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January to June 2016

Volume 40

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## 2016 CUEA ANNUAL CONFERENCE

CUEA's Annual Conference was held on June 16<sup>th</sup>, 2016 at the Convention Center in the beautiful City of Pasadena. The conference was co-hosted by Pasadena Water and Power. This year the theme of the conference was "Disasters, Are We Prepared?". Our extensive list of speakers included representatives from Pasadena Water & Power, FEMA, Cal OES, CAISO, EBMUD, JRIC, FBI, EPA, Cal Fire, PG&E and SCE.

Don Boland, CUEA's Executive Director, welcomed all attendees to Pasadena. He then introduced our first speaker, Shari Thomas. Shari Thomas is currently serving in the position of Interim General Manager for the Pasadena Water and Power Department ("PWP"). She was followed by Jon Bartlett from FEMA who provided a briefing on the Southern California Catastrophic Earthquake Plan Update. Jon worked with Pat Hammond of Cal OES to prepare a detailed presentation. Next, Rod Wheeler from CAISO gave an overview of the California ISO Summer Readiness. He also expressed the concerns regarding energy reliability due to Aliso Canyon. Next we had Detective Scott McCartney from Cal OES Law present us with his Active Shooter Program. His presentation was very enlightening as this is unfortunately such a relevant topic in today's world. Our afternoon session began with Steve Frew from East Bay MUD and his panel of representatives from the EPA, JRIC, and the FBI. Each member of the panel shared their experiences with Infrastructure Security. Deputy Chief Dan L. Johnson was up next to reveal the Cal Fire 2016 fire season outlook. The wildfires that were burning during the conference confirmed that Cal Fire is in store for a busy fire season. Following the Chief was Evermary Hickey from PG&E who gave a presentation on PG&E's 2015 Wildfire Response and Preparedness. One of the

## INSIDE THIS ISSUE:

CUEA Annual Conference	1-2
PG&E Functional Exercise	2-3
Cal OES Family Day	4
Southern CA Critical Lifelines	5-6
Tap Water Express	7-8
CUEA Committees	9

## CUEA 2016 ANNUAL CONFERENCE

Continued from page 1

topics she highlighted was the importance of building partnerships with external agencies. She also emphasized the critical role that base camps play in PG&E's response to catastrophic emergencies. The closing speaker of the day was Daniel Stevens from Southern California Edison. Daniel gave an overview of what the Southern California Critical Lifelines Workgroup is, who the members are, how to join and when & where the meetings are held. All of the speakers presentations can be found on the CUEA website at [www.cueainc.com](http://www.cueainc.com).

We hope that those who attended the 2016 CUEA Annual Conference benefitted greatly from the information shared and the relationships built, thus strengthening California's ability to prepare for, respond to, and recover from threats, emergencies and other serious events. We would also like to give a special thanks to Pasadena Water & Power for their hospitality. With the continued support of the organization and its initiatives, CUEA continues to lead the way in statewide utility emergency response and planning.

## PACIFIC GAS & ELECTRIC'S FUNCTIONAL EXERCISE

*Contributed by Evermary Hickey, PG&E Director of Emergency Preparedness and Response*

On Wednesday, June 8, more than 400 PG&E employees responded to a massive earthquake that struck the Bay Area. Fortunately, the event was simulated, but PG&E's 2016 earthquake exercise did test the company's readiness, its emergency-response procedures, its communication and its relationship with governmental agencies and other partners.

The scenario was a magnitude 7.0 earthquake hits the Bay Area when the Hayward Fault in the East Bay ruptured. The devastation extended far beyond the East Bay to Marin County, San Francisco, the Peninsula and the Central Coast.

We practiced our response to this major earthquake at various facilities in the Bay Area. Our goal is to assess the company's readiness and how well we have integrated earthquake-related and modeling technologies into our preparation and response efforts.

In the exercise scenario, which included more than 400 employees in many locations, the challenge included not only testing the immediate response, but addressing the restoration and recovery aspects along with customer-support that would be demanded 72 hours later.



PG&E employees practice the company's immediate response after a major earthquake

Continued on page 3

## PACIFIC GAS & ELECTRIC'S FUNCTIONAL EXERCISE

Continued from page 2

“Within 15 minutes of the magnitude 6.0 Napa earthquake in August 2014 – the largest earthquake in California since the magnitude 6.9 Loma Prieta earthquake in 1989 – these modeling technologies enabled us to develop resource requirements and immediately deploy more than 200 electric employees,” said Barry Anderson, PG&E’s vice president of Electric Distribution who oversees the company’s emergency-response organization.

PG&E utilized ShakeCast and ShakeMaps - open-source software developed by The U.S. Geological Survey (USGS) - to produce near-real-time digital maps of ground motion and shaking intensity, facilitating notification of shaking levels at key facilities.

“For PG&E, the key is preparedness. Natural disasters will take place and they will impact gas and electric service. It’s our job to improve our processes to ensure a safe and efficient response,” Anderson added.

PG&E also demonstrated the use of earthquake early warning (EEW) systems as a part of its seismic response efforts. “Although still fairly early in development, we believe earthquake early warning will help us identify potential applications which will allow both automated and human actions in the seconds before an earthquake to protect lives, lessen property damage and ensure rapid service restoration,” Anderson said.

PG&E continues working with partners, including the Bay Area Chapter of the American Red Cross and U.C. Berkeley’s Seismological Laboratory, to expand the use of EEW.

As part of the drill, participants, visitors and other PG&E employees had a chance to see a wide variety of PG&E tools, including a gas-leak detection vehicle, a mobile IT tower, gas and electric safety demonstrations boards and more.

PG&E encourages that everyone have their own personal plans for emergencies as well – from emergency preparedness kits with supplies for at least 3 days to preparing and practicing their personal emergency plans with all members of their household. Earthquakes may occur when not everyone is together and we all need to know what to do in the event of an emergency.



## CALIFORNIA GOVERNOR'S OFFICE OF EMERGENCY SERVICES FAMILY DAY AND OPEN HOUSE

*Reprinted from Cal OES Website*



On May 24, dozens of different agencies from across the state participated in the California Governor's Office of Emergency Services (Cal OES) Family Day and Open House, including CUEA members PG&E and SMUD. A wide variety of state, local, federal, private sector and non-profit sector partner organizations offered booths, displays and equipment. There was a plaque re-dedication in honor of former Senator Bill Campbell, and NFL Hall of Famer Tim Brown spoke about his role with the 9-1-1 for Kids program.



"The thing that is so special about what we are doing, I had no idea...I'm from Texas, and obviously we have the same issues in Texas but I had no idea that the State of California was losing so much money because kids didn't know how to use 9-1-1, didn't know when to call, how to call and what to say when they called," Brown said. "Once I learned that I realized that we had the ability to do something real special."

Campbell served more than 20 years in the California Legislature as an Assemblyman and a Senator and was a leader in emergency preparedness. The Cal OES building is already named in his honor.

His former Chief of Staff, Jerry Haleva, represented the Campbell family at the plaque re-dedication. Cal OES Chief Deputy Director Nancy Ward, Assemblyman Ken Cooley and Brown also spoke.

"I think it's appropriate that this building symbolizes the cooperation that needs to exist in California among all the various diverse public safety agencies," said Haleva. "We have a lot of the different public safety agencies in the State of California, a lot of different jurisdictions and sometimes

they are actually competitive. But this organization, Cal OES, has a responsibility of bringing them all together and having them work for the greater good."



Family Day and Open House allowed the public to tour the Cal OES building, meet first responders and climb inside Law, Fire and other emergency vehicles. A helicopter, SWAT truck and fire engines, among others, aligned the main parking lot along with vendors to showcase their respective agencies. The Stanislaus County Sheriff's Department helicopter landed within feet of the Cal OES front steps.

The U.S. Naval Academy represented all United States Military Academies, and an informative Cal OES Career Event was positioned indoors to answer any inquiries from prospective future employees.

"It's an amazing day for our agency and it's amazing for all of us to be able to share it with you," said Ward.



## SOUTHERN CALIFORNIA CRITICAL LIFELINE WORK GROUP

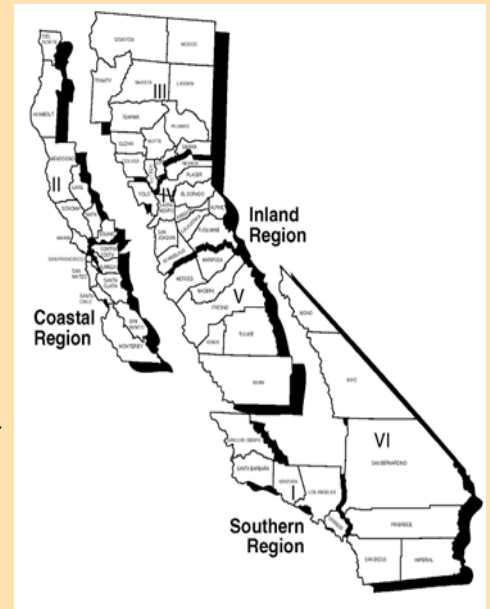
*Contributed by Daniel Stevens, SCE Training & Exercise Program Manager*

### Individual and Community Preparedness Best Practices

**Southern California** – Beginning in 2015, the Southern California Critical Lifelines Work Group was initiated in an effort to build partnerships and better understand priorities and interdependencies across the region. The group set out to align resiliency functions amongst critical lifeline providers and government partners.

This established coordination of critical lifeline utility resilience efforts between public, private sector, and independent stakeholders in the California Office of Emergency Services (Cal OES) Southern Region.

Work Group members coordinate and align preparedness initiatives that both support regional resiliency collaboration, as well as, provide input to regional, state, and Federal emergency management initiatives.



### CRITICAL LIFELINES DEFINED:

A critical lifeline is shared infrastructure or interdependent supply chain delivering material or services on which many lives or livelihoods depend. It may include some or all of the following:

- Communications
- Energy
- Water and Wastewater
- Transportation
- High-volume common nodes of goods or services critical for community and economic recovery
- Emergency services; critical lifelines are interdependent on first responders and first receivers

### OBJECTIVES

1. Identify interdependencies across the critical infrastructures lifelines providers and the public sector emergency management community
2. Align and support respective stakeholder plans, training, and exercise initiatives
3. Build peer-to-peer networks
4. Implement shared best practices on operational response, incident management, and restoration strategies
5. Build upon available Mutual Aid and Mutual Assistance opportunities that address personnel, equipment, and commodities to help post-disaster utility relief efforts.

Continued on page 6

## SOUTHERN CALIFORNIA CRITICAL LIFELINE WORK GROUP

Continued from page 5

### SUBCOMMITTEES

In an effort to provide insight and coordination on key topics, Work Group subcommittees allow for detailed dialogue on specific mission critical areas. Subcommittee membership includes current Work Group membership in addition to key stakeholders, Subject Matter Experts and designated representatives. Each Subcommittee has an assigned Chairperson responsible for leadership and management of the subcommittee. Initial Subcommittee focus areas will include:

- Planning,
- Training/Exercise, and
- Mitigation

### MEETINGS

Meetings are conducted every quarter or as often as necessary. Often a quorum is established along with an agenda that often involves updates on work group projects and discussions with subject matter experts. For example, in February 2016 the working group received a detailed El Nino weather update by Bill Patzert, PhD, Climatologist, NASA JPL.

### GROUP MEMBERS

#### Federal Government / National

- Department of Homeland Security (DHS)
- Homeland Security Advisory Council
- Federal Emergency Management Agency (FEMA)
- Argonne National Labs/Department of Energy
- NASA Jet Propulsion Lab
- American Red Cross

#### City / County / State

- City of Los Angeles
- Riverside County Department of Emergency Management
- Los Angeles Department of Water and Power
- California Utilities Emergency Association
- California Office of Emergency Services (Cal OES)
- California Governor's Office of Emergency Services
- Los Angeles County Department of Public Works
- Ventura County Sheriff's Office of Emergency Services
- Los Angeles County Office of Emergency Management
- Los Angeles Emergency Preparedness Foundation

#### Utilities

- Southern California Edison
- Los Angeles Department of Water and Power
- Municipal Water District of Orange County
- Park Water Company
- Pacific Gas & Electric
- AT&T
- Anaheim Public Utilities
- Southern California Gas Company
- California Resiliency Alliance



For more information on the Southern California Critical Lifeline Work Group, please contact:

Daniel Stevens  
[Daniel.Stevens@sce.com](mailto:Daniel.Stevens@sce.com)

## CITY OF SANTA CLARA ROLLS OUT THE TAP WATER EXPRESS.

*Contributed by Christopher L. de Groot, City of Santa Clara Director of Water and Sewer Utilities*

The City of Santa Clara, California recently unveiled a new custom built vehicle called the Tap Water Express. At first glance, the Tap Water Express does not appear to be like any vehicle a water utility has ever owned. That is because the Tap Water Express was a purpose built, custom designed vehicle that is the only one of its kind.

In the event of a disaster, the Tap Water Express is fully self-contained and was designed to be set up within 5 minutes of arriving on site. Santa Clara has never had to issue a boil water or do not drink order in its 120 year history. However, water occasionally must be shut off to neighborhoods during repairs. Most utilities faced with the need to distribute water in a disaster, water quality event, or during repairs resort to distributing bottled water. This perpetuates the myth that bottled water is superior to, safer than, or somehow better than tap water. The Tap Water Express allows Santa Clara to break away from that practice and distribute tap water. Also, it costs only \$2.78 for Santa Clara to fill the tank on the Tap Water Express at Santa Clara's current \$4.16/hcf rate and it can be filled from any available clean water source. An equivalent amount of bottled water would cost \$1,000 to \$1,700 and must be picked up from a store. Santa Clara plans to offer the use of the Tap Water Express as part of mutual aid offered to other cities in the event of disasters.

As a public outreach tool, the Tap Water Express is used at public events, providing ice cold tap water to fill water bottles or cups. The cargo area of the custom designed and built truck has storage for promotional materials, tables, chairs, a canopy, and over 4,000 collapsible water bottles. The Tap Water Express gives the staff an opportunity to explain the safety and quality of tap water. The Tap Water Express has already made its first appearance on August 7, 2015 at a Street Dance in Santa Clara and is scheduled to a the City's Art and Wine Festival September 19 and 20, 2015. Santa Clara will be hosting Super Bowl 50 at Levi's Stadium in February of 2016 and the Tap Water Express is expected to be at some of the associated local events.

The Tap Water Express was specifically designed to inspire confidence and be visually appealing to the customer. West-Mark of Ceres, California designed and constructed the Tap Water Express based on the vision and criteria provided by Santa Clara's Director of Water and Sewer Utilities. Those criteria included:

- Set up within 5 minutes of arriving on site
- The water dispensed must be ice cold coming out of the tap
- The tank had to be large enough to provide 4,000 to 5,000 servings before being refilled
- Stainless steel had to be used wherever possible to facilitate disinfection and add to the aesthetic appeal
- The number of taps and spacing of the taps had to allow serving large groups of people with minimal wait times



Continued on page 8



## CITY OF SANTA CLARA ROLLS OUT THE TAP WATER EXPRESS.

Continued from page 7

- The number of taps and spacing of the taps had to allow serving large groups of people with minimal wait times
- The unit had to be self-contained and not require a generator
- The taps had to be contained in internal bays with removable covers to protect the taps and maintain sanitation while in transit to a site
- The water had to flow by gravity to the taps
- The cargo area had to be large enough to carry water bottles, educational materials and supplies for public events
- And lastly, it had to look cool and it had to be fun

In order to meet that last criteria, the Tap Water Express is wrapped with high definition water related graphics and the tank, piping and the tap bays are constructed of stainless steel. The beer tap style dispensers add a level of fun for the customer. The internal 500 gallon stainless steel tank and ice packed chilling unit ensures that the Tap Water Express can dispense 4,000 ice cold 16 oz. servings before having to refill. The Tap Water Express is outfitted with 14 taps (7 on each side) including 2 taps set at a lower level to accommodate handicapped customers and children. The roof top solar array charges the on-board batteries which power LED lights, including a strip of blue LED lights above the taps, to enable the Tap Water Express to be used at night as well as during the day. The batteries can also be charged by plugging the Tap Water Express into a standard 110 volt outlet. Any spillage in the tap bays goes to a waste storage tank under the vehicle. The electric awnings on each side of the vehicle can be deployed to provide shelter from the sun or rain.

Built on a Ford F650 chassis, the Tap Water Express has a gross vehicle weight of less than 26,000 lbs, which means that it can be driven in California with a basic Class C license. The 500 gallon tank is small enough that a tanker endorsement is not required to operate the vehicle. This careful specification allows a great pool of potential drivers within the Water Utility. The cost of the entire build was \$175,000 and the vehicle is expected to have a service life of 12 to 15 years. The graphic wrap is expected to have a 5 year life, so the vehicle will be rewrapped as needed to keep the graphics fresh.

The Tap Water Express draws crowds and the booking calendar is already filling up quickly. If you are at a public event in Santa Clara, you will likely see the Tap Water Express. If you do see the Tap Water Express, stop by for a free reusable water bottle and a cool refreshing drink of pure Santa Clara tap water.





## CUEA STANDING MEMBERSHIP COMMITTEE'S

### ENERGY AND PIPELINE COMMITTEE

Committee members meet quarterly to assess current and potential issues, which could impact the dependability of energy supplies within the operational systems and vulnerabilities within the organizations continuity plans. As a result the committee has shared successes and experiences relating to emergency preparedness issues such as Employee Emergency Preparedness Programs, lessons learned and newly innovative programs such as Nationwide Security Identification for First Responders and Credentialing of First Responders. Through invaluable information sharing and implementation of updated notification protocols, the Energy Committee is dedicated to ensuring that California is able to meet energy demands and protect its most critical infrastructure. Rod Wheeler from CAISO is the Chair of the committee. Danny Zaragoza of SDG&E serves as the Co-Chair. If you are interested in being a part of the energy committee, please contact Jenny Regino at [jenny.regino@caloes.ca.gov](mailto:jenny.regino@caloes.ca.gov) or contact the CUEA office at (916) 845-8518.

### TRAINING & EXERCISE COMMITTEE

The Training and Exercise Committee was formed to research, review and develop courses to heighten awareness of and offer education relating to the emergency management field. Committee meetings were organized quarterly by the former Committee Chair, John Spitler of Golden State Water. We are currently looking for a new Chair for this committee. If you are interested in becoming the Chair and holding quarterly meetings, please contact Jenny at (916) 845-8518. If you have any upcoming exercises or training that you would like to have posted on the CUEA website, send them to [jenny.regino@caloes.ca.gov](mailto:jenny.regino@caloes.ca.gov).

### WATER & WASTEWATER COMMITTEE

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

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

**ALERT**



REPRESENTING:  
POWER-GAS-TELECOM-WATER/WASTEWATER

[WWW.CUEAINC.COM](http://WWW.CUEAINC.COM)

PLEASE SUBMIT ARTICLES AND/OR PICTURES FOR OUR NEXT  
SEMI-ANNUAL NEWSLETTER BY 12/15/16:  
[JENNY.REGINO@CALOES.CA.GOV](mailto:JENNY.REGINO@CALOES.CA.GOV)

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

SEPTEMBER 21, 2016

10:00 AM TO 3:00 PM

CAL OES HEADQUARTERS, MATHER

