

DATA REQUEST RESPONSE
Bear Valley Electric Service (BVES)

Request Date: July 5, 2023

Response Provided by: Paul Marconi
Title: President & Treasurer

Response Date: July 10, 2023

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Data Request No: OEIS-P-WMP_2023-BVES-003

Subject: Q01. Regarding Emergency Preparedness Gaps and
Limitations Tables
Q02. Regarding Emergency Preparedness Targets

DATA REQUEST

Q01. Regarding Emergency Preparedness Gaps and Limitations Tables: a. In Table 8-47 and 8-50, Key Gaps and Limitations the Remedial Brief Description and Remedial Action Plan are noted as not applicable (N/A). Please provide a completed chart as per examples provided in the Technical Guidelines.

Response:

Please refer to “BVES Updated Table 8-47 and 8-50”

Q02. Regarding Emergency Preparedness Targets: a. In Table 8-35 Emergency Preparedness Initiative Targets by Year, the targets are seemly the same. Are the targets in this table correct? If so, confirm that the targets are correct as written. If not, provide an updated table with corrected targets.

Response:

Please refer to “BVES Updated Table 8-35”

END OF REQUEST

Table 8-35 Emergency Preparedness Initiative Targets by Year

Initiative Activity	Tracking ID	Units	2023 Target	X% Risk Impact 2023	2024 Target	X% Risk Impact 2024	2025 Target	X% Risk Impact 2025	Method of Verification
Emergency preparedness plan	EP_1	Review and Evaluate Emergency Plan	Yearly Review by FEMA Six-Step Process Completed in April 2023	3.62%	Yearly Review by FEMA Six-Step Process Completed by April 2024	3.62%	Yearly Review by FEMA Six-Step Process Completed by April 2025	3.62%	Annual Review Meeting
External collaboration and coordination	EP_2	Meetings with Community Partners and Mutual Aid Groups	Meetings completed throughout the year	3.62%	Meetings completed throughout the year	3.62%	Meetings completed throughout the year	3.62%	Records of Meetings with Community Partners and Mutual Aid Groups
Public emergency communication strategy	EP_3	Review and Evaluate Emergency Program	Review and Evaluate Communication Strategy two times per year	3.62%	Review and Evaluate Communication Strategy two times per year	3.62%	Review and Evaluate Communication Strategy two times per year	3.62%	Review Meetings
Preparedness and planning for service restoration	EP_4	Review and Evaluate Emergency Plan	Update Service Restoration Plan with Operations Group by June 2023	3.62%	Update Service Restoration Plan with Operations Group by June 2024	3.62%	Update Service Restoration Plan with Operations Group by June 2025	3.62%	Annual Revised Service Restoration Plan
Customer support in wildfire and PSPS emergencies	EP_5	Review and Evaluate PSPS Program	PSPS Plan was reviewed and revised in January 2023	3.62%	Yearly Review and Evaluate PSPS Program completed by April 2024	3.62%	Yearly Review and Evaluate PSPS Program completed by April 2025	3.62%	Annual Review Meeting

Table 8-47 Key Gaps and Limitations in Community Coordination with Public Safety Partners

Gap or Limitation Subject	Remedial Brief Description	Remedial Action Plan
Reliance on email communication	None	<p>BVES performs outreach to our Public Safety Partners throughout the year to ensure we have accurate contact information.</p> <ul style="list-style-type: none"> • Send multiple emails requesting to verify the contact information with our Public Safety Partners. • BVES conducts virtual meetings with our public safety partners throughout the year and we follow up on any emails that are invalid.
Lack of social media presence	Outreach tailored toward public safety partners.	Create social media posts that are aimed directly at Public Safety Partners.
AFN communication methodology	None	<ul style="list-style-type: none"> • BVES provides a list to our Public Safety Partners of our AFN customer information, AFN list is updated bi-monthly and updated on our PSPS Portal. • BVES conducts virtual meetings throughout the year with our public safety partners to help educate our public safety partners about the importance of our AFN community.

Table 8-50 Key Gaps and Limitations in Public Emergency Communication Strategy

Gap or Limitation Subject	Remedial Brief Description	Remedial Action Plan
Reliance on email communication	BVES customer base lack of email addresses	BVES is working on an email campaign to collect customers' email addresses. <ul style="list-style-type: none"> • Increased our visibility of collecting customers' email addresses on our website. • Created social media posts to assist with updating customers' email addresses. • Added a field for a customer's email address on our billing application for electrical service.
Lack of social media presence	None	BVES emergency communication outreach includes: <ul style="list-style-type: none"> • Facebook posts • website information • Community meetings • Bi-annual newsletters
AFN communication methodology	None	BVES AFN outreach includes: <ul style="list-style-type: none"> • AFN stand-alone mailer • Facebook posts • AFN website application • Customer service reps screening calls • Community meetings