provide PG&amp;E with access to Town property as needed to facilitate re-energization.</li> <li>2. Take actions needed to minimize impacts to life safety, property, and environment.</li> <li>3. Maintain effective communications with SCC OEM and local agencies within the Town.</li> <li>4. Provide accessible, accurate, and effective public information to Town residents to echo and support PG&amp;E’s and SCC OEM’s public outreach efforts.</li> <li>5. Work with partners in facilitating short-term recovery efforts.</li> </ol>						
#	ACTION	INITIATING ENTITY	KEY PARTNERS	EOC RESPONSIBILITY	ANNEX SECTION	NOTES/RESOURCES



RE-ENERGIZATION & SHORT-TERM RECOVERY PHASE: RE-ENERGIZATION TO RE-ENERGIZATION + ONE WEEK OR MORE						
1	Continue to maintain contact with SCC OEM and PG&E and participate in periodic PSPS phone conferences.	Assistant Town Manager, ESC	SCC OEM, PG&E	Mgmt	3.3.2.2	
2	When PG&E notifies of re-energization time, inform Town partners through situation reports.	Town Manager, Assistant Town Manager, ESC	All Annex partners	Ops, Plans Sit Stat	3.5.2	
3	Ensure EOC appropriately considers and addresses access and functional needs throughout activation	PIO, LG-MS PD, ESC, Assistant Town Manager		AFN Coordinator		
4	Share accessible public messaging regarding re-energization status and available resources to echo and support PG&E as lead agency in providing public information regarding PSPS event.	PIO	OEM PIO, 211	EOC PIO	3.3.2.6, 5, 6.5	<ul style="list-style-type: none"> <li>– Appendix D: Sample PSPS Public Messaging</li> <li>– PG&amp;E PSPS Agency Portal</li> </ul>
#	ACTION	INITIATING ENTITY	KEY PARTNERS	EOC RESPONSIBILITY	ANNEX SECTION	NOTES/RESOURCES
5	Provide PG&E with access to Town property for inspection and repair of equipment prior to re-energization.	LG-MS PD, PPW		Ops	3.5.3	
6	Prevent unauthorized persons from entering areas containing sensitive de-energized or damaged areas.	LG-MS PD		Ops	3.5.3	
7	Facilitate restoration of Town services impacted during de-energization.	Town Manager	Town Executive Team	Ops	3.5.1, 3.5.3	
8	Collect and summarize damage reports, if applicable.	ESC	All Annex partners	Plans	3.5.1, 3.5.3	



RE-ENERGIZATION & SHORT-TERM RECOVERY PHASE: RE-ENERGIZATION TO RE-ENERGIZATION + ONE WEEK OR MORE						
9	If needed, facilitate establishment of local assistance centers to address intermediate- or long-term individual and business recovery needs in the Town.	Town Manager, Assistant Town Manager, ESC, Economic Vitality Manager	SCC OEM	Ops, Mgmt	3.5.4	
10	If needed, designate a Recovery Unit within the EOC to oversee short-term recovery efforts.	Town Manager, Assistant Town Manager	SCC OEM	EOC Director	3.5.4	
11	Transfer EOC recovery activities to Recovery Unit or to Town Departments and agencies as needed.	Town Manager, Assistant Town Manager		EOC Director	3.5.4	
12	Declare an end to PSPS event and deactivate Town EOC.	Town Manager, Chief of Police	All Annex Partners	EOC Director	3.5.1	
13	Facilitate process of debriefing, after-action review, and development of improvement plan.	ESC	All Annex Partners	N/A	3.5.1	



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## SECTION 5: PUBLIC INFORMATION

### 5.1 Overview

During any emergency incident, communication of information to the public is a critical component of response and recovery activities. Appropriate, timely, and accessible communication of information can help the Town reduce life safety threats and address public concerns. However, because most traditional methods of emergency communication of information to the public rely on electricity, a Public Safety Power Shutoff (PSPS) event may pose a significant challenge to public communications. Without electricity to power the tools used to share and receive this information, communication through television, radio, email, the Town website, and social media may be limited for most of the public. In addition, because, as the source of information, PG&E retains the primary responsibility for communicating to the public throughout a PSPS event, the Town plays a supporting role in sharing and amplifying PG&E's messaging.

### 5.2 Initial Public Alerting Actions

When PG&E notifies the Town of a potential or an imminent PSPS event, it is essential that the Town issue effective public messaging regarding what to expect, actions the Town is taking in response, and how the public can stay safe and prepared. During a PSPS event impacting the Town, the Town Manager's Office is responsible for initiating and coordinating public alerts and messaging for the Town. Initial public alert and information functions may be performed by the members of the Town Manager's staff, after consultation with the Assistant Town Manager. Should the Town EOC open, a Joint Information System (JIS) will be used to assist with and manage public information and media coordination.

#### 5.2.1 Public Information Officer Actions

As necessary and depending on the circumstances of the event, the Public Information Officer(s) will take the following steps at the direction of the Assistant Town Manager:

- Analyze information shared through the SCC OEM PIO group to choose appropriate messaging for the Town
- Utilize social media platforms (i.e. Facebook, Twitter, Nextdoor, Instagram), Town email lists, and the Town website for PSPS-related messaging

Pre-scripted public PSPS messages have been developed to provide the public with general information regarding PSPS events, safety information, and tips on the use of generators, etc. The pre-scripted messages are included in Appendix D. PG&E has also developed sample PSPS messaging, which is available on the PSPS Agency Resources Portal at <https://esft.pge.com/>.

### 5.3 Accessibility of Public Messages

It is critical that the Town issue PSPS-related public messages and alerts that are accessible to all members of the public, including people with disabilities and people with access and functional needs, such as those with limited English proficiency. Accessibility of alert and warning messages refers to whether individuals can receive and understand the messages. In issuing PSPS alerts and messages to the public, the Town will, whenever possible given time and resources:

- Compose messages that are simply worded and free of technical jargon, acronyms, abbreviations, or other phrases that are hard to understand.
- Provide text and audio to explain images or maps included in messages so recipients who are blind or have low vision can understand what is being shown graphically.



- Working with the County OEM, ensure messages are delivered in multiple formats, including via:
  - AlertSCC.
  - When appropriate, County OEM uses IPAWS systems, including the EAS and WEA to reach people in the Town.
  - Social media such as the Town Twitter, Facebook, Instagram and Nextdoor pages.
  - The Town website.
  - Email to all those signed up for email lists through the Town's website
  - Messaging to vulnerable populations by County agencies and nonprofit organizations that regularly serve them.
  - Share information in languages other than English, as resources allow.

For further discussion of public information, see the State of California Alert & Warning Guidelines.

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## SECTION 6: NEEDS OF PEOPLE WITH DISABILITIES OR ACCESS AND FUNCTIONAL NEEDS

### 6.1 Overview

As with virtually all incidents, a Public Safety Power Shutoff (PSPS) will likely affect people with disabilities or access and functional needs disproportionately. For example, people who use electricity- and battery-dependent assistive devices such as breathing machines; power wheelchairs and scooters; and oxygen, suction, or dialysis equipment may be unable to easily power or recharge the equipment during a PSPS event. This in turn may endanger lives and limit individuals' ability to function independently in the community. The Town Manager's Office will take steps, as outlined in this section, to ensure that the needs of people with disabilities and access and functional needs are appropriately considered and addressed during a PSPS event.

### 6.2 Town of Los Gatos Demographics

As of 2018, the U.S. Census estimates that of the approximately 30,922 people residing in Los Gatos, about 8.8 percent or 2,722 are people that have a disability, and 1,064 or 3.4 percent are under 65<sup>66</sup>. The Census estimates that 18.8 percent or 5,813 Town residents are 65 or older. Approximately 1,330 or 4.2 percent of the Town's residents are children under five years of age. In addition, there are the approximately 16 people who are homeless and unsheltered in the Town. About 4.5 percent, or 1,392 people in the Town are estimated to live in poverty. Table 6.1, below, summarizes this information.

Publicly available information on the US Department of Health and Human Services (HHS) emPOWER website currently indicates that 7,580 people within zip codes 95030 and 95032, which encompasses areas surrounding the Town, are Medicare beneficiaries. Of that number, 139 are Medicare beneficiaries who rely on electricity-dependent medical equipment, such as ventilators, to live independently in their homes. A PSPS event of several days to a week could be life-threatening for these individuals.

In addition, over a fifth of Los Gatos residents (6,801) speak a language other than English at home, including, Asian and Pacific Island languages (8.9% of residents), other Indo-European languages (8.8%) and Spanish (4.4%)<sup>67</sup>.

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<sup>66</sup> Percentage of total population with specific difficulties: Ambulatory 4.7, Independent Living 4.6, Hearing 3.3, Cognitive 2.6, Self-care 1.9, Vision 1.

<sup>67</sup> U.S. Census Bureau, "Languages Spoken at Home. Los Gatos town, California." Accessed September 17, 2019. <https://data.census.gov/cedsci/table?g=1600000US0644112&tid=ACSST5Y2018.S1601>.



**Table 6.1. Estimated Number of Town of Los Gatos Residents with Disability or Access and Functional Needs**

Population Type	Percentage of Total Town 2018 Population	Estimated Number
Persons with a disability	8.8	2,722
Persons under 65 with disability	3.4	1,064
Persons 65 or older	18.8	5,813
Children under 5	4.2	1,330
Unsheltered homeless	0.05	16
People in poverty	4.5	1,392
Electricity-dependent Medicare beneficiaries living in zip codes 95030 and 95032	0.4	139

Sources: U.S. Census Bureau, “Quick Facts, Los Gatos town, California.” Accessed September 17, 2020.; Applied Survey Research. (2019). Santa Clara County Homeless Census & Survey, Watsonville, CA.; U.S. Department of Health & Human Services. “HHS emPOWER Map 3.0.” Updated August 18, 2019.

### 6.3 Legal Requirements

The Americans with Disabilities Act (ADA) prohibits discrimination on the basis of disability in employment, public accommodations, commercial facilities, transportation, and telecommunications.<sup>68</sup> The ADA defines a person with a disability as a person who has a physical or mental impairment that substantially limits one or more major life activities, a person who has a history or record of such an impairment, or a person who is perceived by others as having such an impairment.<sup>69</sup> For purposes of this Annex, people with access and functional needs (AFN) refers to individuals who are or who have:<sup>70</sup>

- Physical, developmental, or intellectual disabilities;
- Chronic conditions or injuries;
- Limited English proficiency;
- Older adults;
- Children;
- Low income, homeless, or transportation disadvantaged (e.g., those dependent on public transit);
- Pregnant women.

### 6.4 Areas of Concern During Response and Recovery

Areas of concern for the Town of Los Gatos in addressing the needs of people with disabilities or access

<sup>68</sup> 42 U.S. Code §§ 12131–12132.

<sup>69</sup> Americans with Disabilities Act of 1990, 42 U.S. Code §§ 12131 et seq.

<sup>70</sup> See Cal. Govt. Code § 8593.3(b).



and functional needs during a PSPS event include the following:

- Accessible communications: Ensuring written and oral emergency communications and other information provided by the Town are accessible to people with disabilities and to those who speak languages other than English.
- Backup power for assistive devices: Ensuring that people who depend on electric- or battery-powered medical devices or other technology for life support and independence have sufficient notice that they may need to access backup power.
- Evacuation and transportation: Ensuring that any evacuation and transportation plans, if necessary, integrate accessible transportation providers during the planning process and when moving people with mobility impairments and those with transportation disadvantages. Transportation planning considerations should include staging, embarkation points, transportation centers, evacuee location, and care and shelter.
- Care and Shelter: Ensuring that evacuation sites, shelters, community resource centers, cooling sites, and other facilities established by the Town during the event are accessible to people with disabilities and access and functional needs (for further discussion, see Section 3.4.1.5).

## 6.5 Recommended EOC Actions

To address the concerns highlighted in Section 6.4, it is recommended that the Town Manager's Office consider taking the following steps during a PSPS activation:<sup>71</sup>

- Ensure each department considers and addresses access and functional needs throughout the activation.
- If established, work with the County's designated Disabilities and Access and Functional Needs (AFN) Multiagency Coordination (MAC) Group composed of appropriate EOC representatives, to coordinate accessibility of mass care and shelter services and of public information to people with disabilities and access and functional needs during activation.
- Ensure our PIO works closely with County OEM and PG&E to help deliver pre- and post-de-energization messaging that is accessible to people with disabilities and to those who speak languages other than English.
- If shelters are activated, work with the County to ensure that sufficient Functional Assessment Services Team personnel are available to assist with assessing and addressing the requirements of people with disabilities or access and functional needs (see Section 3.4.1.5).
- Work closely with the Town Attorney's Office to ensure compliance with applicable laws and ordinances.

For further discussion of public information, see Section 5 and the County of Santa Clara Emergency Communications Annex. For further discussion of mass care and shelter, see the County of Santa Clara Mass Care and Shelter Plan.

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<sup>71</sup> New York-New Jersey-Connecticut-Pennsylvania Regional Catastrophic Planning Team, Disabilities and Access and Functional Needs EOC Toolkit (2015), II-1-2. Accessed September 13, 2019. <http://crcog.org/wp-content/uploads/2017/12/Disabilities-and-Access-and-Functional-Emergency-Operations-Center-Toolkit.pdf>.



## SECTION 7: ANNEX DEVELOPMENT AND IMPLEMENTATION

### 7.1 Annex Development

The Town of Los Gatos Public Safety Power Shutoff Annex was developed using the Santa Clara County OEM PSPS Annex as a template. Through the PSPS planning process, relevant parties' Departments and specific Town employees were consulted, including, Los Gatos-Monte Sereno Police Department, Parks and Public Works, and the Town Manager's Office, including the Lead Public Information Officer, Assistant Town Manager, and Emergency Services Coordinator. In addition, the Annex also took into consideration lessons learned from PSPS events in 2019.

At the County level, their Annex was developed in collaboration with partners and stakeholders throughout the Operational Area. This collaborative effort included participating in and holding workshops with representatives of County Departments, agencies, and special districts; local government jurisdictions; and external partners.

Events that assisted, both the County OEM and Town personnel, in developing this Annex include:

- Participation in regional PSPS conference calls hosted by the California Governor's Office of Emergency Services in June and July of 2019.
- Hosting a PSPS workshop for Santa Clara County in conjunction with PG&E on June 14, 2019.
- Participation in a PSPS presentation with representatives from San José, Morgan Hill, and Los Altos Hills at the June 2019 meeting of the Santa Clara County Emergency Managers Association.
- Briefing on and answering PSPS questions as part of the July 2019 meeting of the Santa Clara County Emergency Managers Association.
- Participation in the Bay Area Regional PSPS Workshop on August 15, 2019.
- Attending a PG&E PSPS workshop for Monterey and Santa Cruz Counties on August 19, 2019.
- Attending a PG&E PSPS workshop for the Santa Clara County Office of Education on August 22, 2019.
- Briefing the Santa Clara County Emergency Operational Area Council on PSPS preparedness and planning efforts at its August 22, 2019, meeting.
- Attended PG&E Wildfire Safety Working Session on May 29, 2020.
- Participated in PG&E PSPS updated Portal information webinar on July 24, 2020.

In addition, the County Office of Emergency Management (OEM) shared a draft version of the plan with County Departments and agencies and other OA partners, and has incorporated their feedback into the Annex. The Annex also reflects extensive research of past PSPS events in California and other types of power outages, and their impacts on communities and people.

### 7.2 Maintenance

This Annex is a dynamic document. The Town Manager's Office (TMO) is responsible for the maintenance, review, and update of this Annex in coordination with other essential stakeholders. The Annex will be reviewed annually and updated as needed. At a minimum, the Annex will undergo a formal revision every three years. TMO will make updates and revisions in collaboration with supporting organizations



identified in this Annex, to ensure the plan is accurate, effective, and actionable.

The Town will assess the need for revisions to the Annex based on the following considerations:

- Issuance of updated California Public Utilities Commission Guidelines, policies, or practices regarding PSPS that require changes in the Annex.
- Changes in PG&E PSPS protocols and practices.
- Changes in Town, County, state, or federal ordinances, laws, regulations, requirements, or organization.
- Lessons learned through exercises or actual events.
- Development of new tools or procedures.

If this Annex requires an immediate change due to lessons learned from trainings, exercises, or actual events, TMO will identify a course of action for review, update, and implementation of necessary changes. TMO will maintain a record of amendments and revisions and executable versions of all Annex documents. TMO is also responsible for distributing the Annex to all applicable agencies.

## **7.2 After-Action Review and Corrective Action**

After every PSPS exercise or actual event, TMO is responsible for working with other stakeholders to complete an After-Action Report and Improvement Plan (AAR/IP). The AAR captures observations and recommendations based on event objectives as associated with relevant core capabilities and tasks



## SECTION 8: AUTHORITIES AND REFERENCES

### 8.1 Authorities

#### 8.1.1 Town

- Town Manager's Office (TMO), *Town of Los Gatos Emergency Operations Plan*, 2016.

#### 8.1.2 County

- County of Santa Clara Ordinance Code §§ A8-5, A8-8, A8-9(a).
- County of Santa Clara Language Access Guidelines and Procedures. Accessed August 1, 2019. <https://www.sccgov.org/sites/oir/Documents/Language-Access-Guidelines-and-Procedures.pdf>.
- County of Santa Clara, Language Access Policy 3.58, March 24, 2015. <https://www.sccgov.org/sites/occ/Pages/languageaccess.aspx>.
- Santa Clara County Office of Emergency Management (OEM), *County of Santa Clara Emergency Operations Plan*, 2017.
- Santa Clara County OEM, *County of Santa Clara Emergency Communications Annex to the Emergency Operations Plan*, 2019 (in progress).
- Santa Clara County OEM, *County of Santa Clara Wildfire Annex to the Emergency Operations Plan*, 2019 (in progress).

#### 8.1.3 State

- California Emergency Services Act, California Government Code §§ 8630(b), 8680–8692.
- California Standardized Emergency Management Regulations, 19 California Code of Regulations § 2409.
- California Governor's Office of Emergency Services (Cal OES), *State of California Emergency Plan*, October 2017. <https://www.caloes.ca.gov/cal-oes-divisions/planning-preparedness/state-of-california-emergency-plan-emergency-support-functions>.
- Cal OES, Standardized Emergency Management System (SEMS) Guidelines, 2009. <https://www.caloes.ca.gov/cal-oes-divisions/planning-preparedness/standardized-emergency-management-system>.
- Cal OES, State of California Alert & Warning Guidelines, March 2019. <http://calalerts.org/documents/2019-CA-Alert-Warning-Guidelines.pdf>
- California Public Utilities Commission (CPUC), Decision D1905042 - Decision Adopting De-Energization (Public Safety Power Shut-Off) Guidelines (Phase 1 Guidelines), May 2019. <http://docs.cpuc.ca.gov/SearchRes.aspx?DocFormat=ALL&DocID=296598822>.
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### 8.1.4 Federal

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- Federal Emergency Management Agency (FEMA), *National Disaster Recovery Framework* (2d ed.), 2016. [https://www.fema.gov/media-library-data/1466014998123-4bec8550930f774269e0c5968b120ba2/National\\_Disaster\\_Recovery\\_Framework2nd.pdf](https://www.fema.gov/media-library-data/1466014998123-4bec8550930f774269e0c5968b120ba2/National_Disaster_Recovery_Framework2nd.pdf).
- FEMA, *National Response Framework* (3d ed.), 2016. [https://www.fema.gov/media-library-data/1466014682982-9bcf8245ba4c60c120aa915abe74e15d/National\\_Response\\_Framework3rd.pdf](https://www.fema.gov/media-library-data/1466014682982-9bcf8245ba4c60c120aa915abe74e15d/National_Response_Framework3rd.pdf).
- FEMA, *Power Outage Incident Annex to the Response and Recovery Federal Interagency Operational Plans: Managing the Cascading Impacts from a Long-Term Power Outage*, 2017. [https://www.fema.gov/media-library-data/1512398599047-7565406438d0820111177a9a2d4ee3c6/POIA\\_Final\\_7-2017v2\\_\(Compliant\\_pda\)\\_508.pdf](https://www.fema.gov/media-library-data/1512398599047-7565406438d0820111177a9a2d4ee3c6/POIA_Final_7-2017v2_(Compliant_pda)_508.pdf).

## 8.2 References

- Cal OES, “California Emergency Disaster Proclamation and CDAA Process,” 2019. [https://www.caloes.ca.gov/RecoverySite/Documents/Proclamation%20and%20CDAA%20Process%20Fact%20Sheet%20Final%20Feb%202019%20\(003\).pdf](https://www.caloes.ca.gov/RecoverySite/Documents/Proclamation%20and%20CDAA%20Process%20Fact%20Sheet%20Final%20Feb%202019%20(003).pdf).
- Cal OES, *Electric Power Disruption: Toolkit for Local Government*, 2012. <https://www.caloes.ca.gov/PlanningPreparednessSite/Documents/Electric%20Power%20Disruption%20Toolkit%20ADA%20Edits.pdf>.
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- PG&E, *Public Safety Power Shutoff Policies and Procedures*, May 2019. [https://www.pge.com/pge\\_global/common/pdfs/safety/emergency-preparedness/natural-disaster/wildfires/Public-Safety-Power-Shutoff-Policies-and-Procedures.pdf](https://www.pge.com/pge_global/common/pdfs/safety/emergency-preparedness/natural-disaster/wildfires/Public-Safety-Power-Shutoff-Policies-and-Procedures.pdf).



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## ABBREVIATIONS AND ACRONYMS

AAR/IP	After-Action Report/Improvement Plan
AFN	access and functional needs
ARC	American Red Cross
ADA	Americans with Disabilities Act
AlertSCC	Alert Santa Clara County
ARES	Amateur Radio Emergency Services
CADRE	Collaborating Agencies Disaster Relief Effort
Cal FIRE	California Department of Forestry and Fire Protection
Cal OES	California Governor's Office of Emergency Services
CDAAC	California Disaster Assistance Act
ConOps	Concept of Operations
CPUC	California Public Utilities Commission
CRC	community resource center
DSW	Disaster Service Worker
EAS	Emergency Alert System
EMS	Emergency Medical Services
EOC	Emergency Operations Center
EOP	Emergency Operations Plan
ESC	Emergency Services Coordinator
FCC	Federal Communications Commission
FEMA	Federal Emergency Management Agency
GIS	geographic information system
Hazmat	hazardous materials
ICS	Incident Command System
IPAWS	Integrated Public Alert and Warning System
JIC	Joint Information Center
JIS	Joint Information System
kV	kilovolt
LAET	Large Animal Evacuation Team
LG-MS PD	Los Gatos-Monte Sereno Police Department



TOWN OF LOS GATOS  
PUBLIC SAFETY POWER SHUTOFF ANNEX

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Logs	Logistics Section
Mgmt	Management Section
mph	miles per hour
NDA	nondisclosure agreement
NIMS	National Incident Management System
NWS	National Weather Services
OA	Operational Area
OPA	Office of Public Affairs
Ops	Operations Section
OSH	Office of Supportive Housing
PG&E	Pacific Gas and Electric
PHD	Public Health Department
PIO	Public Information Officer
Plans	Planning and Intelligence Section
PPW	Parks and Public Works
PSPS	Public Safety Power Shutoff
RACES	Radio Amateur Civil Emergency Services
REOC	Regional Emergency Operations Center
SCC OEM	Santa Clara County Office of Emergency Management
SCC OEM PIO	Santa Clara County Office of Emergency Management Public Information Officer
SEMS	Standardized Emergency Management System
SOC	State Operations Center
SSA	Social Service Agency
SVCE	Silicon Valley Clean Energy
TMO	Town Manager's Office
WEA	Wireless Emergency Alerts



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## GLOSSARY

**Access and functional needs population:** Individuals who have developmental or intellectual disabilities; physical disabilities; chronic conditions or injuries; limited English proficiency; or who are non-English speaking, older adults, children, people living in institutionalized settings; those who are low income, homeless, or transportation disadvantaged, including those who are dependent on public transit; or those who are pregnant.

**Affected Population:** Persons who have been displaced, injured, or have suffered some other loss due to an incident or event.

**Annex:** A functional, support, hazard- or incident-specific, or other supplement to a basic emergency plan.

**Appendix:** An attachment to an emergency plan that provides relevant information referenced in an emergency plan. Appendices typically include forms, standard operating procedures, or other types of explanatory or guidance materials.

**Community choice aggregator:** An entity that participates in a community choice aggregation program created under California law, which allows cities and counties to buy or generate electricity for residents and businesses in their areas.

**Community resource centers:** Locations where PG&E may provide information and services to community members impacted by a PSPS event.

**Critical facilities and infrastructure:** Facilities and infrastructure that are essential to public safety and that require additional assistance and advance planning to ensure resiliency during PSPS events.

**De-Energization:** The effort to reduce the risk of fires caused by electric infrastructure by temporarily turning off power to specific areas.

**Emergency Operations Center:** A site from which government officials coordinate, monitor, and direct response activities during an emergency.

**Emergency responder:** Individual responsible for protecting and preserving life, property, the environment, or evidence in the early stages of an event or incident.

**Emergency response providers:** Federal, state, and local governmental and nongovernmental public safety, fire, law enforcement, emergency response, emergency medical services, and hospital emergency services providers; and related personnel, agencies, and authorities.

**First responder:** Individual responsible for protecting and preserving life, property, the environment, or evidence in the early stages of an event or incident.

**Incident:** An occurrence or event, whether caused by natural phenomena or by humans, that requires action by emergency response personnel to prevent or minimize loss of life or damage to property or the environment.

**Joint Information Center:** A physical location where public information officials can locate to perform critical emergency information, crisis communications, and public affairs functions.

**Local government:** Under the Standardized Emergency Management System (SEMS), the cities, counties, and special districts in an operational area. Local governments manage and coordinate the overall emergency response and recovery activities within their jurisdiction. In the case of unincorporated areas, local government refers to the County itself.

**Multiagency coordination group:** Agency administrators, executives, or designees from stakeholder



organizations impacted by an incident, who act as a policy-level body to support resource prioritization and allocation, make cooperative multi-agency decisions, and assist decision-making by elected and appointed officials and the Incident Commander responsible for the incident.

**Mass care and shelter:** Actions taken to feed, house, and provide other services to those affected by a PSPS event.

**Medical Baseline Program:** An assistance program for residential electricity customers who have special energy needs due to qualifying medical conditions. The program provides for a lower rate on monthly energy bills and advance notification in a PSPS event.

**Mitigation:** Actions taken to lessen the effects of events or incidents on people, property, and the environment.

**Mutual aid:** An agreement in which two or more parties agree to furnish resources, facilities, and services to other parties to the agreement when the party's own resources are inadequate to address an event or incident.

**Operational Area:** Under SEMS, an intermediate level of California's emergency management organization encompassing the County and all political subdivisions located within a County, including special districts. The operational area manages or coordinates information, resources, and priorities among local governments within the operational area and serves as the coordination and communication link between the local government level and regional level.

**Person with a disability:** A person who has a physical or mental impairment that substantially limits one or more major life activities, a person who has a history or record of such an impairment, or a person who is perceived by others as having such an impairment.

**Public safety partners:** First or emergency responders at the local, state, and federal level; water, wastewater, and communication service providers; community choice aggregators; affected publicly owned utilities or electrical cooperatives; the California Public Utilities Commission; the California Governor's Office of Emergency Services; and the California Department of Forestry and Fire Protection.

**Public Safety Power Shutoff:** Proactively turning off power for safety purpose as a last resort due to extreme weather and wildfire danger.

**Recovery:** The long-term activities beyond the initial emergency response phase of disaster operations that focus on returning all systems in the community to a normal status or to reconstitute these systems to a new condition that is less vulnerable.

**Re-Energization:** The process of restoring power to de-energized electric infrastructure.

**Resources:** Personnel, facilities, and equipment available for assignment in incidents or events.

**Response:** Activities that address the direct effects of an incident or event; immediate actions to save lives and to protect property and the environment.

**Shelter:** A facility that provides safe, accessible, and secure temporary housing before, during, or after an incident or event. Shelters may include general population shelters, medical needs shelters, and household pet shelters.

**Situational Report (Sit Rep):** A type of status report that provides decision-makers and other users with a summary of the current situation.

**Special District:** A unit of local government, other than a city, County, or city and County, with authority or responsibility to own, operate, or maintain a project for purposes of natural disaster assistance.





## APPENDIX

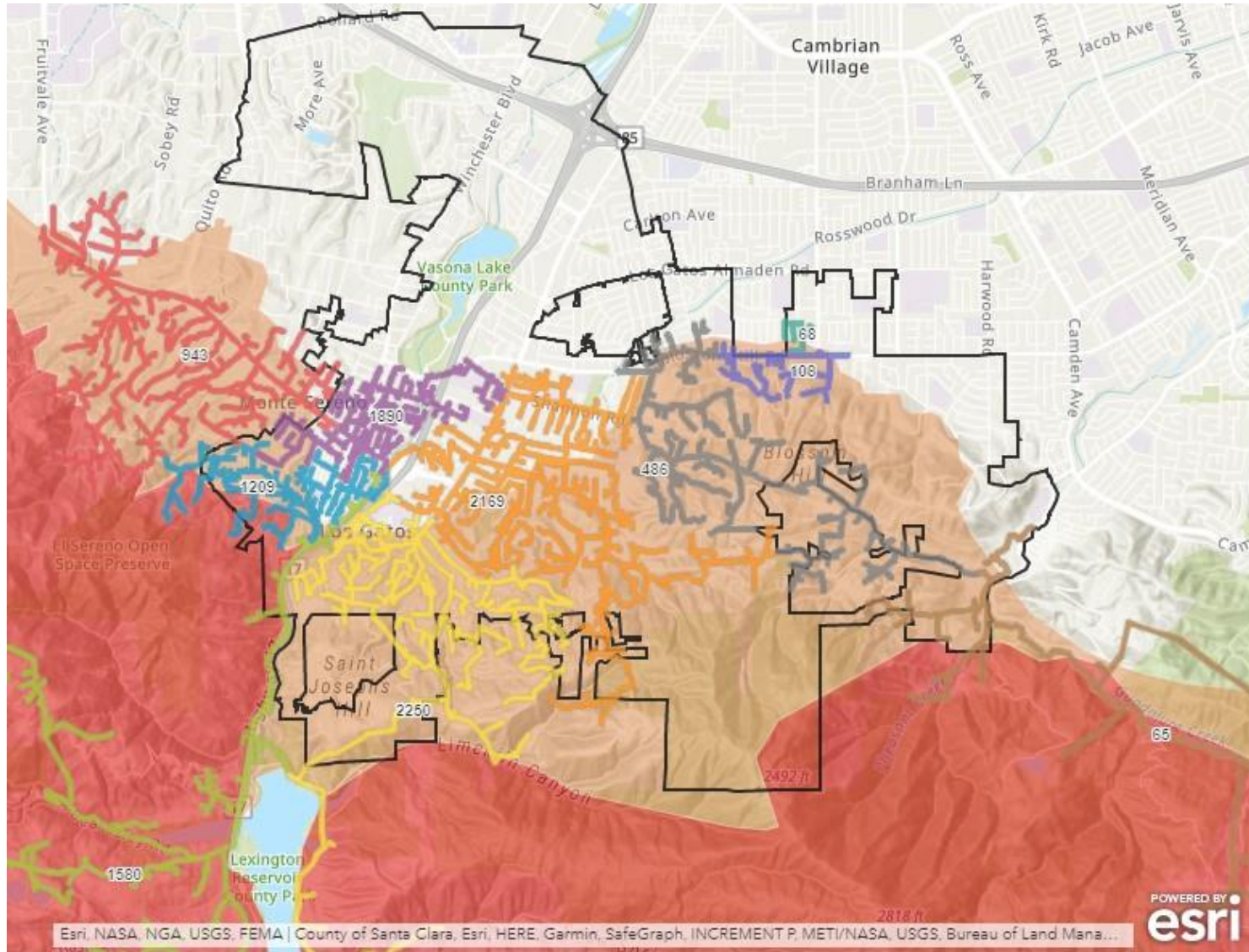


## **Appendix A: Maps**



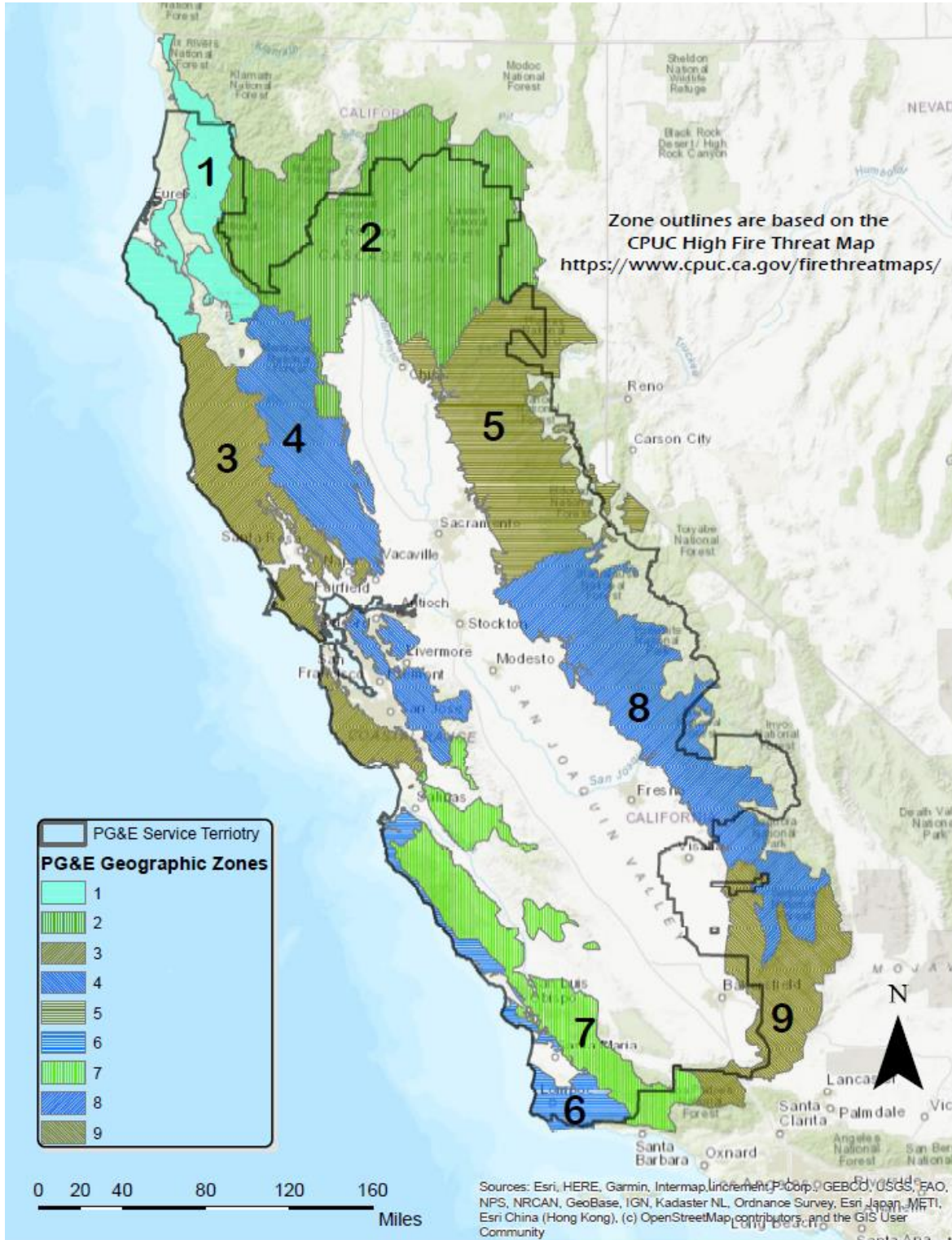
OUNTY OF SANTA CLARA  
PUBLIC SAFETY POWER SHUTOFF ANNEX

**A-1 Number of PG&E customers by circuit in CPUC high risk wildfire hazard tiers in/around the Town of Los Gatos. Orange: Tier 2. Red: Tier 3.**





**A-2 PG&E Geographic Zones**



Source: PG&E Geographic Zone Map, accessed October 1, 2019. [https://www.pge.com/pge\\_global/common/pdfs/safety/emergency-preparedness/natural-disaster/wildfires/2019-PGE-Geographic-Zones.pdf](https://www.pge.com/pge_global/common/pdfs/safety/emergency-preparedness/natural-disaster/wildfires/2019-PGE-Geographic-Zones.pdf)



## Appendix B: PSPS Essential Elements of Information

The list below includes essential elements of information for a Public Safety Power Shutoff (PSPS) incident. The Town Manager’s Office and personnel in the Town Emergency Operations Center (EOC), when activated, may use this list as a guide in creating situational awareness and a common operating picture for the Town. However, every incident is different; EOC personnel will need to adapt this list depending on the circumstances present.

### Weather Information in Advance of PG&E Notification

- Red Flag Warning issued by National Weather Service (NWS)
  - Begin date and time
  - End date and time
  - Area included in Warning
  - Expected temperatures
  - Expected humidity levels
  - Expected winds
- Sources:
  - NWS Monterey
    - 831-656-1717
  - <https://forecast.weather.gov/MapClick.php?CityName=Los+Gatos&state=CA&site=MTR&textField1=37.2267&textField2=-121.974&e=0#.X1p1fXIKiUk>
  - Northern California Fire Outlook: <https://gacc.nifc.gov/oncc/outlooks.php>


### PG&E Notifications of De-Energization

- PG&E Pre-Incident Notifications
  - Date and time of notice
  - Type of notice: 72 hours    48 hours    24 hours    “just before”
  - PSPS likelihood:            Possible            Imminent
  - Expected de-energization date and time
  - Area to be de-energized
    - Unincorporated area impacted
    - Cities or towns impacted
    - Critical infrastructure impacted
  - GIS Shapefile provided to TMO?
  - Expected duration of PSPS
  - Total population expected to be impacted?
  - People with Disabilities/Access and Functional Needs (PWD/AFN)
    - Number of Medical Baseline members in impacted area
    - Names and locations provided?
    - Other relevant information?



PG&E Community Resource Centers

- Time of set up
- Locations
- Hours
- Services available
- Center Point of Contact

 Sources: PG&E PSPS Agency Resources Portal, <https://esft.pge.com/html/skin/ric/C/login.html>

**Initial Actions Taken**

Town Manager's Office

- Executive Team Meeting
- Public Information campaign initiated
- EOC activation
- Local Emergency Proclamation
- Disaster Service Workers activated
- Contracts/MOUs invoked
- Mutual Aid invoked

State Proclamation of Emergency

- Local Government Requests
- County Request
- State Response

**De-Energization Impacts**

Critical Health Care Facilities

- Hospitals
- EMS
- Residential Care Facilities
- Health care clinics/Dialysis Centers
- Residents with medical conditions requiring electricity

People with Disabilities/Access and Functional Needs (PWD/AFN)

- Number and location of people dependent on electrical power for medical devices who need assistance
- Others needing assistance
- Assistance needed
- Assistance provided
- Other relevant information

Critical Facilities (non-Health care)

- Running without generator power
- Running with generator power



TOWN OF LOS GATOS  
PUBLIC SAFETY POWER SHUTOFF ANNEX

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- Fuel needs
- Other needs
- Transportation
  - Roads
  - Public transportation
  - Airports
- Communications status
  - 9-1-1
  - 800 MHz
  - AlertSCC
  - Cell towers
  - Internet
  - ARES/RACES
  - Other

**Resource Needs**

- Types
  - Generators
  - Fuel
  - Potable Water
  - Food
  - Medical
  - Wastewater
  - Other
- Resources Requested
  - Requested
  - Received
  - En route

**PG&E Re-Energization Notifications**

- Re-Energization Expected
  - Date and time of notice
  - Type of notice: 1 hour before Electricity Re-Energized
  - Expected re-energization date and time
  - Area to be re-energized
  - Expected duration of PG&E system inspection
  - Sources: PG&E PSPS Agency Resources Portal
- PG&E Requests for Town Re-energization Assistance
  - Nature of request



- Response to request

**Recovery**

- Town Re-Energization and Short-Term Recovery Plan Developed
- Need for Recovery Unit
- Need for Recovery Facilities
  - Local Assistance Centers
  - Other facilities
- Additional Recovery Needs
  - County
  - Local governments





## Appendix C: Non-Stafford Act Recovery Resources

### C-1 Federal Programs

AGENCY	PROGRAM	SUPPORT FOR		MORE INFORMATION
		Individuals or Businesses	Government	
US Department of Agriculture (USDA)	Business and Industrial Loans (guaranteeing loans to lenders for rural businesses).	YES	NO	<a href="https://www.rd.usda.gov/programs-services/business-industry-loan-guarantees">https://www.rd.usda.gov/programs-services/business-industry-loan-guarantees</a>
	Emergency Assistance for Livestock, Honeybees, and Farm-Raised Fish	YES	NO	<a href="https://www.fsa.usda.gov/programs-and-services/disaster-assistance-program/emergency-assist-for-livestock-honey-bees-fish/index">https://www.fsa.usda.gov/programs-and-services/disaster-assistance-program/emergency-assist-for-livestock-honey-bees-fish/index</a>
	Emergency Conservation Program for Agricultural Producers (gives ranchers and farmers funding and assistance to repair drought-damaged farmland or to install water conservation methods)	YES	NO	<a href="https://www.fsa.usda.gov/programs-and-services/conservation-programs/emergency-conservation/index">https://www.fsa.usda.gov/programs-and-services/conservation-programs/emergency-conservation/index</a>
	Emergency Forest Restoration Program (authorizes payments to owners of private forests to restore disaster-damaged forests)	YES	NO	<a href="https://www.fsa.usda.gov/programs-and-services/disaster-assistance-program/emergency-forest-restoration/index">https://www.fsa.usda.gov/programs-and-services/disaster-assistance-program/emergency-forest-restoration/index</a>
	Farm Emergency Loans (when a natural disaster is designated by Secretary of Agriculture)	YES	NO	<a href="https://www.fsa.usda.gov/programs-and-services/farm-loan-programs/emergency-farm-loans/index">https://www.fsa.usda.gov/programs-and-services/farm-loan-programs/emergency-farm-loans/index</a>
	Farm Labor Housing Loan and Grant program	YES	NO	<a href="https://www.rd.usda.gov/programs-services/farm-labor-housing-direct-loans-grants/wa">https://www.rd.usda.gov/programs-services/farm-labor-housing-direct-loans-grants/wa</a>
	Farm Operating Loans	YES	NO	<a href="https://www.fsa.usda.gov/programs-and-services/farm-loan-programs/farm-operating-loans/index">https://www.fsa.usda.gov/programs-and-services/farm-loan-programs/farm-operating-loans/index</a>
	Farm Ownership Loans	YES	NO	<a href="https://www.fsa.usda.gov/programs-and-services/farm-loan-programs/farm-ownership-loans/index">https://www.fsa.usda.gov/programs-and-services/farm-loan-programs/farm-ownership-loans/index</a>



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AGENCY	PROGRAM	SUPPORT FOR		MORE INFORMATION
		Individuals or Businesses	Government	
<b>USDA (continued)</b>	Noninsured Crop Disaster Assistance Program (provides financial assistance to noninsurable crop producers when low yields, loss of inventory, or prevented planting occur due to natural disasters)	YES	NO	<a href="https://www.fsa.usda.gov/programs-and-services/disaster-assistance-program/noninsured-crop-disaster-assistance/index">https://www.fsa.usda.gov/programs-and-services/disaster-assistance-program/noninsured-crop-disaster-assistance/index</a>
	Rural Multi-Family Housing Loan Guarantees	YES	NO	<a href="https://www.rd.usda.gov/programs-services/multi-family-housing-loan-guarantees">https://www.rd.usda.gov/programs-services/multi-family-housing-loan-guarantees</a>
	Rural Energy for America Program (REAP) Renewable Energy Systems & Energy Efficiency Improvement Guaranteed Loans & Grants in California	YES	NO	<a href="https://www.rd.usda.gov/programs-services/rural-energy-america-program-renewable-energy-systems-energy-efficiency/ca">https://www.rd.usda.gov/programs-services/rural-energy-america-program-renewable-energy-systems-energy-efficiency/ca</a>
	Rural Single-Family Housing Repair Loans & Grants	YES	NO	<a href="https://www.rd.usda.gov/programs-services/single-family-housing-repair-loans-grants">https://www.rd.usda.gov/programs-services/single-family-housing-repair-loans-grants</a>
	Special Supplemental Nutrition Program for Women, Infants and Children (WIC)	YES	NO	<a href="https://www.fns.usda.gov/wic">https://www.fns.usda.gov/wic</a>
	Supplemental Nutrition Assistance Program (SNAP)	YES	NO	<a href="https://www.fns.usda.gov/snap/supplemental-nutrition-assistance-program">https://www.fns.usda.gov/snap/supplemental-nutrition-assistance-program</a>
	The Emergency Food Assistance Program (TEFAP)	YES	NO	<a href="https://www.fns.usda.gov/tefap/emergency-food-assistance-program">https://www.fns.usda.gov/tefap/emergency-food-assistance-program</a>
	Additional USDA programs			<a href="https://www.rd.usda.gov/programs-services/all-programs">https://www.rd.usda.gov/programs-services/all-programs</a>
<b>US Department of Commerce (USDC)</b>	Economic Adjustment Assistance (technical, planning and public works and infrastructure assistance in regions experiencing adverse economic changes)	NO	YES	<a href="https://www.eda.gov/funding-opportunities/">https://www.eda.gov/funding-opportunities/</a>
	Revolving Loan Fund (RLF) program	NO	YES	<a href="https://eda.gov/rlf/">https://eda.gov/rlf/</a>



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AGENCY	PROGRAM	SUPPORT FOR		MORE INFORMATION
		Individuals or Businesses	Government	
<b>USDC (continued)</b>	Additional Economic Development Administration (EDA) programs	NO	<b>YES</b>	<a href="https://restoreyoureconomy.org/index.php?src=gen_docs&amp;ref=349&amp;category=Main">https://restoreyoureconomy.org/index.php?src=gen_docs&amp;ref=349&amp;category=Main</a>
<b>Environmental Protection Agency</b>	Energy Star Program	<b>YES</b>	NO	<a href="https://www.energystar.gov/buildings?s=mega">https://www.energystar.gov/buildings?s=mega</a>
	Environmental Justice Small Grant Program	NO	<b>YES</b>	<a href="https://www.epa.gov/environmentaljustice/environmental-justice-small-grants-program">https://www.epa.gov/environmentaljustice/environmental-justice-small-grants-program</a>
<b>United States Department of Energy</b>	Weatherization Assistance Program	<b>YES</b>	NO	<a href="https://www.energy.gov/eere/wipo/weatherization-assistance-program">https://www.energy.gov/eere/wipo/weatherization-assistance-program</a>
<b>Federal Emergency Management Agency</b>	Technical Assistance to Local Government	N/A	<b>YES</b>	<a href="https://www.fema.gov/technical-assistance">https://www.fema.gov/technical-assistance</a>
	Pre-Disaster Mitigation Grant Assistance	<b>YES</b>	<b>YES</b>	<a href="https://www.caloes.ca.gov/cal-oes-divisions/hazard-mitigation/pre-disaster-flood-mitigation">https://www.caloes.ca.gov/cal-oes-divisions/hazard-mitigation/pre-disaster-flood-mitigation</a>
	Disaster Recovery Assistance Information			<a href="https://www.disasterassistance.gov/">https://www.disasterassistance.gov/</a>
<b>Department of Health and Human Services (HHS)</b>	Temporary Assistance for Needy Families (TANIF) state grant program	NO	<b>YES</b>	<a href="https://www.acf.hhs.gov/ofa/programs/tanf">https://www.acf.hhs.gov/ofa/programs/tanf</a>
	Social Service Block Grant (SSBG) program (allows states to tailor social service programs to population needs)	<b>YES</b>	<b>YES</b>	<a href="https://www.acf.hhs.gov/ocs/programs/ssbg">https://www.acf.hhs.gov/ocs/programs/ssbg</a>
	Community Services Block Grant (CSBG) program (provides funds to alleviate poverty in communities)	NO	<b>YES</b>	<a href="https://www.acf.hhs.gov/ocs/programs/csbg">https://www.acf.hhs.gov/ocs/programs/csbg</a>
	Substance Abuse and Mental Health Services Administration (SAMHSA) (free, confidential, 24/7 treatment referral and information service in English and Spanish for individuals and families with mental health or substance use needs)	<b>YES</b>	NO	<a href="https://www.samhsa.gov/find-help/national-helpline">https://www.samhsa.gov/find-help/national-helpline</a>



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AGENCY	PROGRAM	SUPPORT FOR		MORE INFORMATION
		Individuals or Businesses	Government	
HHS (continued)	Low Income Home Energy Assistance Program (LIHEAP)	YES	NO	<a href="https://www.acf.hhs.gov/ocs/programs/liheap">https://www.acf.hhs.gov/ocs/programs/liheap</a>
Department of Housing and Urban Development (HUD)	Community Development Block Grant (CDBG) program	NO	YES	<a href="https://www.hudexchange.info/programs/cdbg/">https://www.hudexchange.info/programs/cdbg/</a>
	HOME program (block grant program for state and local governments to create affordable Housing for low-income households)	NO	YES	<a href="https://www.hudexchange.info/programs/home/">https://www.hudexchange.info/programs/home/</a>
	HOPE Program	NO	YES	<a href="https://www.hud.gov/program_offices/public_indian_housing/programs/ph/hope6">https://www.hud.gov/program_offices/public_indian_housing/programs/ph/hope6</a>
	Housing Choice Voucher Program—Section 8 (assists low-income families and people with disabilities to afford decent, safe private housing)	YES	NO	<a href="https://www.hud.gov/topics/housing_choice_voucher_program_section_8">https://www.hud.gov/topics/housing_choice_voucher_program_section_8</a>
	Housing counseling	YES	NO	<a href="https://www.hud.gov/program_offices/housing/sfh/hcc">https://www.hud.gov/program_offices/housing/sfh/hcc</a>
	Rental Assistance	YES	YES	<a href="https://www.hud.gov/topics/rental_assistance">https://www.hud.gov/topics/rental_assistance</a>
	Self-Help Homeownership Opportunity Program (SHOP) (awards grant funds to national and regional non-profit organizations and consortia to purchase home sites and infrastructure needed to create homeownership programs for low-income persons and families)	NO	NO	<a href="https://www.hudexchange.info/programs/shop/">https://www.hudexchange.info/programs/shop/</a>



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AGENCY	PROGRAM	SUPPORT FOR		MORE INFORMATION
		Individuals or Businesses	Government	
<b>Small Business Administration (SBA)</b>	Disaster Loan Program (available if SBA Agency or Secretary of Agriculture declares a disaster)	YES	NO	<a href="https://disasterloan.sba.gov/ela/">https://disasterloan.sba.gov/ela/</a>
<b>Department of Labor</b>	Workforce Reinvestment Act, National Dislocated Worker Grants (DWGs)	YES	YES	<a href="https://www.doleta.gov/dwgs/">https://www.doleta.gov/dwgs/</a>
	Workforce Innovation and Opportunity Act (WIOA), Adult and Youth Programs	YES	YES	<a href="https://wdr.doleta.gov/directives/corr_doc.cfm?DOCN=8075">https://wdr.doleta.gov/directives/corr_doc.cfm?DOCN=8075</a> <a href="https://youth.workforcegps.org/resources/2017/08/29/08/48/FactSheet">https://youth.workforcegps.org/resources/2017/08/29/08/48/FactSheet</a>
<b>Department of the Treasury</b>	Community Development Financial Institutions Program	YES	YES	<a href="https://www.cdfifund.gov/programs-training/Programs/cdfi-program/Pages/default.aspx">https://www.cdfifund.gov/programs-training/Programs/cdfi-program/Pages/default.aspx</a>
	Savings Bond Replacement and Reissuing	YES	NO	<a href="https://www.treasurydirect.gov/indiv/research/indepth/ebonds/res_e_bonds_eereplace.htm">https://www.treasurydirect.gov/indiv/research/indepth/ebonds/res_e_bonds_eereplace.htm</a>
<b>Department of Veteran Affairs (VA)</b>	Specially Adapted Housing for Disabled Veterans	YES	NO	<a href="https://www.benefits.gov/benefit/4733">https://www.benefits.gov/benefit/4733</a>
	VA Home Loans	YES	NO	<a href="https://www.benefits.va.gov/homeloans/">https://www.benefits.va.gov/homeloans/</a>
	Burial Benefits	YES	NO	<a href="https://www.benefits.va.gov/compensation/claims-special-burial.asp">https://www.benefits.va.gov/compensation/claims-special-burial.asp</a>



**C-2 State Programs**

AGENCY	PROGRAM	ASSOCIATED FEDERAL AGENCY/PROGRAM	MORE INFORMATION
<b>California Governor’s Office of Emergency Services (Cal OES)</b>	Overall direction for state support to affected counties	N/A	<a href="https://www.caloes.ca.gov/Governments-Tribal/Recovery">https://www.caloes.ca.gov/Governments-Tribal/Recovery</a>
	Technical assistance to local emergency management	Federal Emergency Management Agency	<a href="https://www.fema.gov/technical-assistance">https://www.fema.gov/technical-assistance</a>
<b>California Department of Employment Development (CDED)</b>	Wages for dislocated workers to participate in disaster cleanup and structured work- based learning	US Department of Labor, National Dislocated Worker Grant (NDWG)	<a href="https://www.edd.ca.gov/about_edd/disaster_related_services.htm">https://www.edd.ca.gov/about_edd/disaster_related_services.htm</a>
	Unemployment Insurance (UI), Disability Insurance, or Paid Family Leave (PFL) benefits for persons impacted by disasters	N/A	<a href="https://www.edd.ca.gov/unemployment/disaster_unemployment_assistance.htm">https://www.edd.ca.gov/unemployment/disaster_unemployment_assistance.htm</a>
<b>California Department of Housing and Community Development (DHCD)</b>	Community Development Block Program (CDBP) (partners with rural cities through creation and expansion of community and economic development opportunities for low- and moderate-income residents)	US Department of Housing and Urban Development, Community Development Block Grant Program	<a href="http://www.hcd.ca.gov/grants-funding/active-funding/cdbg.shtml">http://www.hcd.ca.gov/grants-funding/active-funding/cdbg.shtml</a>
<b>California Department of Insurance (CDI)</b>	Provides assistance with insurance issues	N/A	1-800-927-HELP (4357); <a href="http://www.insurance.ca.gov/01-consumers/101-help/index.cfm">http://www.insurance.ca.gov/01-consumers/101-help/index.cfm</a>
<b>California Department of Social Services (CDSS)</b>	Supplemental Nutrition Assistance Program benefit replacement (known as CalFresh in California)	US Department of Agriculture	<a href="http://www.cdss.ca.gov/inforesources/CalFresh-Outreach">http://www.cdss.ca.gov/inforesources/CalFresh-Outreach</a>
	California Food Stamp Program (CFAP) (for qualified non-citizens who do not qualify for federal benefits)	N/A	<a href="http://www.cdss.ca.gov/inforesources/CalFresh/California-Food-Assistance-Program">http://www.cdss.ca.gov/inforesources/CalFresh/California-Food-Assistance-Program</a>



## Appendix D: Sample PSPS Public Information Messaging

### D-1 Sample Public Information Talking Points

Town of Los Gatos Response to Planned Public Safety Power Shutoff (PSPS):

- On *[date]*, the Town of Los Gatos received notice from the Pacific Gas and Electric Company (PG&E) that PG&E intends to implement a Public Safety Power Shutoff of PG&E electric lines to areas within the Town due to high fire danger.
- The Town has a plan in place and will conduct a coordinated response to any power shutoff.
- PG&E estimates that *[number]* customers in the Town of Los Gatos are likely to be affected by the power shutoff. The areas affected by the shutoff include *[portion of Town]*.
- Town of Los Gatos, Town Manager's Office has developed a Public Safety Power Shutoff Plan and has put it into motion.
- We've notified and are coordinating with our local and regional response partners.
- We are coordinating public information and outreach with Town partners, so we are prepared to communicate with our community members in the event of a power shut down.

Background:

- In response to evolving weather and potential extreme fire danger, PG&E may proactively shut off power to some customers in the Town of Los Gatos.
  - Currently, PG&E is considering shutting down power to some *[elevated/extreme/elevated and extreme]* fire threat areas on the [California Public Utilities Commission High Fire Threat District map](#) shown here.
  - PG&E has stated that the power shutoff will mainly affect the *[describe area, e.g., southwestern]* portion of the Town.
- PG&E could turn off the power for safety as early as *[timeframe]*.
- PG&E has stated that it will notify the Town and PG&E customers 48 hours, 24 hours, and just prior to turning off the power. They will contact customers directly using the following means:
  - Automated calls;
  - Texts;
  - Emails;
  - Employees will go door-to-door to notify customers who have self-identified as having medical needs in the PG&E system.
- PG&E is asking customers to update their contact information at [pge.com/mywildfirealerts](http://pge.com/mywildfirealerts) so PG&E can keep customers informed.
- PG&E has stated that it will have to wait until the high winds die down before they can inspect power lines to restore power to effected areas. What does this mean?
  - For this particular event, PG&E expects that they will have to wait approximately *[number]* hours after they shut the power off before they can begin inspecting lines. Before PG&E can re-energize power lines, PG&E must physically inspect all lines, which is why there is a delay in restoring power.
  - PG&E currently estimates that power could be down for portions of the Town for *[time]*



*frame*]. PG&E is hopeful that it will be able to restore power sooner than that in more urban areas. More remote areas may take longer to inspect.

- Residents can learn if they are in a potentially impacted area by going to <https://m.pge.com/#high-fire-threat-map> and entering their address.
- PG&E has set-up a call center to provide more information:
  - o English: 1-877-660-6789
  - o Chinese: 1-800-893-9555
  - o Spanish: 1-800-660-6789
  - o Vietnamese: 1-800-298-8438.

Town of Los Gatos Response to Potential Power Shut Down:

- This afternoon, the Town of Los Gatos began its preparations for the potential shut down of PG&E power to areas of Los Gatos.
- So far, we've taken the following actions to prepare for a potential power shut down:
  - o We have implemented the Town's Public Safety Power Shutoff Plan;
  - o We have partially activated the Town's Emergency Operations Center (EOC);
  - o We've notified and are coordinating with our Town response partners;
  - o We are currently creating maps to show potential impacts to area hospitals, skilled nursing facilities, and our vulnerable populations;
  - o We are coordinating public information and outreach with Town partners and are prepared to communicate with our community members in the event that PG&E shuts off power.





## D-2 Sample Media Release

### FOR IMMEDIATE RELEASE

Date: *[Insert date]*

Contact: *[Insert name, email, and phone number]*

#### **Town of Los Gatos Responds to PG&E's Potential Power Shutoff with Advanced Preparation**

LOS GATOS, CA – This afternoon, the Town of Los Gatos acted promptly to prepare for the potential shut down of PG&E power to areas of Los Gatos. PG&E has notified the Town that it may activate its Public Safety Power Shutoff protocols due to extreme weather and could potentially initiate a power shutoff in the *[specify portion]* portion of Los Gatos within the next *[24 or other timeframe]* hours. The Town of Los Gatos is ready to respond to the effects of the power outage. However, the decision to turn off the power and the speed at which it is restored is managed solely by PG&E.

“We are being proactive and mobilizing our resources due to the potential power loss and increased fire threat,” stated *[position and name of source]*. “Agencies serving the Town have increased staffing resources, including adding *[strike team, task force, water tender, and an extra fire and EMS dispatcher, or other resources]* during this heightened threat.”

The Town of Los Gatos has proactively taken steps in preparation for a potential power shutoff after being notified by PG&E of its Public Safety Power Shutoff program in 2018, and of the possibility of a shutoff within the next *[24 or other timeframe]* hours. The Town has developed a Public Safety Power Shutoff Annex to the Town’s Emergency Operations Plan and has put that plan into effect. Additionally, the Town Manager’s Office has activated the Town’s Emergency Operations Center (EOC) and is actively coordinating with PG&E and with Town partners in monitoring the situation.

You can check if your home is in an area where power may be shut off on the PG&E website: *[link to map on public-facing PGE website]*. PG&E is monitoring weather patterns and will provide updates to customers and to the Town of Los Gatos when more information is available.

Town officials remind residents and visitors that it is important to have an emergency plan in place for yourself and for your loved ones. The Town recommends taking steps to prepare for a power outage, including:

Stay informed:

- Make sure you can receive updated information from PG&E by updating your contact information at [www.pge.com/mywildfirealerts](http://www.pge.com/mywildfirealerts).
- Sign up for safety information on Nixle by texting your zip code to 888-777.
- Sign up for AlertSCC to get information on immediate threats to personal safety or property, tailored to an address you choose: <https://www.sccgov.org/sites/oes/alertscc/Pages/home.aspx>
- Santa Clara County will send a Wireless Emergency Alert (WEA) to specific areas if evacuations are ordered, intended to reach all cell phones in the area. To learn more about WEA: <https://www.fcc.gov/consumers/guides/wireless-emergency-alerts-wea>

Review your evacuation and communication plan:

- Identify several evacuation routes for your location in case roads are blocked and tell someone outside your area which routes you plan to use.



TOWN OF LOS GATOS  
PUBLIC SAFETY POWER SHUTOFF ANNEX

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- If you plan to evacuate by car should evacuation be needed, keep your car fueled and ready to go.
- Make a list of what you need to take with you if you have to leave your home quickly. Consider the Five P's of Evacuation: 1) People & Pets; 2) Prescriptions; 3) Papers; 4) Personal Needs; 5) Priceless Items.
- Talk to your medical provider about a power outage plan for medical devices powered by electricity and refrigerated medicines. Plan for batteries and other alternatives to meet your needs when the power goes out.
- Review the supplies you have available in case of a power outage.
  - Have flashlights with extra batteries for every household member.
  - Have enough nonperishable food and water for each person: at least a three-day supply of nonperishable food and one gallon of water per person per day for at least three days.
- Use a thermometer in the refrigerator and freezer so that you know the temperature when the power is restored. Throw out food if the temperature is 40 degrees or higher.
- Keep mobile phones and other electric equipment charged.
- Know how to manually open electric garage doors and gates.

For more information, including what to do during a power outage, visit [www.ready.gov](http://www.ready.gov).

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### D-3 Sample Social Media Messaging

Important Notice for Town of Los Gatos Residents:

PG&E has notified Town of Los Gatos that as many as *[number of residents]* Town residents in could be without power for at least the next *[24 or other timeframe]* hours due to high fire danger.

PG&E has set-up a call center to provide more information:

- English: 1-877-660-6789
- Chinese: 1-800-893-9555
- Spanish: 1-800-660-6789
- Vietnamese: 1-800-298-8438

Español:

El Pueblo de Los Gatos informa a sus residentes que a alrededor de *[number]* personas se les pudiera suspender el servicio de electricidad y gas (PG&E) debido a una alerta por altas probabilidades de incendio.

Residentes podrían ver dichos servicios suspendidos por al menos unas *[number]* horas.

PG&E creó una línea de atención al cliente en español para ofrecer más información sobre esta situación:  
1-800-660-6789



## **Appendix E: Town Emergency Proclamation Documents**



**E-1 Proclamation by the Director or Assistant Director of Emergency Services of the Existence of a Local Emergency**

**Proclamation by the Director or the Assistant Director of Emergency Services of the Existence of a Local Emergency**

**WHEREAS**, Ordinance No. 8.10.035, Article A-1 of the Los Gatos Municipal Code empowers the Director of Emergency Services, or in the Director's absence the Acting Director to proclaim the existence or threatened existence of a local emergency when the Town of Los Gatos is affected or likely to be affected by a public calamity and the Town Council is not in session, and;

**WHEREAS**, the Director of Emergency Services of the Town of Los Gatos does hereby find; That conditions of extreme peril to the safety of people and property have arisen within the Town of Los Gatos, caused by \_\_\_\_\_ (*fire, flood, storm, mudslides, torrential rain, wind, earthquake, drought, or other causes*); which began on the \_\_\_\_\_ th day of \_\_\_\_\_, 20\_\_\_\_ and;

That these conditions are or are likely to be beyond the control of the services, personnel, equipment, and facilities of the Town of Los Gatos, and;

That the Town Council of the Town of Los Gatos is not in session and cannot immediately be called into session:

**NOW, THEREFORE, IT IS HEREBY PROCLAIMED** that a local emergency now exists throughout the Town of Los Gatos, and;

**IT IS FURTHER PROCLAIMED AND ORDERED** that during the existence of said local emergency the powers, functions, and duties of the emergency organization of the Town of Los Gatos shall be those prescribed by state law, by ordinances, and resolutions of this Town, and; That this emergency proclamation shall expire in 7 days after issuance unless confirmed and ratified by the Town Council of the Town of Los Gatos.

Dated: \_\_\_\_\_ By: \_\_\_\_\_

Print Name \_\_\_\_\_

Address \_\_\_\_\_



**E-2 Proclamation by the Town Council of the Existence of a Local Emergency**

**Proclamation by the Town Council Confirming the Existence of a Local Emergency that was proclaimed by the Director or the Acting Director of Emergency Services**

**WHEREAS**, Ordinance No. 8.10.035, Article A-1 of the Los Gatos Municipal Code empowers the Director of Emergency Services or the Acting Director to proclaim the existence or threatened existence of a local emergency when the Town of Los Gatos is affected or likely to be affected by a public calamity and the Town Council is not in session, subject to ratification by the Town Council within seven days; and,

**WHEREAS**, conditions of extreme peril to the safety of people and property have arisen within the Town of Los Gatos caused by \_\_\_\_\_ (*fire, flood, storm, mudslides, torrential rain, wind, earthquake, drought, or other causes*)

Commencing on or about \_\_\_\_\_m., on the \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_, at which time the Town Council was not in session; and

**WHEREAS**, the Los Gatos Town Council does hereby find that the aforesaid conditions of extreme peril did warrant and necessitate the proclamation of the existence of a local emergency; and

**WHEREAS**, the Director of Emergency Services of the Town of Los Gatos, or the Acting Director, did proclaim the existence of a local emergency with the Town of Los Gatos on the \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_\_;

**NOW, THEREFORE, IT IS HEREBY PROCLAIMED AND ORDERED** that said local emergency shall be deemed to continue to exist until its termination is proclaimed by the Town Council of the Town of Los Gatos, State of California.

Dated: \_\_\_\_\_

Town Council, Town of Los Gatos

Attest:

\_\_\_\_\_  
(Mayor)

\_\_\_\_\_  
Town Clerk

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_