

CUEA STAFF

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January to June 2015
Volume 39

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CUEA 2015 ANNUAL CONFERENCE

CUEA's Annual Conference was held on June 18th, 2015 at the Cal OES Headquarters in Mather, CA. This year the theme of the conference was "Partnering Together to Improve Public Safety". Our knowledgeable list of speakers included representatives from DWR, the FAA, Cal OES, California Energy Commission, American Red Cross, Cobalt, and Gannett Fleming.

The morning kicked off with opening remarks from CUEA's Executive Director, Don Boland. He then introduced our first speaker, Nancy Ward. Nancy is the Chief Deputy Director for the California Office of Emergency Services. She gave an overview of the partnership between Cal OES and the CUEA. She was followed by Bill Croyle of the California Department of Water Resources. Bill provided the audience with the 2015 drought update. He reinforced how important it is to conserve the water we have now. The Governors Drought Task Force meets weekly and is already planning for a dry 2016 and 2017. Next, Henry Rigol from the Federal Aviation Administration gave a briefing for those that are interested in implementing Unmanned Aircraft System (UAS) technologies that need to be certificated by the FAA in order to operate within the National Airspace System (NAS). He then discussed the Certificate of Authorization (COA) process. After a short break, the audience reconvened in the State Operation Center for an overview of the SOC operations. Dan Bout, the Assistant Director of Response for Cal OES, shared the mission and the many roles of the SOC.

A representative from the Cal OES Fire Division, Law Division, the Warning Center, and the Business Operation Center discussed their roles in the SOC and the importance of the relationship between Cal OES and the CUEA. Before lunch, all attendees were given the opportunity to tour the SOC, the UOC, and the Warning Center.

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CUEA 2015 ANNUAL CONFERENCE

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Gordon Schremp from the California Energy Commission led our afternoon session. Gordon discussed the California Fuel Overview and the Emergency Fuels Set-Aside Program. Next, we had Rob Knabe, the President of Cobalt Equipment. Rob provided a detailed presentation of setting up an emergency base camp and the many services that they can provide for the camps. Christy Woods, Director of the State Government Relations Program for the American Red Cross followed. Christy emphasized the importance of the partnership between the ARC and the utility companies. By understanding how each of our organizations activates in a time of a response, it allows us to find opportunities to co-locate services, offer referrals to one another, and co-present these plans to other stakeholder agencies such as city and county emergency management teams, police and fire departments, FEMA, and other response organizations to ensure ultimate cooperation and optimal response. The closing speaker of the day was Frank Calcagno, a Senior Security Advisor/Engineering Geologist for Gannett Fleming. Frank reviewed the emergency action plan for Dam safety.



Christy Woods
American Red Cross

We hope that those that attended the 2015 CUEA Annual Conference benefitted greatly from the information shared and the relationships built, thus strengthening California's ability to prepare for, respond to, and recover from threats, emergencies and other serious events. Thank you to those who participated in our conference. With the continued support of the organization and its initiatives, CUEA continues to lead the way in statewide utility emergency response and planning.

VERIZON WIRELESS STEPS UP TO THE CDFA/USDA AVIAN FLU RESPONSE

CUEA received a call from Cal OES TDO at 12:25 on Saturday January 24, 2014 requesting cellular assistance in support for the Avian Flu incident underway in Warnerville Ca.

Verizon Wireless was contacted as this is in the Verizon service area and the request was made.

Verizon Wireless did an assessment of the area and determined that a Repeater Assist Trailer (RAT) would meet the request. The unit was dispatched with an ETA of 4 hours, and the unit arrived and was set-up on a high rolling knoll in a cattle pasture to support the CDFA and USDA response at 17:00 on the 24th.

PG&E KICKS OFF WILDLAND FIRE SEASON WITH FEDERAL AND STATE AGENCIES

Contributed by Brandi Ehlers, PG&E Corporate Relations Representative

SACRAMENTO—

On May 29 PG&E kicked off the 2015 fire season by meeting with the federal and state agencies responsible for preventing and responding to many wildland fires in California.

As the drought persists into its fourth consecutive year, and the conditions for a devastating wildfire worsen, the PG&E Electric Public Safety Specialist team of Jeff Millar, Scott Holmquist and Pam Perdue set up the meeting which was held in Rancho Cordova to provide Electric Operations leadership with an overview of the current situation.

“The goal of this meeting is to reinforce relationships between PG&E and wildland fire agencies in California. Electric Operations has an obligation to do whatever we can to help prevent wildfires in these extreme conditions,” said Jason Regan, director of Emergency Management for PG&E.

Representatives from the National Weather Service, CAL FIRE, California Office of Emergency Services, U.S. Forest Service, Bureau of Land Management and the National Parks Service provided an overview of the current conditions for both fire danger, the drought and fuel conditions throughout the state.

During the meeting, Electric Operations field supervisors and superintendents from across the region learned of the threats to PG&E’s infrastructure and facilities, allowing them to better prepare to respond to fire danger and threats while cooperating with outside agencies.

“Understanding what outside factors can affect our business and operations is so important. It is also important that we can understand how our work can help support first responders and protect public safety when it comes to this wildfire season,” said Eric Back, director of Compliance and Risk Management for PG&E.

PG&E is currently working to help promote CAL FIRE’s latest fire safety campaigns including “One Less Spark, One Less Fire” and “Ready, Set, Go,” and there is another way employees can help reduce wildfire risk this season.

“We would rather get 100 calls to 9-1-1 than no calls to report signs of smoke. We don’t want anyone to assume that there are resources on site or in route to a potentially devastating fire situation,” said Dave Teter, Deputy Director Chief of Fire Protection for CAL FIRE.

This meeting was a continuation of an internal kickoff PG&E held Tuesday of the Wildfire Risk Council that highlighted how different departments are managing these risks internally and the overall strategy of the company for this fire season.



“THIS IS NOT A NORMAL DAY!” PACIFIC GAS AND ELECTRIC COMPANY’S 2015 EMERGENCY EXERCISE

Contributed by Evermary Hickey, PG&E’s Director of Emergency Preparedness

A 7.2 earthquake and aftershocks shake Northern California. While this might be the plot of a summer blockbuster, it was also a scenario played out on May 13-14 as PG&E conducted its largest ever earthquake drill.

Some 750 employees were involved in the two-day exercise, with 24 company emergency centers being activated throughout the San Francisco Bay Area. Coordination was centered at PG&E’s Emergency Operations Center in San Francisco.



PG&E Emergency Operating Center –
Command Staff Meeting

“This is the most ambitious exercise that we’ve had,” said Barry Anderson, vice president of emergency preparedness and operations and CUEA board member. “It’s the most real. Having been the incident commander in actual events, I can tell you I felt like we were responding to a real earthquake.”

In Daly City, south of San Francisco, PG&E set up a large base camp in the parking lot of the Cow Palace. A second base camp was established at the Santa Clara County Fairgrounds in San Jose. After an actual large earthquake, these would be two of 14 such base camps PG&E has pre-planned.

“Of course, as you can imagine, bringing in tremendous amounts of assets takes a lot of logistics, coordination and communication,” said L.G. Mills, emergency management specialist. “That’s what we’re practicing for the drill.”

The exercise included safety reminders, briefings and a demonstration of technologies including a generator that could power as many as 300 homes following an earthquake. Over 900 simulated events, including three significant aftershocks, occurred during the two-day exercise. The events were introduced by exercise controllers and by trained simulators who represented the “outside world” to exercise participants.

An additional level of complexity was introduced by simulated communication system and computer network degradation and failure, as might be expected to occur in an actual earthquake. Participants were obliged to practice using satellite phones, GETS cards, radios, and other communication tools to work around the simulated problems.

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“THIS IS NOT A NORMAL DAY!”**PACIFIC GAS AND ELECTRIC COMPANY’S 2015 EMERGENCY EXERCISE**

Continued from page 4



Representatives from the California Public Utilities Commission, California Energy Commission, California ISO, the Governor’s Office of Emergency Services, Homeland Security and various local agencies and other utilities were invited to observe the exercise and participate in discussions with company leadership and responders.

The role playing wasn’t limited to the base camps. Employees were brought in from outside the impacted area, and were dispatched to nearby locations to test their ability to quickly locate and assess damaged equipment. Among them was Vacaville line worker Victor Pagan, who was sent to assess a San Francisco hospital.

“It’s good training for everyone, I think,” Pagan said. “We’re trying to minimize the outages and the restoration times. And we’re being proactive in that.”

Participant and controller evaluations conducted immediately following the conclusion of the exercise led to the creation of an after-action report containing programmatic enhancements and procedural changes that will contribute to the continuous improvement of PG&E’s emergency response program.

WHAT THE HECK IS A FLEX ALERT AND WHY YOU SHOULD CARE

by Brad Alexander, Reprinted from Cal OES Website

You know how the lights seem to dim or flicker when the three vacuums, two margarita blenders and seven hair dryers are running on high? Don’t forget the air conditioner, either. That’s your house’s power supply under duress. Now, imagine more than 30 million dwellings doing that at any given time during the heat of a California summer. The California Independent System Operator (Cal ISO) step in when the state’s power grid is expected to reach a level of high demand. When blackouts (or those infamous rolling brownouts from the early 2000s) are possible in some areas, Cal ISO issues what is known as a Flex Alert, which urges everyone to conserve energy use as much as possible. A grid operator monitors the daily forecast and has the ability to notify businesses, local governments, residents and state agencies by media reports or emails. These alerts are typically regionally targeted and grid operators can shift energy resources within different regions to handle anticipated demands. These requests for conservation are not just due to high energy demands, but also unplanned generator outages, transmission line overloads or limitations and adverse weather conditions like heat waves. The National Weather Service has also placed numerous excessive heat warnings in Southern California and the Southern Sierra Nevadas where wildfire risk is at a critical level. During a Flex Alert, Cal ISO recommends setting home thermostats to 78°F or higher, if possible, and waiting until after 7 p.m. to turn on the more demanding appliances. Following simple strategies like these typically reduce about 1,000 megawatts of power demand on the system. While one of the state’s two nuclear power plants (San Onofre Nuclear Generating Station) has been shut down since January, the Cal ISO says this summer does not appear to be at immediate risk of any blackouts or brownouts. San Onofre typically added about 2,200 megawatts of power to the grid. What’s the take away? Since the Flex Alert program began in 2002, Californians have never outpaced energy supplies.



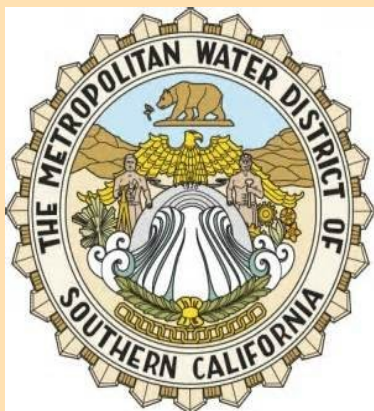
CAPSTONE 2015

May 11-15, 2015 CUEA participated in the 2015 Capstone Exercise along with Cal Trans, Cal EPA, CDFA, CDPH, CDSS, CHP, DGS, EMSA, FEMA, ARC and Cal OES staff. The main purpose of the exercise was to provide the respective California Emergency Function Teams, CUEA representing EF 12, to have an opportunity to test our plans to respond, based on the Southern California Catastrophic Response Plan, 7.8 Earthquake scenario. The exercise covered an intense 4 days with over 700 federal, state agencies and local participation. One of the area's being tested was how logistic support would be available from the federal organiza-

tions and how it would be prioritized and deployed. One of CUEA's exercise tasks involved how CUEA would be able to take advantage of federal support for our respective utilities. The exercise was a tremendous success and we all had great take aways that enhanced CUEA's partnerships.

**METROPOLITAN WATER DISTRICT OF SOUTHERN CALIFORNIA AND MEMBER AGENCIES PARTICIPATE IN A CYBER SECURITY EMERGENCY**

The following brief was provided by Ian Whyte of MWD:



On May 27th, staff from Three Valleys, Foothill, and Upper San Gabriel Valley Municipal Water Districts, as well water suppliers for the Cities of Pasadena and San Marino participated in a cyber security exercise with Metropolitan staff. The half-day tabletop exercise, entitled "Under the Radar" gave participants the opportunity to assess numerous, seemingly unconnected operational issues, to see how they could be caused by a common cyber security attack. Metropolitan's Director of Information Security also presented information to the group about the importance of cyber security for utilities. Representatives from the above mentioned

agencies, as well as staff from Disaster Management Area D, the Los Angeles County Office of Emergency Management, and the Pasadena Fire Department collaborated with Metropolitan staff to design and implement this exercise.

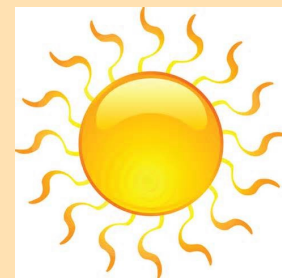
SMUD'S SUMMERTIME CONSERVATION TIPS



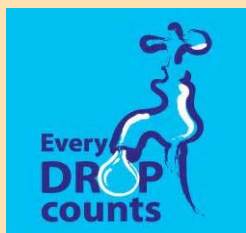
The easiest way to keep your home cool is not to let it heat up in the first place. So you want good insulation, caulking and weather stripping. Shade trees, overhangs and awnings help, too.

No-cost, low-cost conservation tips

- Keep windows closed during the heat of the day, draw blinds and draperies to keep the heat out.
- Set the thermostat at 78 degrees or higher. You'll save about 5 to 10 percent on the operating cost of an air conditioner for every two degrees of cooling you're willing to give up.
- An air conditioning unit with dirty filters can use 5 to 10 percent more energy, change regularly.
- Use fans instead of the central air conditioning unit whenever possible. Individual fans cost about 90 percent less to operate.
- Adjust ceiling fans to turn counter-clockwise in the summer. Usually this means that the switch on the fan should be in the "down" position.
- Turn off unnecessary lights.
- Reduce appliance usage during hot afternoons and evenings. Many appliances create heat and moisture, making the air conditioner work harder. Use your range or stove, dishwasher, dryer, washing machine, and other heat-producing equipment in the early morning or late evening when temperatures are cooler.
- Assemble a clothesline in the yard and give your dryer a break. Prepare cold meals such as salads and sandwiches. Cook hot meals only late in the evening, when it's cooler. Or put your grill to work.
- Microwaves use less than half the power of a conventional oven. Consider using your microwave to cook or reheat your dinner during peak hours.
- If you have a refrigerator or freezer in your garage that isn't full, consider getting rid of it. These appliances tend to be older and hog energy.



CA DROUGHT WATER SAVING TIPS



INDOORS:

- Shorten your shower by just five minutes and you'll save 15 gallons—every time.
 - Install faucet aerators and low-flow showerheads and save 16 gallons a day.
 - Wait for full loads to wash clothes and dishes and save 20 gallons per load.
 - Fix leaks and save more than 15 gallons a day, per leak.
 - Install high-efficiency toilets and save 25 gallons a day.
 - Install a high-efficiency washing machine and save 20 gallons per load.
 - Turn off the faucet while shaving or brushing your teeth and save 2 gallons a minute.
- Install water-efficient appliances to save water and you might qualify for rebates.

OUTDOORS:

- Water your lawn before 5 a.m. instead of midday and save 20 gallons that would have been lost to evaporation.
- Water your lawn only when needed, generally once every three days during the summer—reducing your watering time by just one minute saves 20 gallons.
- Adjust your watering level to match the season.
- Landscape with water-wise plants and save 20 gallons a day.
- Clean sidewalks with a broom not a hose and save 15 gallons.
- Install drip irrigation for trees, shrubs and plants to save 20 gallons a day.

CUEA STANDING MEMBERSHIP COMMITTEE'S

ENERGY AND PIPELINE COMMITTEE

Committee members meet quarterly to assess current and potential issues, which could impact the dependability of energy supplies within the operational systems and vulnerabilities within the organizations continuity plans. As a result the committee has shared successes and experiences relating to emergency preparedness issues such as Employee Emergency Preparedness Programs, lessons learned and newly innovative programs such as Nationwide Security Identification for First Responders and Credentialing of First Responders. Through invaluable information sharing and implementation of updated notification protocols, the Energy Committee is dedicated to ensuring that California is able to meet energy demands and protect its most critical infrastructure. Angie Gibson of Pacific Gas & Electric currently serves as the Committee Chair. If you are interested in being a part of the energy committee, please contact Angie at AMG2@pge.com or contact the CUEA office at (916) 845-8518.

TRAINING & EXERCISE COMMITTEE

The Training and Exercise Committee was formed to research, review and develop courses to heighten awareness of and offer education relating to the emergency management field. One of the most critical questions the committee asks when determining appropriate training and education is, 'What should CUEA member agencies expect from participating in CUEA training and/ or exercises?'. The answer – Member agencies should expect that their participants obtain critical content and that they will have gained key competencies that they will be able to utilize. Committee meetings are organized quarterly by Committee Chair, John Spitler of Golden State Water. To become a part of the training and exercise committee, contact John at john.spitler@gswater.com or the CUEA office at (916) 845-8518. If you have any upcoming exercises in 2015 that you would like to have posted on the CUEA website, send them to jenny.regino@caloes.ca.gov.

WATER & WASTEWATER COMMITTEE

This committee has been diligent in its efforts to strengthen the water/waste water emergency response community. The ongoing information sharing between member organizations has proved to be of great value. Exchanging best practices, lessons learned, and emergency related templates between organizations have led to improved processes within the water/waste water arena.

Steve Frew of East Bay Municipal Utility District serves as the Chair of this committee and holds quarterly conference calls to focus on Water security, preparedness, and response. Committee members exchange information on how their companies are dealing with theft, protection of sensitive information, as well as upgrades to security policies and technology. If you are interested in being a part of this committee, please contact Steve Frew at sfrew@ebmud.com or contact the CUEA office at (916) 845-8518.

ALERT



REPRESENTING:
POWER-GAS-TELECOM-WATER/WASTEWATER

WWW.CUEAINC.COM

PLEASE SUBMIT ARTICLES AND/OR PICTURES FOR OUR NEXT
SEMI-ANNUAL NEWSLETTER BY 12/15/15:
JENNY.REGINO@CALOES.CA.GOV

**BOARD MEMBERS ONLY
NEXT BOARD OF DIRECTORS MEETING**

SEPTEMBER 10, 2015

9:30 AM TO 3:00 PM

LOCATION TBD

