

▶ See short video on regional fire safety

Get back to business faster with disaster planning tips and tools

Preparation is key to getting your business back on track after a disaster. Whether the disruption is due to natural causes, such as a wildfire or earthquake, or other hazards, an emergency response plan can help your business recover faster and limit losses.

Start with an overview of the basics in our four-minute video, "Emergency

Preparedness for Businesses," at sdge.com/business/emergency. For example, you should develop a written plan, train staff, practice emergency procedures, stock emergency supplies, maintain defensible space, back up and store information securely off site, and periodically test equipment such as electric generators and smoke detectors.

With California's year-round fire season, fire safety is vital for everyone. To learn about our Community Fire Safety Program, and what we do to advance regional fire safety, watch our short video, "Keeping the San Diego Region Safe," at sdge.com/CFSP-video.

Visit ready.gov/business for tools you can use to develop or improve a disaster preparedness program for your business. The business continuity planning software includes an automated disaster recovery plan tool.

Training and technology come together in a crisis

Practice doesn't always make perfect, but it certainly helps when responding to a crisis.

"We have to be ready for any event that would prevent us from delivering gas and electricity to our customers," said Danny Zaragoza, director of emergency management for SDG&E®.

"We provide quarterly training exercises for approximately 400 Emergency Operations Center (EOC) responders. We train for different hazards such as wildfire damage to electric infrastructure and load curtailments" (when power supplies fall short of demand).

Activating the EOC

The EOC becomes a hub of activity whenever there's a crisis that affects gas or electric service. Emergency response team members coordinate energy service restoration efforts. EOC responders also work with the San Diego County Office of Emergency Services, local fire departments, law enforcement, the American Red Cross and others to resolve the crisis, protect the public and coordinate communications.

Sharing resources

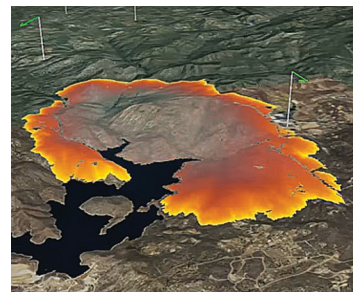
As needed, we share resources with public and private agencies. These include mobile emergency command

centers and satellite communication systems. During fire season, we reserve a helitanker that can drop up to 2,650 gallons of water on fires - more than seven times the 360-gallon capacity of a typical firefighting helicopter.

New fire modeling tool

New this summer is fire behavior modeling software that our meteorologists helped develop. It combines real-time data from our weather station network with vegetation conditions to see how fires are likely to act across the landscape. We also post a Wildfire Threat Index and current weather conditions for public viewing year-round at sdgweather.com.

Danny Zaragoza directs emergency management services for SDG&E, including the Emergency Operations Center, mobile command centers, fire coordination services, meteorology and training. INSET PHOTO: Our new fire behavior modeling software produces 3-D images like this to monitor how fires are likely to act. Images change as the computer processes real-time data on weather and vegetation conditions.





Focusing on fire safety in the field

Being prepared for wildfires is vital for regional safety as well as energy reliability. Here are some of the efforts that take place in the field as part of our **Community Fire Safety Program** to protect people, property and power lines.

- **Six fire coordinators train** firefighters, police and other first responders in energy safety. They also train SDG&E field crews in fire prevention and response, and participate in local, state and border fire safety groups.
- **Close collaboration** with incident commanders and first responders during a disaster results in a better coordinated response.
- **Wood-to-steel power pole conversions** - 2,300 transmission and 5,100 distribution poles to date in fire-prone areas - build the electric grid's resistance to wind and fire.

- **America's largest utility-owned weather network** with 173 weather stations, captures data for analysis by three meteorologists. Their microclimate forecasts are factored into operational decisions.
- **Our weather team helped develop** new fire behavior modeling software for use starting this summer, and the Santa Ana Wildfire Threat Index, a web-based tool, previously.
- **We keep a helitanker on call** to drop water on wildfires, and up to eight fire engines and crews on standby for rapid response during fire season.
- **Maintaining clearances for 462,000 trees** growing near power lines helps prevent power outages and fires.

Four easy ways to get outage updates

Here are four online options that make it easy for you to get information on planned and unplanned outages.



- 1. Mobile app:** Download our free app at sdge.com/mobileapp so you can check our outage map on your mobile device.
- 2. Outage map:** View our outage map at sdge.com/outages. It shows affected areas and estimated restoration times.
- 3. Look-up tool:** Enter your service address in the look-up tool at sdge.com/outagestatus to check the status of state-ordered rotating outages called during regional power emergencies.
- 4. Twitter:** You can tweet us or follow us on Twitter @SDGE or twitter.com/sdge for news and alerts.

Alliances enhance community safety

More than 80 nonprofit organizations received grants totaling \$900,000 at our annual **SAFE San Diego Initiative** awards presentation on July 14, 2016. The grants support regional safety groups in the communities we serve, including the following ones dedicated to disaster preparedness, emergency response, education and assistance.

Community Emergency Response Teams and Fire Safe Councils - 60 in all - received \$150,000 to help 2,800 active volunteers protect more than 70,500 homes and 5,200 acres via 119 defensible space projects, 126 drills and 314 training workshops.

The American Red Cross assists with individual and family preparedness, business continuity,

and providing families with shelter and necessities when disaster strikes.

Burn Institute Fire Safe Kids launched a Fire and Burn Prevention interactive program for fourth-, fifth- and sixth-grade students last year. Through presentations, videos and online games, tweens are taught about dangers such as experimenting with fire and preparing hot snacks.

The Intertribal Long-term Recovery Foundation serves people living on tribal lands. Programs include safety outreach, clearing of defensible space around homes, and installation of smoke detectors and new batteries.

Learn more about our community support at sdge.com/community.

Get generator tips before you switch

With a portable electric generator or small permanent standby generator, you can keep your essential equipment running during a power outage. Before operating a generator for the first time, however, state law requires you to notify us. Get tips on choosing and using a generator safely at sdge.com/chooseagenerator.

