



Preparing for Emergencies

Sponsored by



The Wolcott Company



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Cucamonga Valley Water District Basic Stats

- 50,000 Customers / approx. 50 square miles
- 128 Employees
- 5 member elected Board of Directors
- 3 Water Sources – 45,000 acre feet per year
 - T-5 treatment facility
- \$100 Million annual Budget

CVWD Financial Impact of COVID19

- Create a range of scenarios
- Reiterate top priority
- Alignment of leadership
- Identify the major challenges
 - Staffing quarantine and separation
 - Working at home
 - Delinquent payments
 - Cash flow
- Look for new ways to solve the problems

CVWD Compliance under COVID19

- Unprecedented Governor executive orders
- General compliance
 - Water service cut-off not allowed
 - Penalties and interest charges suspended
- Staff compensating actions
 - Tracking customer the delinquency list
 - Contacting customers directly
 - Granting temporary extensions
 - Making no-fee payment arrangements

CVWD Rate Study Actions

- Rate review process was nearly completed
- Deferred any further action
 - Need for rate change in current year is small
- Importance of public opportunity for involvement in the process
 - Prohibition of public gatherings
 - Phone-in participation option considered undesirable
- Assure concerned customers that they are heard

CVWD Budgetary Actions

- Budget process was completed on time
 - Support on-going essential functions
 - Conservative assumptions
- Reductions of current operating costs wherever possible
- Delinquent accounts worst case scenario
- Capital Budgeting strategy
 - All vehicle replacements deferred
 - Identified large projects that could be deferred
 - Defer smaller capital purchases until summer water usage is known

CVWD Cash Flow Concerns

- Assurance of liquid funds available for continued operation
 - Failing to operate is not an option
- Watch cash flow patterns
 - Weather continues to be the largest influence
- No purchases of long-term investments
- No new debt-funded projects

CVWD Staffing Concerns

- Set up for working at home
 - Office staff including customer service
- I.T. Department support for remote work
- Field staff physically separated
- New financial software allows paperless workflow and remote access
- 2 cases of corona virus, but no further transmission

WHEN THE LIGHTS GO OUT

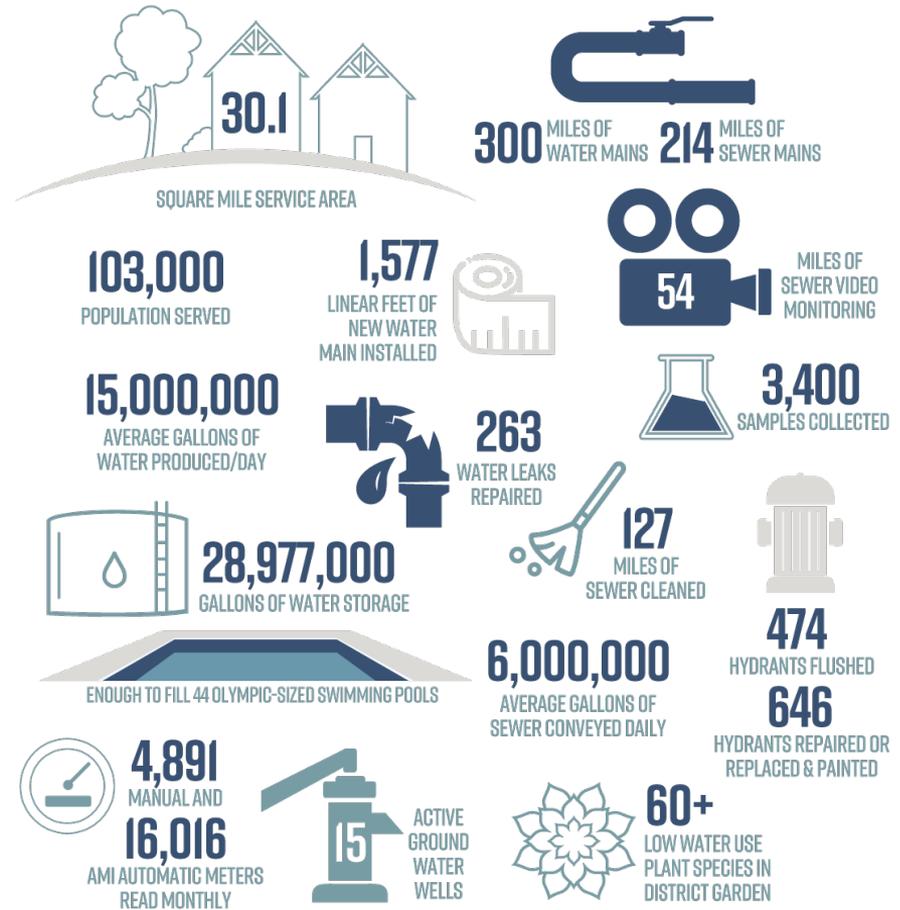
August 2020



East Valley Water District

THE DISTRICT AT A GLANCE

- Established 1954
- 103,000 Customers
 - Cities of Highland and San Bernardino
 - Unincorporated Areas of San Bernardino County
- 30-Square Mile Service Area With Three Sources of Water
 - Santa Ana River
 - Bunker Hill Groundwater Basin
 - State Water Project



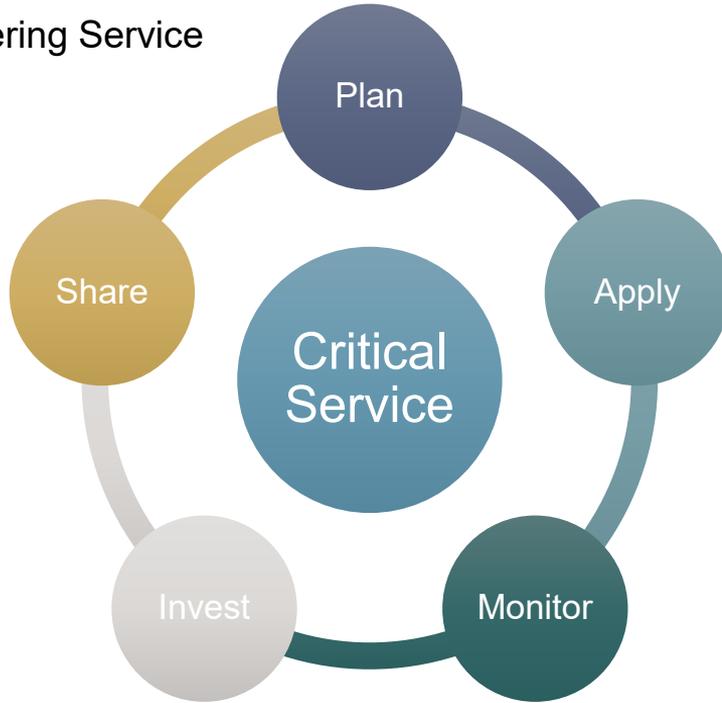
PUBLIC SAFETY POWER SHUTOFF (PSPS)

- High Risk for Wildfire is Present
 - Energy Companies (i.e. Southern California Edison) Temporarily Shut Off Power
 - Prevents Electric System from Becoming Source of Ignition
- Factors and Conditions Before Declaring a PSPS
 - Low Humidity
 - High Winds
 - Dry Vegetation
 - On-the-Ground Observations
 - Fire Threat to Electric Infrastructure
 - Public Safety Risk



EMERGENCY PREPAREDNESS

Delivering Service
24/7



PREPARING FOR THE EMERGENCY

PLAN

- Understand Essential Functions
- Identify Critical Resources
- Prepare for Worst-case
- Have Back-up Plans

APPLY

- Live The Plan
- Maintain Service
- Train/ Test
- Adapt To The Unexpected
- Work Together

MONITOR

- Is the Plan Working?
- Can it be Further Improved?
- Do we Need to Take Additional Steps?
- Is it Time to Deploy?

EXPECT THE UNEXPECTED

INVEST

- Cost-Benefit Analysis
- Prioritize Investments
- Prepare to Shift Priorities

SHARE

- Internal Team
- Peer Organizations
- Community / Customers
- Other Stakeholders

REPEAT

- Encourage the Cycle
- Measure Results
- Understand the Job is Never Done

RESPOND WITH ACTION

Understand
Current or
Potential
Emergency

*How do we
maintain service
without
electricity?*

Identify
Impacted
Area and
Potential
Scenarios

*What impacts
could ripple
through the
system beyond
a single facility?*

Take Steps
to Minimize
Service
Impacts

*Can we deploy
generators
and adjust
production to
meet community
needs?*

Prioritize
Spending
First to Public
Health and
Safety
Solutions

*How much will
investments
cost and
where should
resources be
prioritized?*

Test the
Solution

*Is there vehicle
access? Is the
connection
compatible with
the facility?*

Build the Team

*Who knows
how to
deploy these options?
Who can answer questions
from the public?
Will the
community be
impacted?*

discussion



Our Commitment to California

Keeping our communities safe from wildfires

August 2020

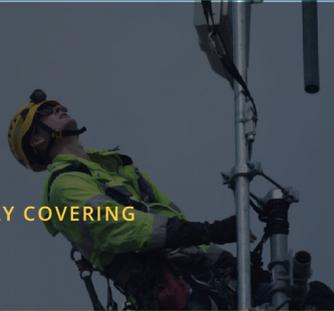


OUR WILDFIRE MITIGATION PLAN

WILDFIRE CAMERAS

161

CAMERAS INSTALLED THOROUGHLY COVERING
HIGH FIRE RISK AREAS



INSULATED WIRES

650+ MILES
INSTALLED

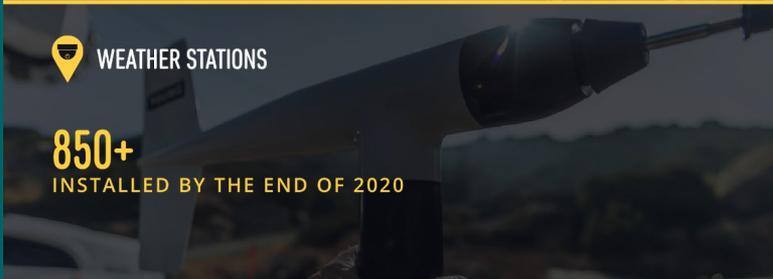
1200+ MILES
BY THE END OF 2020



WEATHER STATIONS

850+

INSTALLED BY THE END OF 2020



INCIDENT MANAGEMENT TEAM

500+

QUALIFIED RESPONSE TEAM MEMBERS,
WHO ARE ON CALL FOR DUTY 24/7



ENHANCED INSPECTIONS

CONTINUE ADVANCING INSPECTIONS TO ADDRESS
WILDFIRE RISKS IN 2020



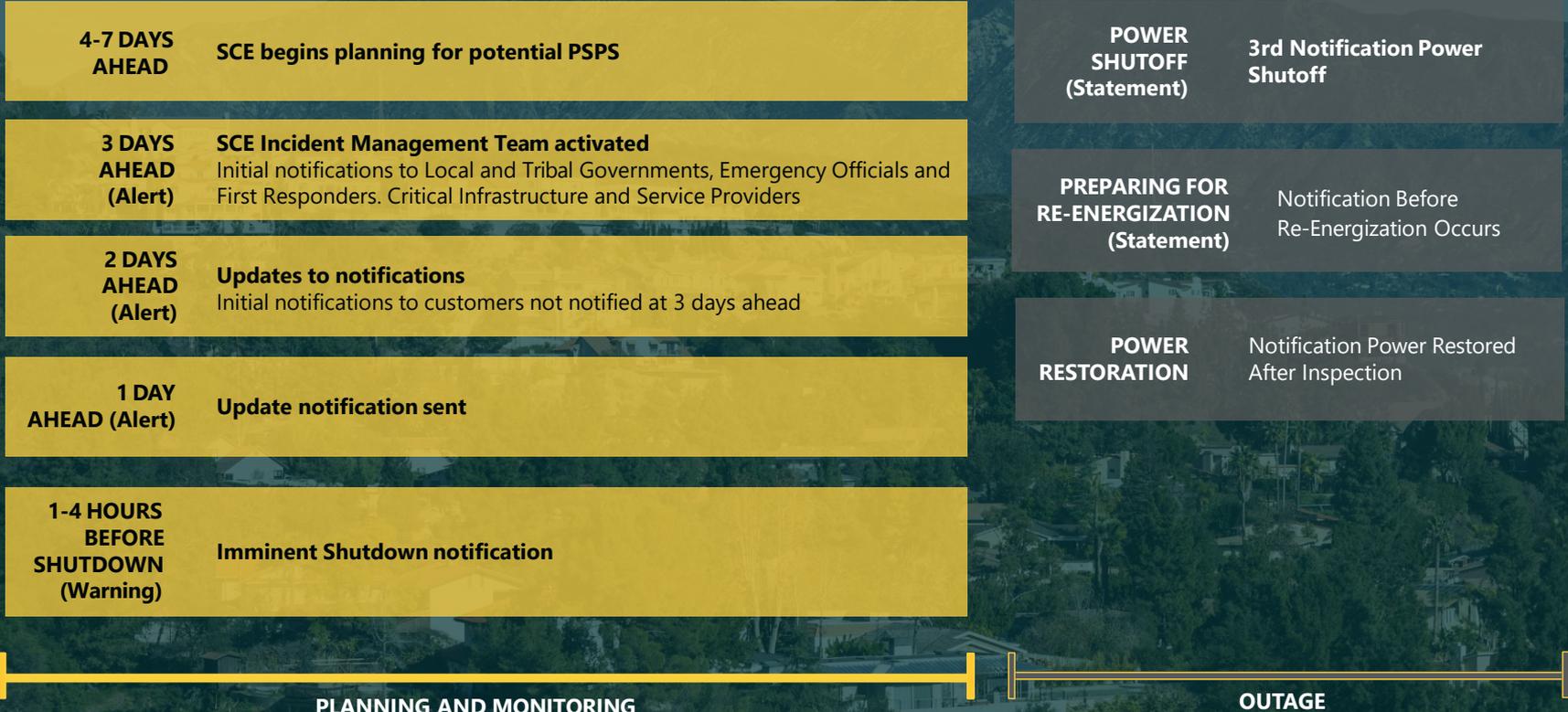
PROTECTIVE DEVICES

12,000+

FUSES AND REMOTE CONTROLLED SECTIONALIZING
DEVICES APPLIED TO INTERRUPT ELECTRICAL CURRENT
MORE QUICKLY & BOOST RELIABILITY BY SEGMENTING
CIRCUITS TO ISOLATE PROBLEMS



PSPS TIMELINE



SCE will target the schedule above to notify customers. Sudden onset of hazardous conditions that jeopardize public safety may impact SCE's ability to provide advanced notice to customers. Notifications can be provided via email, text, voice call, and TTY formats; zip code-level alerts; and NextDoor.

ENHANCEMENTS TO COMMUNICATIONS

Website Improvements

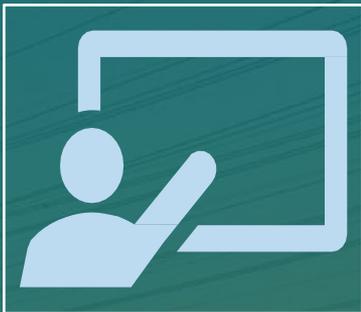
- Dedicated PSPS page
- Fire Weather and PSPS information
- Increased capacity to handle website visits
- Improved maps
 - Look up PSPS events and status by address
 - Maps showing locations of Community Resource Centers and Community Crew Vehicles
 - Providing estimated restoration times

Notifications

- Zip code PSPS notifications
- Expanded use of social media (e.g. Nextdoor)
- Imminent notifications when possible

WHAT YOU CAN DO

GIVE FEEDBACK



[sce.com/
wildfiresafetymeetings](https://www.sce.com/wildfiresafetymeetings)

Provide us your feedback through the email survey that you will receive or our website

SIGN UP



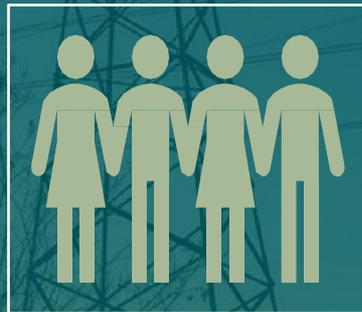
[sce.com/PSPSalerts](https://www.sce.com/PSPSalerts)

- Sign up for PPS alerts
- Update contact information

[sce.com/medicalbaseline](https://www.sce.com/medicalbaseline)

- If you depend on electrically- powered medical equipment, sign up for SCE's Medical Baseline program

BE PREPARED



[sce.com/beprepared](https://www.sce.com/beprepared)

- Be prepared with a safety preparedness plan
- Update backup generation plan (testing, fuel, interconnections, etc.)
- Learn more about SCE programs and rebates

USEFUL INFORMATION

SCE Wildfire Web Page – [sce.com/wildfire](https://www.sce.com/wildfire)

SCE Notifications

- Sign up for PSPS alerts – [sce.com/pspsalerts](https://www.sce.com/pspsalerts)

Situational Awareness

- PSPS maps and information – [sce.com/psps](https://www.sce.com/psps)
- Role of weather in PSPS – [sce.com/fireweather](https://www.sce.com/fireweather)
- CPUC wildfire maps – [cpuc.ca.gov/wildfiresinfo](https://www.cpuc.ca.gov/wildfiresinfo)
- Fire cameras – [alertwildfire.org](https://www.alertwildfire.org)

Preparedness

- SCE outage tips – [sce.com/outagetips](https://www.sce.com/outagetips)
- SCE emergency preparedness – [sce.com/beprepared](https://www.sce.com/beprepared)
- SCE Medical Baseline Program – [sce.com/medicalbaseline](https://www.sce.com/medicalbaseline)
- CAL FIRE fire preparedness – [readyforwildfire.org](https://www.readyforwildfire.org)
- Red Cross emergency preparedness – [redcross.org/prepare](https://www.redcross.org/prepare)
- FEMA emergency preparedness – [ready.gov](https://www.ready.gov)

Vegetation Management

- Vegetation Management – [sce.com/safety/power-lines](https://www.sce.com/safety/power-lines); contact 1-800-655-4555 or safetrees@sce.com

Rebates

- SCE Marketplace (rebates and programs) – [marketplace.sce.com](https://www.marketplace.sce.com)
- Self Generation Incentive Program (SGIP) – [sce.com/sqip](https://www.sce.com/sqip) or [selfgenca.com](https://www.selfgenca.com)

Social Media

- Follow **@SCE** on Twitter and Facebook