

**BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF CALIFORNIA**

Order Instituting Rulemaking to Examine
Electric Utility De-Energization of Power
Lines in Dangerous Conditions.

Rulemaking 18-12-005
(Filed December 13, 2018)

**SAN DIEGO GAS & ELECTRIC COMPANY (U 902-E)
QUARTERLY UPDATE TO 2024 PLAN TO SUPPORT ACCESS AND FUNCTIONAL
NEEDS POPULATIONS DURING PUBLIC SAFETY POWER SHUTOFFS**

Laura M. Fulton
San Diego Gas & Electric Company
8330 Century Park Court, CP32D
San Diego, CA 92123
Telephone: (858) 654-1759
Fax: (619) 699-5027
Email: lfulton@sdge.com

Attorney for:
SAN DIEGO GAS & ELECTRIC COMPANY

October 31, 2024

**BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF CALIFORNIA**

Order Instituting Rulemaking to Examine
Electric Utility De-Energization of Power
Lines in Dangerous Conditions.

Rulemaking 18-12-005
(Filed December 13, 2018)

**SAN DIEGO GAS & ELECTRIC COMPANY (U 902-E)
QUARTERLY UPDATE TO 2024 PLAN TO SUPPORT ACCESS AND FUNCTIONAL NEEDS
POPULATIONS DURING PUBLIC SAFETY POWER SHUTOFFS**

Pursuant to Conclusion of Law 36 and Ordering Paragraph 1 of the California Public Utilities Commission’s (Commission) Phase 3 De-Energization Decision (D.) 20-05-051, San Diego Gas & Electric Company (SDG&E) submits this quarterly update regarding its progress toward meeting its 2024 Access and Functional Needs (AFN) Plan and the impact of its efforts to address the AFN and vulnerable population during Public Safety Power Shutoff (PSPS). SDG&E’s quarterly update is attached hereto as Attachment A.

Respectfully submitted,

By: /s/ Laura M. Fulton
Laura M. Fulton
San Diego Gas & Electric Company
8330 Century Park Court, #CP32D
San Diego, CA 92123
Telephone: (858) 654-1759
Fax: (619) 699-5027
Email: lfulton@sdge.com

Attorney for:
SAN DIEGO GAS & ELECTRIC COMPANY

October 31, 2024

Attachment A

**San Diego Gas & Electric Company's
Quarterly Update to 2024 Plan to Support
Populations with Access and Functional Needs During
Public Safety Power Shutoffs**

October 31, 2024



Table of Contents

Introduction	1
1. CONCEPT OF OPERATIONS HOW	2
1.1 Preparedness/ Readiness (Before Power Shutoff)	2
1.1.1 Emergency Operations Center	2
1.1.2 Preparation Exercises & Training	3
1.1.3 Emergency Operations Center AFN Liaison Role	3
1.1.4 Customer Care Support	5
1.2 AFN Identification Outreach	5
1.3 AFN Support Resources	6
1.4 Customer Resiliency Programs and Continuous Power Solutions	12
1.4.1 Back-Up Power	12
1.4.2 Portable Battery Program (Generator Grant Program).....	12
1.4.3 Generator Rebate Program (Generator Assistance Program)	13
1.4.4 Mobile Home Park Resilience Program.....	14
1.4.5 Resiliency Surveys	14
1.4.6 Self-Generation Incentive Program (SGIP)	14
1.4.7 Microgrid Incentive Program	15
1.5 Customer Assistance Programs.....	16
1.5.1 Medical Baseline Allowance Program (MBL)	16
1.5.2 California Alternate Rates for Energy Program (CARE)	17
1.5.3 Family Electric Rate Assistance Program (FERA)	17
1.5.4 Energy Savings Assistance Program (ESA) Portfolio	18
1.5.5 Low Income Energy Assistance Program (LIHEAP)	18
1.5.6 Arrearage Management Plan (AMP)	18
1.5.7 Community Support	19
1.6 PSPS Preparedness Outreach and Community Engagement	19
1.6.1 SDG&E Advisory Boards and Councils	19
1.6.2 AFN Collaborative Council (See Appendix A)	19
1.6.3 Statewide Joint IOU AFN Advisory Council (See Appendix B).....	21
1.6.4 Wildfire Safety Community Advisory Council (WSCAC).....	23
1.6.5 Tribal Communities	23
1.6.6 PSPS Working Group.....	24

1.7 AFN Public Education & Outreach	25
1.7.1 Statewide Website for AFN Solutions.....	25
1.7.2 Accessibility of Communications	26
1.7.3 AFN Power Panel.....	27
1.7.4 Community Based Organization Outreach	28
1.7.5 Participation in Community Events.....	30
1.7.6 Collaboration with Partners and State Agencies	31
1.8 PSPS Activation (During – Emergency Operation Center Activated).....	32
1.8.1 PSPS Communications.....	32
1.8.2 Accessible Media Engagement	35
1.8.3 Community Resource Centers (CRCs)	35
1.9 Recovery (After - Power has Been Restored).....	37
1.9.1 Customer Research and Feedback.....	37
1.9.2 AFN Support	38

Appendix A – C

Appendix A: Collaborative Council Members

Appendix B: Statewide Council Members

Appendix C: 2024 AFN Plan Objective Tracker

Introduction

On January 31, 2024, San Diego Gas & Electric Company (SDG&E or Company) submitted its 2024 plan regarding planned efforts to support populations with access and functional needs (AFN) during Public Safety Power Shutoff (PSPS) de-energization (2024 AFN Plan) in accordance with California Public Utilities Commission (Commission or CPUC) Decision (D.) 20-05-051 Phase 3 OIR Guidelines leveraging the Federal Management Administration's (FEMA) Six Step Comprehensive Preparedness Guide (CPG) process. SDG&E's 2024 AFN Plan outlined its approach for serving individuals with AFN and vulnerable customers before, during and after PSPS.

Per D.20-05-051, SDG&E provides this quarterly update regarding its progress toward meeting its 2024 AFN Plan and the impact of its efforts to address the needs of AFN and vulnerable populations during a PSPS. This update maps to and follows the sequencing of SDG&E's 2024 AFN Plan¹ for ease of reference and builds upon the efforts described therein. Specifically, rather than repeating the activities SDG&E describes in its 2024 AFN Plan that were already taken, this update provides the incremental efforts taken since July 31, 2024.

Since its submittal of the 2024 Q3 update of the AFN Plan, SDG&E highlights progress on the following key activities:

- Provided trainings and presentations to healthcare, community emergency response teams (CERTs), and transportation partners on AFN self-identification, PSPS preparedness, and support services.
- Implemented AFN self-identification campaign with a community-based organization (CBO) social media packet, bill insert article, and bill package envelope with self-ID information.
- Collaborated with 211 San Diego to contact approximately 1,200 medical baseline (MBL) customers in the high-fire threat district (HFTD) for PSPS preparedness support.
- Launched PrepareforPowerDown.com with Phase 2 expanded content and developed marketing materials for a Statewide Partner campaign in Q4.

¹ <https://www.sdge.com/sites/default/files/R.18-12-005%20SDGE%202024%20AFN%20Plan.pdf>. Note the title on the second page is mislabeled as 2023.

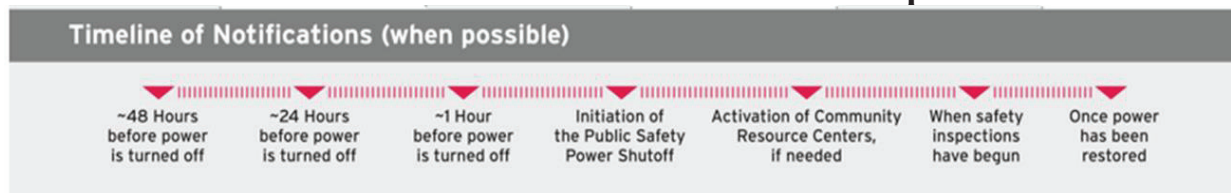
See [Appendix C](#) for to-date and quarterly progress towards the key objectives outlined in the 2024 AFN Plan.

1. CONCEPT OF OPERATIONS | HOW

During a PSPS, forecasts are subject to change swiftly and preparation timelines must adjust quickly as well.

This Concept of Operations is separated into preparedness before, during, and after phases to account for the unique operational requirements over the course of PSPS. Table 1 shows a general example sequence for a potential PSPS.

Table 1: SDG&E PSPS Timeline Example



1.1 Preparedness/ Readiness (Before Power Shutoff)

1.1.1 Emergency Operations Center

Leading up to the PSPS season, SDG&E Emergency Management meets with public safety partners to determine the best method of communicating and providing situational awareness during Emergency Operation Center (EOC) activations. Public safety partners are proactively informed through different forms of communication throughout the year. In 2021, public safety partners were directed to the new SDG&E Public Safety Partner Portal (PSPP) to receive the latest situational updates, and a mobile application was added in 2022 to enhance the PSPP, ensuring that partners have information at their disposal on their mobile devices. In 2023, enhancements were made to the portal to include all-hazard information and ensure compliance with the Web Content Accessibility Guidelines (WCAG) 2.1 AA success criteria for accessibility.

In 2024, the two-time award-winning Partner Portal will expand to include gas hazards to ensure that partners are receiving timely and accurate information

during gas related Emergency Operations Center (EOC) activations. Additionally, for the sake of resilience, SDG&E maintains two physical EOCs alongside a virtual EOC, enabling SDG&E to respond either in-person, virtually, or through a hybrid approach depending on the situation and needs of response.

1.1.2 Preparation Exercises & Training

SDG&E's Emergency Management Program and responder teams conduct extensive preparation and training in collaboration with the AFN team to prepare for PSPS and supporting individuals with AFN. These include:

- Two annual PSPS exercises in Q2 (one tabletop & one operations-based functional), both of which included a focus on addressing AFN support during a PSPS with external partner participation (including AFN partners).
- A targeted notifications/communications tabletop exercise conducted in Q3 to ensure EOC responders that manage customer notifications, AFN, and public information messaging are aligned and ready to respond.
- New responders onboarding with the New EOC Member Orientation course
- New responders onboarding with required participation in NIMS, SEMS, and ICS training through FEMA course 100, FEMA course 200, FEMA course 700, and California's SEMS course
- Outreach and engagement with Public Safety Partners, Community Partners, and local jurisdictions (including tribal partners, CBOs, and other AFN partners)
- EOC tours for external stakeholders
- Joint planning with County OES, Cal OES, CAL FIRE, emergency managers, and Regional Fire Chiefs
- AFN Liaison Officer training on the process and protocols for communication and AFN support services, including area-specific exercises throughout the year

1.1.3 Emergency Operations Center AFN Liaison Role

To ensure individuals with AFN have support and resources available during all phases of a PSPS, SDG&E has established a dedicated AFN Liaison position,

which includes a roster of approximately ten responders who complete a series of yearly trainings to prepare and effectively respond to customer needs before, during, and after a PSPS.

Specifically dedicated to supporting individuals with AFN during EOC activations, the AFN Liaison reports directly to and advises the Officer-in-Charge (OIC) regarding the support services, resources, and activities to support customers with AFN.

The AFN Liaison Officer collaborates with SDG&E's AFN CBO support partners, including 211 San Diego, Orange County United Way (formerly 211 Orange County), Facilitating Access to Coordinated Transportation (FACT), Salvation Army, and local CBOs, to prepare customers for a potential power outage, provide up-to-date information on PSPS operations, and address the power outage related needs of customers requesting assistance.

Additionally, to ensure ongoing support, the AFN Liaison Officer responder team has a dedicated 24/7 "on-call" representative, who is available to support specific customer needs that may arise outside of or before a PSPS. Training for this position has expanded to include a series of exercises to build the knowledge and skills needed to effectively serve customers with an AFN during an EOC activation. In addition to the general EOC training and exercises required by SDG&E's Emergency Management, position specific training on the processes and resources utilized during an EOC activation to support AFN customers were required. Year-to-date, there have been four additional AFN Liaison Officer trainings that have reviewed:

- Continually expanded AFN Liaison Checklist and resource identification
- Accessible Hazard Alert System (AHAS) notification procedure
- AFN communication process and standards to AFN support and general partners
- Disability awareness and sensitivity
- Available internal and external resources
- Tracking and reporting metrics for EOC staff and the PSPS Post-Event Report

Training and exercises for EOC operations and specific AFN Liaison Officers' role have prepared this team to effectively manage EOC procedures and

community support resources to benefit customers with AFN and have continued through 2024 to ensure ongoing awareness of changes and updates to procedures.

1.1.4 Customer Care Support

SDG&E continues to support individuals and households with AFN, including during a PSPS. When customers call to speak with an agent regarding specific concerns related to an AFN, they will be directed to the appropriate resource to receive support (e.g., 211, AFN Liaison EOC responder, etc.).

To assist customers with the permanent branch office closure transition, SDG&E hosted several onsite workshops at all four SDG&E branch locations to help customers sign up for My Account, electronic payment options, and Program Assistance. In 2024, SDG&E hosted 36 workshops and assisted over 1,800 customers.

Additionally, SDG&E's Customer Care Center representatives are trained to speak with customers experiencing challenges and if it is the customers' preference, flag them in SDG&E's system as having a self-identified disability for additional consideration of tools, programs, and services.

1.2 AFN Identification Outreach

SDG&E recognizes the importance of continuing to identify individuals with AFN. As a result, SDG&E is committed to providing the education, resources, and notifications required to maximize resiliency during a PSPS. There are approximately 409,000 customer accounts associated with AFN, which comprise 31% of the residential customer class. Of the 409,000, approximately 46,000 customers reside in the HFTD.

Since 2022, SDG&E continues to implement Self-Identification campaigns to allow customers to identify individuals in their household who may identify as:

- Blind/low vision
- Deaf/hard of hearing
- Disabled (cognitive, physical, developmental)
- AFN

- Using Assistive Technology and Durable Medical Equipment

Customers who participate in the Medical Baseline Program and are electricity dependent are also captured through these campaigns. In 2023, two additional categories were added to the AFN Self-ID web form that customers can select: assistive technology and durable medical equipment.

These Self-Identification campaigns have continued through 2024 and will further expand awareness of SDG&E's AFN landscape. In Q3, SDG&E continued AFN Self-Identification outreach including a news article to its network of approximately 200 CBOs, known as its Energy Solutions Partner Network (ESP), that can be amplified through their social media channels. An additional article was included with the bill onsert and messaging on the SDG&E bill envelope. PSPS preparedness resources were included in some of the messaging as well. The messaging drives customers to the AFN self-ID webform and SDG&E's AFN webpage.

SDG&E is also committed to ensuring inclusiveness through ease-of-access for customers with language and accessibility needs. This resource undergoes continuous improvement with participation and feedback from the AFN Collaborative Team and stakeholders to ensure customers can self-identify and receive communications in their preferred manner.

SDG&E will continue to partner and work with the AFN Collaborative Council to identify opportunities to enhance AFN identification.

1.3 AFN Support Resources

To support and prepare individuals who identify as AFN, SDG&E will continue to provide a comprehensive approach of programs and resources before, during, and after PSPS. SDG&E is committed to seeking new opportunities to identify organizations with quick response capacity that can meet the needs of customers across the region during PSPS activations.

In Q4 2023, SDG&E launched a PSPS Customer Impact study to increase understanding of customer impacts during a PSPS de-energization, with a focus on individuals with AFN. The intent of the study is to identify areas where SDG&E can enhance and refine support services and resources to individuals with AFN

who are impacted by a PSPS. This study utilized a comprehensive approach to gather factual data, including key findings from existing relevant studies, and direct survey feedback from SDG&E customers and employees, to inform how SDG&E targets, supports, and communicates with customers before, during and after a PSPS. In early 2024, SDG&E began socializing the observations and recommendations from this study with external stakeholders and provided high-level updates on progress with the study during the Q1 and Q2 AFN Collaborative Council meetings. Throughout Q3, the team met with key internal teams to share the study recommendations and identify next steps for implementing and refining support services offered during a PSPS to further support individuals with AFN. A few examples of this include:

- Expanding partnerships with healthcare providers to drive awareness and enrollment in the Medical Baseline program
- Refining coordination efforts between 211 and SDG&E's accessible transportation provider

An ongoing partnership between the utility and the San Diego County Sheriff's Blue Envelope program, which focuses on "promoting inclusivity and serving as an enhanced communication awareness tool between law enforcement and community members diagnosed with a condition or disability that might require additional accommodations or awareness during a law enforcement interaction," continues to be developed. In Q3, SDG&E and the Sheriff's department attended an in-person safety meeting to educate its Customer Service Field team on the program. The objective of this presentation was to share how the Blue Envelope can be utilized and recognized in the field during in-person customer communications. In collaboration with the San Diego County Sheriff's office, window decals were produced which will aid Customer Service Field teams when approaching a home and communicating with customers.

211 San Diego & Orange County United Way – Centralized Resource Hub

SDG&E's continued partnership with 211 San Diego and Orange County United Way (formerly 211 Orange County) has allowed SDG&E to enhance services as new opportunities are identified. In addition to enhanced identification of customers with AFN, this collaboration also provides assessment of various needs for individuals with AFN, including hotel stays for those impacted by de-

energization events, accessible transportation, food resources, and access to resiliency items.

In advance of a PSPS, 211 will provide support to at-risk customers, including those living in each IOU's high-fire-risk areas, who are eligible for income-qualified assistance programs, and/or rely on life-sustaining medical equipment. This provides opportunities for customers to prepare resiliency plans and connects them with existing programs for enhanced support. 211 also provides a comprehensive approach to assisting customers with completing applications for these programs and includes the exploration of Care Coordination screening outreach efforts.

SDG&E has partnered with 211 San Diego to implement a Care Coordination call campaign beginning with approximately 1,200 Medical Baseline (MBL) customers. The focus of the campaign is to assist MBL customers living in the HFTD by developing a safety plan in preparation of a PSPS or outage. Each customer will receive a personalized evaluation of resiliency plans and will be connected to existing programs and resources to prepare them for outages. Through collaboration with the Joint IOU partners and 211, the Personal Safety Plan form was adopted for statewide consistency.

During a PSPS, 211 San Diego and Orange County United Way serve as a resource hub to connect individuals with services directly provided by partners contracted with SDG&E, as well as more than 1,000 regional CBOs who provide support. These agencies provide several unique advantages in that their services are available statewide, 24/7 and connect individuals with well-established local partners who have long served the broader AFN community. Additionally, social workers are equipped to conduct needs assessments and escalate needs accordingly to higher tiers of support.

Please see Table 2 below for SDG&E's support services flyer that is used for marketing and outreach campaigns to those residing in the HFTD:

Table 2



Providing extra support during power shutoffs.

That's the power to help.

Dial 211 during a Public Safety Power Shutoff for access to community and health services, as well as accessible transportation, for those who qualify.

* Video Relay Service 211 (San Diego: 858-300-1211 and Orange County: 888-600-4357)

ASL / Audio



SCAN ME

Accessible Transportation

Facilitating Access to Coordinated Transportation (FACT) provides accessible transportation to individuals with AFN across the entire HFTD during PSPS. FACT receives EOC PSPS daily notifications and amplifies the information, including zip codes, to approximately 160 paratransit service providers. There is no eligibility criteria other than an individual seeking assistance and the service is available 7 days a week from 5:30 a.m. - 11:00 p.m. during a PSPS.

SDG&E is continuing its partnership with FACT in 2024, as they have been able to facilitate all requests for transportation received and coordinated by 211 and United Way since the initiation of the collaboration in 2020. This consistency of

meeting customers' needs when the utility experiences a de-energization has not necessitated identifying additional transportation partners.

SDG&E has established monthly meetings with FACT to ensure ongoing collaboration and ensure preparedness for timely PSPS support.

In 2024, SDG&E has continued marketing this resource through targeted campaigns to individuals with AFN, as well as providing training and materials for CBOs within the Energy Solutions Partner Network that SDG&E works with. See section 1.7 AFN Public Education and Outreach for additional details.

No-Cost Hotel Stays

SDG&E is continuing its partnership with The Salvation Army in 2024, which provides no-cost hotel stays to individuals with AFN during PSPS. This is also available to individuals who would not normally be considered AFN, but due to circumstances (long duration, cold weather, living alone, etc.) request assistance. Hotel stays are arranged via The Salvation Army and 211/United Way, and do not require any payment up front or otherwise from individuals. Hotels are selected based on accessibility and proximity to a customer's residence or other requested location. The Salvation Army has facilitated all requests received since the partnership's initiation in 2020.

In 2024, SDG&E will continue marketing this solution through targeted campaigns to individuals with AFN through its network of CBOs. In Q2 and Q3, SDG&E met with Salvation Army to discuss the upcoming PSPS season and identified areas of opportunity to enhance hotel support and offerings during a PSPS. Additionally, SDG&E will work with The Salvation Army to explore enhanced screening for specific needs for individuals with AFN (e.g., accessibility, refrigeration).

Food Support

SDG&E has strengthened the pipeline of local food resources for older adults, individuals, and families with AFN by partnering with the San Diego Food Bank, Feeding America, Meals on Wheels, and other local food partners. These valued partnerships enable the support of vulnerable, rural, and tribal communities year-round and during PSPS activations. Food support is available at many locations,

including on tribal lands. Expanded San Diego Food Bank mobile food pantries ensure additional food support offerings during PSPS. As demonstrated during previous PSPS de-energizations, this has proven to be a valuable resource and as such will continue to play an important role in supporting customers in need.

Supplemental to the above referenced partnerships, SDG&E will continue to offer warm meals at Community Resource Centers when needed. Currently, three catering companies are contracted with SDG&E to provide catering services throughout the service territory.

In addition to food banks and warm food, in Q3, Neighborhood House Association Nutrition Services utilized its SDG&E awarded shareholder grant funding to prepare 1,400 emergency preparedness shelf stable food packages for distribution by San Ysidro Health to seniors in need.

Wellness Checks

In 2022, SDG&E expanded its PSPS support services by partnering with service programs to perform in-home wellness checks when requests are made through 211 during a PSPS. PSPS educational resource flyers are distributed during wellness checks as part of their emergency preparedness efforts along with medical cooler organizers as needed. Additional support services can be provided through 211 as needed. The below partnerships have continued into 2024:

- **East County Community Emergency Response Team (CERT):** Educates people about disaster preparedness for hazards that may impact their area. Provides training in basic disaster response.
- **San Diego County Volunteer Sheriff Patrol - You Are Not Alone (YANA) Program:** A volunteer program designed to support older adults, people with disabilities or anyone who is otherwise homebound through weekly visits or by requests.

Resiliency Items

SDG&E will continue to distribute resiliency items at Community Resource Centers during a PSPS. These items may include portable solar cell phone charger, medical device charging, gift cards, solar power banks, cooler bags, 2.5-

gallon water bags, bottled water, water for livestock and seasonal blankets and medical cooler organizer. Additional opportunities will be explored to provide targeted resiliency items as they are identified.

Additionally, SDG&E will continue providing medical cooler bags through CERTS and YANA during individual wellness checks in advance of a PSPS to those living in higher PSPS risk areas. These medical cooler bags are also distributed throughout the HFTD during SDG&E's Mini-Wildfire Safety fairs, when applicable.

SDG&E and the other IOUs have quarterly working group meetings scheduled with the AFN Collaborative team to further identify opportunities to enhance support.

1.4 Customer Resiliency Programs and Continuous Power Solutions

1.4.1 Back-Up Power

SDG&E offers several back-up power programs to enhance resiliency for individuals, many of which are targeted to individuals with AFN during PSPS activations including no-cost and low-cost options.

1.4.2 Portable Battery Program (Generator Grant Program)

The Generator Grant Program (GGP) provides no-cost backup batteries to customers. In 2023, eligible customers included those residing in the HFTD who have experienced one or more PSPS outages and are enrolled in the MBL Program or flagged in SDG&E's customer database as self-identified AFN or having a self-reported disability, including those that are blind/low vision, deaf/hard of hearing, and temperature sensitive. Just over 5,500 customers have received batteries to date, with approximately 77% of the eligible population having participated. In terms of customer feedback for this program, 71% of customers who participated in 2019 – 2022 experienced a PSPS, 94% reported using the battery unit during the outage, and of those, 98% replied that the battery unit helped power devices during the PSPS. Customers who participated

in 2023 were sent an email survey at the end of the year. Approximately 36% of customers who responded to the survey stated that they experienced a power outage since receiving their battery and 79% of those customers who experienced an outage used their battery to power medical or assistive devices.

For 2024, the program will continue to prioritize MBL, Life Support, and qualifying AFN customers in the HFTD with a high likelihood of PSPS. As a recent program update in 2024, customers participating in the Generator Grant Program are offered a resiliency assessment to determine their current awareness of PSPS resources, existing resiliency measures to which they may already have access, and other resiliency programs they may benefit from (such as permanent batteries). The program will also continue to deploy “emergency” backup battery deliveries to individuals with AFN who need them during PSPS outages. The program is actively conducting outreach and providing services to eligible customers for the 2024 program year.

1.4.3 Generator Rebate Program (Generator Assistance Program)

SDG&E’s Generator Assistance Program offers a rebate incentive for customers to prepare with back-up power sources. The program offers a \$300 rebate on fuel generators and \$150 on portable power stations to customers who reside in the HFTD and have experienced a PSPS-related outage. In addition, the program targets the low-income segment with an enhanced rebate of \$500 on fuel generators and \$200 on portable power stations for all CARE/FERA customers. These higher rebate amounts are equivalent to a 70 – 90% discount on the average portable generator models for lower-income customers. To date, over 2,500 customers have received rebates from this program. The 2024 program will continue to target customers in the HFTD who have experienced previous PSPS events and provide enhanced rebates for low-income individuals including those with access and functional needs who elect to purchase portable generators and portable power stations. The program is actively conducting outreach to eligible customers and processing rebates for the 2024 program year. The rebate amount has been increased on portable power stations for all eligible customers, and on portable generators for income-qualified customers.

1.4.4 Mobile Home Park Resilience Program

The Standby Power Programs (SPP) target customers and communities that will not directly benefit from other grid hardening initiatives. These targeted customers reside in the backcountry and are generally located on circuits in communities that are most prone to PSPS exposure. One sub-program within the SPP umbrella that offers potential benefits to individuals with access and functional needs is referred to as the Mobile Home Resilience Program (MHRP). This program provides a backup power solution to enhance community resilience within their respective mobile home park. The clubhouse tends to be a central location where residents can charge phones or laptops, keep medical devices powered, seek air conditioning, or refrigerate medicine in the community refrigerator. This program has completed three installations since its inception and will continue 1-2 installations annually (SPP budget permitting), with no-out of pocket expenses for the local residents.

1.4.5 Resiliency Surveys

SDG&E continues to manage the Personalized Preparedness Resource offering to reach specific vulnerable populations and provide qualifying customers with resources to support their resiliency during power outages. The online survey is available to all residential customers in the HFTD, ensuring that all customers are able to receive customized resources tailored to their needs.

1.4.6 Self-Generation Incentive Program (SGIP)

The Self-Generation Incentive Program (SGIP) offers incentives for generation and battery storage technologies for residential and nonresidential customers. The SGIP has a variety of different budget categories for the current program cycle that started in 2020 and is expected to run until the end of 2025 or until all incentive funds are exhausted. In support of AFN customers, the program offers higher incentives for battery storage projects within the Equity Resiliency budget.

Customers can be eligible for the Equity Resiliency budget if they are located in Tier 2 or Tier 3 of the HFTD, experienced PSPS events, are currently enrolled in a medical baseline program, and/or have a serious illness or condition that could be life threatening if electricity is disconnected (2023 SGIP Handbook, PG 37). In 2023, the SGIP received 74 applications for the Equity Resiliency budget and paid out 409 applications totaling 13.14 MWh (CSE SGIP public data from CA DG Stats). This program is administrated by the Center for Sustainable Energy (CSE) in SDG&E's service territory and CSE will administrate SGIP until the end of the current program cycle [2020-2025].

In late March of 2024, Commission Decision (D.) 24-03-071 was adopted by the Commission which allocated \$22M from the Greenhouse Gas Reduction Fund to the SGIP Residential Solar and Storage Equity budget for the SDG&E service territory. This decision also made programmatic changes to improve the SGIP through eligibility requirements that cater to AFN customers. The SGIP PAs, which is Center for Sustainable Energy in SDG&E's service territory, are working on the implementation of D. 24-03-071 to make these new directives effective and the new funding available statewide.

1.4.7 Microgrid Incentive Program

SDG&E launched its Microgrid Incentive Program (MIP) in October 2023, which is aimed at disadvantaged and vulnerable communities for deploying, and incentivizing, multi-premise community microgrids. The current application window was slated to open mid-October 2024. However, SDG&E has requested and is awaiting the Commission's approval to move the MIP application window from October 14, 2024 to April 14, 2025, to provide more time for applicants to develop comprehensive microgrid proposals.

SDG&E completed numerous Initial Resilience Consultations with interested applicants and some of the applicants have moved into the Technical Consultation phase and are currently analyzing energy usage data to develop microgrid proposals. The MIP team has been working closely with SDG&E Tribal Relations, Regional Public Affairs and Account Executive teams on an ongoing basis to build awareness for the program in addition to hosting one-on-one presentations with interested parties. SDG&E will present MIP at the Semi-

Annual Microgrid and Resiliency Workshop slated for December 2024. Additional information about MIP can be found at www.sdge.com/MIP.

1.5 Customer Assistance Programs

Through SDG&E's comprehensive, marketing, education, and outreach (ME&O) engagement strategy, relevant information on available programs and services is targeted to individuals with AFN to support emergency preparedness, cost savings and resiliency. These programs not only help low-income and disadvantaged communities but are also a critical way for SDG&E to reach a variety of customer demographics within the AFN population.

1.5.1 Medical Baseline Allowance Program (MBL)

The MBL allowance program provides additional energy at a baseline rate (the lowest rate possible for residential customers) to customers with medical conditions that require heat, air conditioning, or have a qualifying medical device. To qualify for the Medical Baseline program, the applicant must have an eligible medical condition or medical device certified by a licensed Medical Doctor (M.D.), Doctor of Osteopathy (D.O.), Nurse Practitioner or Physician Assistant. The medical device must be for home use only.

Through the end of September 2024, SDG&E had 63,432 customers enrolled in the MBL allowance program.² SDG&E is collaborating with local healthcare providers, including Kaiser Permanente, to simplify and streamline the application process, potentially increasing enrollments for MBL participation. Communication and outreach continue to identify and enroll customers into the MBL program.

In 2024, the Joint IOUs have continued to conduct trainings to statewide AFN service and healthcare organizations on the MBL allowance program, PSPS preparedness to help those with AFN to learn about the services available during a PSPS, and eligibility requirements for program enrollment. Additionally, the IOUs will continue to engage with community partners and provide a coordinated one-stop marketing and education outreach program for CARE, FERA, ESA, and bill payment programs to streamline the efforts and share best practices. SDG&E

² As reported in SDG&E's Disconnection Element Monthly Report for September 2024.

will also explore additional ways to expand promotion of these programs to customers identified as AFN.

Statewide MBL Eligibility Study

On December 22, 2021, the Joint IOUs filed a Motion in Rulemaking (R.) 18-07-005 (the Disconnection OIR) requesting authorization to submit a Tier 3 AL to request approval for a study of the eligible MBL population in each utility's service territory. The proposal encompasses the development of a single, coordinated, statewide study plan by a third-party consultant to produce an initial estimate of eligible MBL populations for each IOU's service territory. On August 31, 2023, the Commission approved the study request in D.23-08-049 with several additional requirements.

In Q3, Verdant developed a draft study design and, pursuant to D.23-08-049, the Joint IOUs held a public workshop on July 24, 2024³ to raise awareness and incorporate feedback from stakeholders into the study design. Subsequently, the IOUs filed a joint Tier 3 advice letter to seek approval of the study design and budget on September 30, 2024.⁴

1.5.2 California Alternate Rates for Energy Program (CARE)

The CARE program provides a 30% or greater discount on natural gas and electricity bills to low-income residents, non-profit group living facilities, and agricultural housing facilities. Customers must meet eligibility guidelines to qualify for the CARE program. As of the end of Q3, 317,952⁵ customers were enrolled in CARE.

1.5.3 Family Electric Rate Assistance Program (FERA)

The FERA program provides qualified households with an 18% discount on electric usage every month. Households of three or more may qualify for the

³ D.23-08-049 at COL 17(c) and OP 5.

⁴ SDG&E AL 4524-E/3352-G.

⁵ As reported in SDG&E's Low Income Monthly Report for September 2024, CARE Table 2.

FERA program. Household size and total household income guidelines apply. As of the end of Q3, 10,539⁶ customers were enrolled in FERA.

1.5.4 Energy Savings Assistance Program (ESA) Portfolio

The ESA portfolio of programs offers no-cost weatherization services, energy efficient lighting, energy efficient appliances, energy education, and other services to income-qualified customers of single family, mobile homes and qualified Deed Restricted and Non-Deed Restricted multifamily buildings in support of reducing energy consumption and costs, while improving health, comfort, and safety of customers. ESA's portfolio consists of the Main ESA Program, Multifamily Whole Building (MFWB), and ESA Whole Home Program. In Q3, the ESA Main program treated 1,917 homes, totaling 4,181 homes treated YTD. In Q3, the Southern ESA MFWB Program treated four whole building properties and 2,524 in-unit treatments year-to-date across the three IOUs service territory. In Q3, the ESA Whole Home program had 92 property leads, 35 properties enrolled, and two properties in assessment.

1.5.5 Low Income Energy Assistance Program (LIHEAP)

LIHEAP is federally funded and helps low-income households with weatherization services and one-time financial assistance to help pay an eligible household's energy bill. The program is overseen by the California Department of Community Services and Development (CSD) and administered by three local nonprofit agencies in SDG&E's service territory. SDG&E customers are referred to 211 San Diego (211sandiego.org) for information. In Q1 there were 1,994 LIHEAP pledges totaling approximately \$1,985,269. In Q2, there were 1,527 LIHEAP pledges totaling \$1,453,193. In Q3, there were 1,908 LIHEAP pledges totaling \$1,949,559.

1.5.6 Arrearage Management Plan (AMP)

CARE and FERA customers may also be eligible for AMP, which is a 12-month payment plan that forgives 1/12 of a participant's debt after each on-time payment of the current month's bill. After twelve on-time payments of their current month's bills, the participant's debt will be fully forgiven up to a maximum of \$8,000. Enrolled participants are protected from disconnection while

⁶ As reported in SDDG&E's Low Income Monthly Report for September 2024, FERA Table 2.

participating. As of the end of Q3 2024, there were 22,614 customers enrolled in AMP with \$52.3M in total amount forgiven since the program started.

1.5.7 Community Support

In Q3 of 2024, charitable giving concluded. In total, 45 shareholder funded grants for \$945,000 were distributed to Emergency Preparedness and Safety partners. This includes nearly \$115,000 of investment with CBOs whose primary purpose is to serve the AFN population. Programs supported included:

- In-home emergency preparedness for individuals with disabilities, seniors, and those with medical devices
- CPR and AED training conducted in American Sign Language (ASL) for deaf and hard of hearing individuals
- Disaster response interpreter training and education to ensure rapid deployment of sign language interpreters during an emergency
- Earthquake preparation and drills for those with intellectual and developmental disabilities
- Emergency meal distribution for seniors
- Digital safety training for seniors

1.6 PSPS Preparedness Outreach and Community Engagement

1.6.1 SDG&E Advisory Boards and Councils

SDG&E is committed to ongoing engagement with external stakeholders, public safety partners, tribal leadership, and advisory boards/councils to gain feedback on its approaches to serving customers before, during and after PSPS. The following section will outline Q3 2024 engagement, feedback received, and how SDG&E plans to incorporate the feedback to enhance the customer experience.

1.6.2 AFN Collaborative Council (See Appendix A)

SDG&E participated in the Q3 AFN Collaborative Council meeting on September 9, 2024. The meeting's goal was to discuss PSPS seasonal updates, Community Resource Centers, expansion of PSPS mitigation resources, all-hazards support, and updates on the P4PD marketing campaign and Best Practices Blueprint.

Table 3: Q3 Collaborative Council Meeting Information

Access and Functional Needs Collaborative Council Meeting	
Meeting	<p>Date: September 9, 2024 Location: Virtual Purpose: Collaborative discussion on PSPS Mitigation Resources and All-Hazards Response Plan, PSPS Season, Prepare for Power Down and Best Practices Blueprint updates, and utilization of Community Resource Centers</p>
Summary of Engagement	<ul style="list-style-type: none"> • 2024 PSPS Season Updates <ul style="list-style-type: none"> ○ IOUs provided an overview on the PSPS season to date and discussed lessons learned as well as key focus areas. • Community Resource Centers <ul style="list-style-type: none"> ○ Joint IOUs provided an overview of Community Resource Center offerings. ○ Discussion of staffing structure at CRCs and how customer needs are understood without the acquisition of Personal Identifying Information. • PSPS Mitigation Resources <ul style="list-style-type: none"> ○ Joint IOUs gave an overview of the PSPS mitigation resources offered by the Joint IOUs. ○ Council members discussed potential partnership with the American Red Cross for a bed shaker smoke alarm program. • All-Hazards Response Plan <ul style="list-style-type: none"> ○ Joint IOUs provided an overview of the all-hazards response plan used by the Joint IOUs. ○ Joint IOUs also outlined the logistical nuances across the three utilities and discussed preparation and customer outreach. • Blueprint for Best Practices <ul style="list-style-type: none"> ○ Council members provided the latest updates on the Blueprint for Best Practices and announced that materials are expected to be finalized by October. ○ Joint IOUs noted that winter would be a good time to share the document with other utilities, since a lot of them are in the infancy phase of planning their own PSPS processes and execution. • Prepare for Power Down <ul style="list-style-type: none"> ○ Joint IOUs gave an update on the Prepare for Power Down marketing campaign and announced that the website is live. <ul style="list-style-type: none"> ▪ Shared next steps including Collaborative Council members to distribute the social media and news release that will be available in October.
Feedback	PSPS Mitigation Resources

	<ul style="list-style-type: none"> • Council provided feedback that they would like the IOUs to provide specific resources directly to AFN customers. • Council suggested that the IOUs should continually expand and iterate on current resources.
<p style="text-align: center;">Action Items Guided by Feedback</p>	<p>Completed Actions This Quarter:</p> <ul style="list-style-type: none"> • N/A <p>On-Going Actions:</p> <ul style="list-style-type: none"> • CPUC representative to identify additional opportunities to jointly present the AFN/Joint IOU progress made to the CPUC. <ul style="list-style-type: none"> ○ Status update: Additional follow up to be conducted in Q4. • Collaborative Council to coordinate potential guest speaking opportunity during respective upcoming meetings, including: <ul style="list-style-type: none"> ○ Disability Rights California monthly staff meeting ○ Statewide AFN Community Advisory Committee ○ State Council on Developmental Disabilities meetings ○ Status update: Additional follow up to be conducted in Q4. • Collaborative Council to provide names of statewide disability leaders with capacity and networks to connect with the IOUs. <ul style="list-style-type: none"> ○ Status update: Additional follow up to be conducted in Q4. <p>Future Actions:</p> <ul style="list-style-type: none"> • Conduct follow-up discussions regarding the Blue Envelope Program and SCDD's go-kits and peer training. • Joint IOUs to follow up on PSPS resources presented by V. Taylor and partnership opportunities with the Red Cross. • Continue to provide updates on statuses of Blueprint for Best Practices and Prepare for Power Down campaign.
<p>Future Meeting(s)</p>	<p>Q4 2024</p>

1.6.3 Statewide Joint IOU AFN Advisory Council (See Appendix B)

SDG&E participated in the Q3 Statewide Joint IOU AFN Advisory Council meeting on September 17, 2024. The meeting’s goal was to review the Prepare for Power Down marketing campaign, Community Resource Center support, and 2024 PSPS season updates, and request participants for the 2025 AFN Plan Working Group.

Table 4: Q3 Statewide Advisory Council Meeting Information

Statewide Joint IOU Advisory Council	
Meeting	<p>Date: September 17, 2024 Location: Virtual Purpose: Collaborative discussion on previous meeting follow-ups, 2024 PSPS season updates, Community Resource Centers, the Prepare for Power Down marketing campaign, and 2025 AFN Plan Working Group participants.</p>
Summary of Engagement	<p>2024 PSPS Season Updates</p> <ul style="list-style-type: none"> Joint IOUs provided an overview on the PSPS season so far and discussed lessons learned as well as key focus areas. SCE discussed automation of notification campaigns in response to a question about the utility’s lessons learned. <p>Community Resource Centers</p> <ul style="list-style-type: none"> Joint IOUs provided an overview of Community Resource Center offerings. <p>Prepare for Power Down Website 2024 Marketing Campaign</p> <ul style="list-style-type: none"> Joint IOUs gave an update on the Prepare for Power Down marketing campaign, announced that the website is live, and asked for council members to help spread the word in the coming weeks. <p>AFN Plan Working Group</p> <ul style="list-style-type: none"> Discussed the requirements for participating in the 2025 AFN Plan Working Group and asked for those interested in joining to fill out the interest form.
Feedback	N/A
Action Items Guided by Feedback	<p>Completed Actions This Quarter:</p> <ul style="list-style-type: none"> Schedule meeting to review survey results in-depth with smaller group of Statewide Council members. <ul style="list-style-type: none"> Status update: Additional follow-up completed and due to lack of interest no meeting was scheduled. <p>On-Going Actions:</p> <ul style="list-style-type: none"> Statewide Council member organizations to send a list of support services offered before, during, and after a PSPS to SCE. <ul style="list-style-type: none"> Status update: Additional follow-up completed with follow-up planned for Q4. Joint IOUs to share Prepare for Power Down materials, which will be added to prepareforpowerdown.com, once they are available. <p>Future Actions: N/A</p>
Future Meeting(s)	Q4 2024

1.6.4 Wildfire Safety Community Advisory Council (WSCAC)

The SDG&E Wildfire Safety Community Advisory Council (WSCAC) was established in 2019. WSCAC meetings are led by SDG&E's Chief Operating Officer and are attended by members of the Safety Committee of the SDG&E Management Board.

The WSCAC provides direct input, feedback, recommendations, and support from community and business leaders to SDG&E senior management and the Safety Committee of SDG&E's Board of Directors on how SDG&E can continue to help protect the region from wildfires and other disasters.

In Q3, the WSCAC met on August 16. Several new members of the WSCAC joined for the first time including, Executive Director of City of San Diego Office of Emergency Services, Chairman of the Inter-Tribal Long Term Recovery Foundation, VP of Operations for Cox Communications, and representatives from Cleveland National Forest. At the meeting, SDG&E discussed the weather and fire outlook for the remainder of the year, the role that SDG&E Fire Coordinators play when there is a fire, and the results of a customer impact study regarding PSPS activity. Within the study, there was a specific focus on how a PSPS impacts individuals with AFN and how SDG&E can refine or enhance support to this community

After the presentations, members of the WSCAC had an opportunity to walk through SDG&E's Emergency Operations Center and Wildfire and Climate Resilience Center. This was particularly useful as several members mentioned upcoming table-top exercises that would use this essential data to train their teams.

1.6.5 Tribal Communities

SDG&E has a Tribal Relations team that includes a dedicated manager to engage and coordinate with tribal leaders, staff, and community members to understand their greatest challenges with PSPS. Through these collaborations, tribes have expressed impacts to elders and vulnerable community members including the need for backup battery support and access to water sources. Additionally, food insecurity has been shared as a common concern, as well as the need to integrate indigenous conversations around climate adaptation and ancestral wisdom. In response, SDG&E established support systems with Indian

Health Councils to provide generators, resiliency items, information, and resources in advance of wildfire season and support with emergency food distribution during PSPS.

The Outreach team has been scheduling workshops and community resource fairs in remote tribal areas to provide one-on-one opportunities for tribal members to enroll in bill assistance programs, ESA, FERA, CARE, and MBL.

In Q3, the Outreach and Tribal Relations team participated in ten community resource fairs. Due to the diversity among tribes and their varying priorities, SDG&E will continue to host year-round listening sessions with tribal leaders and staff to increase its reach to tribal members living on and off the reservations. Tribal Relations in partnership with Intertribal Long Term Recovery Foundation released a children's book about wildfire safety and emergency preparedness in Q3. This book provides a tribal perspective on preparedness and PSPS by integrating culture and the indigenous relationship with nature. Copies of this book are being disseminated to San Diego County libraries, tribal schools and at the SDG&E Resilience Zone. This book is an example of culturally appropriate messaging and promotes innovation and a sense of responsibility to preparedness passed down by the first scientists based on hundreds of years of observations of their environment.

Additionally, an annual survey to enhance SDG&E's services and communication to both federally recognized and non-federally recognized tribes to evaluate the changing political, economic and social landscapes in tribal communities has been created and will be implemented in Q4 to obtain direct feedback and identify areas of opportunity to enhance and strengthen SDG&E's partnership with sovereign tribal nations.

1.6.6 PSPS Working Group

SDG&E's PSPS Working Group (PSPSWG) includes representatives from small multi-jurisdictional electric utilities; CCAs; publicly owned electric utilities; communications providers; water service providers; the CPUC; tribes; local government entities; public safety partners; and agencies that serve community members with disabilities, aging, and access and functional needs (AFN) populations.

The PSPSWG met on September 11, 2024. SDG&E highlighted their efforts on critical facilities and infrastructure to enhance public safety during PSPS events.

The revamped communication strategies for 2024 were presented which leverage multiple platforms and languages. Additionally, customer resiliency programs like the Generator Grant Program, Wildfire Mitigation Program, and grid hardening projects were reviewed.

The next working group meeting is scheduled for December 4, 2024, 10:00 AM – 11:00 AM.

1.7 AFN Public Education & Outreach

During Q3, SDG&E processed Direct Mail Campaigns targeting AFN Customers in the HFTD. The Multi-Family Direct-Mail Campaign targeted residents of multi-family facilities, and over 19,000 mailers were sent. The mailing promoted PSPS resiliency resources and information for AFN customers. Additionally, the Mobile Home Park Direct-Mail Campaign was sent to Mobile home park managers and their tenants. Similar mailers containing PSPS resiliency and resource information were sent to approximately 130 mobile home parks. Both campaigns were processed and sent from the end of September through the beginning of October.

1.7.1 Statewide Website for AFN Solutions

PrepareForPowerDown.com (P4PD) is a Joint IOU website, created as a centralized resource for statewide CBOs and agencies serving AFN communities, providing easy access to IOU information on PSPS preparedness and resources. The website offers CBOs educational tools, Joint IOU training presentations, PSPS social media graphics, and utility specific PSPS support materials. In response to the AFN Collaborative Council's request for a customer-facing website, the Joint IOUs embarked on a website refresh in 2022.

In Q3, Phase 2 of the [Prepare for Power Down Website](#) refresh went live to the public. A Joint IOU marketing and communications strategy was completed in Q3, with distribution of marketing collateral to SDG&E AFN council members to promote the website in Q4.

The Joint IOUs promoted the Prepare for Power Down website at the 2024 Tribal Clean Energy summit and the California Hospital Association 2024 Disaster Planning Conference and the Government and Disability Summit.

1.7.2 Accessibility of Communications

SDG&E is continuing to update the Wildfire Safety and PSPS pages on the company website as described in the AFN Public Education & Outreach section above. Content updates were completed by September for SDG&E's 2024 PSPS season. Additional creative refinements will continue through the end of the year. These updates will continue to prioritize accessibility for this effort, striving to meet the Web Content Accessibility Guidelines (WCAG) 2.2 AA success criteria for accessibility. Internal communications teams are also meeting in the coming weeks to review the WCAG guidelines for communication materials. Optimized Drupal (content management system) will continue to provide accessibility features such as search engine form and presentation, color contrast, heading structure, image handling, alternative text, and form labeling. Implementation of the AudioEye website accessibility services provide twice yearly manual accessibility audits in addition to continuous testing, reporting and remediation of accessibility issues automatically in real time. Reporting of issues found that must be fixed by human intervention is available weekly to be addressed by SDG&E's digital experience developer team. SDG&E also works with the Center for Accessible Technology (C4AT) on testing and remediation of the company's digital mobile application properties.

PSPS notifications have been updated for the 2024 season and have been translated into the prevalent languages spoken in the territory as well as American Sign Language (ASL). Additionally, a new enterprise notification system will be put in place later this year, and the PSPS notifications have been adapted for that system, including completion of translated and recorded digital files for PSPS voice notifications.

Effective communication is important for the safety and well-being of customers of every ability and requires that they be accessible. Enhancing the accessibility of customer notifications is a top priority. SDG&E worked with stakeholders and experts to identify accessibility enhancement opportunities for notifications to customers. SDG&E utilizes the following platforms to provide this enhanced level of accessibility:

- Activation of the Accessible Hazard Alert System (AHAS), that provides customized on-demand accessible alerts in real time (approx. 15 min) with the same accessibility as the current pre-recorded PSPS customer notifications. This allows SDG&E to provide accessible communications

during unforeseen emergencies whenever they may occur. In addition to direct notifications to customers, these accessible notifications are shared on social media and web platforms.

- Implementation of Video Remote Interpreting (VRI) resource and training to all CRC staff, allowing for complex conversations and information sharing in ASL and languages other than English. SDG&E employees may access the VRI resource by PC, tablet, or Smart Phone via the Boost Lingo platform. ASL interpreters via video chat, or language interpreters (voice only) are available 24/7 to equitably provide essential information and to engage in conversations with all customers. As a redundancy to the VRI platform SDG&E has contracts in place for in-person ASL interpretation services in case of a network failure during a CRC activation.

SDG&E continues to prioritize accessibility for its websites and mobile applications. As mentioned above, the company takes a proactive approach to meeting the Web Content Accessibility Guidelines (WCAG) 2.2 AA success criteria for accessibility. SDG&E continues to leverage an AFN landing page (sdge.com/AFN) to allow customers to self-identify, as well as get personalized resources for AFN needs.

Additionally, SDG&E continues to look for AFN communication improvement opportunities such as:

- Reviewing customer program application processes and forms to identify opportunities to make them more accessible and easier for customers to navigate.
- Conducting readability reviews of web content and marketing materials to ensure information is conveyed in simple language and easy to understand formats. SDG&E is building a training program for marketing and web content contributors in creating accessible digital documents.

1.7.3 AFN Power Panel

To better understand the needs of customers with AFN, the power panel surveys will continue into Q4. The AFN Power Panel are surveys specifically for customers with AFN to serve as customer advocates for accessibility and accommodations in relation to PSPS. Topics may include outage needs,

communication channels, electric-powered device needs, and other areas of interest that help SDG&E identify and refine accommodations and communications to better serve this population.

The surveys may include various AFN related marketing materials and communications for understanding and effectiveness. While SDG&E deems the information from respondents as valuable to understanding customer segment, the sample size of the AFN Power Panel is typically small (n=~350), so results from these surveys are interpreted with caution.

The AFN Power Panel is a selection of customers self-identified as individuals or households with access and functional needs.

In Q3, a series of questions were developed in relation to awareness of SDG&E preparedness communications and will be fielded to the panel in Q4.

1.7.4 Community Based Organization Outreach

CBOs continue to serve as a key channel and support network throughout SDG&E's service territory. These organizations are considered trusted partners in the communities they serve and provide valuable insight and engagement across various segments, including support to individuals with an AFN. Additionally, these partners amplify SDG&E's wildfire preparedness and notification messaging to hard- to-reach customers, with an emphasis on reaching those located in the HFTD.

SDG&E's Energy Solutions Partner Network, which consists of more than 200 CBOs, is leveraged to help prepare customers, with a focus on individuals with AFN, for wildfires and other emergency situations. These partners, who receive financial compensation for their year-round support, leverage information through a variety of outreach tactics including presentations, events, meetings, and the amplification of emergency preparedness information through their respective social media channels. SDG&E targets outreach to the diverse needs of individuals with AFN and will continue to seek opportunities to promote enrollment and awareness of support services available during a PSPS.

In Q3 SDG&E participated in over 160 activities, including PSPS partner presentations, safety fairs, resource fairs, and a CBO webinar. Topics discussed in the CBO webinar included updates on Customer Assistance programs, Cool

Zone Program, the Joint IOU Prepare for Power Down website, the AFN Self-ID form, and our commitment to accessibility. SDG&E continues to strengthen existing partnerships while identifying new partnerships with organizations that represent the needs of customers with AFN, with a focus on the deaf and blind, those with assistive technology and durable medical equipment, and those who prefer a language other than English. SDG&E has identified these segments as areas of growth for outreach through feedback from council engagement and surveys. Examples of CBOs the team has engaged include: 1) San Diego Hunger Coalition; 2) La Maestra Community Health Centers; 3) Adjoin; 4) Support the Enlisted Project; and 5) Vista Community Clinic. Additionally, in support of the San Diego Center for the Blind, AFN resource cards in braille are being created to provide at presentations, workshops, and targeted community events.

In 2021, SDG&E developed a compensation structure for CBOs to provide enhanced notification support, focusing on those in the HFTD as well as individuals with an AFN. To further reach these customers and amplify preparedness and PSPS support messaging, SDG&E strategically identified and leveraged support from CBOs within its Energy Solutions Partner (ESP) network. As part of this enhanced process, these CBOs, who reach a wide range of demographics including diverse, multicultural, multilingual, senior, disadvantaged and AFN communities, received comprehensive training and materials related to emergency preparedness and wildfire safety. Prior to a PSPS, SDG&E provides notifications and updates to these organizations, who then serve as a critical channel to amplify messaging and communicate with customers who may not utilize traditional channels. This PSPS messaging is then shared through the CBO's communication channels including social media platforms such as Facebook, X, and Instagram. SDG&E continues to expand the PSPS support network of CBOs and has since increased the number to roughly 50. Examples of these select CBOs include 1) San Diego Regional Center; 2) San Diego Center for the Blind; 3) Ramona Senior Center; 4) Julian Cuyamaca Resource Center; 5) Deaf Community Services; and 6) St. Madeleine Sophie's Center.

SDG&E also provides presentations to local CBOs that may not be part of the ESP network, focusing on organizations with disabled and aging population constituents. These presentations provide educational awareness of PSPS support services, emergency preparedness, customer assistance programs and collaboration opportunities to enhance outreach. In Q3, the Outreach team participated in an evacuation and emergency preparedness clinic and continued partnerships with local organizations and agencies, including Fire Safe Councils,

the Rincon Del Diablo Municipal Water District, and San Diego Country Estates Association.

In Q2, SDG&E in partnership with the County of San Diego and its Aging and Independence Services Department, launched the Cool Zone Program which focuses on providing support and resources to individuals with access and functional needs during high heat. At the end of Q3, over 100 Cool Zone sites were open and available to the public, which are facilities that provide an air-conditioned space for individuals to escape the heat, with the added benefit of saving on their utility bills. Cool Zone Tool Kits are provided to the sites to promote customer programs, including CARE, FERA, MBL, and AFN Self-ID.

Additional training in Q3 was provided to CERT Staff on PSPS preparedness and available customer resources, including the self-identification as AFN. SDG&E was a panelist at the Live Well Rural Collaborative on Wildfire Readiness.

1.7.5 Participation in Community Events

To expand SDG&E's reach and support customers with AFN in the HFTD, SDG&E hosted a series of Wildfire Safety Fairs (WSFs) throughout Q3, to disseminate PSPS, CRC, and emergency preparedness information to its customers, including customers with AFN in key communities of concern. In 2024, SDG&E completed four fairs in the communities of Ramona, Alpine, Rancho Bernardo, and Valley Center.

Attendance at the fairs included approximately 500 attendees at Ramona, approximately 1,000 attendees at Rancho Bernardo, approximately 500 attendees at Alpine, and approximately 900 attendees at Valley Center. At these WSFs, customers can visit SDG&E subject matter experts and participating partners, including 211, American Red Cross, CalFire and others to learn more about ways they can better prepare themselves and their loved ones for the unexpected loss of power due to PSPS and other possible weather driven emergencies.

SDG&E also continued its Mini-Wildfire Safety Fair series in 2024. As of the end of Q3, SDG&E participated in 70 Mini-Wildfire Safety Fairs, which focus on providing enhanced support to customers, while engaging CBOs within SDG&E's ESP network. These mini-wildfire fairs provide an opportunity to enhance coordination efforts with Fire Safe Councils, CERT Teams, Fire Departments,

and Tribal Governments, with a focus on educating and preparing customers for wildfires within rural communities, particularly individuals with AFN. Examples of CBOs that have supported this initiative include, Poway Neighborhood Emergency Corps, Southern California American Indian Resource Center (SCAIR), and the Southern Indian Health Council.

1.7.6 Collaboration with Partners and State Agencies

Healthcare Industry and State Agencies

SDG&E recognizes that ongoing engagement with healthcare practitioners, medical associations, managed care program providers, and durable medical equipment suppliers is a key opportunity to increase enrollment in the MBL Program and connect individuals with AFN to programs and services that help customers prepare for a PSPS.

In Q3, the Joint IOUs participated at the California Hospital Association (CHA) 2024 Disaster Planning, held on September 10 and 11, 2024, in Pasadena California. The utilities provided PSPS support services and program material such as the Joint IOU Prepare for Power Down Fact Sheet that incorporates the MBL program and AFN Self Identification information. This statewide conference focused on the importance of early preparation and planning, with statewide health care emergency preparedness directors, hospital disaster planning teams, and other key stakeholders in the healthcare sector.

Joint IOUs also participated in the Government and Disability Summit on September 24 through 27. SCE represented the Joint utilities by providing an overview of PSPS with a focus on the variety of programs, services, and outreach to customers with AFN. Guests from CFILC/DDAR and 211 joined the conversation to discuss how SDG&E's programs and services help mitigate the impacts of PSPS.

The utilities will continue conversations with the Statewide Councils and among the Joint IOU team to look for opportunities to present on PSPS preparedness, AFN Self- Identification and MBL Allowance programs.

The San Diego Regional Center and SDG&E jointly provided PSPS readiness presentations to Regional Center staff. A more simplified presentation was provided to vendors and clients. Both presentations provided understanding of PSPS notifications, support services and preparedness.

Paratransit Service Engagement

SDG&E continues to provide FACT, SDG&E's Paratransit Support Partner, with PSPS preparedness education and outreach information to share with their transportation partners. FACT is amplifying SDG&E's AFN PSPS collateral with their stakeholders, organizations, and drivers.

In Q2, FACT shared digital information to over 100 of their partner agencies regarding what to expect during a Public Safety Power Shutoff, preparedness tools and support services available to individuals during a PSPS and continues to provide information and updates as needed. In Q3, an educational presentation was conducted to their Council on Mobility (CAM) consisting of approximately 30 regional transportation stakeholders.

1.8 PSPS Activation (During – Emergency Operation Center Activated)

1.8.1 PSPS Communications

Before PSPS Paid Media/Advertising

The paid PSPS/AFN Public Education campaign is active and will run until the end of 2024. This campaign is part of the umbrella Wildfire and PSPS paid marketing campaign described in the AFN Public Education and Outreach section above, targeting AFN customers in the High-Fire Threat District (HFTD) with refreshed creative content. The campaign also includes information on community health and social services, including accessible transportation for those who qualify. Advertising encourages the public to call 211 for assistance during a PSPS and specific instructions are given to call 211 San Diego or 211 Orange County (Orange County United Way) for confidential assistance.

Additional efforts provide supplemental information and additional customer resources and offerings. SDG&E has updated the wildfire safety and PSPS sections of the customer-facing website with simplified language and updated information. During the summer, SDG&E promoted resources including generator safety and generator programs as well as outreach events such as the wildfire safety fairs. Additionally, annual communications have been prepared

and distributed to AFN customers in mobile home parks and multifamily residences (see section 1.7 above).

Communications During PSPS

During a PSPS, SDG&E uses notifications, website updates, media updates, in-community signage, and situational awareness postings across social media channels to communicate real-time information to a broad audience. Additionally, SDG&E activates communications to provide affected customers and the public with the latest real-time updates. Key communications are available in 22 prevalent languages including ASL and digitally accessible text.

During a PSPS, SDG&E has a dedicated AFN Liaison, who is responsible for conveying real-time updates and talking points to AFN community partners. SDG&E also uses communication platforms, including social media channels, broadcast and print media, and the WCAG 2.2 AA accessible [SDG&E Today](#) (formerly SDG&E News Center) and SDGE.com websites, to share enhanced support services available for individuals with AFN. Additionally, a digitally accessible document that lists communities affected by a PSPS is shared with local municipalities and agencies. This effort is intended to give additional context about PSPS events and help communities prepare.

In addition to mass media, SDG&E utilizes several communication channels geared towards individuals who may not be accountholders (e.g., visitors, mobile home park residents, renter, caretakers, etc.) these channels include SDG&E's mobile app known as Alerts by SDG&E, roadside electronic message signs placed strategically in highly traveled locations, tribal casino marquees and flyers posted around impacted communities.

The company plans to continue customer-research efforts with PSPS-affected customers at the end of the 2024 season.

PSPS Notifications

SDG&E reviewed 2024 notifications for clarity and made minor refinements to make messaging clearer and more accessible during Q2. These messages have been translated and will be available in the 22 prevalent languages spoken in the territory as well as ASL and digitally accessible text. Additionally, in Q3 SDG&E launched a new Customer Notification System (CNS) which will replace the

Enterprise Notification System and be utilized for PSPS. PSPS notifications have been adapted for the new platform, including digital files for PSPS voice notifications.

SDG&E sends PSPS notifications to all impacted individuals as soon as possible through the new notification platform (recorded voice message, email, and text message). The company also works with Deaf Link to convert all notifications into American Sign Language (ASL) video, English audio read-out and screen reader accessible transcript. SDG&E also enables address-level alerts for customers and the general public through its accessible Alerts by SDG&E app. For assigned Critical Facility and Infrastructure customers, their respective SDG&E account executive also contacts them via contact methods (such as phone call and/or email) that are preferred by the customer. The account executives then provide situational updates and lists of potentially impacted meters. Additionally, as part of SDG&E's PSPS notification process, all account holders including multi-family building account holders, receive notices prior to de-energization.

Annually, SDG&E evaluates the content library of PSPS email, text and voice notifications for customers and non-account holders. SDG&E also uses feedback solicited from and provided by customers who have been notified and affected by a PSPS to simplify notification messaging and make content more representative of the conditions being experienced. Every year, SDG&E's public-education campaign includes messaging about signing-up for notifications prior to the start of peak fire season.

For MBL and Life Support Customers, SDG&E reviews the results of each customer notification to determine if a positive confirmation for MBL customers was received through a voice contact (landline or cell phone, based on the customer's preferred contact number). For any MBL customers that SDG&E does not reach by voice contact, a list is provided to SDG&E's Customer Contact Center, who proactively calls customers who have not been reached. If they are unsuccessful in contacting the customer, SDG&E will then send a Customer Service Field representative to the customer's service address to notify them. SDG&E trains Customer Service Field representatives on the County of San Diego's First Responder AFN Training Series to promote an empathetic and supportive approach for customers with AFN.

1.8.2 Accessible Media Engagement

SDG&E continues to engage with local broadcast media and utilize various mediums to reach the public, including AFN communities, and Limited English Proficient residents, to provide them with wildfire safety and emergency preparedness information, PSPS awareness and PSPS education.

Per the U.S. Census Bureau, San Diego County is home to more than 3.3 million residents, approximately 1.1 million of whom are Hispanic and Latino. SDG&E's service territory also borders Baja California, México, and is home to one of the busiest land border crossings in the world. In addition to providing communications in language, SDG&E's bilingual communications manager produces wildfire safety and PSPS-related news releases, social media, and other communications pieces in Spanish for the public and local Spanish broadcast media. SDG&E also continues to provide critical PSPS and wildfire safety information in all prevalent languages.

Prior to and during high fire risk conditions, SDG&E will engage local broadcast media, including local Spanish media and multicultural niche outlets, early and often to reach customers and notify them to amplify SDG&E's messaging during a wildfire or high fire risk weather conditions to keep its diverse customer base and the public informed.

1.8.3 Community Resource Centers (CRCs)

As a result of meetings held in communities in SDG&E's service area, SDG&E established a network of Community Resource Centers (CRCs) to help communities in real-time during Public Safety Power Shutoffs. Currently, SDG&E has identified eleven customer-owned facilities located within the HFTD to serve as CRCs during Public Safety Power Shutoffs and maintains three mobile units along with two Community Support Vehicles for additional deployment purposes. SDG&E does not have any plans to add additional locations. The CRC locations selected by SDG&E were identified through a rigorous process, which included input from fire and meteorological experts, as well as consideration of those areas most prone to adverse weather, as indicated by historical data.

Customers at CRCs are provided:

- Bottled water
- Light snacks
- Cell phone and medical device charging
- Seating
- Accessible Restrooms
- Ice
- Water trucks (for large animals)
- Up-to-date outage event information

SDG&E endeavors to provide cellular network services access where possible.

SDG&E has coordinated with each CRC site-facility owner on Americans with Disabilities Act (ADA) compliance and has provided additional accessibility and safety items in “AFN Go Kits.” These Go Kits include items to mitigate trip hazards, communication aids, additional accessibility and directional signage, and materials to expand accessible parking and provide safe paratransit loading zones. Privacy screens are available to provide a private area for sensitive activities like administering medications, breastfeeding, or establishing a calming area for sensory disabilities and other needs.

Additionally, SDG&E has leveraged key takeaways from Cal OES’s Inclusive Planning Blueprint for Addressing Access and Functional Needs at Mass Testing/Vaccination Sites. SDG&E has implemented the Video Remote Interpreting (VRI) resource and training to all CRC staff, allowing for complex conversations and information sharing in ASL and other languages. Each CRC will also have non-English visual translator boards for simple and casual conversations. SDG&E will ensure all CRC staff are familiar with possible reasonable accommodation requests and know to refer such requests to the EOC AFN Liaison Officer for solution support.

SDG&E established a medical device drop-off process for charging AFN individuals at the CRCs and will have medical cooler organizers available. More details about SDG&E’s CRCs, including siting and accessibility, will be outlined in its forthcoming CRC plan as required by D.20-05-051.

Additionally, in Q3, SDG&E completed a mock CRC activation to ensure the program is fully optimized ahead of fire season.

1.9 Recovery (After - Power has Been Restored)

1.9.1 Customer Research and Feedback

The SDG&E Pre-Season Customer Survey was conducted between August 23rd-24th and September 13th, 2024. The survey aimed to assess language preferences, the usefulness of wildfire communications, preparedness for PSPS, and satisfaction with SDG&E's wildfire prevention efforts. The survey included 903 participants, segmented into residential and small business customers, with a focus on HFTD and non-HFTD customers.

Below are some of the top-level findings:

Language Preference and Communication

- English language: roughly 21% of the respondents prefer English.
- Spanish communications: increased awareness of the PSPS program among those preferring Spanish communications, though they are less likely to recall PSPS communications directly from SDG&E.

Satisfaction with SDG&E Wildfire Safety Efforts

- Overall Satisfaction: 64% of respondents are satisfied with SDG&E wildfire safety efforts, unchanged for the third year in a row.

Preparedness for PSPS Events

- General preparedness: 61% of customers feel prepared for a PSPS, relatively unchanged from the last wave of surveys.
- AFN populations: more likely to take actions to prepare for PSPS and have higher awareness and utilization of PSPS resources.

Awareness and Utilization of Resources

- Address-Level Alerts: Awareness increased from 22% to 27%.
- 2-1-1 Partnership Awareness: Increased from 16% to 20%.

AFN Respondents

- Higher likelihood to recall wildfire communications and the PSPS program.
- Higher satisfaction with SDG&E wildfire efforts and PSPS.
- More actions taken to prepare for PSPS.

- Higher awareness and utilization rate of PSPS resources.

Non-HFTD Residents

- Less favorable towards SDG&E's wildfire efforts.
- Less likely to recall wildfire communications from SDG&E.

Post-season Survey efforts are planned for the coming months based on PSPS activity.

1.9.2 AFN Support

After Action Reviews and Reports

SDG&E will continue to follow the established emergency management After Action Review (AAR) process for all events in 2024. This process includes bringing together key personnel that participated in the event. A detailed report is then produced to combine all findings to understand SDG&E's strengths, opportunities to improve and lessons learned into an AAR Improvement Plan for implementation.

Lessons Learned and Feedback

In 2024, SDG&E leveraged the lessons learned from the PSPS in 2023 as an opportunity to develop more robust strategies to support customers and focus on sharpening SDG&E's AFN subject matter expertise. As a result, SDG&E has identified enhanced communication opportunities with 211 and additional support partners to ensure alignment on real-time updates. SDG&E will continue to leverage lessons learned from previous PSPSs including closer coordination and more advanced notice to AFN support model partners and vendors. The nature of a PSPS does not lend itself to extended advance notice, however, SDG&E will notify partners and vendors when there are early indications of weather conditions that may trigger a PSPS.

Additionally, SDG&E continues to leverage feedback based on collaborative councils to refine support services offered during a PSPS to further support individuals with AFN. As described in Table 1 of SDG&E's 2024 pre-season

report⁷, recommendations offered have contributed to 2024 key objectives and aligned actions the utility has taken:

- Partnering with statewide CBOs and local governments to promote PSPS preparedness and awareness of offerings
- Awareness campaigns, including targeted messaging to individuals within the HFTD, for AFN self-identification
- Using the CBO PSPS post-event survey to capture feedback and identify customers' needs from each CBO that participated directly after an activation.

⁷ [R1812005 SDG&E 2024 PSPS Pre-Season Report Tables 7.1.24 PUBLIC](#)

APPENDICES A - C

Appendix A:
Collaborative Council Members

Appendix A - Collaborative Council Members*

Name	Organization	Title
Aaron Carruthers	State Council on Developmental Disabilities (SCDD)	Executive Director
Andy Imparato	Disability Rights California (DRC)	Executive Director
Audrey Williams	California Public Utilities Commission (CPUC)	Project and Program Supervisor – SPD
Brett Eisenberg	California Foundation for Independent Living Centers (CFILC)	Executive Director
Chris Alario	Liberty	President, California
Chris Zenner	PG&E	VP, Residential Services & Digital Channels
Christina Rathbun	SDG&E	AFN Project Manager
Dana Golan	SDG&E	VP Customer Services
Danielle De Clercq	SDG&E	AFN Customer Strategy Manager
Danielle Finch	SDG&E	Manager, Customer Success
Edward Jackson	Liberty	President
Hollie Bierman	SDG&E	Director, Customer Programs
Jake Zigelman	PG&E	Sr. Director, Load Management Solutions
James Cho	California Public Utilities Commission (CPUC)	Program Manager
James Dui	California Public Utilities Commission (CPUC)	Safety Policy Division
Jeniffer Guenther	Liberty Utilities	Sr. Regional Manager
Jennifer Ocampo	SCE	AFN Senior Advisor
John Hagoski	SDG&E	Customer Programs Advisor
Jordan Davis	Disability Rights California (DRC)	Attorney
Junaid Rahman	California Public Utilities Commission (CPUC)	Senior Regulatory Analyst - SPD
Karen Mercado	Disability Rights California (DRC)	Senior Administrative Assistant - Executive Unit
Kate Marrone*	Liberty	Customer Care Manager
Larry Chung	SCE	Vice President
Lizz Stout	PG&E	Program Manager, Principle
Maria Jaya	California Public Utilities Commission (CPUC)	Public Utilities Regulatory Analyst - SPD
Matt Fehse	SDG&E	AFN Regulatory & Compliance Advisor
Matthew McVee	PacifiCorp	Vice President, Regulatory Policy and Operations
Moustafa Abou-taleb	California Public Utilities Commission (CPUC)	Safety Policy Division

Name	Organization	Title
Nicholas Raft	Liberty	Regulatory Analyst
Nicole Bohn	Disability Rights Education & Defense Fund (DREDF)	Executive Director
Paul Marconi	Bear Valley Electric Services (BVES)	President, Treasurer, & Secretary, Board Director
Pooja Kishore	PacifiCorp	Renewable Compliance Officer
Robb Henderson	SDG&E	Communications Advisor
Robert Carbajal	SCE	Sr. Manager, Customer PSPS Compliance & Strategy
Robert Hand	California Foundation for Independent Living Centers	Interim Executive Director
Ryan Bullard	SCE	Senior Manager, PSPS Support and Accessibility
Sarah Lee	SCE	Senior Advisor, Public Policy
Sean Matlock	Bear Valley Electric Services (BVES)	Energy Resource Manager / Assistant Corporate Secretary
Tawny Re	Bear Valley Electric Services (BVES)	Customer Program Specialist
Tom Smith	PG&E	Sr. Manager, LCE Planning & Operations
Valerie Hernandez	SCE	Principal Manager, Customer Program
Vance Taylor	California Governor's Office of Emergency Services (CalOES)	Chief, Office of Access and Functional Needs

* Indicates member participated in the 2024 AFN Plan Core Planning Team

Appendix B:
Statewide Council Members

Appendix B – Statewide Council Members*

Name	Organization	Title
Aaron Christian	California Department of Development Services (DDS)	Assistant Deputy Director of Office of Community Operations
Adam Willoughby	California Department of Aging (CDA)	Asst. Director of Legislation and Public Affairs
Alana Hitchcock	California 211	Executive Director
Alejandro Garibay	SCE	Marketing Project Manager/Advisor
Alexandria Moffat	SDG&E	Director, Clean Transportation
Allyson Bartz	California Department of Social Services (DSS)	Manager, Staff Services
Alyson Feldmeir	California Foundation for Independent Living Centers (CFILC)	Disability Disaster Access and Resource Manager
Amanda Kirchner	County Welfare Directors Association of California (CWDA)	Legislative Director
Ana Acton*	Department of Rehabilitation (DOR)	Deputy Director Independent Living and Community Access Division
Annabel Vera	California Department of Social Services (DSS)	Program Analyst
Beatrice Lavrov	California Department of Development Services (DDS)	Staff Service Manager
Beena Morar	SCE	Senior Project Manager, PSPS Readiness
Carolyn Nava	Disability Action Center (DAC)	Executive Assistant
Carrie Bowers	SDG&E	Fire Science Meteorologist
Chris Bober	PG&E	Director, Customer Care
Chris Garbarini*	California Department of Developmental Services (DDS)	Senior Emergency Services Coordinator
Chris Zenner	PG&E	VP, Residential Services & Digital Channels
Christina Rathbun	SDG&E	AFN Project Manager
Dan Heller	Deaf Link	President
Dan Okenfuss	California Foundation for Independent Living Centers (CFILC)	Public Policy Manager
Dana Golan	SDG&E	VP, Customer Services
Danielle De Clercq	SDG&E	AFN Customer Strategy Manager
Danielle Finch	SDG&E	Manager, Customer Success
Dara Mikesell	San Gabriel Pomona Regional Center (SGPRC)	CFO
David Siuta	SCE	Meteorology Senior Advisor
Eleonore Yotsov	PacifiCorp	Director, Emergency Management, PacifiCorp
Evan Duffey	PG&E	Manager, Forecasting and Operations

Name	Organization	Title
Gabby Eshrati	North Los Angeles County Regional Center	Consumer Services Director
Gina Esparza	Eastern Los Angeles Regional Center (ELARC)	Emergency Management Coordinator
Greg Oliva	California Department of Social Services (DSS)	Assistant Deputy Director, Central Operations, Community Care Licensing Division
Jake Zigelman	PG&E	Sr. Director, Load Management Solutions
James Cho	California Public Utilities Commission (CPUC)	Program Manager
James Collins*	California Council of the Blind (CCB)	Community Educator
James Dui	California Public Utilities Commission (CPUC)	Safety Policy Division
Jeana Arnold	PG&E	ADA Specialist
Jennifer Guenther	Liberty	Senior Regional Manager - West
Jennifer Nerida	PG&E	Sr. ADA Specialist
Jennifer Ocampo	SCE	AFN Senior Advisor
Joe Xavier	Department of Rehabilitation (DOR)	Director
Jordan Davis	Disability Rights California (DRC)	Attorney
Jordan Parrillo	Liberty	Manager of Regulatory Affairs
Joseph Grounds	Kern Regional Center (KERNRC)	Emergency Services Officer
Josh Gleason	California Department of Social Services (DSS)	Unknown
JR Antablian	California Department of Social Services (DSS)	Chief, Disaster Services Branch
June Isaacson Kailes*	Disability Policy Consultant	Disability Policy Consultant
Karey Morris	Kern Regional Center (KERNRC)	HR Manager
Kari Gardner	SCE	Sr. Manager of Consumer Affairs
Kate Marrone*	Liberty	Customer Care Manager
Kay Chiodo*	Deaf Link	CEO
Kelly Brown	211, Interface Children & Family Services	Community Information Officer
Kendall Skillicorn	California Department of Social Services Disaster Unit (DSS)	Bureau Chief, Department Operations Bureau
Kevin Sharp	PG&E	Customer Insights Strategist
Kristopher Bourbois	SDG&E	Regulatory Case Manager
Larry Chung	SCE	Vice President
Larry Grable*	Service Center for Independent Living (SCIL)	Executive Director
Lauren Burnett	SCE	Sr. Manager, Customer Insights

Name	Organization	Title
Lauren Giardina	Disability Rights California (DRC)	Executive Director Managing Attorney
Leora Filosena	California Department of Social Services Adult Program Division (DSS)	Deputy Director, Adult Programs Division
Lisa Corbly	Pacific Power	
Lizz Stout	PG&E	AFN Program Manager
Malorie Lanthier	North Los Angeles County Regional Center	IT Director
Maria Aliferis-Gierde	Department of Rehabilitation (DOR)	Executive Officer, California Committee on Employment of People with Disabilities
Maria Jaya	California Public Utilities Commission (CPUC)	Public Utilities Regulatory Analyst - SPD
Matt Fehse	SDG&E	AFN Regulatory & Compliance Advisor
Matthew McVee	PacifiCorp	Vice President, Regulatory Policy
Megan Geraci	PG&E	Manager, Customer Resiliency
Melissa Kasnitz	The Center for Accessible Technology (C4AT)	Director, Legal
Michael Butier	California Department of Social Services Disaster Unit (DSS)	Functional Assessment Service Team Coordinator
Michael Costa	California Association of Area Agencies on Aging (C4A)	Executive Director
Miguel Larios	San Diego Regional Center (SDRC)	Director, Community Services
Molly Giguere	Disability Rights California (DRC)	Equal Justice Works Disaster Resilience Fellow
Moustafa Abou-taleb	California Public Utilities Commission (CPUC)	Safety Policy Division
Muhammad Al-Ahmar	SCE	Principal Manager, Customer GridEdge
Myisha Aban	San Gabriel Pomona Regional Center (SGPRC)	Emergency Management Coordinator
Nguyen Quan	Bear Valley Electric Services (BVES)	Regulatory Affairs
Nhu Tran	SDG&E	Supplier Diversity Project Manager
Nicole Pachaeco	California Council of the Blind (CCB)	Operations Manager
Nora Yotsav	Pacific Power	
Paul Marconi	Bear Valley Electric Services (BVES)	President, Treasurer, & Secretary
Paula Villescaz	County Welfare Directors Association of California (CWDA)	Associate Director of Legislative Advocacy
Pooja Kishore	PacifiCorp	Renewable Compliance Officer
Rapone Anderson	California Department of Development Services (DDS)	Northern Region Manager, Career Executive Assignment (CEA)
Rachel Sweetnam	The Center for Accessible Technology (C4AT)	Legal Fellow

Name	Organization	Title
Rick Yrigoyen	California Department of Social Services Adult Program Division (DSS)	Staff Services Manager
Robb Henderson	SDG&E	Communications Advisor
Robert Carbajal	SCE	Sr. Manager, Customer PSPS Compliance & Strategy
Ron Lee*	Redwood Coast Regional Center	Emergency Management Coordinator
Rose Samaniego	California Department of Development Services (DDS)	Community Program Specialist III-FHA Supervisor
Ryan Bullard	SCE	Sr. Manager, PSPS Support and Accessibility
Samuel Jain	Disability Rights California (DRC)	Senior Attorney
Scott O'Connell	Red Cross	Regional Disaster Officer
Sean Matlock	Bear Valley Electric Services (BVES)	Energy Resource Manager / Assistant Corporate Secretary
Seneca St. James	California Department of Development Services (DDS)	Community Program Specialist III
Serra Rea	California Foundation for Independent Living Centers (CFILC)	DDAR Manager
Sheri Farinha	NorCal Services for Deaf and Hard of Hearing	CEO
Staphanie Tews Sheldrick	PG&E	Director, Customer Experience & Insights
Sydney Schellinger	California Department of Aging (CDA)	Senior Emergency Services Coordinator
T. Abraham	Hospital Council	Regional Vice President
Tamara Rodriguez*	California Department of Development Services (DDS)	Officer, Emergency Preparedness & Response
Tammy Tran	SCE	Sr. Manager, Government Relations
Tawny Re	Bear Valley Electric Services (BVES)	Customer Program Specialist
Tiffany Swan	San Diego Regional Center (SDRC)	Community Services Home and Community Based Services Specialist
Tom Smith	PG&E	Sr. Manager, LCE Planning & Operations
Valarie Hernandez	SCE	Principal Manager, Customer Program Services
Zeus Ferrao	SCE	Customer Insights Project Manager, Advisor

* Indicates member participated in the 2024 AFN Plan Core Planning Team

Appendix C:
2024 AFN Plan Objective Tracker

2024 Key Objectives	Team	Progress to date	Q3 2024 Updates
<p style="text-align: center;">§Increase awareness of IOU programs and services available before, during and after a PSPS</p>	<p style="text-align: center;">Joint IOUs</p>	<ul style="list-style-type: none"> • Prepare for Power Down website • Coordinating and benchmarking with CalFresh for food support for individuals with AFN impacted by PSPS activations • JIOU presentation to IHSS to increase awareness of PSPS and resources • JIOUs updated the Joint IOU PSPS Fact Sheet • JIOU held an overview for feedback on Phase 2 changes of the P4PD website with Collaborative Council • The Joint IOUs were represented by PG&E at the California Area Agency on Aging (C4A) event, provided information on P4PD website (i.e., JIOU resources) and PSPS CBO partnership opportunities • PG&E presented at California Food Access Conference, sharing information and resources for PSPS statewide 	<ul style="list-style-type: none"> • Joint IOUs participated at the California Hospital Association (CHA) 2024 Disaster Planning, provided information on Joint IOU resources, including P4PD website and PSPS CBO partnership opportunities. • SCE represented the Joint utilities at the Government and Disability Summit by providing an overview of PSPS with a focus on the variety of programs, services, and outreach to customers with AFN. Guests from CFILC/DDAR and 211 joined us to discuss how SDG&E’s programs and services help mitigate the impacts of PSPS. • The Joint IOUs participated in the 2024 Tribal Clean Energy Summit and provided information on AFN related programs and services including the Prepare for Power Down Fact Sheet.
	<p style="text-align: center;">SDG&E</p>	<ul style="list-style-type: none"> • Regional PSPS WG Survey to identify which utility resources are most valuable to stakeholders' constituents and the most effective medium to communicate resources offered. Identified organizations requesting a presentation by AFN team: <ul style="list-style-type: none"> • Meeting with CERT 3/26/24 • T-Mobile presentation occurred with Emergency Management on 3/14/24 • Partnership with Kaiser to engage eligible customers to complete MBL applications. • CBO Social Media packet shared in newsletter for AFN Preparedness and Self-ID. Distributed collateral at Emer. Prep. • Q2 Regional PSPS Working group reviewed Mobile Home Park & Multifamily Outreach Campaign; Prepare for Power Down Website. • Partnered with San Diego Housing Commission sharing PSPS preparedness information. • Provided educational presentation to San Diego Red Cross AFN Volunteer Team 	<ul style="list-style-type: none"> • CBO Social Media packet with PSPS preparedness article and social posts • SDG&E bill insert included articles on PSPS preparedness and support services • San Diego Regional Center Staff training PSPS Preparedness & Support Services and client/vendor presentation • CERTS Staff training PSPS Preparedness & Support Services • Live Well Rural Community Outreach Wildfire preparedness panel sharing information on PSPS Support Services, outreach partnerships. • PSPS preparedness presentations to FACT’s Council on Mobility along with collateral distribution to ~100 transportation partners • PSPS preparedness presentation to the Neighborhood House Association, San Diego Housing Commission. • Annual Mid-Year CBO Webinar PSPS preparedness • Shared PSPS Preparedness Social Media kit with 211 San Diego for posting

<p>§Continue to identify individuals who are Electricity Dependent</p>	<p>Joint IOUs</p>	<ul style="list-style-type: none"> • Partnership with IHSS, Regional Centers, Dept of Rehabilitation • Monitoring progress on MBL Study (on-going) • IOUs selected consultant for the Population study, is spearheading alignment and collaboration efforts. They are currently overseeing the review of study goals and logistics, adjustments to tasks and schedules, discussions on study design and methodologies, planning of the public workshop, scheduling of the initial IOU study team meeting, finalizing check-in meetings, and addressing file sharing methodologies. 	<ul style="list-style-type: none"> • On September 30, 2024, the Joint IOUs filed a Tier 3 Advice Letter seeking CPUC approval of the final Study Design and Budget of the MBL Population Study
	<p>SDG&E</p>	<ul style="list-style-type: none"> • Social media packet to Energy Solutions Partner Network (200+ CBOs) <ul style="list-style-type: none"> • On Bill AFN Self ID Message campaign to SDG&E residential customers 	<ul style="list-style-type: none"> • CBO Social Media packet with AFN Self ID article and social posts. • AFN self ID article SDG&E bill insert • SDG&E bill package envelope with AFN Self ID message • Presentations focused on AFN self-identification: San Diego Regional Center Staff and clients, CERTS, Council in Mobility, Neighborhood House Association, San Diego Housing Commission, Annual Mid-Year CBO Webinar,
<p>§Identify new enhancements to programs and resources needed to mitigate the impacts of PSPS</p>	<p>Joint IOUs</p>	<ul style="list-style-type: none"> • AFN Statewide and Collaborative Council • AFN Plan Core Planning Team • Review results of the PSPS Pre-/Post-Season Survey • Ability to provide medical thermal bags through CBO engagement. • JIOU and AFN Council reviewed list of possible program modifications or additions based on SDG&E Customer impact Study results for each IOU to consider integrating into their offerings. <ul style="list-style-type: none"> • Worked with CBO partners and AFN Council to clarify in improve coordination points between CBOs that support IOUs during PSPS activation to maximize customer experience. 	<ul style="list-style-type: none"> • Launched PrepareforPowerDown.com with Phase 2 expanded content and developed marketing materials for Statewide Partner campaign in Q4. • Aligning and sharing best practices of 211's care coordination across all three utilities to enhance the offering.

	SDG&E	<ul style="list-style-type: none"> • Began planning CBO survey to request feedback from CBO partners on items related to PSPS (survey slated for late q2/early q3) • Enhanced San Diego Food Bank partnership to provide fresh and shelf stable food after a PSPS. • San Diego Food Bank to provide fresh and shelf stable food after a PSPS. 	<ul style="list-style-type: none"> • Collaboration with 2-1-1 MBL care coordination outreach including a Personal Safety Plan form (Joint IOU consistency). Outreach included calls to ~1200 MBL customers in the HFTD for PSPS preparedness support. Collaboration included updating 211 webpages, customer email and shared AFN Self ID and Preparedness social media.
<p>§Coordinate and integrate resources with state, community, utility to minimize duplication</p>	Joint IOUs	<ul style="list-style-type: none"> • JIOU Blueprint • CAS Concurrent Application System, universal "application" • Prepare for Power Down website • Coordination with CalFresh regarding food support • Met with Cal Fire to share updates and provide an overview of Prepare for Power Down website • Worked with CBO partners and AFN Council to clarify and improve coordination between CBOs that support IOUs during PSPS activation to maximize customer experience. • Ongoing improvements to Blueprint and P4PD. 	<ul style="list-style-type: none"> • Based on feedback from the Council, IOUs are taking an action item to confirm with American Red Cross partners that Bed Shaker offerings are available and able to be promoted across SDG&E's CBO partners. • Working with AFN Council partners for their list of resources.
	SDG&E	<ul style="list-style-type: none"> • Meeting with 211 to discuss gap analysis the organization provided and discuss contract related to the current scope-of-work • Refined process with 211 to expand opportunities around proactive customer engagement 	<ul style="list-style-type: none"> • Met with American Red Cross to further understand bed shaker alarm program and discuss opportunities to further partnership and expand awareness on resources