

Town of Windsor

PG&E Public Safety Power Shutoff (PSPS)

Action Plan

October 2019



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Introduction

Pacific Gas & Electric (PG&E) has informed the Town of Windsor that it intends on implementing enhanced wildfire safety efforts following the 2017 and 2018 wildfires. PG&E is providing real-time monitoring and intelligence with a network of weather stations, satellite technology, and installation of new high definition cameras. They are also conducting accelerated safety inspections on their electrical infrastructure. One such effort is to further reduce wildfire risks by proactively turning off electric power in the interest of public safety when extreme weather and fire danger conditions are forecasted.

Referred to as Public Safety Power Shutoff (PSPS), PG&E's power shutoffs could last several days or longer and have a significant impact on Town services and the community at-large. In preparation, the Windsor PSPS Management Team (WPSPSMT) has developed an Action Plan to mitigate the impacts of the power shutoff.

Potential Community Impacts

- Residents will be without power in their home
- Street lights and traffic signals inoperative
- Potential for increased empty occupancies with residents leaving town (avoiding the shutoff)
- Limited or no cell service
- Fueling stations and ATM's inoperative
- Security and emergency response alarms and systems inoperative
- Phone systems minimal or not functioning
- Increased emergency responses, traffic, and medical emergencies
- Securing back-up power by the community for lights, refrigeration, and air conditioning
 - Private residences
 - Hospitals
 - Senior housing
 - Skilled nursing centers
 - Grocery stores/restaurants
 - Access and Functional Needs (AFN) community that rely on power for life saving medical equipment.

Action Plan Overview

The Windsor Public Safety Power Shutoff Management Team (WSPSMT) has developed an Action Plan for responding to the impact of a PG&E PPS event on the Town of Windsor. By instituting this plan, the Town will be able to properly evaluate, plan, and execute actions to maintain essential Town services and to help reduce impacts to the community. The WSPSMT has developed this plan with six specific Action Plans to be executed at specific times leading up to and during a planned PPS event from initial notification by PG&E through the power restoration phase. The six Action Plans detail what steps need to take place by key Town personnel and partners at specific timeline benchmarks.

The purpose of the Action Plan is to provide a framework for response activities and decision making. The Action Plan should not be considered hard and fast, but as a guideline that can and should be adjusted as conditions may require.

Action Plan 1

Initial PG&E PSPS Notification

Estimated: **48 Hours** Prior to Shutoff

Decision Point:

A notification is received from PG&E that a PSPS event is possible within the next 48 hours.

Action Steps:

- 1) Recipient of notification to immediately verify timing of shutoff and areas of impact.
- 2) Town Manager to assess and as deemed appropriate, declare that the Town's routine/non-essential functions and services will be suspended so that staff can prepare for and manage the PSPS event through its conclusion.
- 3) Town Manager or designee to notify the:
 - a) Town Council and Attorney with preparedness and operational information along with briefing calls schedule and information.
 - b) WSPSMT to meet and schedule meetings/conference calls.
 - c) Town staff who will be directed to initiate preparedness activities.
 - d) Sonoma County Operational Area Emergency Management (SoCo OA) and Windsor Unified School District (WUSD) with situation analysis.
- 4) Town Manager and/or designee to Schedule and be on Briefing Calls with the:
 - a) Town Council and Attorney.
 - b) SoCo OA.
 - c) WSPSMT (Includes all listed on this Action Plan cover page.)
 - d) PG&E PSPS EOC designated contact(s).
 - e) WUSD.
- 5) Town Public Information Officer (PIO) to:
 - a) transform www.townofwindsor.com with PG&E PSPS content.
 - b) update the general public via Town website, Facebook, and NextDoor.
 - c) collaborate with PIOs from SoCo OA, Sonoma County Sheriff and Windsor Police Department (WPD), Sonoma County Fire District (SCFD), and WUSD on up-to-date, accurate, and consistent messaging.
- 6) SCFD/WPD to issue Nixle alert to affected areas.
- 7) Human Resources to prepare and distribute time tracking sheets should the event qualify for FEMA reimbursement.
- 8) Town transportation gasoline tanks and back-up power generator fuel are filled.

Action Plan 2

Estimated: 24 Hours Prior to Shutoff

Decision Point:

A notification is received from PG&E that a PSPS event is possible within the next 24 hours.

Action Steps:

- 1) Briefing calls scheduled and re-confirmed.
- 2) Confidential contact information for the WPSPSMT and operational centers are provided to the key stakeholders such as the Town Council and Attorney, WPSPSMT, SoCo OA, and WUSD
- 3) Town personnel to keep their cell phone close by to receive important team communications.
- 4) SCFD and WPD to report to WPSPSMT observed and unexpected impacts.
- 5) WPSPSMT to regroup and re-asses situation and preparedness activities.
- 6) Town Manager to consult with Town Council and Attorney on declaring an emergency, if event conditions warrant.
- 7) Updates provided to Town Council, Attorney, Staff, and WUSD.
- 8) Council Chambers is prepped and set-up for the Communication Team and Councilmembers for briefing updates and factual communication to their constituents.
- 9) PIO to update the media, Town website, Facebook, and NextDoor.
- 10) SCFD and WPD to update via Nixle alert to affected areas.
- 11) Prep, set-up, and staff:
 - a) Town building 300 for the:
 - i) WPSPSMT Operations Center (WOC).
 - ii) Call Center with both English- and Spanish-speaking personnel.
 - iii) Billing Payment Center with both English- and Spanish-printed materials.Note: Generators will power the phone lines and servers only. There will be no lights or air conditioning.
 - b) Town building 400 for the:
 - i) Walk-up Center with both English- and Spanish-speaking personnel and printed materials.Note: There will be no generator for back-up power. We will rely on battery operated and window lighting.

- c) Town Community Center for the:
 - i) Walk-up Center with both English- and Spanish-speaking personnel and printed materials.
 - ii) Community Charging Center with the following:
 - (1) Charging stations
 - (2) Fans for cooling
 - (3) Playing cards and gameboards

Note: The generators are not capable of powering an air conditioner.

Restrictions: Children under the age of 16 must be accompanied by parents.

- 12) Facilities and Safety Team are prepped and staffed for personnel and facilities access and safety.
- 13) Logistics Team is prepared and staffed for key business community operation update and miscellaneous logistics tasks.
- 14) Water and Sewer Division is prepped and staffed to continue to operate and will confirm back-up power generators and its fuel.
- 15) Public Safety to continue day-to-day operations with additional staffing, overall safety plan, and street signs. (For details, view Supporting Plans – Public Safety at page 11.)

Action Plan 3

1 Hour Prior until 12 Hours into the Event

Decision Point:

One hour prior to a planned PSPS event.

Action Steps:

- (1) Briefing calls scheduled and re-confirmed.
- (2) Town personnel to keep their cell phone close by to receive important team communications.
- (3) SCFD and WPD to report to WPSPSMT observed and unexpected impacts.
- (4) WPSPSMT to regroup and re-asses situation and preparedness activities.
- (5) Town Manager to determine activation of the Emergency Operations Center (EOC) and/or mutual aid needs to staff and operate the EOC, WOC, and all other Town centers, if 24/7 operations and staffing are necessary.
- (6) Updates provided to Town Council, Attorney, Staff, and WUSD.
- (7) PIO to update the media, Town website, Facebook, and NextDoor.
- (8) SCFD and WPD to update via Nixle alert to affected areas.
- (9) Open and staff from 7:00 a.m. to 7:00 p.m. all the operational facilitates mentioned in Action Plan 2.

Action Plan 4

12 Hours into the Event until Restoration Notification Received

Decision Point:

12 hours into the event and every 12 hours thereafter until restoration notification received. Key issue is to identify un-anticipated impacts or impact areas.

Action Steps:

1. Briefing calls scheduled and re-confirmed.
2. Town personnel to keep their cell phone close by to receive important team communications.
3. SCFD and WPD to report to WPSPSMT observed and unexpected impacts.
4. WPSPSMT to regroup and re-asses situation and preparedness activities.
5. Updates provided to Town Council, Attorney, Staff, and WUSD.
6. PIO to update the media, Town website, Facebook, and NextDoor.
7. SCFD and WPD to update via Nixle alert to affected areas.

Action Plan 5

Notice of Restoration Received

Decision Point:

Notification of restoration is received.

Action Steps:

1. Briefing calls scheduled and re-confirmed.
2. Town personnel to keep their cell phone close by to receive important team communications.
3. SCFD and WPD to report to WPSPSMT observed and unexpected impacts.
4. WPSPSMT to regroup and re-asses situation and preparedness activities.
5. Updates provided to Town Council, Attorney, Staff, and WUSD.
6. PIO to update the media, Town website, Facebook, and NextDoor.
7. SCFD and WPD to update via Nixle alert to affected areas.

Action Plan 6

Starts Upon Restoration

Decision Point:

Starts upon restoration.

Action Steps:

1. WPSPSMT to confirm restoration of power and services.
2. Updates provided to Town Council, Attorney, Staff, and WUSD.
3. Upon verification of restoration, PIO to issue final update to media, Town website, Facebook, and NextDoor.
4. SCFD and WPD to update via Nixle alert to affected areas.
5. WPSPSMT to debrief and have After Action meetings / calls on the 2nd or 3rd business days following restoration for the following purpose:
 - a. to identify aspects of the plan that worked well and those that need updating.
 - b. to ascertain agency response and damage costs.
6. WPSPSMT to update the Town of Windsor's PG&E PSPS Action Plan.

Supporting Plans

- Public Safety
- Community Charging Center
- Outbound Messaging
- Frequently Asked Questions

Supporting Plans

Public Safety

Overall Safety Plan

Police Objective: To continue to provide normal day-to-day police services; as well as deter and enforce (when applicable) any looting activity during a PSPS event.

Fire/EMS Objective: To continue to provide daily staffing levels, ensure proper emergency response deployments, and provide appropriate EOC and PSPS event support.

Operational Plan: Additional staffing will be assigned to WPD for sole purpose of saturation patrol of residential and commercial districts during a PSPS.

Number of Additional Deputies: 2 (each assigned to their own patrol vehicle)

Hours of operation: 2100 hours – 0500 hours

Operational Duration: Throughout the duration of the PSPS and beyond, if necessary.

Street Signs

Police Objective: To control ALL intersections that are normally controlled via stoplights.

Operational Plan: The Public Works department will set up stop signs/barricades at pre-designated intersections.

Operational Duration: From moment of first notice of a PSPS event (so residents get accustomed to seeing stop signs at intersections), until power is restored.

Supporting Plans

Community Charging Center

The Town of Windsor's Community Center located at 901 Adele Drive will be turned into a Community Charging Center. The Center will be open to the public from 7:00 a.m. to 7:00 p.m. It will be set-up to provide residents a place to meet their basic needs (i.e. charging stations for cell phones and laptops, fans for cooling, playing cards and gameboards). Inside will also be a Walk-up Center providing additional up-to-date information regarding the PG&E PSPS event.

Supporting Plans

Outbound Messaging

INITIAL NOTICE FROM PG&E

Confidential contact information for the WPSPSMT and operational centers are provided to the key stakeholders such as the Town Council, Attorney, WPSPSMT, SoCo OA, and WUSD.

1. NOTIFY WPSPSMT

Lead: TMO or HR

Support: TCO or PIO

Channels: Email or Text

Message:

We have received notification from PG&E that a Public Safety Power Shutoff (PSPS) event is possible within the next XX hours. A WPSPSMT meeting has been scheduled for XX in the Wild Oak Room. An email to all Town staff advising of the possible power shutoff will go out shortly. Please initiate preparedness activities.

2. NOTIFY TOWN STAFF

Lead: TMO or HR

Support: TCO

Channels: Email or Text

Message:

We have received notification from PG&E that a Public Safety Power Shutoff (PSPS) is possible within the next XX hours. Over the next XX hours your regular job responsibilities may be suspended and you may be given special assignments to help the Town and community prepare for this event. If the PSPS extends into off-hours, you may also be contacted to report to work as an emergency services worker.

Please be sure that your family and/or loved ones are aware of the possible power shutoff and let them know that now is the time to act at home to prepare for an extended loss of electricity.

3. NOTIFY TOWN COUNCIL AND ATTORNEY

Lead: TMO

Support: TCO or PIO

Channels: Email (supplemented with text to check email)

Message:

We have received notification from PG&E that a Public Safety Power Shutoff (PSPS) is possible within the next XX hours. For the duration of the event, the Town's routine/non-essential functions and services will be suspended so that staff can prepare for and manage the power shutoff event through to its conclusion. A list of actions the Town is taking is attached to this email.

Please be advised of the following:

PREPARE. Now is the time for yourselves and for residents to make sure their families and/or loved ones are aware of the possible power shutoff and to take actions to prepare to be without power for an extended period. For more preparedness information, please go to www.townofwindsor.com/pgeshutoff.

TOWN OPERATIONS DURING EVENT. Town operations for the PG&E PSPS event will be coordinated from Building 300 at Town Hall. We will NOT be operating from the EOC at Fire Station No. 1 unless an emergency develops.

During this event, the Town will be communicating to the public through the following media:

- **Town Web Site:** www.townofwindsor.com
- **Town Social Media Accounts:** [Facebook](#) and [NextDoor](#)
- **Nixle:** <https://local.nixle.com/register> or text your zip code to 888-777
- **SCFD website:** www.sonomacountyfd.org

During the power shutoff, information from the Town can also be obtained by:

- **Town Phone:** (707) 838-1000
- **“Walk Up Stations”** from 7 a.m. to 7 p.m. at the following locations:
 - **Building 400 at Town Hall** at 9291 Old Redwood Highway
 - **Community Charging Center** at 901 Adele Drive

**** PLEASE NOTE that residents should continue to use **9-1-1** to report emergencies.*

*Town Staff will not be able to respond to request for individual assistance. ****

SIGN-UP FOR ALERTS NOTIFICATION.

- **PG&E** – Update your contact information with PG&E [online](#) or call (866) 743-6589.
- **Nixle** – Sign up by texting your zip code to 888-777 or <https://local.nixle.com> → register to receive alerts and updates from our Sheriffs and Fire District.
- **NOAA** Weather Radio – May cost as low as \$29.99 at any online or brick-and-mortar retail stores.
- **SoCoAlert** – Opt-in <https://socoemergency.org/home/emergency/stay-informed/socoalert/> to receive alerts and updates from Sonoma County’s Office of Emergency Management.

4. MEDIA UPDATE

Lead: PIO

Support: TCO

Channels: As appropriate, any or all media platforms such as radio, broadcast, and digital including social media pages will be utilized to inform and update the public

5. NOTIFY WINDSOR UNIFIED SCHOOL DISTRICT

Lead: PIO

Support: TMO or TCO

Channels: Email or Text

Message:

The Town of Windsor has received notification from PG&E that a Public Safety Power Shutoff (PSPS) event is possible within the next XX hours. For the duration of the event, the Town’s routine/non-essential functions and services will be suspended so that staff can prepare for and manage the power shutoff event through to its conclusion.

Town operations during the Public Safety Power Shutoff Event will be managed from Building 300 at the Town of Windsor Town Hall. The Town will NOT be activating its EOC at Fire Station No. 1 in Windsor unless an emergency develops.

Supporting Plans

Frequently Asked Questions

- 1. Where do I go to check for info?**
 - PG&E website: www.pge.com/pspsupdate and <https://www.pgecurrents.com>
 - Town website: <https://www.townofwindsor.com>
 - Town Facebook: <https://www.facebook.com/townofwindsorfan>
 - Town NextDoor: <https://nextdoor.com/profile/35570691/?>
 - Sonoma County Fire District website: <http://www.sonomacountyfd.org>
 - Sonoma County Emergency Management website: <http://sonomacounty.ca.gov/Emergency-Management/>
- 2. How do I find out what's happening?**
 - Visit the sites listed above.
 - Watch bay area TV news stations.
 - Listen to local radio stations such as KSRO.
- 3. How long will this last?**
 - We may anticipate the power shutoff will last at least one day, visit www.pge.com/pspsupdate and <https://www.pgecurrents.com> for the latest on the power shutoff.
- 4. Where can I get info from PG&E?**
 - Visit www.pge.com/pspsupdate and <https://www.pgecurrents.com> or call PG&E at 800-743-5000.
- 5. Where can I get a generator?**
 - You can purchase generators at most home improvement stores such as Lowes or Home Depot. Please have a certified electrician install your generator. Generators can be dangerous if they are not installed correctly. Do not use your generator in or near dry vegetation and do not plug your generator directly into a house outlet.
- 6. Are we being evacuated?**
 - You will not be evacuated because the power has been shutoff. However, residents should always be prepared by knowing the exit route out of your neighborhood and having a prepared bag of essentials.
- 7. What's going on?**
 - Visit these sites to stay informed:
 - PG&E website: www.pge.com/pspsupdate and <https://www.pgecurrents.com>
 - Town website: <https://www.townofwindsor.com>
 - Town Facebook: <https://www.facebook.com/townofwindsorfan>
 - Town NextDoor: <https://nextdoor.com/profile/35570691/?>
 - Sonoma County Fire District website: <http://www.sonomacountyfd.org>
 - Sonoma County Emergency Management website: <http://sonomacounty.ca.gov/Emergency-Management/>

- You may call PG&E at 800-743-5000.
- You may call the Town of Windsor at 707-838-1000.
- You may call the Sonoma County Fire District at 707-838-1170.

*Dial 911 for emergencies.

8. What's the status?

- We receive our updates on the status of the power shutoff directly from PG&E.
- Visit these sites to stay informed:
 - PG&E website: www.pge.com/pspsupdate and <https://www.pgecurrents.com>
 - Town website: <https://www.townofwindsor.com>
 - Town Facebook: <https://www.facebook.com/townofwindsorfan>
 - Town NextDoor: <https://nextdoor.com/profile/35570691/?>
 - Sonoma County Fire District website: <http://www.sonomacountyfd.org>
 - Sonoma County Emergency Management website: <http://sonomacounty.ca.gov/Emergency-Management/>
- You may call PG&E at 800-743-5000.
- You may call the Town of Windsor at 707-838-1000.
- You may call the Sonoma County Fire District at 707-838-1170.

*Dial 911 for emergencies.

9. What should I do about my pets?

- Please make appropriate arrangements for the care of your pets. You may contact Sonoma County Animal Services at 707-565-7100 for emergency help with animals.

10. Are stores open?

- The ability of stores to stay open during a power shutoff will vary. Call or visit your local grocery store to see if they will be open during the event. Most stores will remain open. However, you should call your local store before driving there.

11. Are gas stations open?

- Gas stations in the power shutoff area may not be open. Call or visit your local gas station to see if they will be open during the event.

12. Are the banks open?

- Banks within the power shutoff area may be closed. ATM machines may be closed. Call or visit your local banks to see if they will be open during the event.

13. Will natural gas be running?

- According to PG&E, natural gas will be running.

14. Will the Senior Center be open?

- The Senior Recreation Center and Pool will be closed for the duration of the power shut-off. Programs will resume the following business day after power has been restored. Books, puzzles and a TV for local news will be available at the Community Charging Center located at 901 Adele Drive.

COMMUNITY *RESOURCE* CENTERS

15. **Where is there a cooling center and what are the hours?**

- PG&E may open cooling centers and will announce their location on their website at www.pge.com/pspsupdate and <https://www.pgecurrents.com>.

COMMUNITY *CHARGING* CENTER

16. **Where can I charge my phone or computer?**

- The Town will be offering a Community Charging Center from 7:00 a.m. to 7:00 p.m. at the Windsor Community Center at 901 Adele Drive and 707-838-1250. The Community Charging Center will offer charging stations, quiet activities such as puzzles and games, a TV for news updates and fans for cooling. Participants should plan to stay with their devices.
 - Participants may charge up to two devices per person for up to two hours.
 - Minors must be accompanied by an adult.
 - Please use common courtesy and be respectful to others or you may be asked to leave.
 - No food or drinks are allowed on or near the charging tables.
 - The Town of Windsor is not responsible for any personal belongings or devices.
 - Only service animals will be allowed in the community center. A “service animal” is defined as “any dog that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability.” (28 CFR §35.104 & §36.104I.)

PG&E may also open charging and resource centers. Check PG&E’s website at www.pge.com/pspsupdate and <https://www.pgecurrents.com>.

9-1-1 & 2-1-1

17. **Will 911 still be available?**

- You will be able to dial 911 if you use a landline phone.
- The ability to use a cell phone to call 911 may be difficult in a prolonged power shutoff.

18. **What if I have a medical emergency?**

- Call 9-1-1

19. **When do I call 9-1-1?**

- Do not call 9-1-1 for information—call only to report a life-threatening emergency.

20. **Is there another number we can call?**

- Call 2-1-1 for information about the power situation; 9-1-1 is reserved for life threatening emergencies only.

PUBLIC SAFETY

21. Will traffic lights be working?

- Traffic signals will stop working during a power shutoff, creating traffic congestion. Eliminate unnecessary travel, especially by car.
- Traffic signals will stop working during a power shutoff. Treat these intersections as a four-way stop sign intersection.
- Please remember to stop at a signalized intersection where the lights are not working.

UTILITY BILLING / SERVICE / OPERATION

22. Will there be water?

- The Town's water system will continue to operate.
- You should have bottled water at your home and business as a good preparedness practice.

23. Will sewer be activated?

- The sewer system will continue to operate normally.

24. Can I make my Utility Billing payment over the phone?

- Yes, you may contact Administrative Services at 707-838-1004.

25. Will the Town's website be available for payments?

- The Town's website has limited connection and is not a reliable payment resource.

26. How do I pay my utility bill?

- Mail to PO Box 100 Windsor CA 95492.
- Drop Box is located at 9291 Old Redwood Highway in front of the Windsor Police Department.
- Walk-in to Town of Windsor Administrative Services Department at 9291 Old Redwood Highway.
- Call Administrative Services at 707-838-1004.
- Town website will have limited connection.

27. Will I be late if I don't pay my utility bill on October 10, 2019?

- Yes, the utility invoice is due upon presentation and late after the due date.

28. How do I start and stop water service?

- Call 707-838-1004 to make the request.

29. Do I need to conserve water?

- Town services will continue including water and sewer services. However, to help reduce overall impact on water and sewer infrastructure, we suggest residents conserve water indoors and outdoors, this includes using water efficiently, eliminating outdoor watering, and turn off irrigation systems.
- Conserving water during a power shutoff also reduces the demand on the backup power generators that help move water through the water system that provides drinking water and water for firefighting.

- Residents with private wells, private water pumps, and private sewer grinder/booster pumps need to be prepared in the event of a power outage. Know how your water and sewer system operates and have a back-up plan during an outage.

30. Will my trash be picked up?

- Trash service will not be affected and will be picked up on your regularly scheduled service day. If any questions, please contact Sonoma County Resource Recovery at 707-795-7470.