Community Preparedness & Power Outages

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Public Safety Power Shutdowns

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

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

- Public agencies required to be notified in 72 hours in advance of outage.
How can a community prepare for a blackout?

How can cities and the county work together during an incident?

What lessons have been learned which can benefit other agencies from utility initiated power outages?

What tools or resources are available to agencies and communities to better prepare for PSPS events?
High Fire Risk Areas

Thousand Oaks, California

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

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

City Water Facilities

[Map showing City Pump Station, City Reservoir, CalAm Pump Station, CalAm Reservoir, Cal Water Critical Facilities, Potential power shut off area]
An unscheduled PSPS event impacted 2,778 SCE accounts, seven traffic signals and seven water facilities.

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

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

Know your “circuit”
**Economic Impact**

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

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

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

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

Challenges

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

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

Lessons Learned

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

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

Questions & Discussion

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

Brian Henricksen
Napa County EMS Agency

Objectives

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

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

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

IOU – Medical Baseline

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

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

Medically Vulnerable Populations

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

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

Outreach Prioritization

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

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

City/County Partnership

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

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