

BUSINESS AND UTILITY OPERATIONS CENTER

**UTILITIES OPERATIONS CENTER
(UOC)**

ACTIVATION GUIDELINES – DECEMBER 2016

Description

The Business and Utility Operations Center (BUOC) consists of the Utility Operations Center (UOC) and Business Operations Center (BOC). This document focuses on the UOC. Please refer to the BOC Activation Guideline for BOC information.

The UOC is comprised of the California Utilities Emergency Association (CUEA) and is intended to provide support to the state and may be requested to serve as an active operational component of the State Operations Center (SOC) or Regional Emergency Operations Centers (REOCs) serving in the capacity of the Utilities Branch within the Operations Section. The SOC and REOC activate under the authority of California Standardized Emergency Management System (SEMS)

Pursuant to SEMS, it is agreed that all UOC resources be coordinated through the Operations Section. However, this does not preclude broader interaction/coordination with other sections if needed. CUEA staff should assist the overall UOC effort by providing trained and experienced staff to support UOC activities.

Any request for UOC support to the SOC/REOC will be coordinated through the Operations Section at the request of the SOC Director. In the event the SOC/REOC are not activated, resource requests and information sharing will be coordinated through the Executive Duty Officer (EDO). Refer to the BUOC Administrative Policy for additional information.

**Day-to-day
Activity**

Pre-identified primary UOC members will receive spontaneous notifications from Cal OES's California State Warning Center (CSWC) based on the pre-determined thresholds outlined below. Notifications will be provided 24 hours a day.

- Tsunami watch or warnings;
- Earthquake 5.0 or greater or causing damage or injuries;
- Incident causing greater than 50 injuries (e.g. major traffic accident);
- Incident or potential incident causing greater than 200 evacuations, and a shelter was opened;
- Fire that is threatening habitable structures requiring large-scale evacuations; and,
- Incident that impacts the populace of an entire region, such as a very large electrical outage.

In addition, each pre-identified primary UOC member will receive Cal OES's Daily Situation Report. This report provides a snap-shot of overall state level activity and should not be shared without Cal OES's approval.

Activation SOC

Pursuant to SEMS (Title 19, § 2413) the SOC may be activated under any of the following conditions:

- A REOC is activated;
- At the direction of Cal OES's Director/Chief Deputy Director;
- The Governor's proclamation of a state of emergency; or
- The Governor's proclamation of an earthquake or volcanic prediction.

At the request of the SOC Director and in coordination with the Logistics and Operations Sections, the CSWC will reach out to the pre-identified primary CUEA point(s) of contact via the CSWCs automatic notification system requesting staffing of the UOC. Each pre-identified primary point of contact is provided an identification number that is issued from the CSWC. The level of participation will be dictated by response needs.

Activation SOC

(continued)

Typically, operational periods are in 12 hour increments but can be adjusted if the situation dictates. It is recommended that members dress in comfortable but professional suitable attire.

The California Governor's Office of Emergency Services (Cal OES) has the authority to mission task state agency resources. If an Operational Area (OA) needs private sector resources the SOC/REOC will refer the request to the UOC and revise the mission request within CalEOC noting that the UOC will work directly with the OA. However, the SOC may assist the coordination of private sector resources by utilizing state resources.

The UOC will note any pertinent private sector resource coordination in the Corporate Situation Report within CalEOC and excel spreadsheet. In addition, the UOC will be expected to create a Corporate Situation Report sharing pertinent information with the SOC.

The SOC manages state resources in response to local government via one of Cal OES's REOC's. The Inland REOC (IREOC) located in Sacramento, the Coastal REOC (CREOC) located in Walnut Creek, and Southern REOC (SREOC) located in Los Alamitos.

The SOC may also assist with mutual aid coordination among the three Administrative Region(s) and the state level. The Inland Administrative Region Office in Sacramento supports Mutual Aid Regions III, IV, and V. The Coastal Administrative Region Office in Walnut Creek supports Mutual Aid Region II. The Southern Administrative Region Office in Los Alamitos supports Mutual Aid Regions I and VI. See map on page 5.

NOTE: Cal OES has in place a Continuity of Government Plan that includes relocation of the SOC, should the SOC become inoperable. The UOC is included in the state's plan and will be notified accordingly if the SOC is relocated.

As the coordinating point between Federal response operations and activities in the Region, the SOC is where overall event information needs and resource requests are managed. Because the SOC is the entity that tasks state agencies, it has to ability to request private resources in conjunction with government resources to support regional

Activation SOC

(continued)

and OA operations. For example, the Operations Section may assign a mission task to the California Highway Patrol providing an escort for critical power restoration supplies available through CUEA to be transported to the affected area(s).

In addition, the SOC has responsibility for public information coordination and dissemination. The Cal OES Joint Information Center (JIC) or Public Information Officer (PIO) may provide assistance to UOC members with managing this type of information. It is expected that any media inquiries to the UOC regarding state operations will be brought to the attention of the Operations Chief and SOC Director and referred to the JIC or PIO.

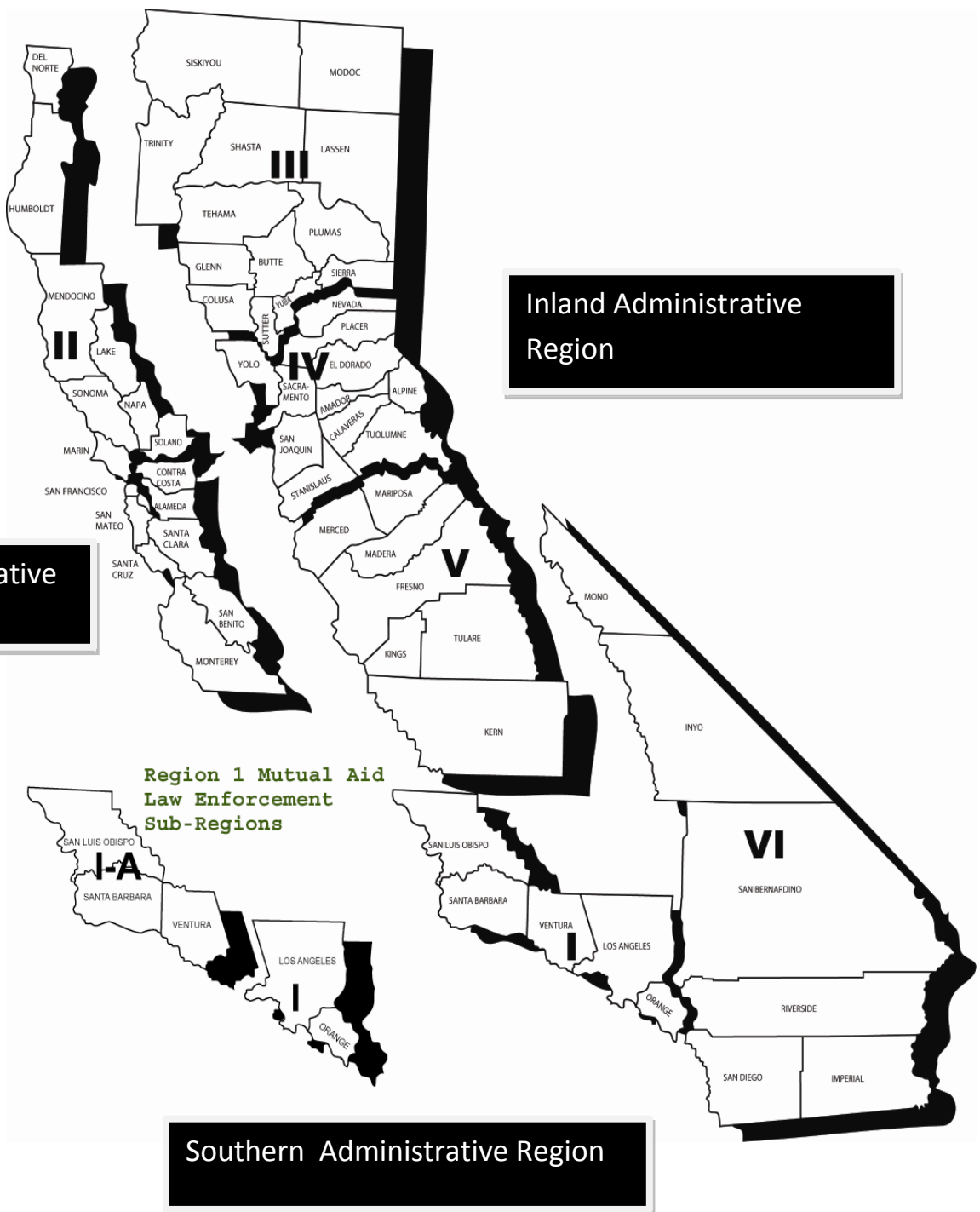
Lastly, it is understood that CUEA will have in place its own policy and procedures for providing knowledgeable staff that have authority decision capability, to assist the state when requested.

Activation REOC

Pursuant to SEMS (Title 19, § 2411), “the regional level EOC shall be activated...when any operational area EOC within the mutual aid region is activated.” The REOC acts as the liaison between the OA and the SOC and is responsible for coordinating information and resources within its own Region.

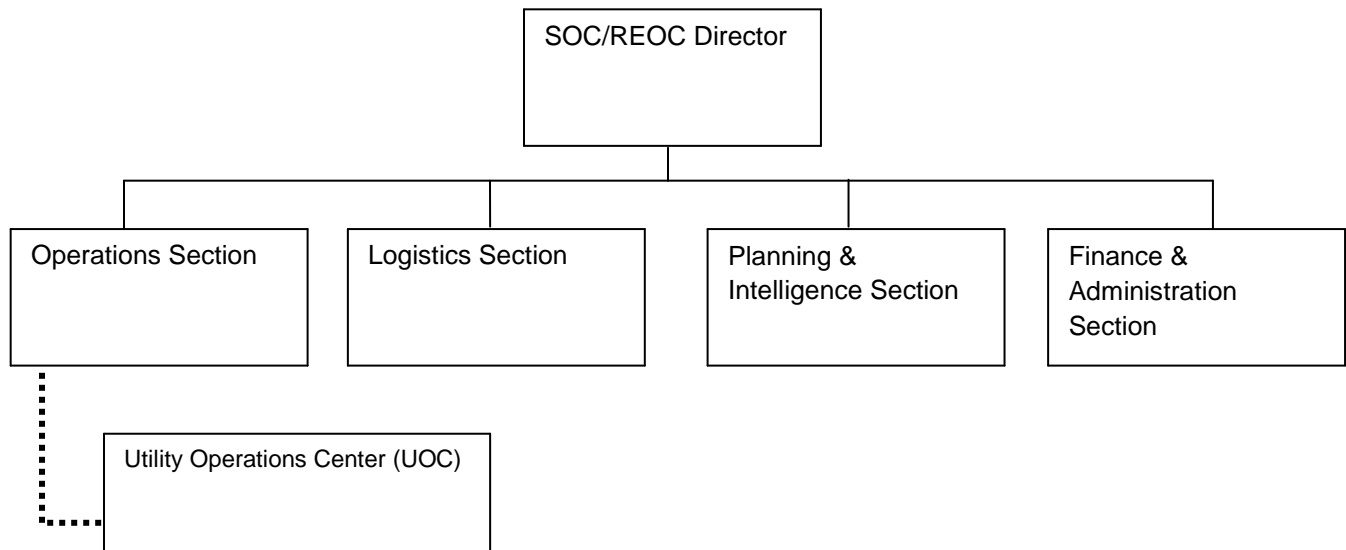
The UOC will provide direct support to the REOC during an activation supporting the Coastal and/or Inland Administrative Regions. However, the UOC should keep the SOC informed of UOC activities. When the SREOC activates, the UOC may provide staff to the SREOC. The UOC staff will be the conduit between the SREOC and UOC staff in the SOC.

Cal OES Administrative and Law Enforcement/Fire Mutual Aid Regions



Reports to

During an activation, the UOC reports to the Operations Section Chief. However, the UOC should have appropriate interaction with other SEMS functions to ensure that needs are being addressed and effective coordination occurs. Please see below.



Coordinates with

- Operations – assist with verification and coordination of resource requests.
- Logistics – assist with facility needs and/or resources requests.
- Plans and Intelligence – provide resource coordination data and situational awareness.
- Finance and Administration – provide resource cost estimate and other associated costs associated with the activation.
- Other stakeholders as appropriate (internal, external, REOC, etc.)

SOC

- The UOC is located in what is identified as Breakout Room 4 of the SOC.
- Equipment: CUEA stores UOC equipment (e.g., phones, vests, portable printer, key documents, etc.) in locked cabinets located in the UOC – CUEA possesses the key.
- The color **gray** has been designated for the UOC vests.

Connectivity/communication

- 916-636-3690 main UOC line (multiple digital phone line)
- 916-636-3604 additional phone line (single digital phone line)
- 916-636-3691 (additional phone line-multiple digital phone line)
- 916-636-3624 fax number (analog line for fax only)
- Note: the UOC has its own automatic notification system and pre-identified staff to respond.

Computer access

- Cal OES provides one stationary desk top computer with internet access in the UOC. The computer may be used to access CalEOC- all primary point(s) of contact have been issued CalEOC passwords.

REOC

- Due to the limited space in the REOC, a pre-designated workstation is not assigned.
- Adequate space will be provided upon the request of the UOC staff to report to the REOC.

Connectivity/communication

- The UOC staff may utilize the main REOC phone/fax lines. These numbers are intended to support response activities and should not be shared with UOC external partners.

Computer access

- The UOC staff will be expected to bring their own lap-top.

Responsibilities / Check List

Initial Activation Phase: The following step should occur when reporting to the SOC/REOC.

- Sign-in at the sign-in desk or Logistics Section Chief.
- Obtain activation vest from the storage site in the UOC. Ensure the CUEA label is visible.
- Check in with the Operations Section Chief.
- UOC Director and Operations Section Chief will brief each other.
- Make positive contact with the UOC of the affected Region(s), if applicable.
- Log into CalEOC.
- Collect as much information as possible regarding the current situation and potential or anticipated resource requests.
- Assess UOC staffing needs and work with Operations/Logistics Chiefs to request appropriate UOC support.
- As with any SOC/REOC staff support, all UOC representative(s) will be identified by CUEA for the staffing pattern. This will provide the Safety/Security Officer's a comprehensive list should the building need to be evacuated or a security breach occur.
- Begin a Corporate Situation Report within CalEOC.

Operational Phase: The Initial Activation Phase is complete once initial staffing is finalized and the initial briefing occurred. At this point, the SOC is considered to be in routine operations.

- Determine from the Operations Section Chief the operational period, frequency of situation reports, conference calls, planning meeting schedule, etc. to support SOC activities.
- Interact with other SEMS functions as needed.
- Ensure Corporate Situation Report is current (i.e. resource allocation, critical infrastructure concerns, etc.) Alert the Operations and Planning/Intelligence Section Chiefs that the report is up-to-date for inclusion in the SOC Situation Report. Bring confidential information to the attention of the Operations Section Chief's attention.
- Establish and maintain communications with UOC representative in the affected REOC(s), if applicable.

Responsibilities / Check List

(continued)

- Establish conference call schedule with external stakeholders, if applicable.
- Provide situation reports, documents, etc. to external stakeholders, if appropriate.
- Coordinate public outreach messages with the JIC/PIO.
- Participate in Action Planning meetings, as requested. See Annex 4 for Meeting Agenda sample (within the BUOC Activation Reference binder) and to determine type of information needed.
- Brief the Operations Section Chief on a regular basis. Immediately report information regarding limited resource concerns, confidential information, unusual activities, etc.
- Ensure all UOC mission coordination is shared with the Operations Section Chief. Ensure a mission tracking spreadsheet summary is created. See Annex 6 (within the BUOC Activation Reference binder) for sample.
- Assist with fulfilling resource requests in coordination with the Operations Section.
- Answer UOC phone line and regularly check fax machine.

Deactivation Phase: Deactivation should occur when resources are no longer needed to support the response or the response activities cease.

- Notify the affected REOC(s) and appropriate external stakeholders that the UOC is deactivating and whom they should contact for future coordination.
- Ensure Corporate Situation Report is finalized in CalEOC.
- All UOC missions are closed and captured in the mission summary spreadsheet.
- Provide the UOC Executive Director and Operations Section Chief appropriate UOC documentation.
- Ensure Breakout Room 4 is clean and returned to pre-activation status.
- Complete exit survey.
- Sign-out at the sign-in desk or Logistics Chief.
- Participate in the After Action process.

NOTE: It is possible that Cal OES and the Federal Emergency Management Agency (FEMA) may decide to transition SOC/REOC responsibilities to a Joint Field Office (JFO). UOC representatives may be requested to staff the JFO or Local Assistance Center. UOC representative should consult with Operations Section Chief whether continuing UOC representation is needed.

Information Sharing: Pursuant to the Memorandum of Understanding between CUEA and Cal EMA, it is understood both parties will coordinate information sharing. As previously mentioned, the SOC utilizes CalEOC as the primary source of information sharing and resource coordination. To follow suite of other response agencies, private sector entities, non-profit organizations, etc. CUEA will utilize CalEOC and create a Utility Situation Report. This information will be included in an overall comprehensive state response report.

Confidentiality: In addition to the items mentioned in the BUOC Administrative Policy, Code of Conduct Section, the following is applicable:

- UOC representative(s) will consider information that is provided by their respective peers during or after an activation to be considered confidential and to be shared only as appropriate.
- Sensitive information shared outside of the UOC must be approved by CUEA prior to distribution.
- It is expected that all UOC representatives not share confidential information issued by Cal OES, other state agencies or SOC/REOC sources. For example, confidential information specific to food contamination should not be shared outside of the UOC unless approval is obtained from the BOC or noted in a SOC Situation Status Report.

Public Records Act: It should be noted that the general rule is records held by state or local government are public records. There are numerous exceptions to this general rule that have to be considered on a case-by-case basis. UOC records that are released to the SOC may be considered public, unless some other exemption applies, e.g., records whose release would violate the privacy rights of identified individuals or where an explicit Federal Freedom of Information Act (FOIA) exemption against the release of a particular type of information applies.