

California
Emergency Support Function 12
Utilities Annex

EXECUTIVE SUMMARY

October 2013

California Natural Resources Agency

California Energy Commission

California Utilities Emergency Association

EMERGENCY SUPPORT FUNCTION 12 – UTILITIES
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EMERGENCY SUPPORT FUNCTION 12 UTILITIES

Introduction

Emergency Support Function (ESF) 12 – Utilities describes the alliance of discipline-specific stakeholders which possess common interests and share a level of responsibility to collaboratively provide emergency management expertise, support and services related to utility infrastructure system damage and outage response, as well as to restoration of service.

Purpose and Scope

The purpose of ESF 12 is to describe the state-level concepts, activities, and responsibilities within ESF 12 for mitigation, preparedness, response, and recovery. The annex represents an alliance of discipline-specific stakeholders that possess common interests and share a level of responsibility to provide Utilities support and services within the State of California.

As an agent of the State of California through a memorandum of understanding with Cal OES, the California Utilities Emergency Association (CUEA) provides emergency operations support for gas, electric, water, wastewater, telecommunications (including wireless) and petroleum pipeline utilities. The SEP designates the California Natural Resources Agency (CNRA) as the Lead Agency for ESF 12. The ESF 12 Annex addresses how CUEA, Cal OES, CNRA, and other governmental agencies work before, during and after an event to:

- Facilitate communications and cooperation between member utilities and public agencies, and with non-member utilities (where resources and priorities allow)
- Provide emergency response support wherever practical for electric, petroleum pipeline, telecommunications, gas, water and wastewater utilities
- Support utility emergency planning, mitigation, training, exercises and education among utilities stakeholders

Lead, Primary, and Supporting Agencies/Departments

The Lead, Primary, and Supporting Agencies/Departments are the stakeholders for ESF 12 – Utilities.

The **Lead Agency/Department** is responsible for the management or coordination function of ESF 12 and is assigned to lead ESF 12 based upon its authorities, resources, and capabilities in the SEP. As the Lead Agency/Department for ESF 12, the CNRA provides the leadership guidance, ongoing communication, coordination, and oversight for ESF 12 throughout all phases of emergency management.

The CUEA **Emergency Support Function Coordinator** facilitates the synchronization and coordination of activities among ESF 12 stakeholders during emergency response.

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The ESF 12 Coordinator serves as a conduit of information between the core functions and the State Operations Center (SOC) via the Utility Operations Center (UOC). The ESF 12 Coordinator provides information regarding the capabilities and activities of ESF 12 Primary and Supporting Agencies/Departments and helps direct questions and issues to the appropriate agency.

Exhibit 1: Emergency Support Function Stakeholder Roles

California State Agency/Department Roles
Emergency Support Function Coordinator (CUEA)
<ul style="list-style-type: none">– Provide subject matter expertise and/or point-of-contact for all aspects of California utilities– Maintain communication with ESF 12 Utilities stakeholders on activities– Ensure activities are carried out consistent with the Standard Emergency Management System (SEMS) structure
California Natural Resources Agency (CNRA)
<ul style="list-style-type: none">– Responsible for ensuring that the ESF 12 organization is consistent with the intent of the SEP– Responsible for ensuring close coordination with Cal OES and the Governor’s Office to maintain ESF 12

The SEP also describes members of the emergency management community and other disciplines that should be included in collaborative planning and preparedness in order to ensure an effective emergency response. The interplay of ESF 12 and the Utilities public and private sector stakeholders is a vital part of including whole community concepts into all four phases of emergency management. The ESF 12 Annex includes an extensive list of public and private sector stakeholders.

CUEA serves as a point-of-contact for critical infrastructure utilities to the Cal OES and other Governmental Agencies before, during and after an event. CUEA, via the Executive Director, actively participates in Senior Leadership and Executive level planning sessions and working groups. The Executive Director serves as the Cal OES Utilities Branch Liaison at the SOC or one the Regional Operations Centers.

Core Functions

ESF 12 consists of core functions, or essential elements of service or support that the emergency function’s stakeholders perform in order to collaboratively prepare for, respond to, mitigate against and recover from emergencies. The core functions for ESF 12 include:

- Utility Emergency Response and Restoration Support

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- Mobilization and Transportation of Resources
- Construction Supervision and Inspection
- Engineering Services

Emergency Support Function Coordination Structure

ESF 12 is coordinated by an alliance of stakeholders. The ESF 12 Working Group is led by the CNRA and CUEA. The ESF 12 Working Group is responsible for the review, updates, and general maintenance of the annex. The annex will be maintained to reflect inclusion of additional stakeholders, the expansion of resources and capabilities, or the revision of policies and procedures. Suggested revisions are shared with Cal OES and members of the Primary and Supporting Agencies/Departments. CUEA consists of an Executive Director, Board of Directors, and four stakeholder committees. Committee activities are listed below.

CUEA Committee	Activities
Energy and Pipeline	<ul style="list-style-type: none"> - Develop protocols for emergency response activities - Develop and maintain mutual assistance agreements among partner stakeholders - Conduct After Action Reports and share lessons learned - Develop and maintain emergency response personnel identification - Educate stakeholders on potential emergency management situations and contingencies
Telecommunications and Cable	<ul style="list-style-type: none"> - Conduct discussions of current and potential issues relating to emergency telecommunications - Conduct after action analysis of emergency response telecommunication issues
Training	<ul style="list-style-type: none"> - Coordinate stakeholder participation in state-wide emergency exercises - Review after action reports and develop improvements for future emergency response training among stakeholders - Create training web-based courses for access by stakeholders - Conduct and participate in emergency response exercises

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CUEA Committee	Activities
Water/Waste Water	<ul style="list-style-type: none">- Conduct coordination among stakeholders on water security, preparedness, and response activities- Provide education on stakeholder issues dealing with theft, protection of sensitive information and upgrades to security policies and technology- Conduct After Action Reviews and develop lessons learned from stakeholder emergency response and exercises