

RESPONSIBLE DEPARTMENT	EVENT NAME	DATE	STATUS	EVENT TYPE	CAPABILITY	LESSON LEARNED	CORRECTIVE ACTION
OFER Div	11-22-2021 PSPS	11/22/21	Open	Public Safey Power Shutoff	Intelligence & Information Sharing	There were instances where field workers did not check-in with the proper authority when arriving on a jobsite, impacting some levels of situational awareness	When responders are assigned to the field, they are to check in with the proper authority before leaving the facility and when arriving at a new jobsite. This ensures proper tracking of workforce locations and ensures proper situational awareness of personnel in proximity to electric infrastructure.
OFER Div	11-22-2021 PSPS	11/22/21	Closed	Public Safey Power Shutoff	Operational Communication	Tribal reservation names were not incorporated into the PSPS Dashboard, impacting de-energization and re-energization notifications to these communities.	Coordinate with the appropriate vendors/application owners to complete the necessary mapping software modifications and updates to enhance the end-user experience. Recommended updates will allow users to easily find community-friendly names affiliated with an impacted weather station.
OFER Div	11-22-2021 PSPS	11/22/21	Open	Public Safey Power Shutoff	Operational Communication	Field personnel dispatched to communication "dead zones" faced challenges with traditional means of communication (e.g., cell phones and radios).	Create a layer in GIS SPARC which outlines known communication "dead zones" and poor reception areas.
OFER Div	11-22-2021 PSPS	11/22/21	Closed	Public Safey Power Shutoff	Operational Communication	Field personnel dispatched to communication "dead zones" faced challenges with traditional means of communication (e.g., cell phones and radios).	Investigate options in GIS SPARC to input live situational awareness information provided by the field on areas currently experiencing communication issues.
Emergency Operations Services Div	11-22-2021 PSPS	11/22/21	Closed	Public Safey Power Shutoff	Operational Communication	Developing the Executive Briefing template was an extensive manual effort that affected responders' ability to focus on and participate in EOC Policy room discussions and decisions	Streamline the Executive Briefing template information gathering and assembly to meet information needs at the executive level and balance responder responsibilities.
OFER Div	11-22-2021 PSPS	11/22/21	Closed	Public Safey Power Shutoff	Operational Communication	The Notification Team reported a single instance where event demobilization notifications did not follow the recommended sequence	EOC leadership to investigate the feasibility of a Notifications Team Lead as a central resource for notification sequence, systems, and contacts.
OFER Div	11-22-2021 PSPS	11/22/21	Closed	Public Safey Power Shutoff	Operational Communication	The Notification Team reported a single instance where event demobilization notifications did not follow the recommended sequence	Additional training for the Notification Team on sequencing for internal and external-facing notifications. Training to include points-of-contact; EOC units responsible for notifications within this process.
Emergency Operations Services Div	11-22-2021 PSPS	11/22/21	Closed	Public Safey Power Shutoff	Operational Communication	The Notification Team reported a single instance where event demobilization notifications did not follow the recommended sequence	The EOC Technical Unit to research a technological solution to centralize essential elements of information critical to the notifications process, such as impacted community names and medical baseline customers.
Emergency Operations Services Div	11-22-2021 PSPS	11/22/21	Closed	Public Safey Power Shutoff	Operational Communication	Customer feedback indicated that select PSPS notification calls went unanswered because they were flagged as spam. As we cannot leave a voicemail on a rejected call, several customers were unaware of the PSPS event.	SDG&E to work with the communications vendor to resolve the customer notification faults designated as "system error."
Emergency Operations Services Div	11-22-2021 PSPS	11/22/21	Closed	Public Safey Power Shutoff	Operational Communication	Customer feedback indicated that select PSPS notification calls went unanswered because they were flagged as spam. As we cannot leave a voicemail on a rejected call, several customers were unaware of the PSPS event.	SDG&E to partner with the Safety & Enforcement Division, affiliated with the California Public Utilities Commission, to develop a detailed explanation of system error causes and a mitigation plan.
Emergency Operations Services Div	11-22-2021 PSPS	11/22/21	Closed	Public Safey Power Shutoff	Operational Coordination	With the increase of new EOC Responders, many were unaware of what information they were responsible for related to the SDG&E Executive Leadership Briefing PowerPoint.	The EOC Planning section to coordinate additional training and/or education resources concerning the SDG&E Executive Leadership Briefing.
Emergency Operations Services Div	11-22-2021 PSPS	11/22/21	Closed	Public Safey Power Shutoff	Operational Coordination	With the increase of new EOC Responders, many were unaware of what information they were responsible for related to the SDG&E Executive Leadership Briefing PowerPoint.	Recommend members from Planning Section compile a responsibility matrix-style reference guide
Fire Coordination	11-22-2021 PSPS	11/22/21	Open	Public Safey Power Shutoff	Safety, Health & Environmental Response	Resource coordination teams and District leadership to consult with Fire Coordinators on the hazards associated with observation and patrol activity locations. Where appropriate, Fire Coordination to brief the DOC-E on site hazards to mitigate field risks.	Resource coordination teams and District leadership to consult with Fire Coordinators on the hazards associated with observation and patrol activity locations. Where appropriate, Fire Coordination to brief the DOC-E on site hazards to mitigate field risks.