

County of Orange  
and  
Orange County  
Operational Area



Power Outage Annex  
November 2017

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## Operational Area Executive Board and Emergency Management Council Letter of Approval

### Orange County Operational Area Executive Board County of Orange Emergency Management Council

Representatives of Law Enforcement Mutual Aid, Police Chiefs' and Sheriff's Association, Fire and Rescue Mutual Aid, Fire Chiefs' Association, Public Works Mutual Aid, City Engineers and Public Works Directors Association, Orange County Board of Supervisors, Health Care Mutual Aid, City Manager's Association, League of Cities, County Agencies, School Districts, and Special Districts.

November 8, 2017

Members of the Operational Area  
Members of the Board of Supervisors  
County of Orange Department Heads  
American Red Cross of Orange County  
California Office of Emergency Services

Dear Orange County Emergency Response and Recovery Officials:

Herewith is presented the County of Orange and Orange County Operational Area Power Outage Annex.

The County of Orange Emergency Management Council (EMC), which governs the County of Orange Emergency Organization, has approved and concurs with this Annex. The Orange County Operational Area Executive Board has approved and concurs with this Annex on behalf of the OA Members. This Annex includes the Standardized Emergency Management System (SEMS), the National Incident Management System (NIMS), the Incident Command System (ICS) and the duties and responsibilities of the County and its departments in preparedness, and response procedures related to a disease outbreak event. A copy of the County of Orange and Orange County Operational Area Power Outage Annex may be obtained through the Orange County Sheriff's Department, Emergency Management Division.

The County of Orange and Orange County Operational Area Power Outage Annex is linked to jurisdiction, discipline and mutual aid plans and standard operational procedures through the Unified County of Orange and Orange County Operational Area Emergency Operations Plan.

This Annex is designed as a reference and guidance document. Its successful implementation is, as always, dependent upon the skills and abilities of the County participants. Continued revision and testing of this plan will ensure its viability and appropriateness in future events. We look to you as members of the County of Orange and Orange County's Operational Area Emergency Response Organization to assist in the ongoing process of program and capability improvement.

Sincerely,



County of Orange  
Emergency Management Council  
Chair

Sincerely,



Orange County  
Operational Area Executive Board  
Chair

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## Record of Changes and Plan Distribution

### Record of Changes

Date of Revision	Revision Description	Section or Component	Reviewed by	Revision Completed By
2017	Emergency Operations Plan revision to new template	County of Orange and Orange County Operational Area Power Outage Annex	EMC Sub Committee, OCEMO and DAFN Working Group	Emergency Management Division
2017	Updated reference to Disabilities and Access and Functional Needs laws and regulations	Throughout the Power Outage Annex	EMC Sub Committee, OCEMO and DAFN Working Group	Emergency Management Division

**Record of Distribution**

The Orange County Sheriff's Department, Emergency Management Division (EMD) is responsible for developing, maintaining and distributing the County of Orange and Orange County Operational Area Power Outage Annex.

EMD will make the Power Outage Annex available to all county departments, OA jurisdictions, California Office of Emergency Services (Cal OES) and other partner organizations as necessary and upon request. An electronic version is available through WebEOC in PrepareOC. Additionally hard copies are available at the Emergency Operations Center (EOC) and EMD staff have remote access to all plans and annexes.

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## **1. Introduction**

### **1.1. Purpose**

The purpose of this Annex is to address special considerations posed by a widespread power outage and address the basic questions of how the County of Orange and the Orange County Operational Area (OA) intends to respond to such an event. Due to the uncertainty and nature of a power outage, coupled with the unknown effects to infrastructure, this Annex attempts to address impacts on public safety and the continuity of government operations.

The Power Outage Annex will be used when there is an energy disruption significantly affecting normal operations and activities within the County or upon proclamation of a local emergency resulting from an actual or potential energy disruption. This Annex will also be used during an emergency with cascading impacts such as an earthquake causing a widespread power outage.

This Annex is not meant to replace existing plans or procedures, but support such plans by strengthening existing capabilities for responding to power outages. This Annex will be used in conjunction with the Unified County of Orange and Orange County Operational Area Emergency Operations Plan and/or hazard specific OA Annexes.

### **1.2 Scope**

The emergency management community is concerned with both short-term power outage consequences, as well as longer-term impacts. For example, security and safety issues at large venues and retail establishments present short-term concerns. Long-term impacts can be anticipated if disruptions continuously occur in utilities, transportation, health care, communications systems, and commerce. OA jurisdictions and agencies responsible for disaster preparedness, response, and recovery should focus on these areas: 1) promoting preparedness by individuals in both the public and private sectors, 2) planning specifically for the impacts of rotating outages on essential services and 3) planning for transmission emergencies resulting in long-term outages.

Orange County remains committed to successful collaboration with OA jurisdictions, agencies, private businesses, non-profits and NGOs. This Annex draws on those collaborative relationships to leverage resources and response capabilities in order to respond to a power outage. The goal is to ensure a coordinated response occurs during a power outage emergency in Orange County and to provide support to the OA through interagency coordination.

#### **1.2.1 Whole Community – Preparing and Responding with the Whole Community Strategy**

The County of Orange strives to incorporate the Whole Community perspective in its emergency planning. By planning for the Whole Community, complexities in the diversity in Orange County are assimilated into the County of Orange planning strategy.

Orange County's definition of disabilities and those with access and/or functional needs is as follows:

*Populations whose members may have additional needs before, during, and after an incident in functional areas, including but not limited to: maintaining independence and the ability to perform the activities of daily living, communication, transportation, supervision, and medical care. Individuals in need of additional response assistance may include those who have disabilities; who live in institutionalized settings; who are elderly; who are children; who are from diverse cultures; who have limited English proficiency or are non-English speaking; or who are transportation disadvantaged.*

Having recognized the need to be inclusive in its emergency planning, the OA formed the Orange County Disabilities and Access and Functional Needs (DAFN) Working Group in 2011 to strengthen partnerships with the disability community and those with access and/or functional needs. This team includes representatives from county agencies, local jurisdictions and nonprofit organizations serving people with disabilities and those with access and/or functional needs in Orange County. This group's instrumental efforts have turned the OA towards more inclusive emergency planning for the Whole Community. This group reviewed the County and Operational Area Emergency Operations Plan in July 21, 2016 and provided valuable feedback.

In order to meet the unique needs of children in disasters, the OA formed the Kids in Disasters (KIDS) Working Group as a sub-committee of the DAFN Working Group. The mission of the KIDS working group is to engage public and private community, government and healthcare organizations and individuals to promote coordinated efforts and partnerships to ensure that infants' and children's needs are met before, during, and after disasters. Integrating children (0-18) into disaster planning requires special emergency preparedness and planning. Disasters have proven evident that children are vulnerable and require additional support during emergency situations, especially when displaced from their parents or guardians. The physical and psychological damage sustained by children can far outweigh the same effects inflicted on grown members of society, including children with disabilities and those with access and/or functional needs. The KIDS Working Group will assist in identifying and supporting community programs that help meet the physical, medical, and mental health needs of children in disasters.

Furthermore, the County and OA are committed to maximizing compliance with the Americans with Disabilities Act and providing the best service to Orange County residents and visitors. As such, the County and Operational Area adheres to the guidelines outlined below:

- Disability will not prevent accessibility to services or facilities provided by the County.
- The County will not exclude or deny benefits of any sort based on a disability, access or functional need.
- The County will work to accommodate people with disabilities and those with access and/or functional needs in the most integrated setting possible.
- During all phases of disaster response, the County will make reasonable modifications to policies, practices and procedures, if necessary, to ensure programmatic and architectural access to all.
- The County will shelter people with disabilities and those with access and/or functional needs with their families, friends and/or neighbors as feasible in the most integrated setting possible.

### 1.3 Situation Overview

Different variables can influence if, how, or when a power outage may occur. These may include, but are not limited to:

- An excessive heat wave
- High winds which bring down distribution or transmission poles and towers
- Unsuccessful power conservation measures
- Fires that affect the electrical generation and transmission system
- Sabotage to power lines or generation plants
- Other severe weather conditions such as lightening or flooding
- Traffic accidents
- Earthquakes
- Animals
- Digging and excavation

The electrical grid within the State and surrounding areas has been constructed to minimize cascading outages or transmission emergencies; however, power shortages are possible. Power shortages occur when the demand for electricity approaches the capacity to produce power. To reduce the potential for a sudden demand surge exceeding production capabilities, the State of California has instituted a series of alerts to warn consumers as demand begins to rise. This condition is most likely to occur during the hotter months between late morning and early evening.

Under a California Independent System Operator (CAISO) Emergency, affected areas may encounter rotating outages. These are short periods of time when the power to a geographic area is either cut off or limited to reduce overall demand on the grid. The public is notified in advance of the rotating outages so measures can be taken to minimize the impact of the short-term rotating outage. During these periods critical, essential and key facilities may have to operate on emergency generators.

#### 1.3.1 Scenarios

##### **Localized Power Outage (Maintenance Outage or Repair Outage)**

Maintenance power outages occur quite often as both Southern California Edison (SCE), San Diego Gas & Electric (SDG&E), and/or the City of Anaheim upgrade their infrastructure with more reliable equipment and technology. When upgrades or routine maintenance are scheduled, it is the responsibility of the utility to notify their customers that the power will be turned off. Localized power outages can also be caused by damaged equipment such as from a car accident or server storm. These events usually occur with little notice. The utility will usually use their website to update customers as to the affected areas and the estimated restoration time.

##### **Rotating Outages**

If demand exceeds supply, rotating outages can occur. These rotating outages are also referred to as a Stage 3 Electrical Emergency which leads to rotating outages. These outages should last one to two hours per area, often referred to as an electrical service “block or group” depending on the service

provider. If the deficiency exists over a protracted period, the outages could move from area to area on a frequent basis until the demand drops or the supply increases. Local jurisdictions could see outages move between areas on a continuous basis for one or more hours each, over a period of many hours. At this point there is no reason to believe the outages will last longer than the standard one to two hours per block, nor should they extend into nighttime hours.

During an anticipated Stage 3 Emergency, SCE, SDG&E, or the City of Anaheim may notify the Orange County Operational Area of identified areas subject for rotating power outages. These areas subject to rotating outages are listed in section 2.5.1.

### **Large Scale, Widespread Power Outage**

Large scale, widespread, or a small geographic area for a longer duration, power outages are unlikely, and are considered a worst case scenario in terms of power outage planning. The first is the possibility of a large-scale “cascading” power failure on a regional and/or multi-state basis. This scenario may be caused by an imbalance in the electrical grid, by failure or sabotage. The problems will take time to alleviate as electrical utility providers must re-start generation and transmission from a “black start” condition which takes hours. The greater the percentage of the grid that goes out, the longer it takes to resume operations. Outages could last from a few hours, to a day, or longer in some areas.

### **Transmission Emergencies**

While many emergencies occur when demand for electricity exceeds available capacity at a regional level, some emergencies are declared as a result of local transmission line overloads, losses or limitations. In a low voltage condition, the load will be automatically shed at the substation level until system stability is reached. To achieve stability in the affected area, immediate rotating outages may be initiated with no prior notification in areas outside the transmission emergency location.

**1.4 Energy Providers and California Independent Systems Operator (CAISO)**

There are three primary utility companies providing electrical power to Orange County. The three companies are San Diego Gas and Electric, Southern California Edison, and the City of Anaheim.

**1.4.1 San Diego Gas & Electric (SDG&E)**

SDG&E provides power to a population of 1.4 million business and residential accounts spanning two counties (Orange and San Diego). In south Orange County, SDG&E serves San Juan Capistrano, San Clemente, Dana Point and parts of Laguna Beach, Aliso Viejo, Laguna Hills, Mission Viejo, Laguna Niguel, and parts of Unincorporated Orange County.

**1.4.2 Southern California Edison (SCE)**

SCE is one of the nation’s largest electric utilities. In Orange County, SCE is the primary electricity provider except for those served by SDG&E and the City of Anaheim. The Cities served by SCE include; Aliso Viejo, portions of Anaheim, Buena Park, Costa Mesa, Cypress, Fountain Valley, Fullerton, Garden Grove, Huntington Beach, Irvine, La Habra, La Palma, Laguna Beach, Laguna Hills, Laguna Niguel, Laguna Woods, Lake Forest, Los Alamitos, Mission Viejo, Newport Beach, Orange, Unincorporated Areas of Orange County, Placentia, Rancho Santa Margarita, Santa Ana, Seal Beach, Stanton, Tustin, Villa Park, Westminster, and Yorba Linda.

**1.4.3 City of Anaheim**

Anaheim Public Utilities operates the only municipal electric utility in the county. The system delivers electricity to portions of Anaheim's 360,000 residents and more than 15,000 businesses, including multi-million dollar tourism, sports and manufacturing customers. The City of Anaheim public utilities services only portions of the city, while SCE services the remaining parts of the city.

**1.4.4 California Independent System Operators (CAISO)**

When California changed its electric power distribution system, the State Legislature created the California Independent System Operator (CAISO). One of the duties of CAISO is to ensure the demand for power is met and to provide for adequate reserves.

**CAISO Alert and Warning Table**

ISO Notice	Condition
Flex Alert	Less than 7% operating reserve forecasted in the day
Warning	Less than 7% operating reserve forecasted in the hour
Stage 1 Emergency	Less than 7% operating reserves (prepare for potential interruption)
Stage 2 Emergency	Less than 5% operating reserves (an interruption is in effect for businesses who have signed agreements for Interruptible Load)
Stage 3 Emergency	Less than 3% operating reserve (potential area blackouts)

### **Flex Alert**

A Flex Alert is issued by the CAISO when there is an immediate call to conserve electricity and shift demand to off peak hours (after 6 p.m.). The grid operator decides when and where conservation will be helpful in reducing the strain on the power grid. The CAISO notifies the media when a Flex Alert is issued. Notifications through the Flex Alert network are disseminated to commercial and government facilities to reduce electricity usage which produces substantial grid relief. If a Flex Alert is activated, the public is encouraged to reduce their use of electricity during the dates and times specified.

### **Stage 1 Emergency**

The CAISO will issue a Stage 1 Emergency when operating reserve shortfalls exist or are forecasted to occur, and available market and non-market resources are insufficient to maintain operating reserve requirements. The Stage 1 Emergency indicates the operating reserve is forecasted to be below minimum criteria, but not so far below to require interruption of service to consumers. The Stage 1 emergency declaration is sent to all market participants, to appropriate state regulators, and response agencies, and is broadcast to the general public in a coordinated effort between CAISO and the utilities distribution centers. Consumers are requested to voluntarily reduce their consumption of electricity energy to avoid more severe conditions including voluntarily curtailments.

### **Stage 2 Emergency**

The CAISO will issue a Stage 2 Emergency when it has taken all actions listed in Stage 1 and will have an operating shortfall of less than 5%. At the Stage 2 level, interruption of service to selected consumers is required to avoid more severe conditions. These pre-selected consumers are customers who have agreed to be interrupted if a Stage 2 Emergency is declared. These customers receive a reduced rate for their electricity service as compensation for their willingness to be curtailed.

### **Stage 3 Emergency**

The CAISO will issue a Stage 3 Emergency when the reserve portion of the operating reserve depletes or is anticipated to be depleted below the operating reserve requirement and cannot be restored. The Stage 3 Emergency declaration is sent to all market participants, to appropriate state regulatory, oversight, emergency response agencies, and is broadcast to the general public in a coordinated effort between CAISO and the Utility Distribution Companies (UDC). Consumers are advised that involuntary interruptions of service have begun and will be continued until the emergency has passed. During a Stage 3 Emergency, CAISO sends an alert to all electrical market participants, appropriate state regulatory, oversight, and response agencies. The information is broadcast to the general public through a coordinated effort between CAISO and the utilities. The OA will disseminate information to Orange County jurisdictions via email and social media during Alerts issued by CAISO.

## 1.5 Planning Assumptions

This Annex has been developed based on the following assumptions:

- Energy disruptions are unpredictable and may occur for a variety of reasons. A local, countywide, or regional power outage may occur at any time.
- There are environmental events that significantly increase the possibility of a power outage, such as extreme temperatures, wind storms and rain storms.
- A prolonged power outage may last hours, days or weeks.
- Transportation, utility, telecommunications, petroleum distribution and other power dependent infrastructures may be affected, i.e. water, sewer, fuel stations, and traffic lights.
- A prolonged power outage may impact people with disabilities or access and functional needs and those who rely on power-dependent assistive devices.
- The longer the duration of the outage, the greater the impact will be on the disability community, 9-1-1- dispatch systems, government services, and public infrastructure.
- Energy within Orange County is mostly controlled by non-governmental entities; therefore the County of Orange has no legal authority over how the energy resources supplied by these entities are distributed or the priority for restoration in the event of a power disruption.
- An outage affecting Orange County may also impact other Southern California jurisdictions at the same time.
- There will be individuals and businesses with alternate power sources (solar power or generators) that may create a public safety concern if the need for power becomes urgent.
- The 9-1-1 and local dispatch systems may become congested due to multiple simultaneous calls from the public.
- The ability of government, media, and other information sharing platforms to get timely information to the public may be affected due to the telecommunications sector's reliance on power-dependent technology.
- Each jurisdiction may have their own power outage plan/annex/SOP. Every jurisdiction is responsible for their own coordinated response to a localized power outage in their jurisdiction. The plans will be used in coordination with this plan and a supplement document to assist in regional coordination.

## 2. Concept of Operations

This Annex provides guidelines designed to aid the OA jurisdictions to support the preservation of life and property if a major citywide or countywide power outage should occur or has the potential to occur.

The overall objectives may include:

- Assess the emergency situation and work within response systems to provide for the health and safety of the community
- Support response agencies with resources necessary to provide life safety operations
- Monitor the progress of the power emergency
- Maintain contact and liaison with power suppliers
- Assist in the procurement and distribution of essential energy resources to support emergency operations
- Establish priorities for and monitor the distribution of resources, supplies and commodities distribution
- Monitor the distribution of essential resources, supplies and commodities
- Coordinate with power utilities to prioritize emergency restoration of disrupted essential services
- Coordinate and share information with the Orange County Operational Area jurisdictions, agencies, organizations, and unincorporated areas
- Provide accurate, timely and accessible information to the public
- Monitor, assist, and coordinate additional resources, if available, for people with disabilities and access and functional needs
- Conduct advance planning for long-term outages, and coordinate with utilities and other agencies supplying essential commodities (such as bottled water) through the use of existing Points of Distribution plans

### 2.1 Emergency Event

During an energy emergency, the California Public Utilities Commission (CPUC) verifies the magnitude and estimates duration of the energy shortage. If appropriate, the CPUC explains what actions may be implemented and what recommendations will be provided to the Governor. Communication between the Operational Area and potentially affected jurisdictions, agencies, and organizations is essential during this time.

Once a major power outage has occurred emergency response actions will be focused on the well-being of people affected by the event. Based upon information from Cal OES, SCE, SDG&E, the City of Anaheim, or other credible sources, the County/Operational Area Emergency Manager or designee, per County Resolution No. 12-036 Item No. 8, will determine the need to activate the OA EOC and to what level (see section 2.3).

During an emergency period the following steps should be implemented:

- Maintain contact with power utility liaisons

- Monitor progress of the power emergency
- Assess emergency situation and work within response systems to provide for the health and safety of the community
- Consider activation of the OA EOC
- Coordinate and communicate situation status information to the OA jurisdictions, agencies, and organizations
- Develop a public information strategy and disseminate timely and accessible information to the public
- Identify any mutual aid and resource needs
- Establish priorities for distribution of resources and supplies
- Monitor, assist and coordinate additional resources, if available, for people with disabilities and access and functional needs
- Conduct advanced planning for long-term outages including coordination with the power utilities to prioritize emergency restoration of disrupted essential services

If an energy shortage worsens, the CPUC may begin its Emergency Phase, and the Governor may, after proclaiming a State of Emergency, implement mandatory energy conservation programs.

During a sustained emergency, the following steps should be implemented:

- Consider a local emergency proclamation
- Determine if cooling centers and/or shelters should be established and maintained during times of excessive heat
  - These facilities may need generators during a long term outage
- Implement a Commodities Point of Distribution sites, if required
- Obtain operational updates on critical infrastructure systems including:
  - Hospitals
  - Potable water (drinking and fire suppression)
  - Waste water/sewer systems

## 2.2 Post-Emergency

Priorities during this period will focus on providing essential energy services and assisting in recovery operations. In most cases, the public may be directed to their power supplier to seek reimbursement for lost services or food spoilage. Various assistance programs may be available to help mitigate economic hardships suffered by low-income households during a serious energy-supply disruption caused by a cascading event.

Power is often considered critical and required for repopulation of an evacuated area. The Director of Emergency Services (DES)/Operational Area Coordinator (OAC) in conjunction with Unified Command will need to consider restoration of power and other utilities when repopulating an area.

The Director of Emergency Services (DES)/Operational Area Coordinator (OAC) will decide when to transfer direction and control of recovery operations to the DES/OAC-Recovery and Recovery Organization as outlined in the Orange County and Operational Area Recovery Plan.

### **2.3 EOC Activation Decisions**

The OA EOC activation level depends on the complexity, overall impact, and coordination or support needs of the OA. The Orange County Sheriff's Department, Emergency Manager or designee, will coordinate with the DES/OAC to determine the level of activation. Detailed information regarding activation levels is located in the Unified County of Orange and Orange County Operational Area Emergency Operations Plan (County/OA EOP).

### **2.4 Operational Area Communications and Notifications**

This section describes the communications and coordination required for an energy emergency, or a predicted emergency event with potential loss of electric power across the OA.

#### **Local Power Outage (Impacting Portions of One City)**

Local jurisdictions often learn about a power outage from their 9-1-1 dispatch center, or from a resident's phone call. The utilities' websites are resources for monitoring local power outages:

SCE: <https://www.sce.com/wps/portal/home/outage-center/outage-map>

SDG&E: [sdge.com/safety/outages](http://sdge.com/safety/outages)

City of Anaheim: <http://anaheim.net/470/Electric-Services>

#### **Flex Alert/CAISO Stage 1, 2, or 3 Emergency/Rotating Outages Notification**

When an energy emergency is declared, the Orange County Sheriff's Department, Emergency Management Division may take the following actions:

- Dissemination of emergency information to the OA jurisdictions
- A WebEOC incident may be created
- Advise if the Excessive Temperature Emergency Annex will be implemented
- Monitor the CAISO website for changes in conditions

#### **Widespread Power Outage (Impacting Two or More Cities)**

The OA EOC may activate for a widespread power outage impacting two or more cities following the activation guidelines described in the Unified County of Orange and Orange County Operational Area Emergency Plan. When the OA EOC is activated, it will utilize multiple communication systems described in detail in the County EOP. The following systems will be used:

- E-mail
- Social Media
- Telephone
- Fax
- AlertOC (regular, land-line and cell phone numbers) to agency representatives

- OA Radio, if unavailable 800 MHz EOC to EOC talk group
- WebEOC

#### **2.4.1 Conference Calls**

The OA may conduct a conference call after a CAISO Stage 3 Emergency has been declared or during a widespread power outage. A conference call may include a representative from SCE, SDG&E and/or the City of Anaheim so they can provide important situational information and answer questions for Operational Area jurisdictions. The OA EOC generic conference call procedure will be used as a guide. The OA EOC will provide call-in information using WebEOC, OA Radio, and the Cities, Water Districts, Schools, and EMC Subcommittee e-mail distribution lists.

#### **2.4.2 Public Information for a Localized Maintenance or Repair Power Outage**

Localized repair outages can occur unexpectedly at any time for a variety of reasons, from weather events to grid overload. During a localized unplanned event, public information methods will not be utilized unless the event affects two or more jurisdictions, is predicted to last longer than eight hours, or poses a public safety hazard for people with disabilities and access and functional needs who require electricity for medical equipment. During these cases, AlertOC may be used for coordination between the power utilities and the OA jurisdictions.

#### **2.4.3 Public Information for a Widespread Power Outage or CAISO Stage 3 Emergency**

The amount and type of media interest and coverage of a power outage event will influence public information. The Orange County Joint Information System (JIS) Annex may be activated and implemented if the DES/OAC determines a benefit.

If the EOC is activated, the Public Information Officer (PIO) and PIO support staff may develop a media strategy to assist public agencies. The strategy may include:

- The current situation
  - Widespread Outage
  - Stage 3 Emergency/Flex Alert
    - Conservation message
    - Rotating outages
- Safety concerns
  - Blacked out traffic signals and traffic congestion; including railroad crossings
  - Impacts to people with disabilities and those with access and/or functional needs
    - Electric and battery operated equipment
    - Medication requiring refrigeration
  - Food safety
  - Impacts to other utilities or critical infrastructure/services (i.e. hospitals)
- Evacuation orders, if any
- Road closures or non-passable roadways
- Cooling centers/shelter locations
- School district information

- Schedule of informational updates
- Other pertinent information

#### **2.4.4 OA EOC Hotline**

The OA Public Information Hotline can be activated by impacted jurisdictions to support a power outage event. Additionally, the OA Public Information Hotline may be activated at the request of the DES/OAC or OA EOC Manager depending on the magnitude of the emergency and the anticipated call volume. The PIO will determine the appropriate level of staffing for the hotline.

#### **2.4.5 Notification Methods**

Power outages provide unique challenges for getting information to those who need it. Notifications will be made using a combination of methods and redundant warning systems ensuring as many people as possible can receive information, warnings, advice, and instructions. These methods and systems include:

##### **AlertOC – Orange County’s Emergency Notification System**

AlertOC is authorized for use under the following conditions:

- Flex Alert in conjunction with a Stage 1, 2 or 3 CAISO Emergency
- Widespread, cascading power outage
- Maintenance outage lasting more than eight hours
- Localized repair outages lasting more than eight hours

Electric utilities may request activation of AlertOC directly to the impacted cities. Activation requests shall include message scripts and power outage boundaries and must be provided to the city AlertOC administrator.

##### **Press Releases**

Pre-scripted messages utilized for all hazards will be implemented during a power outage (EOC activation, road closures, school closures, rumor control). Templates specific to a power outage can be found on the K-drive in the PIO folder.

##### **Additional notification methods may include:**

Websites  
Social Media  
211 Orange County  
Emergency Alert System (EAS)  
Freeway Signs

#### **2.5 Maps and Pre-identified Areas**

Maps of outage areas can be located on the utilities’ websites:

SCE: <https://www.sce.com/wps/portal/home/outage-center/outage-map>

SDG&E: [sdge.com/safety/outages](http://sdge.com/safety/outages)

City of Anaheim: <http://www.anaheim.net/2829/Electric-Outage-Map>

### **2.5.1 Rotating Outage Maps**

Almost every city in Orange County serviced by SCE has pre-identified areas known as groups or blocks which are subject to rotating outages. All areas may not be subject to a rotating outage order because of the rotation system used. All jurisdictions should be advised these lists can change during an event, so it is imperative to check the utilities' websites in case information changes.

SCE has pre-identified their rotating outage areas by groups and has created maps identifying these service areas.

A057 : Anaheim, Fullerton, Garden Grove, Laguna Hills, Lake Forest, Mission Viejo, Santa Ana

A058: Irvine, Orange County Unincorporated, Rancho Santa Margarita, Santa Ana, Tustin, Yorba Linda

A059: Aliso Viejo, Anaheim, Buena Park, Costa Mesa, Fountain Valley, Fullerton, Irvine, Laguna Niguel, Newport Beach, Orange, Orange County Unincorporated, Santa Ana, Tustin, Villa Park

A060: Aliso Viejo, Anaheim, Buena Park, Fullerton, Garden Grove, Huntington Beach, Irvine, La Palma, Laguna Beach, Laguna Hills, Laguna Woods, Newport Beach, Orange County Unincorporated, Placentia, Santa Ana, Stanton, Tustin, Yorba Linda

M004: Irvine, Orange County Unincorporated, Santa Ana, Tustin

M005: Costa Mesa, Fountain Valley, Santa Ana

M001: Irvine, Orange County Unincorporated, Santa Ana, Tustin

R001: Orange, Orange County Unincorporated, Santa Ana, Tustin, Unincorporated-North Tustin

R003: Anaheim, Garden Grove, Huntington Beach, Santa Ana, Seal Beach, Westminster

R004: Rancho Santa Margarita

Some customers may be exempt from rotating outages due to pre-identified health conditions and due to their proximity to an essential facility. These customer's group numbers will begin with an "N." The group numbers can be found in the upper right hand corner of the individuals SCE bill.

Essential Use Facilities identified as exempt from rotating outages include critical public services like hospitals, police stations, fire stations, and transit systems. However, some Essential Use Facilities are equipped with a backup power source providing enough electricity to support the facility during an hour long rotating outage. These customers may not be exempt from rotating outages to allow greater support to facilities without enough standby equipment to continue operating safely. The exceptions are hospitals and licensed nursing facilities. Water, waste water, and communications are not exempt facilities and may be effected by rotating outages.

### **2.6 Evacuation/Shelter-in-Place**

A power outage will not usually result in an evacuation order by itself. Typically, evacuation orders are related to another disaster situation requiring emergency actions to protect life safety and property. The Unified County of Orange and Orange County Operational Area Emergency Operations Plan or specific hazard annex should be implemented during those times. These annexes will provide the protective action recommendation to be implemented either for an evacuation or to shelter-in-place.

## **2.7 Reception Centers, Shelters and Cooling Centers**

During a widespread and long term power outage for maintenance or repair, local jurisdictions may decide to setup Cooling Centers, Shelters or Reception Centers. These locations are designated areas residents can go to be provided with details about the ongoing power outage. The OA Mass Care and Shelter Annex can be used in conjunction with this Annex to support the needs of the community.

### **2.7.1 Cooling/Warming Centers**

Cooling/Warming center protocols and procedures are outlined in the OA Excessive Temperature Annex. Activation triggers for a cooling/warming centers may include excessive heat alert or cold alert or warning or a CAISO Stage 3 Emergency. More detailed information on cooling centers can be located in the OA Excessive Temperature Annex.

## **2.8 Critical Infrastructure and Essential Services**

Critical infrastructure and essential services may be disrupted during a widespread power outage.

### **2.8.1 Fuel**

In California, there is not a state law requiring public, commercial gas stations to have back-up generator power. Additionally, some government facilities operating their own fuel stations do not have generators. Therefore, during a widespread power outage the following agencies and jurisdictions may be adversely impacted:

- Commercial gas stations without back-up power
- Government facilities operating their own fuel stations
- Water and sanitation districts

Other government agencies and water districts utilize the same fuel distribution companies to provide gasoline for their pumps or equipment. These fuel providers will prioritize service to first responders and public safety organizations.

### **Natural Gas Fueling Stations**

There are Orange County transportation resources and organizations which rely solely on compressed natural gas (CNG); an example is the Orange County Transportation Authority bus fleet. There is not a California State law requiring these public stations to have back up power. A list of public CNG stations can be found on PrepareOC.

### **2.8.2 Medical Facilities and At Home Medical Care**

Utility companies recommend that people with medical conditions requiring the use of air conditioning or other electronic equipment or people with in home medical equipment have backup generating devices in case of unexpected outages.

### **Hospitals, Long-Term Care and Skilled Nursing Facilities**

In California, hospitals, long-term care and skilled nursing facilities are required to have all-hazards emergency plans and working generators to provide power for essential patient treatment needs. Even

with this requirement, hospitals will have challenges while on generator power and may need to curtail certain patient services.

### **Health Care Communication Networks**

The following systems may be used to gather and disseminate pertinent healthcare related information if there is a widespread power outage:

- ReddiNet®
- California Health Alert Network (CAHAN)

### **People with Disabilities and those with Access and/or Functional Needs Who Rely on Medical Equipment**

A prolonged outage is very challenging for people with disabilities and those with access and/or functional needs who relying on medical equipment requiring electricity and having a limited or no battery backup. Local police and fire dispatch centers may receive many calls for assistance from people at home with these types of needs. Power outages are especially difficult for people with respiratory conditions and/or chronic health problems. Hospitals see a surge in the number of patients with chronic respiratory illnesses exacerbated by excessive heat and loss of air conditioning. Therefore, EOCs must be prepared to receive these types of logistical requests and identify strategies to support them.

For individuals at home with medications requiring refrigeration, public information officers should disseminate information providing tips on how to preserve medications.

### **2.8.3 Potable/Waste Water**

During extended power outages, there may be impacts to water systems since both potable and waste water have an interdependency on electricity to operate equipment, pump stations and treatment facilities.

The Water Emergency Response Organization of Orange County (WEROC) coordinates with potable and waste water agencies in Orange County. In many cases when maintenance power outages or rotating outages occur most of the water agencies in Orange County have back-up generators to supply power and will receive minimal impact. However, an extended power outage lasting longer than eight hours will cause problems that may lead to a loss of water or cause a sewage spill.

### **2.8.4 Schools (K-12 and Higher Education)**

Schools will follow their all-hazard EOPs during a power outage of any kind. Each school district maintains the authority to make decisions for their students. Schools will decide on the appropriate response measure depending on the time of day and year, including early dismissal, reunification and release procedures, and/or cancellation of classes for the next day(s).

### **2.8.5 Traffic Management**

Traffic management during a power outage poses a significant challenge. When a power outage occurs, most traffic signals in Orange County will switch to battery back-up, and the lights will convert to a

flashing red signal only. The time when an intersection may function on backup power will vary between each city and some of those intersection lights will become dark once the backup power runs out. It will be up to each city to implement their own traffic management strategy during a power outage. The Operational Area EOC will coordinate information sharing with cities as needed.

### **2.8.6 Trains and Railroad Crossings**

Contact with Metrolink should be made if the rail system may be impacted during an outage. The number for Metrolink is (909) 593-0661. In most cases, the rail carriers will stop all train movement depending on the situation and safety concerns, especially when railroad crossing controls are not operational. If the city or OA EOC is not activated, contact should be made by the local jurisdictions' police dispatch center. When the OA EOC is activated, this is the responsibility of the Law Enforcement Branch Director.

### **2.8.7 Social Systems**

In addition to the fuel issues addressed in the previous section, other social systems may be impacted during a widespread, long term power outage. These systems include:

- Banking
- Grocery/Commerce
- Pharmacies
- Communication systems
- Gas stations

During a widespread power outage lasting more than one operational period, OA jurisdictions shall include in their situation status reports shall include any available information pertaining to businesses able to provide items such as food, flashlights, and water.

### **2.8.8 Point of Distribution Centers**

A sustained power outage may impact the ability for community members to acquire essential commodity items, such as potable water (usually bottled), packaged ice, flashlights, and other supplies. SCE, SDG&E and the city of Anaheim may use the Commodities Point of Distribution (POD) concept to distribute these items.

The Orange County Health Care Agency (HCA) has collaborated with many of the cities to identify more than 70 medical Point of Dispensing sites. These sites are primarily used when the OA needs to distribute medication to a large area. These same plans can also be used to distribute essential supplies since the operational concepts, staffing and logistical requirements are very similar.

Both SCE, SDG&E, and the City of Anaheim may provide some essential supplies listed above to community members during a long term crisis. Since cities have multiple sites identified, it is imperative that SCE, SDG&E, or the City of Anaheim coordinate with the jurisdictions prior to deployment of any resources. If the OA EOC is not activated, normal notification protocols will be utilized (during business

hours 714-628-7054, or after hours, via Control One 714-628-7008). A list of potential POD sites throughout the county is maintained at the OA EOC.

A planning conference call may be established with the impacted jurisdiction(s), utility, and OA EOC positions as required. This will ensure appropriate coordination and potential logistical support occurs. Using the OA EOC generic conference call procedure, the following information should be discussed and finalized on the conference call:

- Who are the Points of Contact for the POD location/city or jurisdiction?
- What location will be established as a POD?
- Is the POD accessible to people with disabilities?
- What items will be distributed at the location?
- What are the hours for distribution?
- How many staff members can be provided by the utility to support the POD?
- How is the community being notified?
- What are the logistical needs of the impacted jurisdiction?

At the completion of the conference call, the Operations Section Chief or Assistant Operations Section Chief and the Logistics Section Chief or Assistant Logistic Section Chief will assign action items to their Branches or Units if the jurisdiction requires and requests mutual aid, operational or other logistical support.

## **2.9 Identification and Response Priorities for Critical Infrastructure**

### **2.9.1 Identification**

Orange County OA EOC, working with the utilities, cities, OC Public Works, WEROC and HCA, will establish a list of important facilities to be utilized for response and restoration priorities.

A key piece of planning for critical facilities is the current electrical service at each location. Besides general information about each facility, it is important to gather the following:

- Utility that serves the facility
- Availability of power backup systems
- Type of backup system (i.e., diesel generator, battery system)
- Maximum operation time of backup system
- Availability of rapid connection capability for portable generators
- Ability to sustain operations (i.e., has fuel or other contracts in place)
- Suitability of the facility as a temporary shelter during widespread, extended outages

### **2.9.2 Response Prioritization**

The OA EOC Management Section will develop policy for maximum public safety; however, restoration is dependent on other factors including the utility's ability to restore power to that section of the distribution system while being able to maintain stability. The OA EOC Management Section should take the following factors into consideration when establishing prioritization policies and procedures:

- The amount of time before there may be serious impacts to critical facilities that may warrant a more rapid response, for example a trauma hospital
- Nature of potential public safety impacts to critical facilities
- Availability of backup power supplies to critical facilities

**Suggested Critical Facility Prioritization**

Critical Facility Response Priority	Examples of the Types of Critical Facilities Which May Be Included
<p><b>Initial Response:</b></p> <ul style="list-style-type: none"> <li>• Highest priority for response under any disruption conditions</li> <li>• Potential for immediate, serious impacts</li> <li>• Most of these high-priority facilities will have or should have power backup capability</li> </ul>	<ul style="list-style-type: none"> <li>• Emergency services facilities:               <ul style="list-style-type: none"> <li>• Police</li> <li>• Fire</li> </ul> </li> <li>• Medical facilities:               <ul style="list-style-type: none"> <li>• Hospitals (Level one trauma centers)</li> <li>• Long-Term Care</li> <li>• Skilled Nursing</li> <li>• Populations on life support equipment</li> </ul> </li> <li>• Critical Infrastructure:               <ul style="list-style-type: none"> <li>• Road intersections</li> <li>• Railroad crossings</li> </ul> </li> </ul>
<p><b>Response in First 2 Hours:</b></p> <ul style="list-style-type: none"> <li>• High priority for response for all disruptions up to two hours</li> <li>• Contact is initiated with all facilities in this category to determine needed response</li> </ul>	<ul style="list-style-type: none"> <li>• Medical facilities:               <ul style="list-style-type: none"> <li>• Hospitals</li> <li>• Long-Term Care or Skilled Nursing</li> </ul> </li> <li>• School facilities</li> <li>• High-rise buildings</li> </ul>
<p><b>Response in First 6 Hours:</b></p> <ul style="list-style-type: none"> <li>• Priority for response when disruptions last longer than two hours</li> <li>• Response needed within six hours</li> <li>• Contact is initiated with all facilities in this category to determine the necessary response</li> </ul>	<ul style="list-style-type: none"> <li>• Water facilities:               <ul style="list-style-type: none"> <li>• Potable water</li> <li>• Wastewater</li> </ul> </li> <li>• Critical Infrastructure               <ul style="list-style-type: none"> <li>• City owned and operated Public Works Fuel Pumps</li> </ul> </li> <li>• Communications Systems:               <ul style="list-style-type: none"> <li>• Wireless and wireline Central Offices or switch centers</li> <li>• Cell sites</li> <li>• Broadband data service providers</li> </ul> </li> </ul>

\*\*This chart is a guideline and does not illustrate potential response times to the listed facilities during a power outage.

### **3. Organization and Assignment of Responsibilities**

As outlined in the Unified County of Orange and the Orange County Operational Area Emergency Operations Plan, the Emergency Response Organization consist of the five basic SEMS functions: Management, Operations, Planning/Intelligence, Logistics, and Finance/Administration. Dependent on the type of power outage, the OA EOC may or may not be activated.

If the EOC is activated, EOC position checklists specific to an energy emergency are provided in Attachment B and will be used in conjunction with position checklists from the Unified County of Orange and Orange County Operational Area Emergency Operations Plan and other OA Annexes activated during response.

## **4 Plan Development and Maintenance**

### **4.1 Overview**

The OA Power Outage Annex is considered a working document evolving with each use during real-world incidents, exercises, and training. Evaluation, management, and maintenance of this Annex will ensure appropriate changes are addressed.

### **4.2 Plan Maintenance**

The OA Power Outage Annex will be reviewed and revised every two years or following an actual or training event to ensure plan elements are valid and current. The Orange County Sheriff's Department, Emergency Management Division will lead the responsible departments in reviewing and updating this Annex as required based on identified deficiencies experienced in real world incidents, exercises and trainings.

### **4.3 Training and Exercises**

A well-developed training and exercise program is vital to ensuring overall readiness and preparedness. Training ensures personnel are prepared for their roles and responsibilities. Exercises test the capabilities, resources, and working relationships of responding agencies. This Annex will be exercised in conjunction with the Unified County and OA EOP and other Annexes.

## 5. Authorities

The following Authorities were utilized in creation of this supporting Annex to the Unified Orange County and Orange County Operational Area Emergency Operations Plan.

### 5.1 County

- Orange County Code, Title 3, Division 1 (Emergency Services)
- Orange County Operational Area Agreement
- Orange County Resolution, November 28, 1950, adopting the California Master Mutual Aid Agreement
- Orange County Law Enforcement Mutual Aid Agreement
- Orange County Public Works Agreement
- Orange County Ordinance 95-870 creating the Orange County OA
- Unified County of Orange and Orange County Operational Area Emergency Operations Plan 2016
- Orange County Operational Area Emergency Alert System (EAS) Plan 2015
- Orange County & Operational Area Mass Care and Shelter Annex 2016
- Joint Information Systems Annex 2014
- Excessive Temperature Annex 2017

### 5.2 State

- California Government Code Section 8593.3 – Inclusive Emergency Plans
- California Emergency Services Act
- California Master Mutual Aid Agreement
- California Fire Service and Rescue Emergency Mutual Aid Plan
- California Law Enforcement Mutual Aid Plan
- California Emergency Resources Management Plan
- California Energy Commission Energy Response Plan 2006
- California Energy Commission Local Government Emergency Planning Handbook 2004
- California OES Electric Power Disruptions Toolkit for Local Government 2004
- Standardized Emergency Management System (SEMS) Regulations (Chapter 1 of Division 2 of Title 19 of the California Code of Regulations 2400-2450) and (Government Code Section 8607(a))
- Standardized Emergency Management System (SEMS) Guidelines

### 5.3 Federal

- Homeland Security Presidential Directive/HSPD 8, National Preparedness
- Homeland Security Presidential Directive (HSPD) 5, Management of Domestic Incidents
- United States Department of Homeland Security (USDHS), NIMS
- Robert T. Stafford Disaster Relief and Emergency Assistance Act of 1988 (Public Law 93-288, as amended)
- Federal Civil Defense Act of 1950 (Public Law 920), as amended
- National Response Framework May 2013
- National Disaster Recovery Framework June 2016

#### **5.4 Relationship to Other Annexes**

This Annex compliments the other emergency plans and annexes developed for Orange County. Its purpose is to support the emergency plans and procedures of OA jurisdictions and partners. This Annex is designed to be flexible enough to adapt to changing response environments and to the needs of supporting and requesting organizations. Other Annexes in which this plan supports include:

- Mass Care and Shelter Annex
- Excessive Temperature Annex
- Strategic National Stockpile Annex
- City Ready Initiative (CRI) POD plan
- Joint Information System Annex

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## 6 Attachments

Attachment A-Acronym List

Attachment B- Position Checklists

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## Attachment A-Acronym List

CAHAN	California Health Alert Network
CAISO	California Independent Service Operators
Cal OES	California Office of Emergency Services
CNG	Compressed Natural Gas
DAFN	Disabilities and Access and Functional Needs
DEO	Department of Economic Opportunity
DES	Director of Emergency Services
EAS	Emergency Alert System
EMD	Emergency Management Division
EMC	Emergency Management Council
EOC	Emergency Operations Center
EOP	Emergency Operations Plan
HCA	Health Care Agency
ICS	Incident Command System
IHSS	In-home Support Services
JIC	Joint Information Center
JIS	Joint Information System
KV	kilovolt
MHz	Megahertz
NIMS	National Incident Management System
OA	Operational Area
OAC	Operational Area Coordinator
OCEMO	Orange County Emergency Management Organization
OCFA	Orange County Fire Authority
OCSD	Orange County Sheriff's Department
OES	Office of Emergency Services
PIO	Public Information Officer
POD	Point of Distribution
REOC	Regional Emergency Operations Center
SCE	Southern California Edison
SDG&E	San Diego Gas and Electric
SEMS	Standardized Emergency Management System
SONGS	San Onofre Nuclear Generating Station
SOP	Standard Operating Procedures
UDC	Utility Distribution Company
WEROC	Water Emergency Response Organization of Orange County

## Attachment B-Position Checklists

The following checklists are to be used in conjunction with the position checklists from the Unified County of Orange and the Orange County Operational Area Emergency Operations Plan. The checklists below will only contain action items associated directly to a power outage response.

### Management Section

#### Operational Area Coordinator (OAC)/ Director of Emergency Services (DES)

**Responsible Agency:** Orange County Sheriff's Department

##### *General Responsibilities*

- The OAC/DES is responsible for ensuring public safety for the people of Orange County. In this capacity, ensure the Power Outage Annex, in conjunction with other Plans and Annexes, including but not limited to the Unified County of Orange and the Orange County Operational Area Emergency Operations Plan, Excessive Temperature Annex, Joint Information System Annex, and the Mass Care and Shelter Annex are implemented as required during this event.
- Sign emergency documents and provide emergency resources as necessary to meet incident objectives.
- Provide direction to the Policy Group and assignment of objectives to Section Chiefs and General Staff when prioritization and/or policies must be established. In the event of a power outage, prioritization may include:
  - Requests for conflicting resources including equipment and personnel
  - Resource allocation policy and procedures
  - Implementing a stay at home recommendation or curfew
  - Public messaging and establishment of a Joint Information Center
  - Restoration priorities of critical infrastructure

##### **READ ENTIRE CHECKLIST AT BEGINNING OF EACH SHIFT**

The Power Outage Annex checklists are to be used in conjunction with the Unified County of Orange and Orange County Operational Area Emergency Operations Plan.

- Request an initial briefing on the situation from the OA Emergency Manager and determine if the Operational Area Emergency Operations Center should be activated and to what level.
- Coordinate with the EOC Manager on staffing requirements in the OA EOC based on the incident complexity.
- Direct Public Information Officer to develop a public information strategy.
- Obtain situational awareness briefing from section chiefs.
- Develop a Resource Allocation Policy to be implemented by the Section Chiefs based on the following criteria:

- Area impacted
  - Critical infrastructure within the impacted area
  - Number of people impacted in certain areas
- Determine if there is a need to establish a curfew to address safety precautions for civilians and emergency workers. (Example: promotes driving safety due to blacked out intersections).
  - Direct the Operations Section Chief and Planning and Intelligence Section Chief to work with impacted jurisdictions to identify restoration priorities of critical infrastructure to provide to the electrical utility.

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## Policy Group

**Responsible Agency:** Various agencies and departments (See Unified County of Orange and Orange County Operational Area EOP)

### General Responsibilities

- Provide political leadership to set realistic expectations and maintaining confidence in Orange County response and recovery operations.
- Provide resources to Orange County jurisdictions and agencies required to implement response and recovery operations given the constraints of resource availability in accordance with the concept of operations section of this Annex.
- Prepare emergency proclamations and consider special ordinances as necessary to meet incident objectives.
- Provide information to the public and media in coordination with the Public Information Manager.

### **READ ENTIRE CHECKLIST AT BEGINNING OF EACH SHIFT**

The Power Outage Annex checklists are to be used in conjunction with the Unified County of Orange and the Orange County Operational Area Emergency Operations Plan.

- Request an initial briefing on the situation from the Operational Area Coordinator (OAC)/Director of Emergency Services (DES).
- Assist in establishing strategies, priorities and policies for emergency response activities specific to the Power Outage.
- Provide input to the OAC/DES on the development of a Resource Allocation Policy to be implemented by the Section Chiefs based on the following criteria:
  - Area impacted
  - Critical infrastructure within the impacted area
  - Number of people impacted in certain areas
- Provide input to the OAC/DES on the need to establish a curfew at nighttime to address safety precautions for civilians and emergency workers. (Example: promotes driving safety due to blacked out intersections).
- Legal Advisor will prepare an emergency proclamation as directed by the OAC/DES and request the Board of Supervisors to proclaim a Local Emergency, as warranted.

## OA Emergency Operations Center Manager

**Responsible Agency:** Orange County Sheriff's Department, Emergency Management Division

### **General Responsibilities**

- Coordinate emergency response activities in support of incident objectives.
- Coordinate with the DES/OAC on activities and possible EOC activation.
- Notify OA jurisdictions, departments, agencies of potential maintenance outages, rotating outages, or initial status of a repair outage.
- Request assistance from support agencies and specifically requesting a representative from impacted utilities (SCE, SDG&E, or the City of Anaheim).
- Maintain communication and coordination between EOC, city EOCs, special districts EOCs, REOC and support agencies
- Establish OA conference calls, as required.
- Communicate with the REOC Duty Officer, and/or State Warning Center.
- Consider recommending a proclamation of local emergency for a widespread power outage predicted to last longer than eight hours based in situational awareness information received.

### **READ ENTIRE CHECKLIST AT BEGINNING OF EACH SHIFT**

The Power Outage Annex checklists are to be used in conjunction with the Unified County of Orange and the Orange County Operational Area Emergency Operations Plan.

- Provide an initial briefing on the situation to the Operational Area Coordinator (OAC)/Director of Emergency Services (DES).
- Determine if the Operational Area Emergency Operations Center should be activated, and to what level based on the complexity of the incident and advise the OAC/DES.
- If the OA EOC is activated, ensure the EOC Liaison establishes communications with the electric utility, and request the electric company liaison respond to the OA EOC.
- Direct EOC Liaison to notify the OA of an OA EOC activation utilizing all communication systems including:
  - E-mail
  - WebEOC
  - AlertOC
  - Fax
- Coordinate with the OAC/DES on staffing requirements in the OA EOC based on the incident complexity.
- Assist in establishing strategies, priorities and policies for emergency response activities specific to the Power Outage.
- Provide facilitation and guidance relating to items specific from the Power Outage Annex, and other plans which may be activated based on the complexity of this event. This may include the Joint Information System Annex, Evacuation Annex, and Mass Care and Shelter Annex.

- Provide input to the OAC/DES on the development of a Resource Allocation Policy to be implemented by the Section Chiefs utilizing the Mutual Aid Coordination Systems (MACS) concept and based on the following criteria:
  - Area impacted
  - Critical infrastructure within the impacted area
  - Number of people impacted in certain areas
- Monitor and assist the OAC/DES on the needs to request the Legal Advisor to prepare an emergency proclamation and request the Board of Supervisors to proclaim a Local Emergency.

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## **Public Information Officer (PIO) and Public Information Support Staff**

**Responsible Agency for PIO:** Orange County Sheriff's Department, Community Programs and Services Division

**Responsible Agency for PIO Support Staff:** County Agencies with PIOs and/or impacted local jurisdiction(s)

### ***General Responsibilities***

In anticipation of an expanded need for public information, the Public Information Officer (PIO) and Public Information Officer (PIO) support staff will develop a media strategy so public agencies can effectively communicate to the public the following:

- The current situation:
  - Widespread outage
  - Stage 3 Emergency/Flex Alert
    - Conservation message
    - Rotating outages
- Safety concerns:
  - Blacked out roadways and traffic congestion
    - Remind population blacked out signals should be treated as a four way stop
  - Impacts to People with Disabilities and those with Access and Functional Needs
    - Battery operated equipment
    - Medication requiring refrigeration
  - Food safety
- Evacuation orders, if any
- Cooling Centers/Shelter locations
- School district information
- Schedule of updates (i.e., AlertOC, websites, media)

The Public Information Officer and PIO Support Staff responsibilities may also include:

- Preparation of press releases
  - Power outage press release templates can be found in the K:drive/PIO/Press Release templates
- Activation and support needed on the OA EOC Information Hotline
- Development and use of AlertOC messages, OA EOC website information, OA EOC Twitter and Facebook information
- Monitor other websites to ensure posting of accurate and accessible information
- Activation of a Joint Information Center, if necessary
- Conduct press conferences
- Other information deemed appropriate and required

**READ ENTIRE CHECKLIST AT BEGINNING OF EACH SHIFT**

The Power Outage Annex checklists are to be used in conjunction with the Unified County of Orange and the Orange County Operational Area Emergency Operations Plan.

- Request an initial briefing on the situation from the Operational Area Coordinator (OAC)/Director of Emergency Services (DES).
- Activate PIO support and hotline staff as required.
- Begin to develop a Public Information Strategy based on the current situation utilizing the responsibilities section above.
- Implement the Joint Information System Annex, and identify if a Joint Information Center is warranted.
- Provide input to the OAC/DES on the need to establish a curfew at nighttime for safety precautions for civilians and emergency workers. (Example: promotes driving safety due to blacked out intersections) and develop a press release as required.

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## **EOC Liaison**

**Responsible Agency:** Orange County Sheriff's Department, Emergency Management Division

### ***General Responsibilities***

- Act as a point of contact for OA Jurisdictions and other agencies, or external organizations.
- Advise the policy group regarding emergency management issues, proper resource request procedures, and recording procedures.
- Coordinate with agency representatives assigned (virtually or physically) to the OA EOC from SCE, SDG&E, and the City of Anaheim.
- Interact with other sections, branches, groups, and units within the OA EOC to obtain information to assist in coordination and ensure the proper flow of information to external organizations.
- Ensure all developed guidelines, directives, action plans, and appropriate situation information is disseminated to agency/external representatives.

### **READ ENTIRE CHECKLIST AT BEGINNING OF EACH SHIFT**

The Power Outage Annex checklists are to be used in conjunction with the Unified County of Orange and the Orange County Operational Area Emergency Operations Plan.

- Receive initial briefing on the situation from the OA Manger.
- When directed by the OA EOC Manager, notify the OA of the OA EOC being activated using all communication systems including:
  - E-mail
  - WebEOC
  - AlertOC
  - Fax
- Assist with activation of the OA EOC.
- Establish communications with the electric utility, and request the electric company liaison respond to the OA EOC.
- Keep up to date on the situation and resources associated with your position. Maintain current status reports and displays.
- Provide the Planning and Intelligence Section any information received at the OA EOC Liaison position.
- Ensure all developed guidelines, directives, action plans, and appropriate situation information is disseminated to agency/external representatives.

## Operations Section

### Operations Section Chief

**Responsible Agency:** Orange County Sheriff's Department

#### **General Responsibilities**

- Identify and activate any branches or positions requiring staffing. Until positions are activated, the Operations Section Chief is responsible for their duties and responsibilities.
- Manage the Operations Section and activities of all branches (Law Enforcement, Fire and Rescue, Health Care, Public Works and Utilities, and Care and Shelter) and their subsequent groups.
- Identify the best strategy for sharing, acquiring, and/or distributing resources and personnel in the OA based on his/her overall perspective of the needs of all involved OA Jurisdictions.
- Coordinate with counterpart Operations Section Chiefs and Logistics Section Chiefs within active OA jurisdiction EOCs.
- Determine the need for resources as required by the incident and needs of OA Jurisdictions.
- Request mutual aid or identify and acquire resources outside the mutual aid system for OA Jurisdictions.
- Support Operations Section Branches with mobilizing, coordinating, and directing the tactical operations of regional resources (when applicable).
- Monitor incident activities and recommend EOC Incident Action Plan changes as necessary.
- When directed by the OAC/DES, ensure implementation of other Plans and Annexes such as the Unified County of Orange and the Orange County Operational Area Emergency Operations Plan, Excessive Temperature Annex, Joint Information System Annex, and the Mass Care and Shelter Annex.
- Ensure implementation of objectives and strategies provided by the Policy Group.
- Support the creation of an EOC Incident Action Plan for regional public works and utilities response, as well as resource mobilization that may improve the overall response capabilities objectives.

#### **READ ENTIRE CHECKLIST AT BEGINNING OF EACH SHIFT**

The Power Outage Annex checklists are to be used in conjunction with the Unified County of Orange and the Orange County Operational Area Emergency Operations Plan.

- Receive initial briefing on the situation from the Operational Area Coordinator (OAC)/ Director of Emergency Services (DES).
- Review the Power Outage checklists for the Operations Section to understand the roles and responsibilities specific to a power outage incident.
- Activate appropriate Branches within the Operations Section.

- Until the Branch Director position is staffed, begin critical actions that the Branch is responsible for.
- Ensure the EOC liaison has requested a Utility Liaison from the impacted utility.
- Meet with Branch Directors and check to ensure all appropriate positions are activated in order to respond to the incident.
- Keep up to date on the situation and resources associated with the Operations Section.
- Participate on the Point of Distribution (POD) conference call with the impacted jurisdiction(s), utility, OA EOC Operations Section Chief/Assistant Operations Section Chief, OA EOC Logistics Section Chief, Assistant Logistics Chief, and others as required (refer to Section 2.9.1 Points of Distribution).
- At the completion of the conference call, assign action items to your Branch Directors as required to fulfill any mutual aid or operational support requests.
- Provide the Planning and Intelligence Section any information received.
- Provide input for the EOC Action Plan and work with Operations Section Branches to identify critical issues within the Operational Area.
- Ensure all developed guidelines, directives, action plans, and appropriate situation information is disseminated to the Operation Section.

## Law Enforcement and Coroner Branch Director

**Responsible Agency:** Orange County Sheriff's Department

### General Responsibilities

- Supervise activated positions within the branch. If a position is not activated, the Law Enforcement and Coroner Branch Director is responsible for fulfilling that position's assignments.
- Maintain and Coordinate public safety and security.
- Support evacuation operations in the field.
- Provide traffic management information pertaining to black out intersections or flashing red.
- Coordinate with California Highway Patrol (CHP), Caltrans and the Orange County Traffic Management Center on a traffic plan and traffic information.
- Coordinate law enforcement mutual aid in Orange County.
- Establish communications with Metrolink, Amtrak and Burlington Northern Santa Fe (BNSF) dispatch centers.
- Coordinate security and escort services for SCE or SDG&E or the City of Anaheim work crews.
- Support the creation of an EOC Incident Action Plan for regional public works and utilities response, as well as resource mobilization that may improve the overall response capabilities objectives.

### **READ ENTIRE CHECKLIST AT BEGINNING OF EACH SHIFT**

The Power Outage Annex checklists are to be used in conjunction with the Unified County of Orange and the Orange County Operational Area Emergency Operations Plan.

- Receive initial briefing on the situation from the Operations Section Chief.
- Review the Power Outage checklists for the Law Enforcement Branch.
- Supervise activated positions within the Branch. If a position is not activated, the Law Enforcement Branch Director is responsible for fulfilling that position's assignments.
- Provide input to the Operations Section Chief for specific positions within the Law Enforcement Branch requiring activation, if not already activated.
- Provide briefing information and directions to the positions working in the Law Enforcement Branch.
- Contact Metrolink at (909) 593-0661 to establish communications regarding potential impacts to the railway system.
- Keep up to date on the situation and resources associated with the Operations Section.
- Provide the Planning and Intelligence Section any information received.
- Provide information to the Operations Section Chief on specific actions taken by the Law Enforcement Branch. Emphasis of what will focus around the following:
  - Public safety and security incidents occurring
  - Any evacuations ordered

- Traffic issues
  - Traffic management
  - Road closures
  - Law enforcement mutual aid requests
- Coordinate any requests and assist with Law Enforcement Mutual Aid as required when Points of Distribution sites are established (refer to Section 2.8.8 Points of Distribution).
  - Ensure all developed guidelines, directives, action plans, and appropriate situation information is disseminated to your branch.
  - Coordinate with the SCE, SDG&E, or the City of Anaheim Liaison to provide security and escorts for work crews. If the service location is outside of the OCSD service boundaries, coordinate with the appropriate local law enforcement agency.

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## **Movement Group Supervisor**

**Responsible Agency:** Orange County Sheriff's Department

### **General Responsibilities**

- Support the Law Enforcement and Coroner Branch Director in coordinating and providing evacuation resources to assist OA law enforcement agencies or the regional law enforcement resource.
- Coordinate with OA Jurisdictions to ensure areas are reasonably secured and access to the evacuated area is controlled.
- Support OA Jurisdictions in handling the relocation of people with disabilities and those with access and/or functional needs (DAFN).

### **READ ENTIRE CHECKLIST AT BEGINNING OF EACH SHIFT**

The Power Outage Annex checklists are to be used in conjunction with the Unified County of Orange and the Orange County Operational Area Emergency Operations Plan.

- Receive initial briefing on the situation from the Law Enforcement and Coroner Branch Director.
- Review the Orange County Operational Area Evacuation Annex.
- Keep up to date on the situation and resources associated with the Operations Section.
- Provide the Planning and Intelligence Section any information received.
- Refer to the Orange County Operational Area Evacuation Annex for detailed information surrounding evacuations.
- Provide information to the Law Enforcement Branch Director on any of the following:
  - Evacuations ordered
  - Security incidents in evacuated areas of shelter locations
  - Traffic management or road closure information received
  - Transportation requests being coordinated with Logistics and Orange County Transportation Authority (OCTA)
  - Evacuation mutual aid needs
  - Any Transportation Assembly Point (TAP) requests or any being established
  - Any needs or requests for people with disabilities and those with access or functional needs
- Coordinate any requests and assist with movement coordination from TAPs to Points of Distribution sites as required and directed by the Law Enforcement Branch Supervisor (refer to Section 2.8.8 Points of Distribution).
- Ensure all developed guidelines, directives, action plans, and appropriate situation information is disseminated to the Law Enforcement Branch.

## Fire and Rescue Branch Director

**Responsible Agency:** Orange County Fire Authority

### **General Responsibilities**

- Assist with evacuation operations and medical response.
- Coordinate rescue operations.
- Support fire protection and rescue calls including elevator calls for service with people trapped.
- Support the Fire and Rescue Mutual Aid System in coordinating resources related, but not limited to, fire suppression, urban search and rescue, mass casualty incidents, and hazardous materials functions in the OA in accordance with the needs of OA Jurisdictions.
- Coordinate with the Logistics and Planning and Intelligence Sections at the OA EOC to determine needs for resources and to support the needs of field operations that fall outside the mutual aid system.
- Report to OA Jurisdictions on the status of the regional resources.
- Support the creation of an EOC Incident Action Plan for regional public works and utilities response, as well as resource mobilization that may improve the overall response capabilities objectives.

### **READ ENTIRE CHECKLIST AT BEGINNING OF EACH SHIFT**

The Power Outage Annex checklists are to be used in conjunction with the Unified County of Orange and the Orange County Operational Area Emergency Operations Plan.

- Receive initial briefing on the situation from the Law Enforcement and Coroner Branch Director.
- Keep up to date on the situation and resources associated with the Operations Section.
- Provide the Planning and Intelligence Section any information received.
- Support the Movement Group Supervisor and the Health Care Branch director with any people with disabilities or those with access and functional needs (DAFN) requests including:
  - Evacuation assistance
  - Relocation of in-patient care facilities
  - Life sustaining medical device failure (as capable)
- Refer to the Orange County Operational Area Evacuation Annex for detail information surrounding evacuations.
- Provide information to the Operations Section Chief on any of the following:
  - Any evacuations fire is supporting or sustaining
  - Any mutual aid requests from the OA
  - Evacuation mutual aid needs
  - Cascading events resulting from the power outage including:
    - Hazardous materials
    - Sewage spill response
    - Fire danger due to water shortage/pump failures
- Ensure all developed guidelines, directives, action plans, and appropriate situation information is disseminated to your branch.

## **Public Works and Utilities Branch Director**

**Responsible Agency:** Orange County Public Works

### **General Responsibilities**

- Supervise activated positions within the branch. If a position is not activated, the Public Works and Utilities Branch Director is responsible for fulfilling that position's assignments.
- Inspect and report on status of county infrastructure.
- Support Law Enforcement Branch in opening and closing county roads.
- Provide resources including changeable message signs, k-rail barricades, and traffic cones to support blacked out intersections.
- Oversee the Utilities Group Supervisor and Liaison representatives.
- Support the Public Works Mutual Aid System.
- Identify the best strategy for sharing, acquiring, and/or distributing public works and utilities-related resources and personnel.
- Coordinate with the Logistics and Planning and Intelligence Section at the OA EOC to determine any resource needs and support field operations that fall outside the mutual aid system.
- Identify resource needs and coordinate the request with Logistics, other OA Jurisdictions or from the State.
- Support the creation of an EOC Action Plan for regional public works and utilities response, as well as resource mobilization that may improve the overall response capabilities objectives.

### **READ ENTIRE CHECKLIST AT BEGINNING OF EACH SHIFT**

The Power Outage Annex checklists are to be used in conjunction with the Unified County of Orange and the Orange County Operational Area Emergency Operations Plan.

### **Emergency Phase:**

- Receive initial briefing on the situation from the Operations Section Chief.
- Keep up to date on the situation and resources associated with the Operations Section.
- Provide the Planning and Intelligence Section any information received.
- Support the Law Enforcement with providing k-rail or changeable message signs at major intersections without power.
- Refer to the Orange County Operational Area Evacuation Annex for detail information surrounding evacuations.
- Provide information to the Operations Section Chief on any of the following:
  - Major intersections without power
  - Any mutual aid requests from the OA
  - Utility information including the status and operations of:
    - Electrical
    - Potable water

- Waste water
- Gas lines
- Cascading events resulting from the power outage including:
  - Sewage spill response
  - Fire danger due to water shortage/pump failures
- Ensure all developed guidelines, directives, action plans, and appropriate situation information is disseminated to your branch.

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## Utilities Group Supervisor

**Responsible Agency:** Orange County Public Works

### **Responsibilities**

- Gather and coordinate information for all systems including energy systems (electric, gas), water delivery, wastewater treatment, and dams.
- Information needed on location of system disruptions, failures-location, customers impacted, expected time of resumption, and cause(s).
- Ensure appropriate liaison representation within the OA EOC.
- Check the status of available generators and fuel.
- Identify and provide solutions for government required fuel issues.
- Identify and provide restoration strategy for critical infrastructure working with other government entities and jurisdictions, and the Planning and Intelligence Section, Advance Planning Unit.
- Support the Public Works and Utilities Branch Director in coordinating and providing utilities-related resources (e.g., emergency repairs, temporary construction, restoration of essential utilities, etc.) to assist OA Jurisdictions.
- Engage the Water Emergency Response Organization of Orange County (WERO) as a key member of the Utilities Group to ensure the provision of appropriate resources and support to OA Jurisdictions in ensuring utilities and water supplies are restored and supported.
- Identify the best strategy for sharing, acquiring, and/or distributing utilities-related resources and personnel.
- Coordinate with the Operations and Logistics Sections of activated OA Jurisdictions EOCs to determine their needs for utilities resources and personnel.
- Identify opportunities to improve the efficient use of response resources and personnel amongst OA Jurisdictions.

### **READ ENTIRE CHECKLIST AT BEGINNING OF EACH SHIFT**

The Power Outage Annex checklists are to be used in conjunction with the Unified County of Orange and the Orange County Operational Area Emergency Operations Plan.

- Receive initial briefing on the situation from the Public Works and Utility Branch Director.
- Keep up to date on the situation and resources associated with the Operations Section.
- Provide the Planning and Intelligence Section any information received.
- Coordinate with the Agency Liaisons and provide information to the Public Works Branch Director on any of the following:
  - Area without power or water services
  - Any mutual aid requests from the OA
  - Utility information including the status and operations of:

- Electrical
  - Potable water
  - Waste Water
  - Cascading events resulting from the power outage including:
    - Sewage spill response
    - Fire danger due to water shortage/pump failures
    - Major intersections without power
    - Critical infrastructure without power such as hospitals
- Ensure all developed guidelines, directives, action plans, and appropriate situation information is disseminated to your branch.

***Agency Liaisons within the Public Works and Utilities Branch (SCE, SDG&E, WEROC, SoCal Gas)***

Utility agency representatives are expected to participate in response and coordination efforts within the OA EOC. The agency representatives should be able to speak for his/her agency and facilitate requests to his/her agency. Some of the key agencies becoming involved during a power outage related emergency response include:

- SCE
  - SDG&E
  - WEROC
  - Southern California Gas Company (SoCal Gas)
- 
- Agency representative provides information to the Utilities Group Supervisor pertaining to: system disruptions and failures, locations, customers impacted, expected time of resumption, and cause(s).
  - Public information concerns
  - Resource needs
  - Participate on the Point of Distribution (POD) conference call with the impacted jurisdiction(s), utility, OA EOC Operations Section Chief/Assistant Operations Section Chief, OA EOC Logistics Section Chief/Assistant Logistics Chief, and others as required (refer to Section 2.8.8 Points of Distribution).
  - Request to establish a POD with an Operational Area Jurisdiction if needed
  - At the completion of the conference call, provide information and coordinate with the Operations Section Chief/Assistant Operations Section Chief and the Logistics Section Chief/Assistant Logistic Section Chief regarding operational and logistic resources.
  - Participate on OA Conference Calls as requested by the OA EOC Manager

## Health Care Branch Director

**Responsible Agency:** Orange County Health Care Agency

### **General Responsibilities:**

- Supervise activated positions within the branch. If a position is not activated, the Health Care Branch Director is responsible for fulfilling that position's assignments.
- Support the Disaster Medical, Health Mutual Aid System in coordinating resources related, but not limited to, emergency medical, public health, field rescue, victim transport, hospitals, and disease control functions in the OA in accordance with the needs of OA jurisdictions and partners.
- Identify the best strategy for sharing, acquiring, and/or distributing medical and health resources and personnel in the OA based on the overall perspective of the needs of all involved jurisdictions and partners and coordinate the implementation of that strategy.
- Coordinate with the Logistics and Planning and Intelligence Sections at the OA EOC to determine resources needed to support field operations falling outside the mutual aid system.
- Identify needed resources and attempt to locate those resources from Logistics, other OA Jurisdictions or from the State.
- Support the creation of an EOC Action Plan for regional health and medical response and resource mobilizations that the OA may direct to improve its response capabilities and performance.

### **READ ENTIRE CHECKLIST AT BEGINNING OF EACH SHIFT**

The Power Outage Annex checklists are to be used in conjunction with the Unified County of Orange and the Orange County Operational Area Emergency Operations Plan.

- Receive initial briefing on the situation from the Operations Section Chief.
- Keep up to date on the situation and resources associated with the Operations Section.
- Provide the Planning and Intelligence Section any information received.
- Coordinate resources with area hospitals
- Monitor the California Health Alert Network (CAHAN), Reddinet and WebEOC for medical situational awareness and provide information to the Planning & Intelligence Section and other branches needing need this information.
- Analyze the medical status information obtained and provide a situational awareness picture to the Operation Section Chief, Planning & Intelligence Section and other branches who need this information.
- Coordinate with the Medical Group Supervisor on transportation needs of identified individuals requiring ambulance transportation.
- Coordinate with hospitals for any transportation needs to other facilities.

- Coordinate with local jurisdictions, American Red Cross and the Orange County Social Services Agency to establish acute care sites for people with at home medical equipment/medications requiring assistance beyond a jurisdiction's capabilities.
- Analyze the medical status information obtained and provide a situational awareness picture to the Operation Section Chief, Planning & Intelligence Section and other branches who need this information.
- Provide the Operations Section Chief a status update on hospitals, and all other medical facilities.
- Ensure all developed guidelines, directives, action plans, and appropriate situation information is disseminated to your branch.

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## Care and Shelter Branch Director

**Responsible Agency:** Orange County Social Services Agency

### **General Responsibilities:**

- Supervise activated positions within the branch. If a position is not activated, the Care and Shelter Branch Director is responsible for fulfilling that position's assignments.
- Support the resource needs of OA Jurisdictions relating to shelters, behavioral and mental health, public welfare, schools, social services, child/elder/guardianship protective issues, and emergency food and water distribution for the public and emergency responders.
- Coordinate with the Orange County Chapter of the American Red Cross to ensure the provision of appropriate community services.
- Identify the best strategy for sharing, acquiring, and/or distributing care and shelter-related resources and personnel in the OA based on his/her overall perspective of the needs of all involved OA Jurisdictions. Coordinate the implementation of that strategy amongst OA Jurisdictions.
- Coordinate with the Logistics and Planning and Intelligence Sections at the OA EOC to determine needs for resources and to support the needs of field operations that fall outside the mutual aid system.
- Identify needed resources and seek out those resources from other OA Jurisdictions or from State OES.
- Identify opportunities to improve the efficient use of response resources and personnel amongst OA Jurisdictions and make applicable recommendations.
- Support the creation of an Incident Action Plan for regional care and shelter operations and resource mobilizations that the OA may direct to improve the response capabilities and performance of the OA as a whole.
- Manage all operational elements (e.g., identify resources, coordinate personnel and equipment, coordinate additional resources with the Logistics Section, establish objectives, and monitor/assess implementation) of a regional care and shelter resource (when applicable).
- Report to OA Jurisdictions on the status of the regional resource strategy (when applicable).
- Support the creation of an EOC Incident Action Plan for regional public works and utilities response, as well as resource mobilization that may improve the overall response capabilities objectives.

### **READ ENTIRE CHECKLIST AT BEGINNING OF EACH SHIFT**

The Power Outage Annex checklists are to be used in conjunction with the Unified County of Orange and the Orange County Operational Area Emergency Operations Plan.

- Receive initial briefing on the situation from the Operations Section Chief.
- Keep up to date on the situation and resources associated with the Operations Section.
- Provide the Operations Section Chief and Planning and Intelligence Section any information received.
- Support the safe evacuation of non-medical critical facilities.

- Provide EOC with information on daycare facilities serving functional needs clients and in-home support services (IHSS) clients.
- Ensure the Schools Group Supervisor provides any information on school closures or impacts to the Operations Section Chief and the Public Information Officer, as required.
- Coordinate with local jurisdictions to support the establishment of shelter locations in accordance with Operational Area Mass Care and Shelter Annex.
- If the Orange County Excessive Temperature Annex is implemented, establish and operate unincorporated Cooling Centers as required.
- Support OA Cooling Center operations, if required.
- Coordinate with transit assets to provide transportation to and from shelter, cooling centers and other locations.
- Assist with establishment and implementation of Points of Distribution sites as required and directed by the Operations Section Chief (refer to Section 2.8.8 Points of Distribution).
- Ensure all developed guidelines, directives, action plans, and appropriate situation information is disseminated to your branch.

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## **Disabilities and Access and Functional Needs Group Supervisor**

**Responsible Agency:** Orange County Social Services Agency

### **General Responsibilities:**

- Provide information to Operational Area (OA) EOC sections on access and functional needs-related issues and available resources.
- Facilitate communication between OA EOC and area organizations serving people with disabilities and those with access and/or functional needs.
- Ensure people with disabilities and access and functional needs are properly considered in all aspects of the incident response and recovery.
- Coordinate with the Alert and Warning Unit Leader to ensure all methods of emergency communications with the public are as accessible as possible, including AlertOC.
- Coordinate with the Operations Section to identify access and functional needs-related issues and available resources.

### **READ ENTIRE CHECKLIST AT BEGINNING OF EACH SHIFT**

The Power Outage Annex checklists are to be used in conjunction with the Unified County of Orange and the Orange County Operational Area Emergency Operations Plan.

- Receive initial briefing on the situation from the Care and Shelter Branch Director.
- Keep up to date on the situation and resources associated with the Operations Section.
- Provide the Care and Shelter Branch Director up to date on any information received.
- Work with Planning and Intelligence Section to provide information for inclusion in EOC Action Plan.
- Maintain communication with organizations serving people with disabilities and those with access and/or functional needs and continue to monitor their response activities and needs.
- Provide information to PIO Support Staff and Hotline Supervisor on topics related to a power outage specifically affecting people with disabilities and those with access and/or functional needs.
- Coordinate with PIO Support Staff to ensure organizations serving people with disabilities and those with access and/or functional needs are receiving all EOC press releases, activation notices and EOC situation summaries.
- Assist the Logistics Section, as needed, with technical expertise on certain resources such as durable medical equipment and consumable medical supplies.
- Also work with:
  - Advance Planning Unit (for access and functional needs resource forecasting).
  - Public Works Branch and Utilities (to obtain manifest list of those who need electricity to use critical devices for use during power outages).

## Planning and Intelligence Section

### Planning and Intelligence Section Chief

**Responsible Agency:** Orange County Sheriff's Department

The Planning and Intelligence Section will use position checklists from the Unified County of Orange EOP and other activated Annexes. The Planning and Intelligence Section Chief will be responsible for activation of positions within this section.

#### *General Responsibilities:*

Specific items for the Planning & Intelligence Section to focus on during a power outage for situational awareness and EOC Action Plan include:

- Number of jurisdictions impacted
- Number of households, residents, and businesses without power
- Identification of critical infrastructure impacted and any specific issues
- Locations of high priority incidents in the Operational Area
- Creation of maps indicating outage areas
- Posting of Outage Maps to WebEOC
- Locations of evacuation areas, if any
- Impacted roadways
- Establishment of shelters and/or cooling centers locations
- Establishment of Point of Distribution sites
- Weather for the next 48 hours
- Advanced planning for response priorities
- Status of transportation systems

#### **READ ENTIRE CHECKLIST AT BEGINNING OF EACH SHIFT**

The following checklist is to be used in conjunction with the position checklist from the Unified County of Orange and the Orange County Operational Area Emergency Operations Plan. The checklist below will only contain action items associated directly to a power outage response.

- Monitor utility websites for updated information on location and severity of power outage.
- Utilize WebEOC to obtain situational awareness information from OA jurisdictions and ensuring information is gathered from utility companies impacted by the power outage.
- Develop the EOC Action Plan use the general responsibilities listed above.
- Maintain communications with the EOC Liaison regarding external agencies situational status.
- Direct the GIS support staff to develop a map overlay for WebEOC, and have a printable version available upon request.

## Logistics Section

### Logistics Section Chief

**Responsible Agency:** County Executive Office

The Logistics Section will use position checklists from the Unified County of Orange and the Orange County Operational Area Emergency Operations Plan and other activated Annexes. The Logistics Section Chief will be responsible for activation of positions within this section. The Operational Area jurisdictions and the OA EOC Logistics Section will utilize WebEOC for resource requests as described in the Unified County of Orange and the Orange County Operational Area Emergency Operations Plan. Specific requests the Logistics Section may encounter during a power outage include:

- Flashlights
- Large generator requests (i.e., to support water pump stations)
- Portable generators requests
- Ice
- Water
- Health care supplies including ventilators, batteries, portable oxygen
- Transportation support
- Fuel (gasoline, propane and CNG)
- Changeable message signs
- Roadway barricades (i.e., k-rail, cones, stop signs)
- Portable lighting

### **READ ENTIRE CHECKLIST AT BEGINNING OF EACH SHIFT**

The following checklist is to be used in conjunction with the position checklist from the Unified County of Orange and the Orange County Operational Area Emergency Operations Plan. The checklist below will only contain action items associated directly to a power outage response.

- Use WebEOC to monitor, coordinate and fulfill any resource request from an OA Jurisdiction.
- Support the Care and Shelter Branch, and OA Jurisdictions with resource requests for transportation needs including special requests for paratransit to support people with disabilities and those with access and functional needs.
- Support any field operations request which may include:
  - Flashlights
  - Large generator requests (i.e., to support water pump stations)
  - Portable generators requests
  - Ice
  - Water
  - Health care supplies including ventilators, batteries, portable oxygen

- Transportation support
  - Fuel (gasoline, propane and CNG)
  - Changeable message signs
  - Roadway barricades (i.e., k-rail, cones, stop signs)
- Supply 800MHz radios to outside agencies.
  - Ensure RACES communications is established.
  - Participate on the Point of Distribution (POD) conference call with the impacted jurisdiction(s), utility, OA EOC Operations Section Chief/Assistant Operations Section Chief, and others as required.
  - At the completion of the conference call, assign action items to the Logistics Section Unit Leaders for logistical support as required.
  - Ensure all developed guidelines, directives, action plans, and appropriate situation information is disseminated to the Logistics Section.

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## **Finance and Administration Section**

The Finance and Administration Section will utilize position checklists from the Unified County of Orange and Orange County Operational Area Emergency Operations Plan and other activated Annexes.

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