



**SANTA CRUZ COUNTY OPERATIONAL AREA**

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**ELECTRICAL SYSTEM DE-ENERGIZATION  
RESPONSE PLAN**

**SEPTEMBER 2019**

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SANTA CRUZ COUNTY OPERATIONAL AREA DE-ENERGIZATION RESPONSE PLAN

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This plan was developed as a supporting document to the Santa Cruz County Operational Area Emergency Operations Plan (EOP) and is subject to revision at any time.

## 1. PURPOSE

This plan outlines procedures that guide a collaborative response by local governments, special districts, and allied agencies in the Santa Cruz County Operational Area to the threat of or actual de-energization of electrical systems, also called Public Safety Power Shut-offs (PSPS) due to extreme fire danger conditions. This is a supporting plan to the Santa Cruz County Operational Area Emergency Operations Plan (EOP).

## 2. BACKGROUND

The risk of wildfire increases when several factors combine—these include high temperatures, high sustained and peak winds, as well as critically low humidity. During these conditions, electrical transmission and distribution lines may ignite fires if they are downed by winds and/or trees. To reduce the chance of accidental fire ignition in certain areas, Pacific Gas & Electric (PG&E) has stated that they may de-energize electrical grids or block off an area(s) in advance of or during periods of heightened risk conditions.

De-energization of electrical systems in affected areas may pose a life-safety risk to residents and impact other infrastructure systems. De-energization may also impact the capabilities of local agencies to respond to wildfire due to loss of alert & warning and public information communications systems including internet and cellular towers, inability to monitor or maintain water supplies, and a loss of traffic control systems that could support evacuation. This Plan is intended to provide guidance to local governments, county departments, and public safety agencies in how to prepare for and respond to these events.

Like much of California, Santa Cruz County is at high risk for wildfires and subsequent PSPS when humidity falls below 20%, winds sustain above 25 MPH with gusts in excess of 45 MPH, vegetation is dry, and site-specific conditions (i.e. temperature, terrain, and local climate) are met. According to California Public Utilities Commissions (CPUC), high fire-threat districts are broken-up into three categories:

- Tier 1 zones with high direct proximity to communities, roads, and utilities;
- Tier 2 fire threat areas where there is an elevated risk from utility associated fires;
- Tier 3 fire threat areas where there is an extreme risk from utility associated wildfires.

Approximately 23% of the county falls within Tier 2 and 57% falls within Tier 3, all of which is at risk for PSPS during an extreme heat event or wildfire. In the past 2 years, Santa Cruz County experienced 3 fires: Bear Fire (10/16/2017; 391 Acres), Rincon Fire (11/03/2018; 17 Acres), and Bear Fire (11/16/2018; 10 Acres) all of which required Emergency Operation Center activations, Cal-FIRE responses, and Mutual Aid to address vegetation damage, structural damage, and resident safety. Our most recent and future anticipated heat events pose similar threats to our fragile and vulnerable populations that rely on medical durable equipment in their homes.

## 3. OBJECTIVES

1. Provide protection of life, public health, safety, and welfare to the community and responders.
2. Maintain situational awareness on any potential de-energization-related impacts to the area; provide regular updates to Operational Area partners and the California Governor's Office of Emergency Services (Cal OES).
3. Establish thresholds for notifications, coordination efforts, activations, increased staffing, etc.

4. Communicate with and advise potentially impacted communities and populations (durable medical equipment (DME) users).
5. Establish and maintain communications among PG&E, the Operational Area Emergency Operations Center (EOC), field resources, and Operational Area stakeholders.
6. Facilitate efforts between Santa Cruz County Human Services Department and the American Red Cross to establish mass care and shelter services if needed. See County Mass Care and Shelter Plan.
7. Prepare for increased public demand for preparedness information and crisis communication on power outages.
8. Communicate with PG&E regarding affected areas to facilitate public information and to prioritize resumption of services, if applicable.

#### 4. THREAT ASSESSMENT

A threat assessment should be conducted and consist of the following:

- PG&E will monitor and assess various conditions that may affect the de-energization of an area. Factors considered by PG&E when determining whether or not to shut down power include: A Red Flag Warning declared by the National Weather Service
- Low humidity levels, generally 20 percent and below
- Forecasted sustained winds above approximately 25 mph and wind gusts in excess of approximately 45 mph
- Site-specific conditions such as temperature, terrain and local climate
- Condition of dry fuel on the ground and live vegetation (moisture content)
- On-the-ground, real-time wildfire related information from PG&E Wildfire Safety Operations Center and field observations from PG&E field crews

Per the California Public Utilities Commission, state utilities will de-energize only if the utility “reasonably believes that there is an ‘imminent and significant risk’ that strong winds may topple power lines or cause major vegetation-related damage to power lines, leading to increased risk of fire.<sup>1</sup>” PG&E anticipates that a Public Safety Power Shutoff could occur several times per year in PG&E’s service area, although it is impossible to predict future weather conditions with changing climate-patterns

In the event of a Public Safety Power Shutoff, PG&E will advise their customers, public safety authorities, first responders and local municipalities.

Following de-energization, PG&E crews will work to inspect the lines and safely restore power to customers. If the extreme weather occurs overnight, inspections would take place during day light hours and power should be restored within 24-hours in most cases. However, depending on conditions or if any repairs are needed, outages could last between 2 to 5 days.

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<sup>1</sup> See CPUC De-Energization at <http://cpuc.ca.gov/deenergization/>

## Potential Effects

### General:

- Loss of commercial and public-sector communications systems including wireless voice/data, land mobile radio, cable television and internet
- Loss or degradation of public/private water and wastewater systems including supply, monitoring, pumping, and treatment
- Loss of traffic monitoring systems and signals
- Impacts on critical facilities including public safety and hospitals
- Impacts on commerce including loss or degradation of electronic points of sale, gas station pumps, security systems, and refrigeration

### Access and Functional Needs (AFN) Populations:

- Loss of power could significantly impact individuals dependent on durable medical equipment (e.g, left ventricular assist devices, ventilators, oxygen concentrators, nebulizers, dialysis, intravenous pumps and dialysis), wheelchair charging, and specialized communication devices
- Potential disruptions to public services or facilities; school closures, reception and community centers, emergency shelter activations,

### Safety:

- Loss or degradation of public safety agency voice and data communications systems including Land Mobile Radio (LMR) and fire watch cameras
- Loss or degradation of community alert and warning systems including internet and wireless data/cellular
- Increased Public Safety Answering Point (PSAP) call volumes
- Potential EMS and medical facility patient surge from heat-related illness, dehydration or loss of power to medical equipment.
- Loss or degradation of fire suppression water supply systems
- Unsafe use of generators as alternate power supply
- Potential impact to food safety due to degraded refrigeration or unsafe preparation
- Loss of traffic monitoring systems and signals

## Potentially Impacted Areas

- Per PG&E, areas subject to de-energization will be limited to neighborhoods or communities served by electric lines that run through areas experiencing extreme fire danger conditions.

- The most likely circuits considered for shut off will be those in areas that have been designated by the California Public Utilities Commission (CPUC) as at extreme risk for wildfire (Tier 3 areas). See Attachment 1: CPUC Fire Threat Map - Santa Cruz County.
- Critical Note: circuits that run through Tier 2 or 3 areas may provide service to areas outside these zones – this could impact critical infrastructure or facilities such as hospitals.
- This plan is stored here: [santacruzcounty.us/oes](http://santacruzcounty.us/oes)

## 5. PLANNING ASSUMPTIONS

- Weather indicators such as Red Flag Warnings and Wind Advisories will provide enough lead time to coordinate Operational Area partners and develop Public Information and warning materials regardless of potential limited PG&E notification.
- The core of the County and some healthcare infrastructure will may be impacted during a Tier 3 and Tier 2 event. Areas not impacted will continue to be utilized to provide appropriate support to impacted vulnerable and medically fragile individuals.
- Dominican Hospital is adjacent to PG&E's Tier 3 Zone and may be impacted.
- Social or healthcare support workers who provide care to vulnerable and medically fragile residents should be able to continue to provide care to their clients.
- Transportation services used by vulnerable and medically fragile individuals should be able to continue to operate.

## 6. UTILITY NOTIFICATION

Guidelines from CPUC endorse advance notification / informing customers of the need to turn off power. Prior to termination of power, PG&E will attempt to contact customers at approximately 48 hours, 24 hours and just prior to shutting off power. PG&E will attempt to contact customers by phone call, email, and/or SMS text to contacts on file. During outages and after restoration, PG&E will attempt to send updates using the same methods. Contact will be attempted between 9 am and 9 pm - final shutoff notifications may occur at any time, day or night. For Medical Baseline customers, PG&E will place live calls to customers who are not reached by the initial automated alerts and will send a PG&E representative to check on customers they are unable to contact with the live call. If the customer does not answer the in-person contact, PG&E will leave an informational door hanger. PG&E has indicated that they will not undertake any other additional outreach.

PG&E will attempt to contact public safety agencies and/or local governments prior to customer notification as conditions permit. Per the CPUC, "... utilities must also notify, as feasible, fire departments, first responders, critical facilities, other potentially affected entities, and the CPUC before de-energizing."<sup>2</sup> Per PG&E's Public Outreach, Notification, and Mitigation Plan, "If possible, based on conditions, PG&E will provide notice to cities, counties, and emergency response partners in advance of notifying customers

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<sup>2</sup> CPUC De-Energization at <http://cpuc.ca.gov/deenergization/>

about a potential Public Safety Power Shutoff.”<sup>3</sup> PG&E may provide descriptions or maps of areas served by circuits selected for de-energization as conditions permit.

Operational Area jurisdictions may augment utility notifications in their jurisdictions. Also per the PG&E Notification Plan, “If feasible and appropriate, PG&E will provide city, county and agency officials with the content of our customer alerts, so they can be shared on channels such as Nixle, Nextdoor, and Reverse 911.”

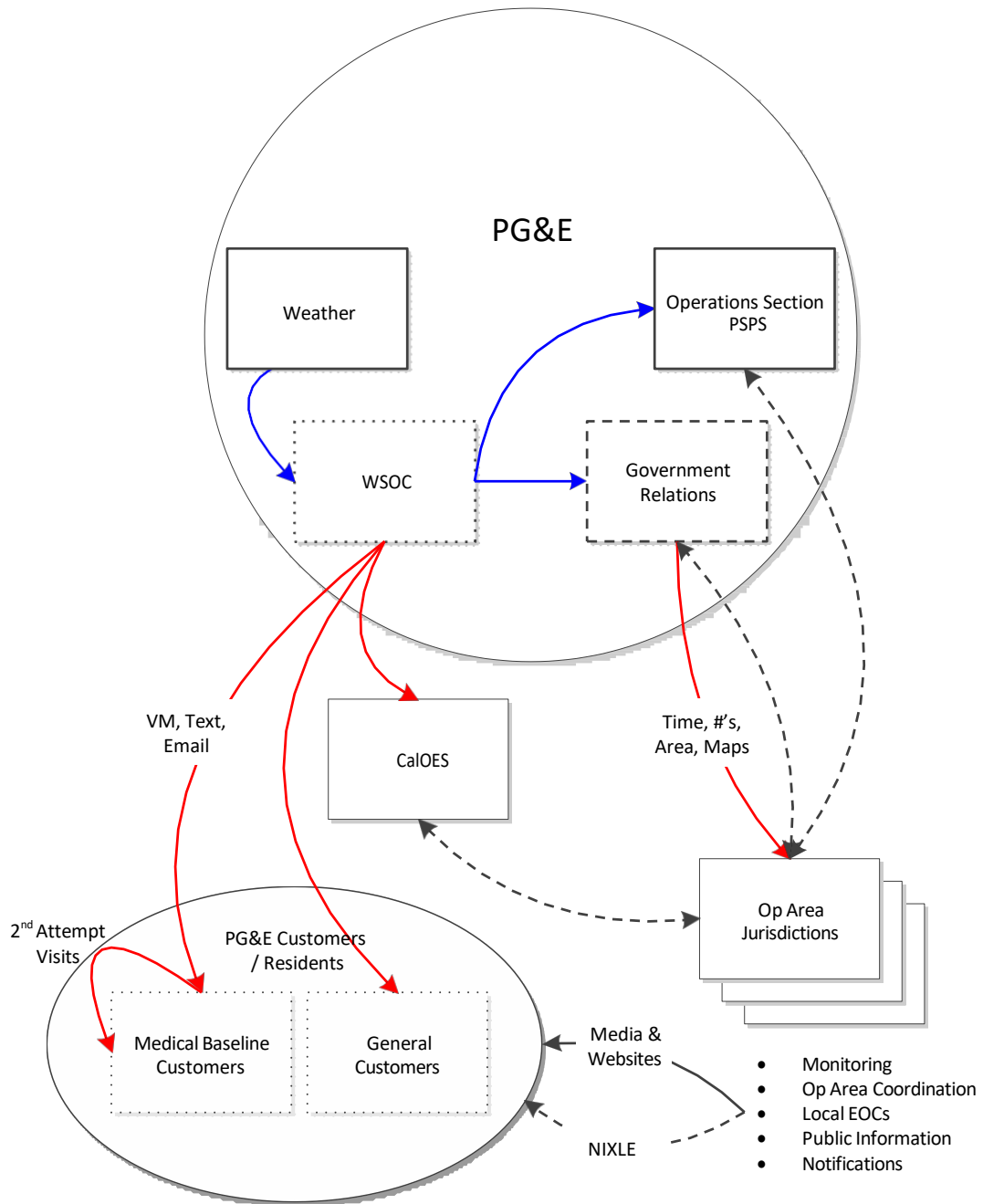
Any additional Operational Area community notifications shall be coordinated with the Public Information Officers (PIOs) through the ICS structure.

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<sup>3</sup> PG&E Public Outreach, Notification, and Mitigation Plan at [http://www.cpuc.ca.gov/uploadedFiles/CPUC\\_Public\\_Website/Content/Safety/8-13-18%20PGE%20Letter%20re%20CPUC%20Resolution%20ESRB-8%20-%2020180813%20-%20FINAL.pdf](http://www.cpuc.ca.gov/uploadedFiles/CPUC_Public_Website/Content/Safety/8-13-18%20PGE%20Letter%20re%20CPUC%20Resolution%20ESRB-8%20-%2020180813%20-%20FINAL.pdf)



Diagram 1: Notification Relationship Diagram



Initial Operational Area Notification

If the threat of de-energization is potentially significant, and upon receipt of information from PG&E, the Santa Cruz County Office of Emergency Services (OES) will notify local governments, County departments, and public safety agencies utilizing Duty Officer (DO) notification procedures.

Operational Area Emergency Conference Call

In the case of a widespread de-energization, a countywide conference call may be warranted. Santa Cruz County Emergency Services will schedule an *Operational Area Emergency Conference Call*. OES staff will invite potential participants and lead the call to share emergency information and coordinate efforts.

Emergency Conference Call Agenda:

- Roll Call and Rules
- National Weather Service (NWS) or state weather forecast
- Information update from PG&E
  - Conditions summary
  - Grids or circuits targeted for de-energization
  - Areas served or which may be impacted by de-energization/Risk assessment
  - Estimated time for de-energization/restoration
- Jurisdiction / agency status
  - Preparedness/response activities
  - EOC activations (including DOC and hospital command centers)
- Communications systems status/issues
  - Survey all applicable alert modes (e.g. 911; NetComm; CAHAN; Employee Emergency line 454-2020).
- Public information efforts/messages
  - PIO (coordinate through EOC)
- Time/date of next emergency conference call

**7. RISK COMMUNICATION & PUBLIC INFORMATION**

During any emergency, risk communication and public information is a critical component of response activities. Appropriate and timely communication of credible information will assist in reducing life safety threats and address public concerns.

Emergency information that may be used include Code Red, Nixle, community Facebook groups, NextDoor, as well as mass media and other social media. A public information hotline or the 211 system may also be employed. Alert & Warning systems – such as reverse 911 and the Integrated Public Alert and Warning System (IPAWS) (which includes wireless emergency alerts [WEA], emergency alert system [EAS]) – are encouraged where appropriate. Emergency public information may become the primary response function during the event.

The County and/or EOC Public Information Officers (PIOs) shall be consulted. All messages to traditional and social media will be coordinated by the PIO. Messages will be crafted to the address specific actions

related to the event. Safety messaging may include PG&E information locations, power outage guidance<sup>4</sup> and safe generator operations<sup>5</sup>. See also Attachment 2: Sample Public Information Talking Points.

PG&E has indicated that they may open locations where impacted residents may go to obtain information and charge their devices.

## 8. ROLES AND RESPONSIBILITIES

<b>Santa Cruz County Office of Emergency Services</b>
<ul style="list-style-type: none"><li>• Distribute situation updates and conduct Operational Area conference calls with partner agencies</li><li>• Assess potential public safety impacts and recommend appropriate County EOC staffing levels</li><li>• Coordinate public information</li><li>• As needed:<ul style="list-style-type: none"><li>○ Contact potentially impacted jurisdictions</li><li>○ Activate EOC as directed</li><li>○ Activate communication systems to support de-energization notifications</li><li>○ Conduct public alert &amp; warning messaging</li><li>○ Develop and coordinate situational awareness</li><li>○ Develop and coordinate public information efforts</li><li>○ Support shelter activations</li><li>○ Support logistics and mutual aid resource coordination</li><li>○ Coordinate the movement of vulnerable, medically fragile residents to shelters</li></ul></li></ul>
<b>Santa Cruz County Public Information Officer (PIO)</b>
<ul style="list-style-type: none"><li>• Coordinate public information with impacted local jurisdictions. Establish a Joint Information System (JIS)</li><li>• Post updates to County website and social media outlets</li><li>• Coordinate and provide situational updates to elected officials</li><li>• Activate the the 211 Call Center as needed</li><li>• Activate Code Red, Nixle, community Facebook groups, NextDoor, as well as mass media and other social media messaging to support de-energization notifications</li><li>• Staff PIO Position in EOC as necessary</li></ul>

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<sup>4</sup> See Red Cross Power Outage Safety at <https://www.redcross.org/get-help/how-to-prepare-for-emergencies/types-of-emergencies/power-outage.html>

<sup>5</sup> See PG&E Generator Safety at [https://www.pge.com/en\\_US/safety/electrical-safety/electric-generator-safety/electric-generator-safety.page](https://www.pge.com/en_US/safety/electrical-safety/electric-generator-safety/electric-generator-safety.page)

**Sheriff / Law Enforcement**

- As needed:
  - Participate in Operational Area conference calls
  - Address increased calls for service including security alarms
  - Staff Law Enforcement Branch in County EOC
  - Support evacuation operations
  - Support additional security in impacted areas

**Fire**

- As needed:
  - Participate in Operational Area conference calls
  - Staff Fire Branch in County EOC
  - Assess potential impacts to fire detection/reporting and response capabilities
  - Assess potential impacts to fire suppression water supply system
  - Respond to increased calls for medical aid
  - Assist in wellness checks

**Medical/Health Branch**

- As needed:
  - Activate California Health Alert Network (CAHAN) alerts
  - Participate in Operational Area conference calls
  - Activate the Center for Medicare/Medicaid Services (CMS) emPOWER program to identify residents who use power-dependent assisted durable medical equipment (See Attachment 5)
  - Staff Medical Health Branch in County EOC
  - Alert Health Care Coalition (HCC) partner agencies
  - Alert the EMS Medical Director, AMR Supervisor (831-750-6844), AMR Operations Manager, and county Fire Chiefs
  - Conduct Bed Poll
  - Assess potential impacts to medical/health care provider organizations, facilities, and systems
  - Assess potential impacts to residential care facilities
  - Develop and integrate PH messaging; disseminate Public Information messaging in coordination with PIO
  - Coordinate distribution of bottled medical gases as needed
  - Coordinate with In Home Support Services, California Children's Services, and other relevant agencies to outreach to medically fragile populations (Annex A)
  - Source, route, and monitor medical/health resource requests

### Care & Shelter

- As needed:
  - Participate in Operational Area conference calls
  - Staff Care and Shelter Branch in County EOC
  - Designate and alert shelter teams
  - Identify and coordinate shelter location(s)
  - Coordinate with American Red Cross Liaison(s):
  - Open shelter(s) and provide mass care services
  - Provide for individuals with Access and Functional Needs, including transportation needs
  - Facilitate feeding for shelter residents

### Transportation & Public Works

- As needed:
  - Participate in Operational Area conference calls
  - Staff Transportation/Engineering Branch in County EOC
  - Support transportation of individuals with Access and Functional Needs
  - Be prepared to support traffic management

### Cities, Public Utilities (including Water/Sewer Treatment) & Special Districts

- Coordinate with PIO on public information.
- As needed:
  - Participate in Operational Area conference calls
  - Coordinate public information and participate in the JIC
  - Open local EOC
  - Respond to increased medical aid and law enforcement calls for service
  - Support transportation of individuals with Access and Functional Needs
  - Provide increased traffic management services
  - Provided additional security to impacted areas
  - Provide power to maintain critical services (Water & Wastewater facilities)
  - Refueling plan for critical facilities on generator power

### Schools Districts

- As needed:
  - Participate in Operational Area conference calls
  - Assess potential impacts to school facilities and systems
  - Communicate status with parents and partner agencies
  - Support shelter operations
  - Provide transportation as requested

**American Red Cross**

- As needed:
  - Participate in Operational Area conference calls
  - Support shelter efforts
  - Staff Red Cross Agency Representative in County EOC
  - Distribute bulk supplies.
  - Coordinate mass feeding operations (when requested)

**Pacific Gas & Electric (PG&E)**

- The County CAO has designated Santa Cruz County CalFire/County Fire Chief and County OES as points of contact for all notifications and potentially impacted jurisdictions in the event of consideration of PSPS.
- Provide incident-specific maps of circuits that will be de-energized and corresponding impacted areas.
- Participate in Operational Area conference calls – brief on timing and impacted areas.
- Coordinate public information messaging with Operational Area jurisdictions.
- Provide Agency Representative in County EOC

**9. COORDINATION**

Status Reporting:

As the de-energization (or PSPS) event develops, Santa Cruz County OES staff will monitor the status of the Operational Area and report to Cal OES. As time permits, County OES shall contact jurisdictions/county agencies to check their status. Each agency/organization is requested to provide the following information via webEOC or document on paper 214 form and communicate status to the EOC :

- Current situation (status reports, response activities, etc.)
- EOC/DOC/Command Center/ICP activations
- Increased readiness activities (upstaffing, pre-deployment/staging of resources)
- Sheltering, support and public warning operations
- Impacts to transportation, communications, utilities and other critical infrastructure
- Critical issues
- PIO sitrep and POC (name and contact information)
- Forecast

Santa Cruz County OES will participate in regional Cal OES, PG&E, and NWS conference calls.

Emergency Response:

In the event a large or extended electrical systems outage produces significant damage or threatens lives and property, the Operational Area will execute response efforts as per the County EOP.

Response activities may include:

- Operational Area EOC activation.
- Deployment of resources to the field to gather real-time observations, as appropriate.
- Establishment of a Unified Command at an Incident Command Post (ICP).
- Establish Incident Action Plan (IAP).
- Door-to-door welfare checks by public safety staff may occur inside impacted areas, as needed/possible if telephonic notification is unsuccessful
- If available, permanent and temporary message boards may be employed and (will be updated with current safety message.
- Identify potential shelters and place on standby or activate as appropriate.
- Additional response functions as needed:
  - Transportation services for individuals with AFN
  - Increased security
  - Traffic management (may include CERT Activation)
  - Information management and rumor control(PIO and public communications)
  - Generator refueling
  - Mass care and sheltering (HSD, HSA and American Red Cross)

Recovery:

The amount of time power will be off will be determined by the extent of the incident. Alerts and information updates will be provided as warranted.

Following a Public Safety Power Shutoff, PG&E will coordinate with the Operational Area regarding the re-energization of affected areas. In addition to internal post-incident recovery operations, agencies and departments may continue to assist any residents displaced as a result of the power outage. Facility operations and Information Systems may need to continue operations to restore and validate operating system.

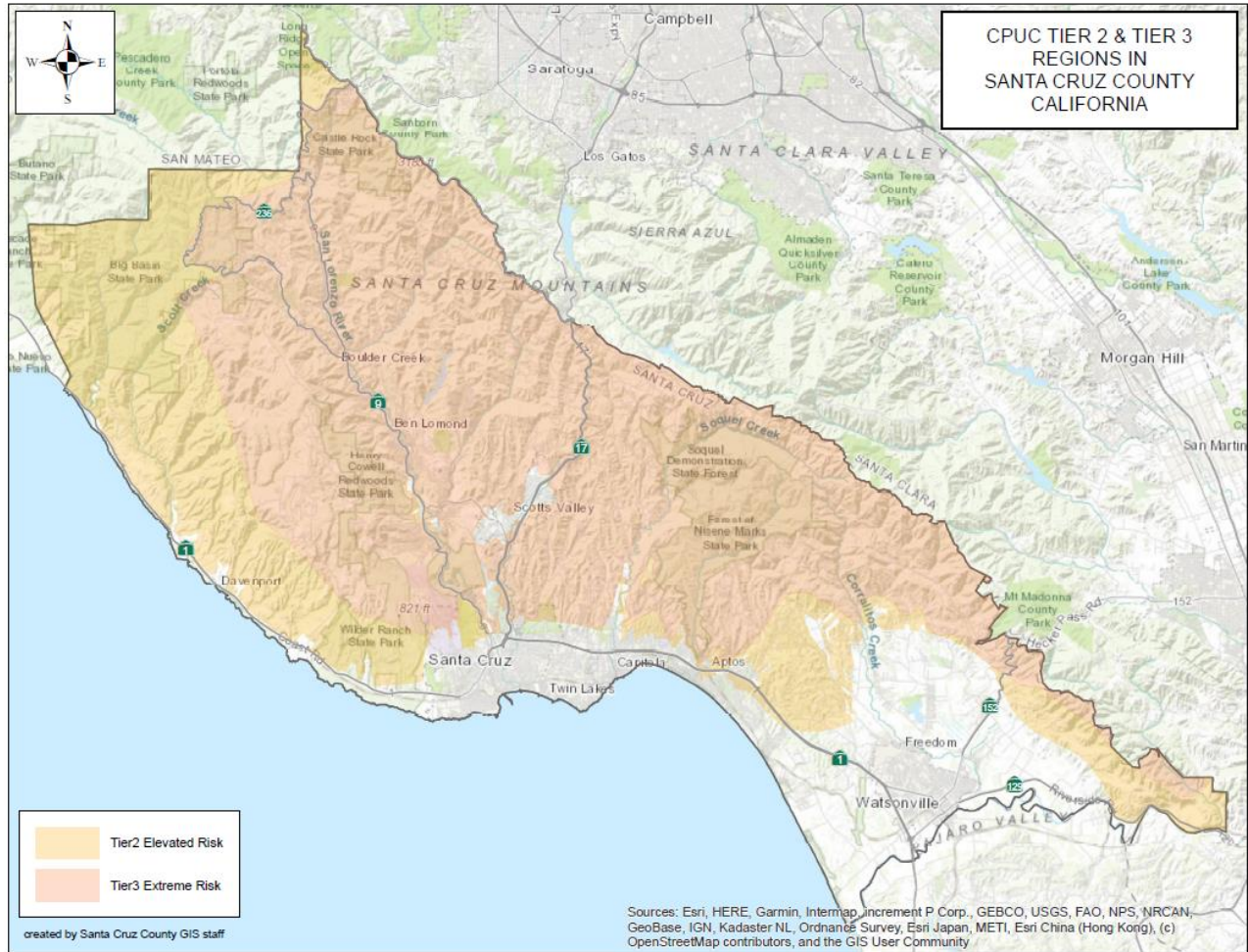
Activation and demobilization will be documented with County OES facilitating the development of an After-Action Report and Improvement Plan (AAR/IP) including any recommendations for improvements to this document.

**10. REFERENCES**

- PG&E Community Wildfire Safety Program. [https://www.pge.com/en\\_US/safety/emergency-preparedness/natural-disaster/wildfires/community-wildfire-safety.page](https://www.pge.com/en_US/safety/emergency-preparedness/natural-disaster/wildfires/community-wildfire-safety.page)
- PG&E Public Safety Power Shutoff Notifications, August 2018. [https://www.pge.com/en\\_US/safety/emergency-preparedness/natural-disaster/wildfires/public-safety-power-shutoff-notifications.page](https://www.pge.com/en_US/safety/emergency-preparedness/natural-disaster/wildfires/public-safety-power-shutoff-notifications.page)
- CPUC Resolution ESRB-8, Extending De-Energization Reasonableness, Notification, Mitigation, and Reporting Requirements. July 2018. <http://cpuc.ca.gov/deenergization/>

# Attachment 1

## CPUC Fire Threat Maps – Santa Cruz County





## Attachment 2

### Sample Public Information Talking Points, Media Release, & Social Media Message

**The following are sample mass and social media releases. However, each situation is unique and requires unique messaging. PIO shall review each outgoing message for relevance and appropriateness.**

Santa Cruz County Response to Public Safety Power Shut-Off:

- On the afternoon of November 7, 2018, the County of Santa Cruz was notified by PG&E that areas of Santa Cruz County may lose power due to high fire danger.
- PG&E estimates that Santa Cruz County customers in located in [SPECIFY NEIGHBORHOODS/REGIONS] are likely be to subject to a power shutdown. Residents should immediately prepare to be without power for a minimum of 24-48 hours.
- County Office of Emergency Services has activated the Emergency Operations Center and will monitor the situation closely, providing support in coordination with local partners.
- The County will continue monitoring the situation and provide updates to residents as soon as there is information to share.

Background:

- In response to evolving weather and potential extreme fire danger, PG&E may proactively shut off power to some customers in portions of the following counties: Santa Cruz, (list additional counties impacted). PG&E has stated that the shutdown will primarily impact the [SPECIFY NEIGHBORHOODS/REGIONS] of Santa Cruz County.
- PG&E is expected to initiate the shutdown as early as [SPECIFY EARLIEST POTENTIAL TIMING]. This is due to weather conditions and fuel conditions combining to create extremely dangerous fire conditions.
- PG&E will notify customers directly, including those enrolled in their medical baseline program. The County encourages all eligible residents to enroll in the medical baseline program.. PG&E will contact customers through the following means:
  - Automated calls;
  - Texts;
  - Emails;
  - Employees will go door-to-door to notify customers that 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 they can keep them informed.
- In order to restore power, PG&E must inspect power lines, which will delay the restoration of power following a weather event triggering a Public Safety Power Shutoff. In extreme weather events, this can lead to extended outages of up to one week.
- Fifty-seven percent of Santa Cruz County is designated as a Tier 3 Fire Zone, meaning there is an extreme risk of fire, with residents there likely to be impacted by Public Safety Power Shutoffs.

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

Santa Cruz County Response to Potential Power Shut Down:

- This afternoon, the Santa Cruz County Office of Emergency Services began preparing for the potential shut down of PG&E power to areas of Santa Cruz County. Those actions include:
  - Implementation of the Electrical System De-Energization Response Plan;
  - Activation of the Emergency Operations Center (EOC);
  - Notification and coordination with operational area response partners;
  - Identification of potentially impacted critical facilities such as hospitals and skilled nursing facilities
  - Outreach to vulnerable populations.

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## FOR IMMEDIATE RELEASE

Date:

Contact: Public Information Officer at 831-454-2100 [pio@santacruzcounty.us](mailto:pio@santacruzcounty.us).

### **Santa Cruz County Responds to PG&E's Potential Power Shut-Off with Advanced Preparation**

Following notification by PG&E of a potential Public Safety Power Shutoff, the County of Santa Cruz is preparing to support impacted residents in coordination with local partner agencies and organizations.

Due to extreme fire danger, PG&E could initiate a power shutdown impacting residents in [SPECIFY EARLIEST POTENTIAL TIMING]. The shutdown is expected to begin [WHEN] and is projected to last [DURATION], depending on conditions.

The County has activated the Emergency Operations Center (EOC) and is coordinating local response to the Public Safety Power Shutoff.

To check if your home is in an area where power may be shut off, visit PG&E's website: <https://m.pge.com/#high-fire-threat-map>. PG&E is monitoring weather patterns and will provide updates to customers and Santa Cruz County when information is available.

County OES officials remind residents and visitors that it is important to have a plan. Take steps to prepare by taking the following steps:

- Have a family safety plan. Visit <https://prepareforpowerdown.com/> for more information on Public Safety Power Shutoff preparation, including those with special medical needs.
- Familiarize yourself with local news outlets, including TV, radio and/or print media.
- Download the Code Red app, and visit [scr911.org](http://scr911.org) and register your cell phone for notifications.

- Sign up for safety information on Nixle by texting your zip code to 888-777. Messages are available in English and Spanish.
- Notify neighbors or family if you need assistance before or during a Public Safety Power Shutoff.
- 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 that are available in case of a power outage. Have flashlights with extra batteries for every household member. Have enough nonperishable food and water.
- Use a thermometer in the refrigerator and freezer so that you can 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 and gas tanks full.
- Know how to manually open electric garage doors and gates.
- Keep your car fueled and ready to go.
- Make a list of what you'll want to take with you if you leave your home quickly. Consider the Five P's of Evacuation:
  - 1) People/Pets; 2) Prescriptions; 3) Papers; 4) Personal Needs; 5) Priceless Items

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).

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## **SOCIAL MEDIA MESSAGING**

Important Notice for Santa Cruz County Residents:

[\*\*\*Información en Español abajo\*\*\*]

PG&E has notified Santa Cruz County that residents in the [SPECIFY NEIGHBORHOODS/REGIONS] may lose power and be without power for at least 24 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:

Noticia importante para residentes del Condado de Santa Cruz:

La compañía PG&E (servicios de gas y electricidad) ha notificado al Condado de Santa Cruz que alrededor de [NO.] residentes de áreas rurales al noreste del condado podrían perder servicios de electricidad y gas por al menos 24 horas debido a una alerta por altas probabilidades de incendio.

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

**Attachment 3**

**Santa Cruz County Medically Fragile Residents – Priority List**

<b>Tier level</b>	<b>Life Support Condition</b>	<b>Consequences if no action</b>	<b>Action Plan</b>	<b>Timeline</b>
Priority 1	<b>Left Ventricular</b>	Sudden death	EMS contacts tertiary medical LVAD center, who should contact their patients immediately	As soon as de-energization plan is known
Priority 1	<b>Ventilators</b>	Imminent death	EMS will contact Priority 1 List in Annex A, who will contact clients immediately, or contact listing directly immediately (800)-454-4170 <a href="#">1400 Emeline Ave.</a> Santa Cruz, CA 95060, or as noted on the Priority 1 List	As soon as de-energization plan is known
Priority 2	<b>Respiratory Devices</b> -Oxygen concentrators -Oxygen Tanks -CPAP Machines -Nebulizers	Oxygen may run out after 48 hours, leading to respiratory distress	Contact Priority 2 List in Annex A, Healthcare Coalition and other vendors, who will contact their clients immediately. (800)-454-4170 <a href="#">1400 Emeline Ave.</a> Santa Cruz, CA 95060 or as noted on the Priority 2 list.	If more than 24 hours has lapsed since power outage
Priority 2	<b>IV/Enteral Feeding</b>	Life sustaining medication or nutrition/fluids	Contact Priority 2 List in Annex A, Healthcare	If more than 24 hours has lapsed since power outage

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		may not be able to be administered	Coalition and other vendors, who will contact their clients immediately. (800)-454-4170 <a href="#">1400 Emeline Ave.</a> Santa Cruz, CA 95060 or as noted on the Priority 2 list	
Priority 2	<b>At-Home Dialysis</b>	A person may have dangerous electrolyte abnormalities leading to cardiac arrest	Contact Priority 2 List in Annex A, Healthcare Coalition and other vendors, who will contact (see contact number above or on List)	If more than 24 hours has lapsed since power outage
Priority 2	<b>Suction Pumps</b>	A person may be unable to suction respiratory secretions, leading to choking or aspiration	Contact Priority 2 List in Annex A, Healthcare Coalition and other vendors, who will contact their clients immediately. (see contact number above or on List)	If more than 24 hours has lapsed since power outage
Priority 3	<b>Motorized Devices</b> -Motorized Wheelchairs -Motorized Scooters -Powered Lifts in Home -Electric Lift Chairs -Electric Hospital Beds -Electric Hoyer Lifts -Electric Ceiling Track Lifts	Mobility will be affected	Contact Priority 3 List in Annex A, Healthcare Coalition and other vendors, who will contact their clients immediately. (see contact number above or on List)	If more than 48 hours has lapsed since power outage

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Priority 4	<b>Refrigerated meds</b>	Medications become spoiled and unusable, and therefore ineffective. See document for medication stability <sup>1</sup>	Offer phone number for clients to report issues. Put out messaging that clients should leave refrigerator unopened, either have their medications put on ice or contact their provider for refills.	If more than 48 hours has lapsed since power outage.
Priority 5	<b>Other</b>	Other need or undefined	Contact as needed	As needed, or if more than 48 hours has lapsed since power outage.

1. [https://www.healthcareready.org/system/cms/files/1153/files/original/Stability\\_of\\_Refrigerated\\_medications\\_2015-02.pdf](https://www.healthcareready.org/system/cms/files/1153/files/original/Stability_of_Refrigerated_medications_2015-02.pdf)

**Attachment 4**  
**Shelter Support Plan**

The shelter Support Plan is available at <https://www.santacruzcounty.us/Portals/0/County/OES/pdfs/SCC-SSP.pdf>.

## ATTACHMENT 5 REQUESTING emPOWER DATA

**Purpose: Obtain contact data for individuals in Medicare system that require power for medical-health functions. Utilize the data to conduct outreach to these individuals informing them of the likelihood of de-energization. Provide support and resources for the impacted populations.**

**Process: The Health Officer or her designee shall implement the emPOWER Data request upon increased risk conditions or notification of de-energization by public utilities.**

**Step 1:** Notify ASPR Regional Emergency Coordinators via phone to indicate need for data

**Step 2:** Email the following to indicate need for data: [Kristen.finne@hhs.gov](mailto:Kristen.finne@hhs.gov), [kevin.horahan@hhs.gov](mailto:kevin.horahan@hhs.gov), [tanapume.vongchan@hhs.gov](mailto:tanapume.vongchan@hhs.gov), and [lisa.maddry@hhs.gov](mailto:lisa.maddry@hhs.gov).

**Step 3:** Complete the 6 Required Documents (*Templates and specific instructions are saved here: [I:\Shared\Emergency Response Plans\PSPS Public Safety Power Shut-off De-energization Plan](#)*). The first four documents listed below require signatures from Senior Health Official and Division staff.

- Public Health Authority Cover Letter with PG&E PSPS Notification and/or weather warning.
- Data Request & HIPAA Authority for Disclosure Assertion
- Data Use Agreement (DUA)
- DUA Amendment
- Individual Data Request Checklist (request neighboring zip-codes of impacted areas, as incident may expand and/or the zip-codes fall into more than one county)
- Secure Portal User Account Form
- Delegation of Responsibility/Signature Document (Optional)

**Step 4:** Submit the official request via a new email

- “To”: Kristen Finne [Kristen.finne@hhs.gov](mailto:Kristen.finne@hhs.gov); Kevin Horahan [Kevin.Horahan@hhs.gov](mailto:Kevin.Horahan@hhs.gov); Lisa Maddry [Lisa.Maddry@hhs.gov](mailto:Lisa.Maddry@hhs.gov)
- “CC”: Steve Chu [steve.chu@cms.hhs.gov](mailto:steve.chu@cms.hhs.gov); Patrick Vongchan [tanapume.vongchan@hhs.gov](mailto:tanapume.vongchan@hhs.gov)
- Subject: Official Request--- (insert name of public health authority) Requests a CMS Emergency Response Outreach Dataset
- Add the following text to the body of the email:

I am writing to you in my capacity as the Commissioner of the (Insert name of the Public Health Authority) (Department) to officially requesting a CMS Emergency Response Outreach Dataset to support the as outlined in disclosure documentation.  
Insert Name, Insert Title, and Insert Agency



- Attach the attachments and send the email.

**Step 4:** HHS approval notification

**Step 5:** Work with Acumen to Establish Portal Access

**Step 6:** CMS discloses the CMS Response Outreach Dataset via the secure Acumen LLC portal mechanism

**Step 7:** The public health authority will secure data following established HIPPA guidelines.

- Download data within designated hours
- Place data in secure electronic folders
- Track who data was given to and method of distribution.
- Track how many people were contacted, how many needed extra resources/emergency services, if anyone needed further assessment.
- Plan for documentation of information destruction: All emPOWER data users will sign the tracking sheet and declare proper destruction.

**Step 8:** The public health authority will submit an official email at the end of the 30-day period for the DUA certifying destruction of the data and closure of the data use agreement.

**ATTACHMENT 6**  
**Appendix A CPUC Phase 1**

<http://docs.cpuc.ca.gov/PublishedDocs/Efile/G000/M285/K881/285881527.PDF>

## **ATTACHMENT 7 MEDICAL HEALTH COMMUNICATION PLAN**

**Purpose:** Guide County efforts for outreach and response communication for medical-health impacts of de-energization.

**Outreach:** When possible, County staff will attempt to provide information regarding PG&E's plans to conduct PSPS events, along with PG&E recommended preparation. These communications may include:

1. Public Health Advisory sent to all healthcare providers in Santa Cruz County containing links to PG&E website and resources.
2. Informational memo, preparedness documents taken from PG&E website, and PGE website link sent to:
  - a. Annex A listing
  - b. Healthcare Coalition members
  - c. Other organizations and vendors if identified.

**Advance Notification by PG&E: if we are notified by PG&E that they intend to turn off power, if possible, the County may notify the following:**

1. Distribute a Public Health Advisory all healthcare providers in Santa Cruz County of the notification by PG&E and request their assistance in contacting their patients dependent on electrical power.
2. Annex A listing: recommend that they implement their plan for managing their needs during a potentially long-term power outage.
3. Healthcare Coalition members: request their assistance in contacting their patients dependent on electrical power for their medical needs.
4. Other organizations and vendors if identified, especially LVAD and ventilator representatives: request their assistance in contacting their patients dependent on electrical power for their medical needs.

**Imminent PSPS Alert:** If PG&E confirms they will turn off power and indicates the "footprint" of the affected area, they may notify the following:

1. EMS contacts the tertiary medical LVAD center representative, who will contact their patients
2. EMS contacts the IHSS workers immediately, who will contact their patients.
3. EMS contacts the Priority 1 patients in affected area.
4. Distribute an updated Public Health Advisory to all healthcare providers in Santa Cruz County of the notification and area to be affected and request their assistance in contacting their patients dependent on electrical power in the affected area.
5. Annex A listing: notify all the planned affected area.
6. Healthcare Coalition members: notify all Healthcare Coalition members of the area to be affected. Request their assistance in contacting their patients dependent on electrical power for their medical needs in the affected area.
7. Other organizations and vendors if identified: Request their assistance in contacting their patients dependent on electrical power for their medical needs in the affected area.
8. Identify community resource centers for phone advice (2-1-1) and urgent charging needs.
9. Identify community shelters for temporary housing of patients dependent on electrical power in the

affected area.

10. Arrange an Initial Conference Call for planning purposes with the following attendees as described on page 6 of the Plan (Agenda also on page 6):

- a. **Initial Conference Call Attendees:**

- o EOC Manager (calls and runs meeting)
- o County PIO
- o Law Enforcement Representative
- o Fire Chief's Representative
- o AMR Representative
- o Santa Cruz Regional 9-1-1 Representative
- o LEMSA Representative
- o Care and Shelter Representative
- o HSA Director
- o GSD Director
- o CAO's Office Representative
- o Public Health Officer
- o Dominican Hospital Representative
- o Watsonville Hospital Representative
- o PG&E Representative
- o Others as identified (could include American Red Cross, Cities, Public Utilities, Special Districts, Schools, Transportation and Public Works, etc.)

**PSPS Event if more than 24 hours has lapsed since power outage-Priority 2 patients and clients:**

1. Contact IHSS workers, who will contact their Priority 2 clients immediately
2. Annex A listing: check on all the Priority 2 patients in the affected area.
3. Healthcare Coalition members: request their assistance in conducting a status check of their Priority 2 patients dependent on electrical power for their medical needs in the affected area.
4. Other organizations and vendors if identified: Request their assistance in conducting a status check of their Priority 2 patients dependent on electrical power for their medical needs in the affected area.

**PSPS Event if more than 48 hours has lapsed since the power outage-Priority 3 patients and clients:**

1. Contact IHSS workers, who will contact their **Priority 3** clients immediately
2. Annex A listing: check on all the Priority 3 patients in the affected area.
3. Healthcare Coalition members: request their assistance in conducting a status check of their Priority 3 patients dependent on electrical power for their medical needs in the affected area.
4. Other organizations and vendors if identified: Request their assistance in conducting a status check of their Priority 3 patients dependent on electrical power for their medical needs in the affected area.

**PSPS Event if more than 48 hours has lapsed since the power outage-Priority 4 patients and clients:**

1. Contact IHSS workers, who will contact their Priority 4 clients immediately
2. Annex A listing: check on all the Priority 4 patients in the affected area.
3. Healthcare Coalition members: request their assistance in conducting a status check of their Priority 4 patients dependent on electrical power for their medical needs in the affected area.
4. Other organizations and vendors if identified: Request their assistance in conducting a status check of their Priority 4 patients dependent on electrical power for their medical needs in the affected area.
5. Offer phone number for clients to report issues. Put out messaging that clients should leave refrigerator unopened, either have their medications put on ice or contact their provider for refills.

**ANNEX A LISTING**

(Confidential)

See IC, Public Health Officer or EMS Administrator for List.