

**DATA REQUEST RESPONSE**  
**Bear Valley Electric Service**  
**R. 18-10-007: Wildfire Mitigation Plan Rulemaking**

**Response provided by:** Sean Matlock  
**Title:** Manager Energy Resource Department  
**Data Request Number:** CalAdvocates-BVES-2020WMP-02  
**Date Received:** March 12, 2020  
**Date Due:** March 17, 2020  
**Date Provided:** March 17, 2020

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**Received by email from CalPA Henry Burton on March 12, 2020.**  
**The following questions pertain to the BVES' 2020 Wildfire Mitigation Plan (WMP).**

**Question 1**

**Please describe BVES' communications protocol to reach medical baseline or critical care customers before and during emergency and/or de-energization events.**

Response:

BVES's communication protocol for medical baseline customers is to call them by way of our Interactive Voice Response (IVR) system. This system allows for robust tracking of what calls were received and which were not. As a backup, BVES will call each individual customer in the affected area. BVES creates a report that shows information about the critical customer premise every 2 weeks and distributes the list to key personnel within our organization. As of March 13, 2020, BVES has 225 customers on this list. When possible, and depending on the circumstances at the time, BVES will communicate to its customers before any de-energization event occurs or any situation an emergency may occur. BVES keeps all communication channels open during and after the events. Customers who have medical emergencies are advised to call 911.

BVES is exploring the possibility of adding TextPower software to its communication system, which will allow BVES to reach customers through text messaging. In addition, BVES is soliciting email addresses from medical baseline customers to develop an email campaign that convey information that is relevant to them. BVES is also requesting email addresses from all new medical baseline customers. All pertinent information will be posted on BVES website and Facebook pages. Furthermore, BVES customer service lines are available to assist 24/7.

**Question 2**

**Please explain how BVES' communications protocol for medical baseline or critical care customers (as described in the previous question) differs from BVES' communications protocol for the general public.**

Response:

BVES's communication protocol for medical baseline customers differs from other customers in that the information is shared with local emergency response providers and customers are followed-up during and after an IVR campaign.