

**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.

R.18-12-005
(Filed December 13, 2018)

**SAN DIEGO GAS & ELECTRIC COMPANY (U 902E)
QUARTERLY UPDATE TO 2026 PLAN TO SUPPORT ACCESS AND FUNCTIONAL
NEEDS POPULATIONS DURING PUBLIC SAFETY POWER SHUTOFFS**

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July 31, 2026

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Pursuant to Conclusion of Law 36 and Ordering Paragraph 1 of the California Public Utilities Commission's (Commission) Phase 2 De-Energization Decision (D.) 20-05-051 and Phase 3 De-Energization D.21-06-034, San Diego Gas & Electric Company (SDG&E) submits this quarterly update regarding its progress towards meeting its 2026 Access and Functional Needs (AFN) Plan which describes its efforts to address the AFN and vulnerable population during Public Safety Power Shutoffs (PSPS). SDG&E's 2026 AFN Plan Quarterly Update is attached hereto as Attachment A.

Respectfully submitted,

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Attachment A

**San Diego Gas & Electric Company's Second Quarterly
Update to 2026 Plan to Support Populations with Access and
Functional Needs During Public Safety Power Shutoffs**

July 31, 2026



Introduction

On January 31, 2026, San Diego Gas & Electric Company (SDG&E or Company) submitted its 2026 plan regarding planned efforts to support populations with access and functional needs (AFN) during Public Safety Power Shutoff (PSPS) de-energization (2026 AFN Plan) in accordance with California Public Utilities Commission (Commission or CPUC) Decision (D.) 20-05-051 Phase 3 OIR Guidelines leveraging the Federal Emergency Management Agency (FEMA) Six Step Comprehensive Preparedness Guide (CPG) process. SDG&E's 2026 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 2026 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 2026 AFN Plan¹ for ease of reference and builds upon the efforts described therein. Specifically, rather than repeating the activities SDG&E describes in its 2026 AFN Plan that were already taken, this update provides the incremental efforts taken since April 1, 2026.

Since its submittal of the Q1 2026 AFN Plan Update, SDG&E has highlighted progress in the following key activities:

- Wildfire Safety Fairs were held in two communities offering preparedness information to residents
- Letter and email campaign conducted for eligible customers for the Generator Assistance and Generator Rebate Programs
- Progress towards updating notification messaging to provide clearer information about Community Resource Center openings; where customers can find additional information

See Appendix C for quarterly progress towards the key objectives outlined in the 2026 AFN Plan.

¹ [R. 18-12-004 SDGE 2026 AFN Plan](#)

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Appendix A: Collaborative Council Members

Appendix B: Statewide Council Members

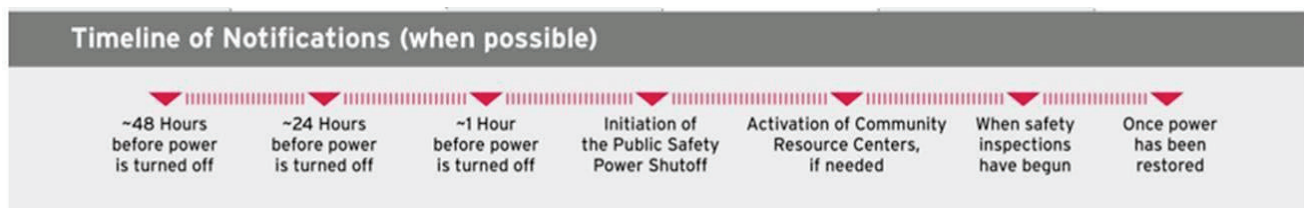
Appendix C: 2026 AFN Plan Objective Tracker

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, including a Partner Portal created in 2021. Since its inception, the SDG&E Partner Portal has seen significant enhancements including outage impacts broken down by customer type, a mobile application to help ensure information is readily available on-the-go, all-hazard updates to include information for non-PSPS events, and compliance with Web Content Accessibility Guidelines (WCAG) 2.1 AA.

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 our response.

1.1.2 Preparation Exercises & Training

SDG&E's Emergency Response team conducts 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, one tabletop and one operations-based, both of which address AFN concerns during a PSPS with external partner participation including AFN partners
- Additional exercises throughout the year on various all hazards topics that address and include AFN concerns and response expectations
- New responders onboarded in the New EOC Member Orientation course

- New responders onboarded with required participation in NIMS, SEMS, and ICS training through FEMA course 100, FEMA course 200, FEMA course 700, and California's SEMS course
- Targeted participation in SDG&E's Command and General position credentialing training, including specific responder completion of CSTI courses G-775 and G-191
- EOC responder participation in annual Summer Readiness Training which provides training to all responders on PSPS expectations and protocols, load curtailment expectations and protocols, general hazards EOC expectations and protocols, and seasonal weather forecasts
- Outreach and engagement with Public Safety Partners, Community Partners, and local jurisdictions, including tribes
- EOC tours for external stakeholders
- Joint planning with County OES, CalOES, CAL FIRE, emergency managers, and Regional Fire Chiefs
- AFN Liaison Officer training on the process and protocols for communication and AFN CBO services
- Training on IOU programs and services to in-home workers, social service staff, CBOs, tribal orgs, CERTS etc.

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 nine 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 Officer 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, Facilitating Access to Coordinated Transportation (FACT), and local Community Based Organizations (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. The AFN Liaison Officer also coordinates and facilitates the residential customer battery back-up battery program during PSPS EOC activations.

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 a PSPS. 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 customers with AFN were required. This additional AFN Liaison Officer training includes:

- Continually updated and improved AFN Liaison Handbook
- Accessible Hazard Alert System (AHAS) notification procedure
- Disability awareness and sensitivity

Responders have been well-prepared through training and exercises focused on EOC operations and the specific role of the AFN Liaison Officer. This preparation enabled the responders to efficiently handle EOC procedures and community support resources that benefit customers with AFN.

1.1.4 Customer Care Support

SDG&E continues to support individuals and households with AFN, including during a PSPS. When customers call or chat 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.). 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. SDG&E continues to enhance its ability to identify individuals with AFN. There are approximately 392,000 customer accounts associated with AFN, which accounts for ~30% of the residential customer class. Of the 392,000, approximately 45,000 customers reside in the high-fire threat district (HFTD).

Since 2022, SDG&E continues to implement AFN self-identification outreach efforts allowing customers to identify individuals in their household who may have access and functional needs including:

- Blind/low vision
- Deaf/hard of hearing
- Disabled (cognitive, physical, developmental)
- AFN
- Use assistive technology or durable medical equipment

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 Council and stakeholders to ensure customers can self-identify and receive communications in their preferred manner.

Outreach will continue to take a collaborative approach by leveraging channels including the Regional PSPS Working Group and Energy Solutions Partner Network which consist of more than 160 CBOs, and relevant state and local agencies.

Table 1 AFN Count

AFN Identifiers ²	Total Customer Count (7/8/2026)	HFTD Customers Count (7/8/2026)
Self-Identified AFN	9,820	1,906
Disabled (e.g., “disabled”)	6,305	900
Non-standard communication format requested (Braille or large print)	499	79
Durable Medical Equipment	1,368	520
Assistive Technology	153	60
Blind/Low Vision (Vision Disability)	1,622	222
Deaf/Hard of Hearing (Hearing Disability)	2,399	425
Language Preference (Non-English)	66,867	5,347
Senior (65+)	82,233	6,784
Temperature Sensitive	37	37
Life Support	39,207	7,533
Income Qualified (CARE and FERA)	296,983	30,472
Total Customers with AFN Identified³	391,788	30,112

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.

The PSPS Customer Impact Study SDG&E launched several years ago deepened the understanding of how customers are affected during a PSPS de-energization, with a particular focus on AFN. The study used a comprehensive approach to gather data, incorporating insights from relevant research and direct survey feedback from customers and employees. The goal was to inform how SDG&E target, support, and communicate with customers before, during and after a PSPS event. Findings from the study continue to be developed into impactful enhancements in collaboration with key stakeholders where opportunities are being prioritized for customer support and communication.

211 – Centralized Resource Hub

SDG&E continues to partner with 211 San Diego and Orange County United Way, leveraging these partnerships to enhance services as new opportunities are identified. In addition to enhanced identification of customers with AFN, this collaboration also provides assessment of AFN population needs, hotel stays for those impacted by de-energization events, accessible transportation, food resources, and access to resiliency items.

² Customers may self-identify with SDG&E as having a person in the household with Access and Functional Needs (AFN). This AFN designation does not currently expire.

³ This customer count reflects customers associated with at least one AFN identifier.

In advance of a PSPS, 211 provides information to customers, including those living in each IOU's high fire-risk areas who rely on life-sustaining medical equipment. This assistance provides opportunities for customers to prepare resiliency plans and connects them with existing programs for enhanced support.

211 also provides a holistic approach to assisting customers with completing applications for programs and includes the exploration of Care Coordination screening outreach efforts. 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 services. 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, 211's social workers are equipped to conduct needs assessments and escalate needs accordingly to higher tiers of support.

Below is SDG&E's 211 support services flyer that is used for SDG&E marketing and outreach campaigns to those residing in the HFTD.

Please see **Image 3** for a sample of the marketing materials used:

Image 3



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 ~160 paratransit service providers. There are no eligibility criteria other than individual seeking assistance. FACT is available 7 days a week from 5:30 a.m. - 11:00 p.m. during a PSPS.

Through SDG&E Grant Funding, FACT was able to enhance their services through the use of Starlink; improving communication reliability with impacted customers in rural areas during PSPS accessible transportation support. This consistency of meeting customers' needs when the utility experiences a de-energization hasn't necessitated identifying additional transportation partners.

Through 2026, SDG&E continues marketing of this solution 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 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 through 211, 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.

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. In addition, Meals on Wheels can deliver shelf-stable meal kits (each with a breakfast, lunch, and dinner) to Community Resource Centers for distribution, as needed. 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.

SDG&E will continue expanded food resource options with the San Diego Food Bank (a Community Information Exchange partner of 211 San Diego) and resiliency solutions as identified for those impacted during PSPS. SDG&E will continue to leverage marketing and outreach campaigns to increase awareness of available support solutions to individuals with AFN via web and social media.

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.

Wellness Checks

SDG&E partners with Community Emergency Response Teams (CERTS) and You Are Not Alone (YANA) to perform in-home wellness checks. 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.

- **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 Public Safety Power Shutoff. These items may include portable solar cell phone chargers, medical device charging, gift cards to compensate for food, cooler bags, 2.5-gallon water bags, bottled water, water for livestock, seasonal blankets, and medical cooler organizers. Additional opportunities will be explored to provide targeted resiliency items as they are identified.

SDG&E, along with the other IOUs, has quarterly working group meetings scheduled with the AFN Collaborative Council 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 at individuals with AFN during PSPS activations, including no cost and low-cost options.

1.4.2 Customized Resiliency Assessments (CRA) Program

The Customized Resiliency Assessments (CRA) Program is a new program launching in 2026 designed to replace the Generator Grant Program (GGP). Its primary goal is to help customers who experience Public Safety Power Shutoff (PSPS) de-energizations better understand their resiliency and increase awareness of the portfolio of services and resources available to them. Through the CRA Program, customers receive tailored information to help prepare them for potential de-energizations and wildfire events, including resources such as 211 San Diego, Community Resource Centers (CRCs), and services offered by Community-Based Organizations (CBOs). Participating customers are also evaluated for potential backup power solutions including permanent and portable options and may be referred to the Generator Assistance Program or other relevant programs as appropriate. Additionally, in-event loaner batteries will remain available to eligible customers through the CRA Program in coordination with 211 San Diego during active PSPS events. The CRA Program builds on lessons learned from previous programs,

incorporating best practices in customer engagement and streamlined delivery processes to enhance overall resiliency support.

In Q2 of 2026, efforts for the Customized Resiliency Assessments (CRA) Program continued to advance toward finalization and operational readiness. Key activities focused on completing contract execution with the implementation partner, refining operational workflows for customer intake, assessments, referrals, and coordinated service delivery, and preparing for program launch activities. Transition planning for the Generator Grant Program (GGP) also continued to progress, supporting a seamless shift to the CRA Program. Throughout the transition period, eligible customers continued to receive resiliency assessments and backup power delivery services to ensure uninterrupted access to resiliency support while program implementation activities moved toward completion.

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 solutions. The program includes rebates for portable fuel generators and portable power stations for customers who reside in the HFTD and have experienced a PSPS-related outage.

In addition, the program continues to target the low-income segment with enhanced rebates for CARE/FERA customers. To date, over 3,000 customers have received rebates from this program. The 2026 program targets customers in the HFTD who have experienced previous PSPS outages. With a continued emphasis on supporting vulnerable populations, GAP provides enhanced rebates for low-income individuals including those with access and functional needs, ensuring equitable access to backup power solutions.

During Q2, invitation letter and email campaigns were completed to drive awareness and participation among eligible customers. A targeted marketing strategy was also implemented for customers who reserved coupons but had not yet redeemed them, with an additional outreach email campaign launched in June to encourage redemption and program participation. The Generator Assistance Program was promoted at Wildfire Safety Fairs to increase customer awareness and engagement. The qualified product list continued to be monitored to ensure rebate amounts remained aligned with product pricing, and rebate processing activities began in April to support timely incentive distribution to eligible 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 clean backup power solution to enhance community resilience within their respective mobile home park. More specifically, solar panels coupled with a battery system help keep the mobile home park clubhouse powered during a power outage. 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 to evaluate potential installations (SPP budget permitting).

1.4.5 Self-Generation Incentive Program (SGIP)

The Self Generation Incentive Program (SGIP) is administrated by the Center for Sustainable Energy (CSE) in SDG&E's service territory. The program offers incentives for generation and battery storage technologies installed 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 all incentive funds are exhausted. In support of customers with AFN, the program offers higher incentives for battery storage projects within the Equity Resiliency, and Residential Solar and Storage Equity offerings.

Equity Resiliency Offering

Customers were eligible for the Equity Resiliency budget if they are located in a Tier 2 or Tier 3 High Fire Threat Districts (HFTD), experienced a Public Safety Power Shutoff (PSPS), are currently enrolled in the Medical Baseline Program, and/or is a customer that has a serious illness or condition that could be life threatening if electricity is disconnected.⁴ As of December 31, 2025, the final applications for the Equity Resiliency offering were accepted and the waitlists were closed, per the Commission Decision (D.) 25-12-003. Projects that were allocated funds prior to the program closures will still be processed until all incentive funds are exhausted.

Residential Solar and Storage Equity Offering

In late March 2024, Commission Decision (D.) 24-03-071 was adopted, allocating \$22M from the Greenhouse Gas Reduction Fund to create the Residential Solar and Storage Equity (RSSE) offering to provide eligible customers with incentives to encourage solar and battery storage projects. This decision also made programmatic changes to eligibility requirements to serve customers with AFN. The Residential Solar and Storage Equity offering is expected to end June 30, 2028.

Customers are eligible for the Residential Solar and Storage Equity offering if they are located in a disadvantaged community, including customers living on tribal lands or if they have been income verified in California Alternate Rates for Energy (CARE), Family Electric Rate Assistance Program (FERA), and Energy Savings Assistance Program (ESA).⁵

In Q2 2026, a total of 23 applications were received totaling 0.277MW (CSE SGIP public data from CA DG Stats as of July 5, 2026) from the Residential Solar and Storage Equity offering.

1.4.6 Microgrid Incentive Program

SDG&E launched the CPUC-directed Microgrid Incentive Program (MIP) in October 2023. The MIP is aimed at disadvantaged and vulnerable communities where microgrids may be deployed to provide resiliency for multiple customers within the community. The application window for proposals was open from October 14, 2024, through November 22, 2024.

SDG&E's MIP team worked closely with SDG&E's Tribal Relations, Regional Public Affairs and

⁴ 2024 SGIP Handbook, pg. 25-26.

⁵ 2026 SGIP Handbook, pg. 22-24.

Account Executive teams to build awareness for the program. The MIP team hosted one-on-one presentations with interested parties, explained program eligibility, and worked with parties to finalize applications in accordance with CPUC requirements. During the first half of 2025, SDG&E reviewed the applications, scored them, and based on the scoring notified the applicants of the amount of incentive offered. Two applicants were offered MIP awards. As of March 31, 2026, one of the applicants has indicated its intent to accept the award offered. The other applicant decided not to move forward with its microgrid project and that applicant will not receive its offered MIP award. 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.

In 2026, SDG&E continues to engage with community partners and provides a coordinated one-stop marketing and education outreach program for CARE, FERA, ESA and bill assistance programs to streamline the efforts and share best practices. SDG&E explored additional ways to expand promotion of these programs to customers identified as AFN.

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 June 2026, SDG&E achieved continued growth to 64,475 customers enrolled in the MBL Allowance program. Communication and outreach initiatives continued in Q2 2026 to promote the program and ensure awareness for customers.

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 advice letter (AL) to request approval for a study of the eligible MBL population in each utility's service territory. The proposal encompassed 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 additional requirements.

In Q3 2024, Verdant developed a draft study design and, pursuant to D.23-08-049, the Joint IOUs held a

public workshop on July 24, 2024⁶ to raise awareness and incorporate feedback from stakeholders into the study design. Subsequently, the IOUs filed a joint Tier 3 AL to seek approval of the study design and budget on September 30, 2024.⁷

As of Q2 2026, the Commission has not issued a Resolution to approve the Tier 3 AL filed in 2024. Once the Resolution is issued, Verdant will begin analysis for the Eligibility Study.

1.5.2 California Alternate Rates for Energy Program (CARE)

The CARE program provides a 35% discount on electricity and a 20% discount on natural gas 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 Q2 2026, there were 283,472⁸ customers enrolled in CARE.

1.5.3 Family Electric Rate Assistance Program (FERA)

The FERA program provides qualified households with an 18% discount on electric use every month. Households must meet eligibility guidelines to qualify for the FERA program. As of the end of Q2 2026, there were 24,105⁹ customers 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 and the Multifamily Whole Building (MFWB) Program, and ESA Whole Home Program. In 2026, the ESA Main program treated 1,914 homes. In 2026, SDG&E's MFWB program treated 13 common area/whole building projects and 1,333 households individually treated (in-units). In 2026, SDG&E's Whole Home program treated 10 homes.

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 balance an eligible household's utility 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 Q2, there were approximately 1,175 LIHEAP pledges totaling approximately \$990,683.

⁶ D.23-08-049 at COL 17(c) and OP 5.

⁷ SDG&E AL 4524-E/3352-G.

⁸ As reported in SDG&E's Low Income Monthly Report for June 2026, CARE Table 2.

⁹ As reported in SDG&E's Low Income Monthly Report for June 2026, FERA Table 2.

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 participating. As of the end of Q2 2026, there were 14,467 customers currently enrolled in AMP with \$111.2M in total amount forgiven since the program started in February 2021.

1.5.7 Community Support

In Q2, SDG&E recommended \$325,000 in grants through the Sempra Foundation. These grants supported first responder training programs, disaster preparedness programs, and resource development specifically for our most vulnerable customers. Some examples include funds given to ElderHelp to retrofit existing homes to be safer for the senior resident; scholarships for local members of Community Emergency Response Teams (CERTs) to attend a national conference on best practices and training; and funding to the Red Cross and Burn Institute of San Diego to install smoke detectors in mobile home parks.

Additionally, in Q2, Community Relations partnered with Customer Programs and hosted a workshop for 65 nonprofit partners to learn about 15 bill-discount and energy efficiency programs. Organizations in attendance represented the refugee community, emancipated foster youth, seniors, and many others with Access and Functional Needs. This was an effort to educate the community partner who is most trusted by the customer, so that we can increase enrollment in, and access to, these impactful programs.

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 Q2 2026's engagement, feedback received, and how SDG&E plans to incorporate the feedback to enhance customer experience.

1.6.2 AFN Collaborative Council (See Appendix A)

SDG&E participated in the Q2 AFN Collaborative Council meeting on June 15, 2026. Items discussed were the Community Resource Center statistics, SCE's AFN budget, review of the AFN framework, and conducted a workshop to develop a charter for the Collaborative Council.

Table 2: Q2 Collaborative Council Meeting Information

Access and Functional Needs Collaborative Council Meeting	
Meeting	Date: June 15, 2026, Location: In person (Cal OES headquarters) & virtual (Zoom) Purpose: Develop a charter for the Collaborative Council, provide an overview of community resource center statistics from the previous wildfire season, discuss SCE's AFN budget, and review the AFN framework.
Summary of Engagement	Council Charter Workshop • Council members broke into five groups (three in person and two virtual) to discuss different sections of the Charter. Participants then regrouped to share their ideas and engage in further discussion. Key themes across all groups are detailed below. • Section 1: Purpose and Mission ○ All groups recommended formalizing and developing a mission and vision statement for the Council. ○ Groups recommend engaging the Council in a review of the annual AFN plan, allowing members to review recommended outcomes, changes, and reestablish the baseline of current offerings. ○ Groups emphasized that criteria and programmatic changes — such as battery size or qualification criteria — should be brought to the Council for review, with a goal of aligning the IOUs around consistent standards. ○ Beyond tracking KPIs, the Council should focus on outcomes — how plans perform after actual events and emergency responses. ○ Groups suggested making quarterly updates on the annual AFN plan process. ○ Groups recommended being more explicit about engaging specific AFN communities, including Native/Indigenous communities, deaf and hard of hearing communities, language access, and critical infrastructure such as shelters and hospitals. • Section 2: Membership Discussion ○ Membership should be a standing agenda topic, reviewed once per year by consensus, with established criteria for nominating new organizations. ○ The Council should develop an onboarding process for new members and consider expanding representation to include groups oriented around seniors and healthcare. ○ SCDD noted the need to address transitions in representatives within member organizations. • Section 3: Roles and Responsibilities ○ Co-Chair Structure ▪ SCDD recommended leaving the current co-chair selection process as-is. Participants agreed that AFN representatives should select their co-chair, and the IOUs should select their co-chair. ○ Communication and Scheduling ▪ PG&E raised the need for a process to communicate updates outside of meetings and call emergency meetings, as needed. ▪ SCE recommended building the calendar around co-chairs' availability and holding an in-person meeting once per year. All member organizations should formally consent to participation. ▪ All groups recommended scheduling meetings through the end of 2027. ▪ SCE suggested not tying meetings to calendar quarters and instead scheduling by strategic need.

	• Section 5: Key Performance Indicators and Measuring Impact ○ Groups discussed gathering post-event input to inform KPI development, including after-event debriefs on unmet needs. ○ SCDD emphasized the need for benchmarks beyond outputs and suggested the Collaborative Council assign the Statewide Council specific questions, such as how to establish true community need. ○ SCE expressed interest in developing a performance dashboard. ○ DRC stressed the importance of documenting the broader impact of the collaboration, noting the IOUs are building disability confidence, and AFN stakeholders are learning about emergency preparedness. The Council's work extends beyond PSPS. ○ CFILC raised fundamental questions about understanding the true scope of the AFN population, noting that battery needs extend far beyond oxygen users and urging the Council to get better at understanding whom it is trying to reach. Community Resource Centers (CRCs) • SDG&E provided an overview of CRC offerings, including device chargers, water, snacks, ASL and video interpretation, privacy screens, priority medical device charging, enhanced signage, and sensory support kits. CRC operations adapt to each event's unique needs. • PG&E noted PG&E recently opened nine CRCs across eight counties with approximately 1,100 attendees. PG&E focuses on AFN support and real-time referrals to 211 or CFILC. Staff wear "Ask Us About AFN" buttons to encourage self-identification without screening customers. • CRC locations shift between events due to site availability. SDG&E operates 11 static indoor locations plus mobile CRCs. SCE is now working with third-party contractors for surge demand. • SDG&E noted SDG&E partners with accessible transportation services to retrieve items or transport customers. SDG&E maintains an open feedback loop with customers. • To determine resource needs, IOUs coordinate across utilities. In some cases, if another IOU's CRC is closer to a customer, customers may go there instead. Media coverage can also significantly increase CRC attendance, which affects the average visitor numbers. SCE Funding Reallocation • SCE provided an overview of SCE's AFN budget, noting that the full DDAR program was \$2 million and the proposed interim reallocation identifies approximately \$500,000 per year to redirect toward Independent Living Centers (ILC) support while SCE drafts its next GRC. • SCDD outlined three gaps following the DDAR disallowance: communications to customers, inventory/needs assessment, and in-event direct support. He identified three possible funding pathways: subcontract through 211, subcontract through CRCs, or expand the ILC scope to include direct in-event support. • CFILC and 211 CA raised concerns about capacity and staffing, noting that without sufficient blue-sky support, it is difficult to activate resources during events. \$500,000 across 11 ILCs would not cover one full-time employee per center. • C4A emphasized the focus should be on the people ILCs serve, not the organizations, and suggested using weather prediction data and MBL enrollment data to identify priority areas. • CFILC cautioned against ranking disabilities and shared personal experiences illustrating the life-safety stakes involved. She praised CFILC's
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	leverage model across Northern and Southern California ILCs. • Cal OES urged SCE to expand the funding pool beyond the AFN allocation box rather than spreading limited resources too thin. • SCDD rejected \$500,000 as the defining constraint, stating community need should be the driver. • PG&E noted PG&E provides zip code lists during events and conducts hourly outreach to non-responsive AFN customers. AFN Framework • BWG provided a status overview of the AFN Framework document. • SCDD noted the new language is too general for someone outside the room to apply. He also noted DDAR is still in effect in half the state and should not be erased from the document. • C4A noted the need to provide context for ILCs and Regional Centers for a national audience. • PG&E suggested adding a footnote for DDAR and shared that Hawaii, Idaho, and Washington are now using the Framework to build their own programs. • Cal OES identified three audience buckets: AFN leaders, regulators, and utilities. Regulators must lay the track for utilities to do the work. • SCDD requested to review the next draft before broader distribution. BWG to identify a distribution strategy to reach all three audience buckets. • DRC noted that it would be a good idea to prepare an op-ed from an IOU and AFN CEO.
Feedback	• Feedback from the breakout groups is noted in the above section. • CFILC praised SCE's partnership with ILCs during the January 2025 LA wildfire events, noting the San Bernardino center provided sensory-friendly accommodations for children with autism and was one of SCE's biggest successes. • In response to SCE's proposed reallocation of funding, there was concern around digital literacy among the aging community and a recommendation to create a working group to continue refining the budget shifts.
Action Items Guided by Feedback	Completed Action Items: • BWG circulated updated AFN Framework language for review, alongside the charter and mission and vision statement. • BWG coordinated with CFILC and C4A to schedule the first working group meeting on SCE AFN direct in-event support. • BWG compiled a comprehensive action item list with responsibilities and timelines. Future Action Items: • SCE to compile and share data on AFN needs to support the funding reallocation discussion. • BWG to schedule Collaborative Council meetings through end of 2027.
Future Meeting(s)	Q3 2026, virtual

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

SDG&E participated in the Q2 Statewide Joint IOU AFN Advisory Council meeting on June 25, 2026. The meeting goal was to discuss the 2027 AFN Plan focus areas and priorities through a collaborative workshop.

Table 3: Q2 Statewide Advisory Council Meeting Information

Statewide Joint IOU Advisory Council	
Meeting	Date: June 25, 2026 Location: Virtual (Microsoft Teams) Purpose: Discuss the 2027 AFN Plan focus areas and priorities.
Summary of Engagement	Statewide Council Quarterly Lookahead - BWG gave an overview of the FEMA six step planning process for developing the yearly AFN Plan. 2026 AFN Plan Review - The Joint IOUs gave an overview of their four Key Objectives, how they have worked toward them in 2026, and the work that is planned for the remainder of the year. 2027 AFN Plan Workshop - Council members broke into four groups to brainstorm potential activities for the JIOUs to achieve their Key Objectives in 2027. Participants then regrouped to share their ideas and engage in further discussion. Key themes across all groups are detailed below. - Objective 1: Increase awareness of IOU programs and services available before, during, and after a PSPS. - Groups emphasized expanding outreach beyond traditional channels to increase awareness, including multi-format communications, in-person engagement, and partnerships with trusted community organizations. 211 CA, PG&E, and Hagerty highlighted the importance of using diverse outreach channels such as radio, community events, and CBO engagement, particularly to reach residents without internet access. - DDS and SDRC supported expanding partnerships with regional centers and service providers through trainings, events, and direct engagement with staff and individuals served. - PG&E and CPUC emphasized meeting customers where they are, including retail locations, fairs, and community events, and embedding messaging into recurring touchpoints such as utility bills. - Deaf Link stressed the need for accessible communication across all stages of the disaster cycle, including ASL components and continuity of messaging. - A disability policy consultant raised concerns about gaps in accessible transportation and the need to better understand how effectively it supports AFN populations. - PG&E emphasized helping individuals self-identify as AFN and increasing awareness that services are broadly accessible, including clarifying that income is not a barrier. - PG&E suggested focusing awareness efforts on a small number of key resources (e.g., 211) to improve recall and utilization. - Objective 2: Continue to identify individuals who are Electricity Dependent. - Groups discussed expanding identification of electricity-dependent individuals by working through intermediaries such as caregivers, healthcare providers, and community-based organizations. - BWG and PG&E recommended targeting in-home caregivers, social workers, and authorized payment agencies to increase awareness of IOU programs and identify vulnerable populations. - PG&E emphasized deeper engagement with the healthcare system, including doctors, nurses, and medical providers, to reach individuals reliant on medical devices.

	○ 211 CA suggested working with schools and other community touchpoints to distribute information broadly. ○ Deaf Link highlighted challenges in reaching multilingual and deaf populations, emphasizing the need for accessible surveys and in-person interpreter support to avoid undercounting. ○ A disability policy consultant emphasized prioritizing identification of individuals at greatest risk and understanding barriers that prevent people from evacuating or accessing services. ○ DDS recommended using data (e.g., zip code-level analysis) to better understand gaps in program awareness and identify underserved populations. ○ PG&E and the CPUC noted social media and community-based channels can help normalize self-identification as AFN and improve comfort with disclosing electricity dependence. • Objective 3: Identify new enhancements to programs and resources needed to mitigate the impacts of PSPS. ○ Groups discussed improving engagement and feedback mechanisms, noting the limitations of traditional surveys and the need for more qualitative, in-depth engagement methods. ○ PG&E emphasized that general population surveys have limitations and recommended supplementing them with qualitative research, including focus groups and direct conversations with impacted customers. ○ The CPUC and DDS raised concerns about low survey response rates and suggested exploring alternative feedback methods, including in-person engagement at CRCs where feasible. ○ SDRC highlighted affordability gaps in programs (e.g., battery access) based on direct anecdotal feedback from community members. ○ PG&E, BWG, and 211 CA emphasized the importance of radio as a critical and reliable communication channel, particularly in rural areas, and suggested expanding its use. ○ A disability policy consultant emphasized ensuring accessibility for individuals with low literacy or limited digital access, including those who may not use keyboards or written communication effectively. ○ PG&E highlighted the need to prioritize individuals with the least capacity to respond to emergencies, recognizing variation in how much time individuals have to act. • Objective 4: Coordinate and integrate resources with state agencies, community-based organizations, and the utilities to minimize duplication. ○ Groups discussed improving coordination, data sharing, and information consistency across stakeholders while recognizing structural challenges to centralization. ○ PG&E emphasized leveraging partner websites and improving consistency of PSPS messaging across platforms. ○ 211 CA and BWG noted that a single centralized information source may not be feasible due to the number of stakeholders, and recommended coordinating through VOADs to reduce duplication. ○ Deaf Link and a disability policy consultant emphasized the need for shared databases and automatic data sharing with state agencies to improve coordination and access. ○ PG&E stressed the importance of expanding representation to ensure all AFN groups are included in program design and decision-making. ○ PG&E suggested partnering with community-based organizations and attending high-traffic events (e.g., food distribution events) to expand reach and improve engagement.
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	○ Kern Regional Center and DDS highlighted opportunities to improve data integration, including leveraging Everbridge shape files and regional data sources to better identify and notify energy-dependent populations. ○ Participants raised implementation questions regarding system compatibility and access (e.g., integration with regional centers and the Public Safety Partner Portal), indicating ongoing coordination challenges.
Feedback	• Feedback from the breakout groups is noted in the above section. • A disability policy consultant asked that the list of previous Key Objectives be shared so the group does not duplicate ideas, expressing frustration with discussing the same topics each meeting.
Action Items Guided by Feedback	Completed Action Items Future Action Items • BWG to prepare the list of recommended actions for each of the four AFN Plan Key Objectives. • BWG to schedule Statewide Council meetings through end of 2027.
Future Meeting(s)	Q3 2026, Virtual

1.6.4 Wildfire Safety Community Advisory Council (WSCAC)

The WSCAC convened on May 1, 2026. 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 frequently 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 protect the region from wildfires and other disasters.

SDG&E’s Chief Safety officer opened the meeting by welcoming attendees and sharing key member updates, including the County’s appointment of Daryl Arbuthnott as the new Director of Emergency Services. A preliminary route corridor map was introduced for the Golden Pacific Powerlink, a state-initiated transmission project intended to improve regional electric reliability and expand access to diverse energy resources through connections to an Arizona energy hub. He explained that SDG&E has submitted a bid for one of the project’s three segments and acknowledged concerns regarding potential impacts to the Pala Reservation and other culturally sensitive areas. Brian D’Agostino stressed the importance of coordinated planning among agencies and scientific experts to address wildfire risks associated with the project, while Geraghty offered to connect stakeholders with SDG&E project leaders for additional information and engagement opportunities.

The meeting also featured several wildfire-focused briefings. SDG&E’s VP of Wildfire and Climate Science presented an outlook for the upcoming fire season, noting that predictive services reports show historically low dead fuel moisture levels for this time of year. Although large-fire potential is expected to remain near normal through August, rapidly curing fine fuels driven by hot, dry conditions, especially at lower elevations, are expected to increase wildfire risk as the season progresses. Fire Potential Index conditions have already shown temporary increases during spring Santa Ana wind events and are anticipated to remain elevated into late spring and summer.

SDG&E's legal team summarized findings from the CPUC SB 254 California Earthquake and Wildfire Report, which concludes that escalating wildfire risks are creating severe affordability challenges throughout California. The report estimates annual wildfire-related losses of \$5 billion to \$9 billion, with extreme events potentially reaching \$70 billion to \$90 billion, while wildfire costs now contribute an estimated 14% to 19% of residential electric bills that already exceed national averages. The report warns that existing recovery and insurance frameworks are becoming increasingly strained, citing the \$1 billion FAIR Plan assessment resulting from the 2025 Los Angeles wildfires and projecting future per-policy assessments of \$300 to \$630 for larger wildfire losses. It further notes that a long-term Wildfire Fund could require approximately \$36 billion in funding, largely supported by utility customers, and that rising financing costs could add roughly \$5 per month to customer bills on top of existing wildfire-related charges. These financial burdens fall disproportionately on lower-income households, which spend a significantly greater share of their income on energy expenses, underscoring the need for comprehensive structural reforms to address California's growing wildfire and affordability challenges.

1.6.5 Tribal Communities

SDG&E has a tribal liaison to engage and coordinate with tribal leaders and staff members to understand their greatest challenges with PSPS. Through these collaborations, Tribal Nations 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 Intertribal Long Term Recovery Foundation and Indian Health Councils to provide resiliency items, information, and resources in advance of wildfire season.

SDG&E co-hosted the 5th Annual Tribal Leaders Energy and Safety Summit held at the Viejas Reservation with participation from almost 50 Tribal Nations and federal, state and local agencies. This event included discussions about climate adaptation, traditional ecological knowledge, fire science, energy resilience, and emergency preparedness and was an opportunity to share information about SDG&E programs and resources. SDG&E continues to prioritize the most remote and under-resourced Tribal Nations, increasing opportunities to address account concerns and sign-up customers onsite for programs. Additionally, due to the diversity among Tribal Nations and their varying priorities, SDG&E will continue to host Tribe by Tribe year-round listening sessions to identify gaps and re-evaluate tribal community engagement strategies.

In Q2 2026, SDG&E participated in 25 community resource fairs held on remote tribal reservations. These events aimed to increase access to customer assistance programs including CARE, FERA, ESA, and MBL by providing tribal customers with direct enrollment opportunities and program information.

1.6.6 PSPS Working Group

SDG&E's PSPS Working Group (PSPSWG) includes representatives from small multijurisdictional 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.

SDG&E's second quarterly PSPSWG meeting of 2026 was held on June 10, 2026. The company recently completed a three-day PSPS functional exercise that tested response processes, engaged external partners, and validated the customer notification system. Accessible communications were also reviewed, with a focus on meeting customer needs through inclusive email and text emergency notifications. Additionally, attendees provided feedback and recommendations to support awareness efforts related to SDG&E's outreach campaigns for multi-family dwellings and manufactured home parks. The next working group meeting is scheduled for September 16, 2026, 10:00 AM – 11:00 AM.

1.7 AFN Public Education & Outreach

SDG&E's 2026 Wildfire Safety Public Education Campaign is currently in production. The campaign started during the second quarter of 2026 and will run through the end of the year. The campaign has three components, Wildfire Safety, Public Safety Power Shutoff resiliency and promotion of AFN resources and resiliency information. The 2026 campaign is being refreshed from both a creative and content perspective. The campaign is also being updated to align and comply with AB 1167's requirements. Campaign tactics will include, but are not limited to, radio, television, print advertising, digital media and paid social media. Direct communications will also target customers in the High Fire Threat District as well as territory-wide mailings.

SDG&E is also enhancing Wildfire, PSPS and AFN content on its website. Content and creative components of these sections of the website are being updated as well. Information is being simplified for improved usability and customer experience. Additionally, critical information will be easier to locate, particularly during PSPS events. These enhancements are currently in production.

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 2024, the Phase 2 P4PD refresh was completed providing customized views of programs and resources by the selected utility. The site includes comprehensive emergency preparedness information, outage alerts signup, enrollment in MBL program and exploration of other customer support programs. The socialization of the P4PD website will continue through JIOU presentations and AFN Council Stakeholders shared P4PD social media.

In Q2 2026, the Joint IOUs finalized an agreement with an ASL translation provider to support the P4PD website and scheduled a Q3 kickoff meeting with both the ASL translation provider and the P4PD website vendor. The team also began collaborating with marketing partners to expand statewide awareness through presentations and the development of promotional media and video content.

Website Activity:

Between April 1 and June 30, 2026, website performance metrics were collected from over 2,200 active users. The homepage continues to receive the most visits, while the CPUC HFTD Map and Medical Baseline Allowance pages are the second most engaged. Direct search remains the primary traffic source, accounting for 64.8% of all visits. Active users averaged just over a minute on the site. Bot activity continued to be monitored with slightly skewed reporting accuracy resulting in the vendor manually filtering the data to ensure reporting accuracy. Additional measures have been implemented to mitigate such activity, with no security concerns to report.

1.7.2 Accessibility of Communications

SDG&E continues to enhance Wildfire Safety, PSPS, and AFN content on its website. Content and creative elements supporting these sections are being updated to simplify information, improve usability, and enhance the overall customer experience. These enhancements are intended to make critical information easier to locate, particularly during PSPS events, and are currently in production.

SDG&E routinely updates and refines its Wildfire Safety and PSPS web pages, with an ongoing focus on accessibility. These efforts prioritize compliance with the Americans with Disabilities Act (ADA) through conformance with the Web Content Accessibility Guidelines (WCAG) 2.2 AA success criteria. SDG&E's optimized Drupal content management system supports accessibility features including appropriate color contrast, heading structure, image handling, form labeling, and accessible search and presentation functionality.

In addition, SDG&E utilizes Level Access accessibility services, which provide continuous monitoring and testing, limited automated remediation, and twice-yearly manual accessibility audits. Identified issues and corrective actions requiring human intervention are reported to SDG&E's digital experience team on a bi-weekly basis.

The company also continues to utilize the Accessible Hazard Alert System (AHAS), which delivers customized, on-demand accessible alert text and email notifications. These notifications support accessibility formats including American Sign Language (ASL), screen readers, and refreshable braille displays, consistent with pre-recorded PSPS customer notifications. AHAS-supported alerts help ensure accessible communications during emergency events and are disseminated through direct customer notifications as well as SDG&E's web and social media platforms.

SDG&E remains committed to ensuring accessibility across its digital platforms, including websites and mobile applications. The company maintains a dedicated AFN landing page (sdge.com/AFN), which enables customers to self-identify and access resources tailored to specific AFN needs.

1.7.3 AFN Power Panel

The AFN Power Panel is comprised of customers who self-identify as individuals or households with access and functional needs who serve as customer advocates for accessibility and accommodations in relation to PSPS. SDG&E provides questions to the panel on topics that may include outage needs, communication channels, electric-powered device needs, and other areas of interest that help SDG&E identify and refine accommodation 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 valuable to understanding customer segment, the sample size of the AFN Power Panel is typically small (n=350 or less), so results from these surveys are interpreted with caution.

No additional surveys were conducted in Q2.

1.7.4 Community Based Organization Outreach

CBOs remain a vital channel for SDG&E's outreach efforts, providing trusted engagement and insight across diverse communities across the service territory, including individuals with AFN. These partners amplify wildfire preparedness and PSPS notifications to hard-to-reach customers, particularly those in the HFTD.

Through the Energy Solutions Partner Network (ESP), SDG&E collaborates with more than 160 CBOs to educate customers and deliver emergency preparedness messaging year-round. Partners receive compensation, training, and materials to support diverse outreach tactics which include presentations, community events, and amplification of emergency preparedness information through their respective social media channels. This approach ensures that messaging reaches multilingual, multicultural, senior, disadvantaged, and AFN populations who may not rely on traditional communication channels.

In Q2 2026 SDG&E participated in over 150 outreach activities, including PSPS partner presentations, food distributions, health and safety fairs, and resource fairs.

SDG&E continues to strengthen partnerships and identify new ones with organizations serving AFN populations, focusing on individuals who are blind or have low vision, deaf or hard of hearing, those using assistive technology or durable medical equipment, and those preferring languages other than English.

Examples of CBOs the team engages with include:

- Center for Senior Wellbeing
- Feeding San Diego
- Poway Neighborhood Emergency Corps
- San Diego Center for the Blind
- Southern California American Indian Resource Center

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, which serve as essential partners in amplifying safety messages and reaching customers who may not use traditional

communication channels. These organizations share PSPS information through their own platforms, including social media such as Facebook, X, and Instagram, ensuring broader community awareness. SDG&E currently has 58 participating CBOs in its PSPS support network. Examples of these select CBOs include:

- Back Country Communities Thriving
- Deaf Community Services
- Lived Experiences
- Ramona Senior Center
- San Clemente Chamber of Commerce
- San Diego Coastal Chamber of Commerce
- Southern California Tribal Chairmen's Association (SCTCA)

SDG&E also provides presentations to local CBOs and master metered properties that may not be part of the ESP network, focusing on organizations with disabled and aging population constituents. These presentations promote awareness of PSPS support services, emergency preparedness, customer assistance programs, and collaboration opportunities to strengthen outreach efforts. In Q2, the Outreach team presented to the San Diego Police Department Retired Senior Volunteer Patrol on AFN programs, customer assistance resources, and emergency preparedness, fostering discussion on how volunteers can help connect vulnerable residents with critical resources before, during, and after emergencies.

1.7.5 Cool Zone Program

SDG&E in partnership with the County of San Diego offers the Cool Zone Program from June 1 to October 31, which focuses on providing support and resources to individuals with access and functional needs who could be impacted by the effects of high heat.

Cool Zone facilities provide an air-conditioned space for individuals to escape the heat, with the added benefit of saving on their utility bills by running their home air conditioning less or not at all. This also helps to conserve energy during extreme, hot weather conditions. High heat events outside of the Cool Zone season are also supported by the County. The County coordinates directly with each Cool Zone facility to provide whatever is needed for the shoulder season.

1.7.6 Participation in Community Events

To expand SDG&E's reach and support customers with AFN, SDG&E plans to host a series of 4 Wildfire Safety Fairs (WSFs) in 2026 in the communities of Ramona, Alpine, Valley Center, and Vista. At these WSFs, customers can visit SDG&E subject matter experts and participating partners, including 211 San Diego, 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 weather driven emergencies.

In Q2 SDG&E hosted two Wildfire Safety Fairs to help strengthen community resilience and readiness. The events were held in Ramona on May 2, reaching more than 450 attendees, and in Alpine on June 27, reaching more than 300 attendees. In collaboration with internal teams and community partners including the American Red Cross, CERT, 211 San Diego, and CalFire, the fairs provided preparedness education,

wildfire safety information, and resources to support individuals with access and functional needs. Post event survey results indicated that attendees felt better prepared for emergencies, with many identifying the creation or updating of an emergency go-bag as a key action they planned to take as a result of attending the fairs.

SDG&E continues its Mini-Wildfire Safety Fair series in 2026 which focuses on engaging CBOs within its ESP network and enhanced efforts to include non-HFTD areas. These events provide wildfire safety education, emergency preparedness resources, and access to local support services, helping residents better prepare for emergencies.

In Q2 SDG&E participated in 45 Mini-Wildfire Safety Fairs, with an increase in Tribal Mini-Wildfire Safety Fairs, expanding outreach efforts and strengthening partnerships with Tribal communities, local organizations, and emergency response agencies. Examples of CBO's and Tribal Nations that have supported this initiative include CERT, Iipay Nation of Santa Ysabel, La Jolla Band of Luiseno Indians, La Posta Band of Mission Indians, Poway Neighborhood Emergency Corps, and various Fire Safe Councils.

1.7.7 Collaboration with Partner and State Agencies

Healthcare Industry and State Agencies

SDG&E recognizes that ongoing engagement with health care practitioners, medical associations, and durable medical device suppliers is an opportunity to increase enrollment in the MBL Program and connect individuals with AFN to medical device resources if needed during PSPS. SDG&E will continue to identify ways to engage this segment along with the JIOU's.

The Joint IOUs reengaged with the Western Regional Alliance for Pediatric Emergency Management (WRAP-EM) to coordinate outreach and engagement opportunity in Q3 with share JIOU programs, PSPS preparedness materials (including P4PD), and AFN resources with pediatric healthcare providers, that will enable them to disseminate critical information to patients and families to help increase awareness.

Additionally, the Joint IOU collaborated with the California Assisted Living Association (CALA) to explore opportunities for expanding PSPS preparedness support to those who are electric dependent, senior, and disabled, in a residential-rate care facility through the JIOU's partnership with 211.

SDG&E will continue conversations with healthcare organizations locally, with the Statewide Council and among the Joint IOU team to look for opportunities to present on PSPS preparedness, AFN Self-Identification, and MBL programs.

Paratransit Service Engagement

In Q2, SDG&E provided FACT, SDG&E's Paratransit Support Partner, with emergency preparedness list magnets and tribal cards to share with partners to use during PSPS.

1.8 PSPS Activation (During – Emergency Operations Center Activated)

1.8.1 PSPS Communications

Communications During PSPS

During a Public Safety Power Shutoff (PSPS) event, SDG&E employs multiple communication channels to disseminate timely, real-time information to customers and the public. These channels include customer notifications, website updates, media advisories, in-community signage, situational awareness posts across social media platforms, and the distribution of social media toolkits to community partners. SDG&E activates communications protocols during PSPS events to provide affected customers and the public with the most current operational updates. Key communications are offered in 22 prevalent languages and American Sign Language (ASL) and are supported through digitally accessible text and audio formats.

SDG&E also designates a dedicated Access and Functional Needs (AFN) liaison during PSPS events. This liaison is responsible for providing real-time updates and coordinated talking points to AFN community partners. Communication platforms include social media channels, broadcast and print media, and SDG&E-owned digital platforms, including SDGE Today and SDGE.com, which are designed to progress toward conformance with the Web Content Accessibility Guidelines (WCAG) 2.2 AA success criteria. These platforms are used to communicate enhanced support services available to individuals with AFN. In addition, SDG&E develops and distributes a digital document identifying communities affected by a PSPS, which is shared with local jurisdictions, municipalities, and partner agencies to support situational awareness and community preparedness.

In addition to mass media and direct customer communications, SDG&E utilizes outreach channels designed to reach individuals who may not be account holders, such as visitors, certain mobile home park residents, and caregivers. These channels include the SDG&E mobile application (Alerts by SDG&E), roadside electronic message signs placed in strategic, high-traffic locations, tribal casino marquees, and printed flyers posted within impacted communities. SDG&E also conducts pre-season and post-season customer research to gather feedback on the effectiveness and clarity of communications before and during PSPS events. Pre-season research is planned for September this year. Insights from this research will be used to inform continuous improvement efforts, including simplifying and refining communications in subsequent years.

1.8.1 PSPS Notifications

SDG&E maintains clear, accessible, and customer-focused notification protocols for Public Safety Power Shutoff (PSPS) events, informed by lessons learned during previous PSPS occurrences. PSPS notification messages are translated into the 22 most prevalent languages spoken within the service territory, including American Sign Language (ASL), and are delivered using digitally accessible formats.

During PSPS events, SDG&E issues notifications to impacted individuals as expeditiously as practicable through its Customer Notification System (CNS). CNS delivery channels include recorded voice notifications, emails, and text messages, and the system is subject to routine testing to support reliability. To further support accessibility, SDG&E partners with Deaf Link to convert PSPS notifications into ASL video, English audio read-outs, and screen-reader-compatible transcripts. In addition, address-level PSPS alerts are available to both customers and the public through the Alerts by SDG&E mobile application. This year notification messaging is being updated to provide clearer information about Community Resource Center openings and where customers can find additional information.

SDG&E conducts annual reviews of its PSPS notification content library, including email, text, and voice messaging. Customer feedback from PSPS events is incorporated to improve clarity, simplify messaging, and ensure content accurately reflects field conditions. As part of its annual public education efforts, SDG&E continues to encourage customers to enroll in PSPS notifications in advance of the peak wildfire season.

For Critical Facility and Infrastructure customers, SDG&E account executives provide direct outreach via preferred contact methods (such as phone calls and/or emails), delivering situational updates and lists of potentially impacted meters. Additionally, all account holders receive advance notices prior to any de-energization.

For Medical Baseline (MBL) and Life Support Customers, SDG&E reviews the results of each Customer Notification System campaign 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 call customers that have not been contacted. 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 a range of communication channels to reach the public, including Access and Functional Needs (AFN) communities and Limited English Proficient (LEP) populations. These efforts are intended to provide timely and accessible information related to wildfire safety, emergency preparedness, Public Safety Power Shutoff (PSPS) awareness, and PSPS education.

San Diego County includes a diverse population of more than 3.3 million residents and shares a border with Baja California, México, encompassing one of the busiest international land border crossings in the world. In recognition of this diversity, SDG&E maintains dedicated multilingual communications capabilities, including the production of wildfire safety and PSPS-related news releases, social media content, and public information materials in Spanish for the public and local Spanish-language broadcast media. In addition, SDG&E continues to provide critical PSPS and wildfire safety information in all prevalent languages spoken within the service territory.

Prior to and during periods of elevated wildfire risk, SDG&E engages local broadcast media, including Spanish-language and multicultural niche outlets, to proactively disseminate safety and preparedness messaging. These outreach efforts are conducted early and throughout high fire risk weather conditions to help ensure that customers and the broader public receive timely, relevant information and remain informed during wildfire and PSPS events.

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 11 customer-owned facilities located within the HFTD to serve as CRCs during Public Safety Power Shutoffs and maintains three mobile units for deployment. 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
- Medical Cooler Kits as needed

SDG&E endeavors to provide cellular network services and will collaborate with the telecommunication providers who support services in CRC areas.

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 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 has implemented a streamlined drop-off process at the CRCs for charging medical devices designated for AFN individuals and will also provide medical cooler organizers for medication.

As a result of customer feedback, several enhancements were implemented to increase awareness and accessibility of CRCs. Wildfire Safety Fairs now include a dedicated CRC information booth where customers can learn about the purpose of CRCs, available services, and their locations. Additional on-site signage is now available to make open CRC locations easier for customers to identify and access. Furthermore, customer notifications and PSPS-related social media content have been updated to direct customers to sdge.com/resourcecenters, providing a more streamlined way to locate open CRCs.

As part of our continued commitment to supporting customers with AFN needs, sensory kits are now available at CRCs. These kits include items such as weighted blankets, noise-canceling headphones, and tactile tools to help individuals who may experience sensory challenges during emergencies.

Together, these enhancements help ensure CRCs are more accessible, welcoming, and responsive to the diverse needs of the communities SDG&E serves.

1.9 Recovery (After - Power has been restored)

1.9.1 Customer Research and Feedback

The 2026 Pre-season Survey will be fielded in September this year. An update on this effort will be provided in the next AFN Quarterly Report.

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 2026. 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

SDG&E continues to leverage lessons learned from previous PPS events to improve support and experience when a customer reaches out for resources. Additionally, SDG&E uses feedback based on collaborative councils to refine support services offered during a PPS to support individuals with AFN. The recommendations offered have contributed to our key objectives for 2026 and aligned actions the utility has taken:

- Increase awareness of IOU programs and services available before, during, and after a PPS
- Continue to identify individuals who are Electricity Dependent
- Identify and implement new enhancements to programs and resources needed to mitigate the impacts of PPS
- Continue to coordinate and integrate resources with state agencies, CBOs, and the utilities to minimize duplication

Appendix A:
Collaborative Council Members

Name	Organization	Title
Aaron Carruthers	State Council on Developmental Disabilities (SCDD)	Executive Director
Alana Hitchcock	California 211	Executive Director
Andy Imparato	Disability Rights California (DRC)	Executive Director
Anne Rarick	Liberty	Community Outreach (AFN) Lead
April Johnson	San Diego Gas & Electric (SDG&E)	Sr. Supervisor, Access & Functional Needs
Audrey Williams	California Public Utilities Commission (CPUC)	Project and Program Supervisor
Aurora Cantu	Southern California Edison (SCE)	Senior Advisor, Customer Service
Christina Mills	California Association of Area Agencies on Aging (C4A)	Executive Director
Dana Golan	San Diego Gas & Electric (SDG&E)	Chief Customer Officer
Danielle Finch	San Diego Gas & Electric (SDG&E)	Director of Customer Success
Eric Schwarzrock	Liberty	President
James Cho	California Public Utilities Commission (CPUC)	Program Manager
Jendy Burchfield	Southern California Edison (SCE)	Vice President, Customer Operations
Jennifer Guenther	Liberty	Senior Regional Manager - West
Jennifer Ocampo	Southern California Edison (SCE)	Senior Advisor, Customer Service
Jenny Limones	Pacific Gas and Electric Company (PG&E)	AFN Program Specialist, Expert
Joe Wilson	Pacific Gas and Electric Company (PG&E)	Regional Vice President, North Valley & Sierra
Jordan Davis	Disability Rights California (DRC)	Attorney
Karen Mercado	Disability Rights California (DRC)	Senior Administrative Assistant - Executive Unit
Katelin Scanlan	San Diego Gas & Electric (SDG&E)	Sr. Manager of Customer Support & Ops
Kay Chiodo	Deaf Link	Chief Executive Officer

Kayla Price	Bear Valley Electric Service (BVES)	Customer Service Supervisor
Lisa Corbly	PacifiCorp	Access and Functional Needs Program Manager
Lisa Hayes	California Foundation for Independent Living Centers (CFILC)	Executive Director
Lizz Stout	Pacific Gas and Electric Company (PG&E)	Program Manager, Principal
Lori Blackwell	Southern California Edison (SCE)	Principal Manager, Customer Service
Maria Jaya	California Public Utilities Commission (CPUC)	Researcher
Matthew Fehse	San Diego Gas & Electric (SDG&E)	Access and Functional Needs Regulatory and Compliance Advisor
Moustafa Abou-Taleb	California Public Utilities Commission (CPUC)	Safety Policy Division
Nicholas Raft	Liberty	Regulatory Analyst
Paul Marconi	Bear Valley Electric Service (BVES)	President, Treasurer, & Secretary, Board Director
Pooja Kishore	PacifiCorp	Regulatory Affairs Manager
Robert Carbajal	Southern California Edison (SCE)	Senior Manager, Customer Service
Rosa Perea	Southern California Edison (SCE)	Senior Manager, Customer Service
Sarah Lee	Southern California Edison (SCE)	Senior Advisor, Customer Service
Sean Matlock	Bear Valley Electric Service (BVES)	Energy Resource Manager / Assistant Corporate Secretary
Tawny Re	Bear Valley Electric Service (BVES)	Customer Program Specialist
Tom Smith	Pacific Gas and Electric Company (PG&E)	Sr. Manager, LCE Planning & Operations
Vance Taylor	California Governor's Office of Emergency Services (Cal OES)	Chief, Office of Access and Functional Needs

Appendix B:
Statewide Council Members

Name	Organization	Title
Adam Willoughby	California Department of Aging (CDA)	Asst. Director of Legislation and Public Affairs
Alexandria Moffat	San Diego Gas & Electric (SDG&E)	Director of Clean Transportation
Alicia Menchaca	Bear Valley Electric Service (BVES)	Rate Analyst
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
Angela Nielsen	Hospital Council	Administrative Director
Annabel Vera	California Department of Social Services (DSS)	Program Analyst
Anne Rarick	Liberty	Community Outreach (AFN) Lead
Anthony Hoang	San Gabriel/Pomona Regional Center	Emergency Coordinator
April Johnson	San Diego Gas & Electric (SDG&E)	Customer Programs Supervisor
Aurora Cantu	Southern California Edison (SCE)	Senior Manager
Carolyn Nava	Disability Action Center (DAC)	Executive Assistant
Chris Bober	Pacific Gas and Electric Company (PG&E)	Director, Customer Care
Chris Garbarini	California Department of Developmental Services (DDS)	Senior Emergency Services Coordinator
Christina Mills	California Association of Area Agencies on Aging (C4A)	Executive Director
Dan Heller	Deaf Link	President
Danielle Finch	San Diego Gas & Electric (SDG&E)	Manager, Customer Success
Eleonore Yotsov	PacifiCorp	Emergency Management Director
Evan Duffey	Pacific Gas and Electric Company (PG&E)	Manager, Forecasting and Operations
Gina Esparza	Eastern Los Angeles Regional Center	Emergency Coordinator
Greg Oliva	California Department of Social Services (DSS)	Assistant Deputy Director, Central Operations, Community Care Licensing Division

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	Pacific Gas and Electric Company (PG&E)	ADA Specialist, Expert
Jennifer Guenther	Liberty	Senior Regional Manager - West
Jennifer Isbell	Pacific Gas and Electric Company (PG&E)	ADA Program Manager, Principal
Jennifer Ocampo	Southern California Edison (SCE)	Senior Advisor, Corporate Giving
Jenny Limones	Pacific Gas and Electric Company (PG&E)	AFN Program Specialist, Expert
Jonathan Malicdem	California Department of Social Services (DSS)	Unknown
Jordan Davis	Disability Rights California (DRC)	Attorney
Jordan Parrillo	Liberty	Manager of Regulatory Affairs
Joseph Grounds	Kern Regional Center (KERNRC)	Emergency Coordinator
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
Karla Leon	California Foundation for Independent Living Centers (CFILC)	DDAR Program Manager
Kate Marrone	Liberty	Customer Care Manager
Katelin Scanlan	San Diego Gas & Electric (SDG&E)	Manager of Customer Engagement
Kayla Price	Bear Valley Electric Service (BVES)	Unknown
Kelly Brown	Interface Children & Family Services	Community Information Officer
Kendall Skillicorn	California Department of Social Services (DSS)	Bureau Chief, Department Operations Bureau
Kevin Sharp	Pacific Gas and Electric Company (PG&E)	Customer Insights Strategist

Kristopher Bourbois	San Diego Gas & Electric (SDG&E)	Financial Planning - Senior Business Analyst II
Larry Grable	Service Center for Independent Living (SCIL)	Executive Director
Lauren Giardina	Disability Rights California (DRC)	Executive Director Managing Attorney
Leora Filosena	California Department of Social Services (DSS)	Deputy Director, Adult Programs Division
Linda Wingert	211 California	Sr. Director Operations & 211 Engagement
Lisa Corbly	Pacific Power	Access and Functional Needs Program Manager
Lisa Hayes	California Foundation for Independent Living Centers (CFILC)	Executive Director
Lizz Stout	Pacific Gas and Electric Company (PG&E)	AFN Program Manager
Lori Blackwell	Southern California Edison (SCE)	Principal 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)	Researcher
Matt Fehse	San Diego Gas & Electric (SDG&E)	Access and Functional Needs Regulatory and Compliance Advisor
Mayra Alvarado	North Los Angeles County Regional Center	Manager
Miguel Larios	San Diego Regional Center (SDRC)	Director, Community Services
Moustafa Abou-taleb	California Public Utilities Commission (CPUC)	Safety Policy Division
Nguyen Quan	Bear Valley Electric Service (BVES)	Regulatory Affairs
Nicole Pacheco	California Council of the Blind (CCB)	Operations Manager
Paul Marconi	Bear Valley Electric Service (BVES)	President, Treasurer, & Secretary
Pooja Kishore	PacifiCorp	Regulatory Affairs Manager

Rick Yrigoyen	California Department of Social Services (DSS)	Staff Services Manager
Robb Henderson	San Diego Gas & Electric (SDG&E)	Communications Advisor
Robert Carbajal	Southern California Edison (SCE)	Senior Manager, Customer PSPS Compliance and Strategy
Ron Lee	Redwood Coast Regional Center	Emergency Coordinator
Ronald Moore	Bear Valley Electric Service (BVES)	Regulatory Affairs
Rosa Perea	Southern California Edison (SCE)	Senior Manager, Customer Engagement Division
Samuel Jain	Disability Rights California (DRC)	Senior Attorney
Sarah Harris	California Department of Rehabilitation (DOR)	Section Chief, Independent Living and Assistive Technology
Sean Matlock	Bear Valley Electric Service (BVES)	Energy Resource Manager / Assistant Corporate Secretary
Sheri Farinha	NorCal Services for Deaf and Hard of Hearing	Chief Executive Officer
Staphany Lu	San Diego Regional Center (SDRC)	Emergency Coordinator
Stephanie Tews Sheldrick	Pacific Gas and Electric Company (PG&E)	Director, Customer Experience & Insights
Sydney Schellinger	California Department of Aging (CDA)	Senior Emergency Services Coordinator
Tamara Rodriguez	California Department of Developmental Services (DDS)	Officer, Emergency Preparedness & Response
Tawny Re	Bear Valley Electric Service (BVES)	Customer Program Specialist
Tom Smith	Pacific Gas and Electric Company (PG&E)	Sr. Manager, LCE Planning & Operations
Victor Duron	California Department of Rehabilitation (DOR)	Acting Director
Yvonne Gratianne	San Gabriel/Pomona Regional Center	Communications and Public Engagement Officer
Zackary Hughes	San Diego Gas & Electric (SDG&E)	Regulatory Affairs
Zeus Ferrao	Southern California Edison (SCE)	Customer Insights Project Manager, Advisor

Appendix C:
2026 AFN Plan Objective Tracker

2026 Key Objectives	Team	Progress-to-Date	Q2 2026
Increase awareness of IOU programs and services available before, during and after a PSPS	Joint IOU	- On 3/23 and 3/30, the AFN and MBL teams conducted two statewide training webinars for the In-Home Supportive Services case workers. Program education included MBL enrollment, PSPS Supportive Services and AFN Self Identification/Vulnerable customer programs. Approximately 61 individuals attended. - The JIOUs advanced the selection of an American Sign Language (ASL) company for the P4PD website and moving forward with finalizing the terms of the agreement. - PG&E presented PSPS preparedness information at the Solano Healthcare Coalition - Emergency Preparedness Workshop comprised of healthcare groups across the state. Information was shared about Prepare for Power Down website resources and statewide connections.	- Finalized agreement with vendor with ASL Translation company and scheduled Q3 Kickoff meeting. - To continue awareness of IOU programs and services, the Joint IOUs participated in three outreach events, hosting informational booths to highlight AFN customer programs, outreach with AFN customers, and promote the Prepare for Power Down (P4PD) website as a central resource. Engagements included: 4/3 - 4/4: Developmental Disability Neurodivergent Conference (DDNC) 4/22- 4/23: 211 Conference 5/18 - 5/20: CA Tribal Leaders Energy and Safety Summit - Met with Village Movement California in April to explore a statewide partnership focused on increasing awareness of IOU PSPS programs and services for older adults. - Western Regional Alliance for Pediatric Emergency Management (WRAP-EM): Coordinated a Q3 outreach and engagement opportunity with WRAP-EM to share JIOU programs, PSPS preparedness materials (including P4PD), and AFN resources with pediatric healthcare providers, that will enable them to disseminate critical information to patients and families to help increase awareness. - Engaged with the California Assisted Living Association (CALA) to explore opportunities for expanding PSPS preparedness support and resources to residential-rate care facilities through the Joint IOUs' partnership with 211.
Increase awareness of IOU programs and services available before,	SDGE	Provided a presentation to the social workers, addiction therapists and other patience coordinators at the VA Hospital on PSPS preparedness support services	- Participated in the Tribal Energy Summit at Viejas, providing information on Prepare 4 Power Down - Provided AFN PSPS preparedness flyers and

during and after a PSPS		• Provided AFN PSPS preparedness flyers and resource cards with a preparedness email to FACT who will distribute to their partner agencies as part of their education and preparedness efforts. • Presented PSPS preparedness and AFN Self ID survey to approximately 30 Council on Access on Mobility (CAM) members representing organizations supporting assistive transportation.	resource cards with a preparedness email to FACT who will distribute to their partner agencies as part of their education and preparedness efforts. • Two Wildfire Safety Fair held on May 2nd and June 27th in Ramona and Alpine offering preparedness information to residents for PSPS • Presented at 150 community events focused on emergency preparedness, MBL, PSPS activations, and impacts to customers with AFN
Continue to identify individuals who are Electricity Dependent	JIOU	• On 3/23 and 3/30, the AFN and MBL teams conducted two statewide training webinars to the In-Home Supportive Services case workers. Program education included MBL enrollment, PSPS Supportive Services and AFN Self Identification/Vulnerable customer programs. Approximately 61 individuals attended.	• Initiated discussions with Village Movement California in April regarding a statewide partnership to expand outreach to older adult villages in high fire-risk areas, leveraging trusted community networks to raise awareness of available resources and help identify electricity-dependent individuals. • Engaged with the California Assisted Living Association (CALA) to explore opportunities for expanding PSPS preparedness support to those who are electric dependent, senior, and disabled, in a residential-rate care facilities through the JIOU's partnership with 211. • Western Regional Alliance for Pediatric Emergency Management (WRAP-EM): Coordinated a Q3 outreach and engagement opportunity with WRAP-EM to share JIOU programs, PSPS preparedness materials (including P4PD), and AFN resources with pediatric healthcare providers, that will enable them to disseminate critical information to patients and families help identify those who are electricity dependent.
Continue to identify individuals who are Electricity Dependent	SDGE	• In Q1 the promotion of AFN Self Identification continues to be included in local and Joint IOU outreach presentations to CBO's and state agencies. SDG&E promoted the following AFN Self-ID message on the SDG&E bill envelope in February: • "Do you have a disability or use a medical device	• Ongoing AFN self-identification included in local outreach presentations to CBOs

		requiring electricity for your health and safety? Let us know at sdge.com/AFN .”	
Identify new enhancements to programs and resources needed to mitigate the impacts of PSPS	JIOU	• The JIOUs advanced the selection of an American Sign Language (ASL) company for the P4PD website and moving forward with finalizing the terms of the agreement. • Building on prior survey benchmarking efforts, the Joint IOUs worked with their internal survey teams and engaged in coordinated planning discussions to align survey terminology, consent tracking, and data management practices.	• Selected a vendor to conduct a non-account holder survey to better understand the needs and experiences of customers who may qualify for PSPS support services but are not account holders, for example multi-dwelling. • Finalized agreement with vendor with ASL Translation company and scheduled Q3 Kickoff meeting. • To continue awareness of IOU programs and services, the JIOUs participated in an outreach event on April 3-4 with Developmental Disability Neurodivergent Conference (DDNC). Hosting an informational booth to highlight AFN customer programs, outreach with AFN customers, and promote the Prepare for Power Down (P4PD) website as a central resource. • Advanced a JIOU effort to evaluate outdoor privacy screen solutions, with PG&E leading the pilot; three options were assessed and pricing obtained to inform pilot testing and potential implementation.
Identify new enhancements to programs and resources needed to mitigate the impacts of PSPS	SDGE	• SDG&E participated in 18 community resource fairs held in remote tribal communities. These events aimed to increase access to customer assistance programs including CARE, FERA, ESA, and MBL by providing tribal members with direct enrollment opportunities and program information.	• New signage procured to enhance customer identification of community resource center locations • This year’s notification messaging is being updated to provide clearer information about Community Resource Center openings and where customers can find additional information. • Wildfire Safety Fairs now include a dedicated CRC information booth where customers can learn about the purpose of CRCs
Coordinate and integrate resources with state,	JIOU	• Obtained confirmation that qualified Regional Center Medical Staff who are a Medical Doctor (MD), Doctor of Osteopathy (DO), Physician	• Met with Village Movement California in April to explore a statewide outreach partnership focused on increasing awareness of IOU PSPS programs and

community, utility to minimize duplication		Assistant (PA), or Nurse Practitioner (NP) may provide the professional signature required for client participation in the MBL program.	services among older adults in high fire risk area, supporting ongoing collaboration with community-based organizations serving aging populations. • Engaged with the California Assisted Living Association (CALA) to explore outreach collaboration opportunities focused on older adults, including disseminating information on IOU PSPS programs and support services through CALA's communication channels. • Facilitated a Q3 engagement effort with WRAP-EM to provide pediatric healthcare providers with JIOU program information, PSPS preparedness tools (including P4PD), and AFN resources, expanding the reach of critical customer communications while enhancing alignment. • Began discussions with Voluntary Organizations Active in Disasters (VOAD) in May to establish future outreach and presentation partnerships aimed at improving resource coordination and reducing duplication across community and utility organizations.
Coordinate and integrate resources with state, community, utility to minimize duplication	SDGE	• Collaborated with RCFE to provide emergency preparedness certified training at SDG&E Resiliency Center for Long Term Care Facilities. SDGE presented on PSPS, Wildfire, Critical Facilities and AFN Support Services along with a resiliency center tour. Approximately 50 people were in attendance • Conducted the Q1 Regional PSPS Working Group meeting in March	• Conducted Q2 Regional PSPS working group meeting focused on reviewing the functional exercise performed with external partners, accessible communications, and opened up for feedback on the multi-family/manufactured home park outreach campaigns