

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

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

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

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

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

Attorney for:
SAN DIEGO GAS & ELECTRIC COMPANY

January 31, 2024

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

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

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

**SAN DIEGO GAS & ELECTRIC COMPANY (U 902-E)
2023 PLAN TO SUPPORT ACCESS AND FUNCTIONAL NEEDS POPULATIONS
DURING PUBLIC SAFETY POWER SHUTOFFS**

Pursuant to Conclusion of Law 36 and Ordering Paragraph 1 of the California Public Utilities Commission's (Commission) Phase 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 its 2024 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 2024 AFN Plan is attached hereto as Attachment A.

Respectfully submitted,

By: /s/ Laura M. Fulton

Laura M. Fulton

San Diego Gas & Electric Company

8330 Century Park Court, #CP32D

San Diego, CA 92123

Telephone: (858) 654-1759

Fax: (619) 699-5027

Email: lfulton@sdge.com

Attorney for:

SAN DIEGO GAS & ELECTRIC COMPANY

January 31, 2024

Attachment A

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

January 31, 2024



TABLE OF CONTENTS

EXECUTIVE SUMMARY.....	1
1 INTRODUCTION.....	3
1.1 Subject Matter Experts (Engage the Whole Community).....	3
1.2 Purpose, Scope, Situational Overview, and Assumptions.....	5
1.2.1 Purpose/Background – WHY.....	5
1.2.2 Scope – WHO	6
1.2.3 Situational Overview	7
1.2.4 Planning Assumptions.....	10
1.3 Operational Priorities - WHAT	11
1.4 Plan Development	12
1.5 Plan Preparation and Review	12
1.6 Plan Implementation	13
1.7 Research and Surveys.....	13
1.8 Success Measures and Metrics.....	13
2 CONCEPT OF OPERATIONS HOW.....	15
2.1 Preparedness/ Readiness (Before Power Shutoff).....	15
2.1.1 Emergency Operations Center.....	15
2.1.2 AFN Identification Outreach	18
2.1.3 AFN Support Resources.....	19
2.1.4 Back-Up Power.....	29
2.1.5 Customer Assistance Programs	32
2.1.6 PSPS Preparedness Outreach and Community Engagement	33
2.2 PSPS Activation (During – Emergency Operation Center Activated).....	45
2.2.1 PSPS Activation	45
2.2.2 PSPS Communications	45
2.2.3 Community Resource Centers (CRCs)	50
2.3 Recovery (After – Power has been restored)	51
2.3.1 AFN Support.....	51
3 INFORMATION COLLECTION, ANALYSIS AND DISSEMINATION	52

3.1	Customer Privacy.....	52
4	AUTHORITIES AND REFERENCES.....	53
4.1	Annual Report and Emergency Response Plan in Compliance with General Order 166.....	53
4.2	Phase 3 OIR PSPS Guidelines: AFN Plan & Quarterly Updates	53

APPENDIX A - F

Appendix A: Collaborative Council Members

Appendix B: Statewide Council Members

Appendix C: Objectives and Considerations from Previous Plans

Appendix D: AFN Q4 2023 YTD

Appendix E: Census Tract Data for Generator & Back-up Battery Programs

Appendix F: Survey Results and Metrics

EXECUTIVE SUMMARY

During extreme weather conditions, utilities may temporarily turn off power to specific areas to protect the safety of our customers and communities, enacting a Public Safety Power Shutoff (PSPS), which continues to be a necessary tool of last resort to mitigate the risk of wildfires. To support individuals with Access and Functional Needs (AFN) during a PSPS, each of the Joint Investor-Owned Utilities (IOUs)¹ developed its respective 2024 Annual AFN PSPS Plan (“AFN Plan” or “Plan”) with assistance from regional and statewide AFN stakeholders representing a broad spectrum of expertise. That Plan leverages Federal Emergency Management Administration’s (FEMA) Developing and Maintaining Emergency Operations Plans Comprehensive Preparedness Guide (CPG) 101 6 Step Process².

The IOUs have established a partnership and will continue to work closely with the AFN Collaborative Council and the AFN Core Planning Team³ to seek guidance and address the “Why,” “Who,” “What,” and “How” to support individuals with AFN before, during and after a PSPS to mitigate risk. The IOUs are committed to addressing the needs of individuals with AFN before, during, and after a PSPS.

The IOUs acknowledge and give sincere thanks to the AFN Collaborative Council and AFN Core Planning Team for their guidance and commitment in developing the 2024 AFN plan.

WHY

As climate conditions change, wildfires have become a year-round threat. When wildfire conditions present a safety risk to our customers and communities, electric utilities may call for a Public Safety Power Shutoff (PSPS) as a measure of last resort.

A PSPS, although necessary, disrupts the everyday lives of impacted individuals, including those with AFN and/or those who may be electricity dependent, which will be discussed further in this Plan. The purpose of this plan is to mitigate the impact of PSPS on individuals with AFN.

¹ San Diego Gas & Electric (SDG&E), Southern California Edison (SCE), and Pacific Gas & Electric Company (PG&E)

² For details on how to develop and maintain Emergency Operations Plans, visit: [Developing and Maintaining Emergency Operations Plans Comprehensive Preparedness Guide \(fema.gov\)](https://www.fema.gov/emergency-preparedness-response-recovery/operational-plan-development).

³ See Appendix A for members of the AFN Core Planning Team and Collaborative Council.

WHO

The IOUs have made progress in identifying the individuals with AFN across their respective service areas, collectively identifying approximately 4 million⁴ people through defining, mapping, enabling, and self-identification. In order to support and target individuals that are electricity dependent, the Joint IOU Statewide AFN Advisory Council⁵ and AFN Core Planning Team developed a definition of Electricity Dependent individuals⁶ that this Plan seeks to support. That definition remains unchanged from 2022.

Electricity Dependent Definition: Individuals who are at an increased risk of harm to their health, safety and independence during a Public Safety Power Shutoff for reasons including, but not limited to:

- Medical and Non-Medical
- Behavioral, Mental and Emotional Health
- Mobility and Movement
- Communication

The IOUs understand that there is more work to be done and will continue these efforts to identify additional individuals with AFN in 2024.

WHAT & HOW

Working alongside the AFN Collaborative Council and AFN Core Planning Team, the IOUs worked to identify the goals, objectives, and potential opportunities for enhancements in 2024, outlined in this Plan.

The overarching goal is to mitigate impacts of PSPS on individuals with AFN, served by the IOUs, through improved customer outreach, education, assistance programs, and services.

⁴ Represents total counts of AFN designations in each IOU's database not unique individuals or accounts.

⁵ See Appendix B for a list of the Joint IOU Statewide AFN Advisory Council and Core Planning Team members.

⁶ IOUs will strive to implement this proposed definition contingent on operational feasibility and in alignment with AFN identification requirements with the CPUC's PSPS decisions. See e.g., D.21-06-034, pp. A8 – A9; D.20-05-051, p. A8; D.19-05-042, pp. A12-A14, A20-A21. The IOUs will continue collaborating with AFN stakeholders to refine this definition as appropriate.

1 INTRODUCTION

In accordance with the California Public Utilities Commission (Commission or CPUC) Decision (D.) 21-06-034 Phase 3 OIR Decision Guidelines and using Federal Emergency Management Administration’s Developing and Maintaining Emergency Operations Plans Comprehensive Preparedness Guide 101 6 Step Process, the Joint IOUs worked collaboratively with the AFN Core Planning Team to implement the “Whole Community”⁷ approach to develop an overarching Joint IOU Statewide strategy to meet the diverse needs of individuals with AFN.

Each IOUs comprehensive plans will reflect the geographical differences as well as the various needs of communities with AFN. The IOUs will provide the CPUC with quarterly updates regarding progress towards meeting the established objectives and the impact of their efforts to address this population before, during and after PSPS, while optimizing opportunities for consistency statewide.

1.1 Subject Matter Experts (Engage the Whole Community)

According to FEMA Step 1: Engaging the Whole Community in the Planning. Engaging in community-based planning—planning that is for the whole community and involves the whole community—is crucial to the success of any plan.

On August 16, 2023, the IOUs introduced this effort at the broader Q3 Joint IOU Statewide AFN Advisory Council meeting, invited participation, and subsequently held a kick-off meeting with Core Planning Team⁸ members on September 14, 2023. The 2024 AFN Core Planning Team is comprised of nine organizations representing the diverse needs of the AFN community. The Table below reflects the organizations involved in the development of the 2024 AFN Plan.

⁷ Whole Community approach as defined by FEMA, refers to preparedness as a shared responsibility and involvement of everyone including, but not limited to Individuals and families, including those with access and functional needs. Complete definition available at: [Whole Community | FEMA.gov](https://www.fema.gov/whole-community)

⁸ See Appendix A and B for members of the AFN Core Planning Team.

Table 1 – Engaging the Whole Community

Planning Group	Participants/Stakeholders
AFN Collaborative Council (per the Phase 3 OIR PSPS Decision):	California Foundation for Independent Living Centers (CFILC)
	California Health & Human Services (CHHS)
	California Office of Emergency Services (Cal OES)
	Disability Rights California (DRC)
	Disability Rights Education & Defense Fund (DREDF)
	State Council on Developmental Disabilities (SCDD)
AFN Core Planning Team	California Council of the Blind (CCB)
	California Department of Developmental Services (DDS)
	Deaf Link, Inc.
	California Department of Rehabilitation (DOR)
	Disability Policy Consultant
	Liberty
	Redwood Coast Regional Center (RCRC)
	Service Center for Independent Living (SCIL)
	State Council on Developmental Disabilities (SCDD)
Joint IOUs	San Diego Gas & Electric (SDG&E)
	Southern California Edison (SCE)
	Pacific Gas & Electric (PG&E)

As a key component to engaging the Whole Community in planning, the IOUs will continue to solicit feedback from the AFN Collaborative Council, the Joint IOU Statewide AFN Advisory Council, each utility’s respective Regional PSPS Working Groups⁹ and other regional and statewide AFN experts such as Community-Based Organizations (CBOs), healthcare partners, representatives of durable medical equipment, and local government agencies. These groups serve as thought leaders and offer insight, feedback, and input on the IOUs’ customer strategy, programs, and priorities. The IOUs seek to conduct regular meetings to actively identify issues, opportunities, and challenges related to the IOUs’ ability to mitigate the impacts of wildfire safety strategies, namely PSPS.

The planning process we presented provides opportunities to collect feedback and implement strategic improvements with details included in the specific IOU plans. We continue to look at expansion of program offerings, refresh the Joint IOU statewide PSPS Preparedness website, www.PrepareForPowerDown.com¹⁰, conduct outreach and education, as well as expand access to eligible populations.

1.2 Purpose, Scope, Situational Overview, and Assumptions

1.2.1 Purpose/Background – WHY

The Plan focuses on mitigating the impacts of PSPS for individuals with AFN. The IOUs intend to build on this Plan and strive for continuous improvement based on insights from the experts and feedback channels outlined in this plan.

Each IOU’s respective 2024 AFN Plan addresses the following:

- Who the IOUs need to communicate with
- What resources and services are needed during PSPS
- How the IOUs communicate with individuals with AFN
- How the IOUs make resources and service available to individuals with AFN

⁹ These working groups convene at least quarterly to share lessons between the impacted communities and the IOUs per D.20-05-051.

¹⁰ Please see Section 1.7.1, Statewide Website for AFN Solutions for more details on Prepare for Power Down milestones and timelines.

1.2.2 Scope – WHO

The Joint IOUs and the CPUC recognize the definition of AFN as defined by the California Government Code §8593.3: “individuals who have developmental disabilities, physical disabilities, chronic conditions, injuries, limited English proficiencies, who are non-English speakers, older adults, children, people living in institutional settings, or those who are low income, homeless, or transportation disadvantaged, including but not limited to, those who are dependent on public transit and those who are pregnant.”¹¹

Acknowledging that the California Government code definition of AFN is broad, the CPUC authorized the IOUs to follow the FEMA 6 Step Process by engaging the Whole Community through the Joint IOU Statewide AFN Advisory Council to create a common definition of “Electricity Dependent.”

Therefore, the IOUs use this common definition to help inform new enhancements to programs and resources that are currently available.

Electricity Dependent: Individuals who are at an increased risk of harm to their health, safety and independence during a Public Safety Power Shutoff, for reasons including, but not limited to:

- Medical and Non-Medical
- Behavioral, Mental and Emotional Health
- Mobility and Movement
- Communication

Examples of Electricity Dependent include, but are not limited to:

- **Medical and Non-Medical:**
 - Respiratory equipment: oxygen, respirator, inhalation therapy, apnea monitoring, suction, machines, airway clearance, airway clearances, Airway Clearance Vests, cough assistive devices, hemodialysis
 - Nutritional equipment: gastric feed tube, specialized diet meal preparation equipment (e.g., feeding pumps, blenders)

¹¹ D. 19-05-042.

- Heating/cooling equipment: refrigeration, body temperature regulation
- **Behavioral, Mental, and Emotional Health:**
 - Powered equipment supporting regulation of emotional behaviors (e.g., sensory lights)
- **Mobility and Movement:**
 - Positioning equipment: Lift, mobility tracking system, power wheelchair and mobility scooter, in home chair lift, electric bed
- **Communication:**
 - Augmentative communication devices (e.g., tablets, wearables, eye gaze), alert systems
 - Powered equipment for hearing or vision support

1.2.3 Situational Overview

According to FEMA Step 2: Understand the Situation. Understanding the consequences of a potential incident requires gathering information about the potential AFN of residents within the community.

“Understand the Situation” continues with identifying risks and hazards. This assessment helps a planning team decide what hazards or threats merit special attention, what actions must be planned for, and what resources are likely to be needed.

This Plan mitigates the key risk of PSPS identified by the Core Planning Team:

- Individuals with AFN are unable to use power for devices or equipment for health, safety, and independence due to a PSPS

During the planning process, the AFN Core Planning Team emphasized that the needs of individuals with AFN extend well beyond medical devices alone and that the risks are as diverse as the population. The IOUs recognize that the impacts of PSPS are dynamic and are committed to supporting customers before, during and after a PSPS.

1.2.3.1 AFN Population and Identification

The IOUs have made progress in identifying individuals with AFN who are

electricity dependent through defining, mapping, enabling self-identification. Each IOU identifies the following customers in their respective databases as AFN:

- Customers enrolled in the following programs:
 - California Alternate Rates for Energy (CARE)^{cu}
 - Family Electric Rate Assistance (FERA)
 - Medical Baseline (MBL)¹², including Life-Support (Critical Care)
- Customers with disabilities
- Customers who receive their utility bill in an alternate format (e.g., Braille, large print)
- Customers who prefer communications in a language other than English
- Older adults
- Customers who self-certify or self-identify
- Customers who use durable medical equipment and/or assistive technology

Table 2 below accounts for the number of customers identified as AFN in each utility service area, as well as those mostly likely to experience a PSPS.

Table 2. Joint IOU Access & Functional Needs Individuals¹³

Joint IOU	MBL Individuals	Customers with Language Preference	Individuals Identified as AFN	Percentage of Individuals Identified as AFN based of Total Residential Customer Base
PG&E	Total: ~281,000	Total: ~238,000	Total: ~1.9M	~36%

¹² Per D. 21-06-034, identification efforts include also “persons reliant on electricity to maintain necessary life functions including for durable medical equipment and assistive technology”. Id at pp. A8-A9.

¹³ Data pulled in November 2023. “PSPS-Likely” refers to customers who are most likely to experience a PSPS given their geographic location. PSPS likely is defined as an area of likely customer impact relative to each IOU’s de-energization protocols and defined fire threat regions. SDG&E’s High Fire Threat District (HFTD), SCE’s High Fire Risk Area (HFRA), and PG&E’s HFTD with the potential to impact customers outside of PG&E’s HFTD fed by Transmission level voltage, respectively.

	PSPS-Likely: ~74,200	PSPS-Likely: ~19,000	PSPS-Likely: ~358,000	~34%
SDG&E	Total: ~65,000	Total: ~67,000	Total: ~422,000	~34%
	PSPS-Likely: ~13,000	PSPS-Likely: ~5,000	PSPS-Likely: ~46,000	~25%

SCE	Total: ~103,000	Total: ~676,000	Total: ~1.7M	~33%
	PSPS-Likely: ~34,000	PSPS-Likely: ~101,000	PSPS-Likely: ~362,000	~27%

The utilities have an AFN density map which allows them to quickly identify geographical areas that have larger populations of AFN individuals.¹⁴ These maps enable the utilities to strategically allocate resources by geography such as staffing a support site or Customer Resource Center for individuals who are experiencing a PSPS. **See Table 3.**

¹⁴ See Section 1.2 for IOU definition.

approach (e.g., utilities, CBOs, non-profits organizations, government agencies)

- PSPS may occur concurrently with unrelated emergencies (e.g., active wildfires, earthquake, cyber-attacks, technological hazard incidents)
- The IOUs will continue working to create as consistent statewide response with our support services (e.g., food support, accessible transportation, Community Resource Centers, etc.) to PSPS as possible, acknowledging that there are different needs based on geographic areas
- The scope of PSPS can increase or decrease as weather conditions are monitored across the service area

1.3 Operational Priorities - WHAT

According to FEMA Step 3: Operational priorities – specifying what the responding organizations are to accomplish to achieve a desired end-state for the operation.

The goal of the AFN Plan is to mitigate the impacts of PSPS on individuals with AFN served by the IOUs through improved customer outreach, education, assistance programs and services.

The Joint IOUs will continue our commitment to mitigating impacts of PSPS by focusing on key objectives identified through the 2024 planning meetings.¹⁶

Progress will be reported out within the IOU Quarterly updates. 2024 Key Objectives:

- Provide overall preparedness resources for individuals with AFN regardless of emergency type
- Increase awareness of IOU programs and services available before, during, and after a PSPS activation
- Implement tracking and metrics for escalations, programs and services offered and utilized by conducting surveys, table-top exercises, etc.
- Ensure customers with sensor disabilities are able to provide feedback, understand, and successfully operate the provided equipment

¹⁶ See Appendix C below for continued efforts from key objectives identified in 2022 and 2023 planning meetings.

1.4 Plan Development

According to FEMA: Step 4: Plan Development Develop and Analyze Courses of Action – This step is a process of generating, comparing, and selecting possible solutions for achieving the goals and objectives identified in Step 3.

The IOUs have worked to deliver consistent services and resource offerings; however, the delivery and eligibility will likely be different by service area.

Proposed recommendations to meet the Key Objectives for 2024:

- **Increase awareness of IOU programs and services available before, during and after a PSPS**
 - Increase more awareness through council members via presentations/materials
 - Engage with CBOs to identify opportunities for additional PSPS messaging
- **Identify individuals who are Electricity Dependent**
 - Collaborate with the Statewide Medical Baseline Study to identify potential outreach opportunities
 - Continue to expand marketing and CBO opportunities for individuals to self-identify as AFN or vulnerable
- **Identify new enhancements to programs and resources needed to mitigate the impacts of PSPS**
 - Solicit feedback from CBO partners
- **Coordinate and integrate resources with state, community, utility to minimize duplication**
 - Obtain list of support service from the council members that are provided to their constituents before, during, and after a PSPS

1.5 Plan Preparation and Review

According to FEMA Step 5: Plan Preparation, Review, and Approval – This step is a process of preparing the document and getting it ready for implementation.

Prior to finalizing the 2024 AFN Plans, the Joint IOUs provided members of the AFN Collaborative Council and AFN Core Planning Team a draft plan for their

review. As a result, each of the IOUs will file their respective 2024 AFN Plans with the CPUC by January 31, detailing its programs to support individuals and communities with AFN before, during and after PSPS.

1.6 Plan Implementation

According to FEMA Step 6: Implement and Maintain the Plan – This step is the final step which is an ongoing process of training personnel to perform tasks identified in the plan, exercising, and evaluating plan effectiveness, and revising and maintaining the plan.

Upon filing the AFN plan, each IOUs will implement new and maintain existing goals and objectives as specified in the Plan. Additionally, the IOUs will provide quarterly updates on progress made and report on performance through identified success measures and metrics.

1.7 Research and Surveys

In 2024, the IOUs will continue to collaborate and share best practices as they solicit feedback about PSPS resources offered to individuals with AFN through a variety of channels, including consultation with various advisory councils.

The IOUs will continue to conduct listening sessions and working groups with local governments, tribes, and critical facilities; webinars for customers and communities; wildfire and PSPS awareness studies; feedback via digital channels; PSPS Tabletop Exercises; and notification message testing.

As a result of feedback and research from CBOs, local governments and tribes who support AFN populations, the IOUs are committed to continuously reviewing the needs of individuals with AFN before, during and after PSPS. This thorough review allows the IOUs to enhance support for individuals who rely on electricity to maintain necessary life functions, including those who utilize durable medical equipment and assistive technology.

1.8 Success Measures and Metrics

In 2024, the Joint IOUs will continue to use the Key Performance Indicators (KPIs) that were developed with the AFN Core Planning Team for the 2022 AFN Plan. These KPIs seek to measure the impacts of PSPS on individuals with AFN,

awareness of support programs, and satisfaction of services offered. The most recent pre- and post-season survey results that address the KPIs can be found in Appendix F of this report.

Key Performance Indicators:

1. The percentage of individuals with AFN who were aware of what support and resources were available to them during a PSPS
2. The percentage of individuals with AFN who were able to use necessary medical equipment to maintain necessary life functions for the duration of any PSPS that affected them
3. The percentage of individuals who utilized mitigation services (e.g. 211 support, CRC centers, battery programs) who reported they were satisfied with the level of support

While Section 1 is a high-level overview of the IOUs' shared vision, the details for each of the IOUs AFN Plans can be found in Sections 2-4. The IOUs will continue benchmarking to create a consistent response across the IOU service areas where possible, recognizing that resources may not be available consistently across the state.

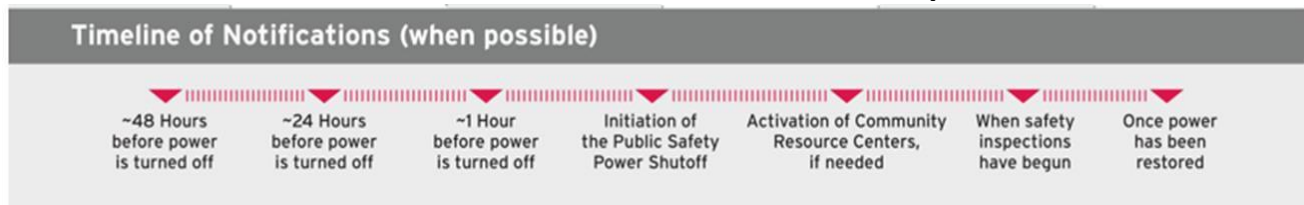
SAN DIEGO GAS & ELECTRIC | 2024 AFN PLAN

2 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 4** shows a general example sequence for a potential PSPS.

Table 4: SDG&E PPS Timeline Example



2.1 Preparedness/ Readiness (Before Power Shutoff)

2.1.1 Emergency Operations Center

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

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 & one operations-based, both of which addressed AFN concerns during a PSPS with external partner participation including AFN partners
- Additional exercises throughout the year on various all hazards topics that addressed and included 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 Summer Readiness Training which provided 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.

EOC 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 12 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 (formerly 211 Orange County), Facilitating Access to Coordinated Transportation (FACT), Salvation Army, 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 generator 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. Training for this position continued to expand in 2023 with a series of exercises to build the knowledge and skills needed to effectively serve customers with an AFN during an EOC activation. In addition to the general EOC training and exercises required by SDG&E's Emergency Management, position specific training on the processes and resources utilized during an EOC activation to support AFN customers were required. This additional AFN Liaison Officer training includes:

- Continually expanded AFN Liaison Check List and resource identification
- Accessible Hazard Alert System (AHAS) notification procedure
- AFN communication process and standards to AFN support and general partners

- Disability awareness and sensitivity
- Available internal and external resources

Training and exercises for EOC operations and specific AFN Liaison Officers' role have prepared this team to effectively manage EOC procedures and community support resources to benefit customers with AFN and will continue in 2024 to ensure ongoing awareness of changes and updates to procedures.

Customer Care Support

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

2.1.2 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. Building on Section 1.2.2 above, SDG&E continues to enhance its ability to identify individuals with AFN. There are approximately 422,000 customer accounts associated with AFN, which accounts for 34% of the residential customer class. Of the 422,000, approximately 46,000 customers reside in the high-fire threat district (HFTD).

In 2022, a Self-Identification campaign was initiated to allow customers to identify individuals in their household who may identify as:

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

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

These Self-Identification campaigns are planned to continue through 2024 and will further expand awareness of SDG&E's AFN landscape.

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

Campaigns in 2024 will be implemented through direct mail, e-mails linking to a digital web form, and promotion on social media. Campaigns with a collaborative approach will leverage channels within the Regional PSPS Working Group, Energy Solutions Partners Network consisting of more than 200 CBOs, and relevant state agencies.

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

2.1.3 AFN Support Resources

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

In Q4 2023, SDG&E launched a PSPS Customer Impact study to increase understanding of customer impacts during a PSPS de-energization, with a focus on individuals with AFN. This study utilized a comprehensive approach to gather factual data, including key findings from existing relevant studies, and direct survey feedback from SDG&E customers and employees, to inform how we target, support, and communicate with customers before, during and after a PSPS. In 2024, SDG&E plans to socialize findings and recommendations from this study with

internal and external stakeholders, to further enhance and refine support services and resources provided to individuals with AFN who are impacted by a PSPS.

Additionally, in 2024, SDG&E plans to enhance its partnership with the San Diego County Sheriff's Department to drive awareness of its newly launched Blue Envelope program, which focuses on "promoting inclusivity and serving as an enhanced communication awareness tool between law enforcement and community members diagnosed with a condition or disability such as Autism Spectrum Disorder, dementia, anxiety or other conditions that might require additional accommodations or awareness during a law enforcement interaction." The SDG&E team will identify opportunities to educate employees to recognize the Blue Envelope when communicating and working with customers.

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 in the HFTD 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.

211 – Centralized Resource Hub

SDG&E plans to continue its partnership with 211 San Diego and Orange County United Way (formerly 211 Orange County) into 2024 and is building on these partnerships to enhance services as gaps and 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.

In advance of a PSPS, 211 will focus on outreach to at-risk customers, including those living in each IOU's high-fire-risk areas, who are eligible for income-qualified assistance programs, and rely on life-sustaining medical equipment. This outreach 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 these programs and includes the exploration of Care Coordination screening outreach efforts.

In 2023, SDG&E initiated planning efforts for a proactive outreach campaign that will

launch in 2024, in partnership with 211 San Diego. The focus of the campaign is to proactively engage at-risk customers, including those living in the HFTD, who are eligible for income-qualified and medical baseline bill assistance programs and/or rely on life-sustaining medical equipment. This campaign will support evaluation of customers' resiliency plans, connect them with existing programs and resources to prepare them for outages, and assist with direct enrollment support for eligible programs, including 211's Care Coordination screening.

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 marketing and outreach campaigns to those residing in the HFTD.

Please see **Table 5** for a sample of the marketing materials used:

Table 5




Providing extra support during power shutoffs.

That's the power to help.

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

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

ASL / Audio



▶ SCAN ME

Accessible Transportation

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

SDG&E will continue its partnership with FACT in 2024, as they have been able to

facilitate all requests for transportation received and coordinated by 211 since the initiation of the collaboration in 2020. This consistency of meeting customers' needs when the utility experiences a de-energization hasn't necessitated identifying additional transportation partners.

In 2024, SDG&E plans to enhance marketing of this solution through targeted campaigns to individuals with AFN, as well as provide training and materials for CBOs within the Energy Solutions Partner Network that SDG&E works with. See section 2.1.6 AFN Public Education and Outreach for additional details.

No-Cost Hotel Stays

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

In 2024, SDG&E will continue to enhance the marketing of this solution through targeted campaigns to individuals with AFN through its network of CBOs. Additionally, SDG&E will work with The Salvation Army to explore enhanced screening for specific needs for individuals with AFN (e.g., accessibility, refrigeration).

Food Support

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

during previous PSPS de-energizations, this has proven to be a valuable resource and as such will continue to play an important role in supporting customers in need.

Supplemental to the above referenced partnerships SDG&E will continue to offer warm meals at Community Resource Centers when needed. Currently, 3 catering companies are contracted with SDG&E to provide catering services throughout the service territory. See SDG&E Resource Planning and Partnerships below for a listing of caterers.

Wellness Checks

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

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

Resiliency Items

SDG&E will continue to distribute resiliency items at Community Resource Centers during a Public Safety Power Shutoff. These items may include portable solar cell phone charger, medical device charging, gift cards, solar power banks, cooler bags, 2.5-gallon water bags, bottled water, water for livestock and seasonal blankets and medical cooler organizer. Additional opportunities will be explored to provide targeted resiliency items as they are identified.

SDG&E, along with the other IOUs, has quarterly working group meetings

scheduled with the AFN Collaborative team to further identify opportunities to enhance support.

Table 6: SDG&E PSPS Resource Planning and Partnerships

Partnership	Counties Served	Resources
211 San Diego and Orange County United Way	San Diego County & Orange County	<ul style="list-style-type: none"> • 24/7 connection to regional support services (hotel accommodations, accessible transportation, food support, etc.) • Proactive identification of individuals with AFN & preparedness coordination/pre-event outreach
Deaf Link, Inc.	San Diego County Orange County	<ul style="list-style-type: none"> • Accessibility solution providing a link with all PSPS messaging to customers to a video of an ASL interpreter signing the message including closed captions and voice reading of the message via the Accessible Hazard Alert System (AHAS) • Two ASL service agreements for interpretation during external video calls, press conferences and other community events as requested • Secured Service Agreement to provide any SDG&E employee access to Video Remote Interpreting (VRI) via smart phone for ASL
Food Bank and Warm Food Partnerships: <ul style="list-style-type: none"> • San Diego Food Bank • North County Food Bank 	San Diego County	San Diego Food Bank/North County Food Bank <ul style="list-style-type: none"> • Expanded food bank partnership to support rural/tribal/HFTD communities • 5 mobile food pantries

<ul style="list-style-type: none"> • Feeding America • Meals on Wheels • Eurest • Terra San Diego Bistro • Ranch Catering 		<ul style="list-style-type: none"> • Support the services during emergencies and will standup mobile food pantries post PSPS in impacted communities • Food support cards may be available for individuals and households with AFN as needed • Support funding from shareholder/community relations <p>Meals on Wheels</p> <ul style="list-style-type: none"> • Additional meal to impacted PSPS seniors per day of shutoff • Support funding from shareholder/community relations <p>Feeding America</p> <ul style="list-style-type: none"> • Support services during emergencies; will stand-up mobile food pantries post- PSPS in impacted communities • 17 mobile food pantries • Partnership with Indian Health Council • Support funding from shareholder/community relations <p>Warm Food Support</p> <ul style="list-style-type: none"> • Eurest Catering, Ranch Catering and Terra American Bistro catering service contracted to support at local CRCs when needed
<p>Facilitating Access to Coordination Transportation (FACT)</p>	<p>San Diego County & Orange County</p>	<ul style="list-style-type: none"> • Provides accessible transportation to customers' location of choice (hotels, CRCs, etc.) • Paratransit accessible transit broker • Provides accessible transportation

		5:30a.m. – 11:00 p.m.
Salvation Army	San Diego and Orange County	<ul style="list-style-type: none"> • Provides no-cost hotel stays
Indian Health Councils	San Diego County - 16 Tribal Communities	<ul style="list-style-type: none"> • Reserves back-up batteries for AFN Tribal members who qualify for GGP during a PSPS. • Provides requested resiliency items (e.g. power banks, hand crank flashlight/radios, blankets, emergency backpacks and bottled water) to tribal members in advance of and during a PSPS.
Community Resource Centers (11 CRCs)	San Diego County - High Fire Threat Communities (HFTD) Orange County - High Fire Threat Communities (HFTD)	<ul style="list-style-type: none"> • Activated only during PSPS in communities most impacted • Resources include ice, water for livestock, restrooms, cell phone charging, device charging, seating, light snacks, and outage updates • Providing Disability Cultural Competency Training to our CRC and Branch office staff • ADA Accessibility and Disability Integration training • Adapted the CalOES Access and Inclusion Tips for Vaccine sites for the CRCs
San Diego County's Aging and Independence Services (AIS)	San Diego County	<ul style="list-style-type: none"> • 100+ Cool Zones sites that provide service to some of the hottest areas in the San Diego region • San Diego County's Aging and

		Independence Services (AIS) coordinates these sites at senior centers and public buildings, including libraries in partnership with the Health and Human Services Agency (HHSA) Live Well Network
San Diego County CERT	San Diego County	<ul style="list-style-type: none"> Wellness checks
Deputy Sheriff's Association You Are Not Alone (YANA) program	San Diego County	<ul style="list-style-type: none"> Wellness checks
Partner Relay Network (County's Office of Emergency Services & Public Health Services)	San Diego County	<ul style="list-style-type: none"> Network of 700+ CBO and Public Safety Partner representatives. Languages supported: <ul style="list-style-type: none"> 200 + languages Accessible formats

Table 7: Furnished Resources

AFN Resources Before, During, and After 2023 PSPS*	2023 Total
Accessible Transportation Trips	NA
Over Night Hotel Stays	NA
Warm Meals Served at CRC/tribal support	NA
Generator Requests	NA
\$50 Gift Cards distributed	NA
CRCs Activated	NA

* AFN Resource offerings listed above are not by census tract.

There was one PSPS in 2023, however, customers were not de-energized and therefore resources before, during, and after were not required.

2.1.4 Back-Up Power

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

Portable Battery Program (Generator Grant Program)

The Generator Grant Program (GGP) provides no-cost backup batteries to customers. In 2023, eligible customers included those residing in the HFTD who have experienced one or more PSPS outages and are enrolled in the Medical Baseline Program or flagged in SDG&E's customer database as self-identified AFN or having a self-reported disability, including those that are blind/low vision, deaf/hard of hearing, and temperature sensitive. Approximately 5,500 customers have received batteries to date, with approximately 75% of the eligible population having participated. In terms of customer feedback for this program, of those participants who experienced a PSPS in 2019, 2020 or 2021, 94% reported using the battery unit during the outage, and of those, 98% replied that the battery unit helped power devices during the PSPS. Customers who participated in 2022 and 2023 will be contacted in Q1 of 2024 to gather their feedback.

For 2024, the program will continue to prioritize MBL, Life Support, and qualifying AFN customers in the HFTD with a high likelihood of PSPS. SDG&E also plans to continue partnerships with Indian Health Councils to support tribal members with direct referrals to the program. The program will also continue to deploy "emergency" backup battery deliveries to individuals with AFN who need them during PSPS outages.

Generator Rebate Program (Generator Assistance Program)

SDG&E's Generator Assistance Program offers a rebate incentive for customers to prepare with back-up power sources. The program offers a \$300 rebate on fuel generators and a \$50 on portable power stations to customers who reside in the HFTD and have experienced a PSPS-related outage. In addition, the program targets the low-income segment with an enhanced rebate of \$450 on fuel generators and \$100 on portable power stations for all CARE/FERA customers. These higher rebate

amounts are equivalent to a 70 – 90% discount on the average portable generator models for lower-income customers. To date, approximately 2,300 customers have received rebates from this program. The 2024 program will continue to target customers in the HFTD who have experienced previous PSPS events and provide enhanced rebates for low-income individuals including those with access and functional needs who elect to purchase portable generators and portable power stations.

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 1-2 installations annually (SPP budget permitting), with no-out of pocket expenses for the local residents.

SDG&E plans to identify mobile home park communities with an AFN population for potential inclusion in the 2024 program year.

Resiliency Surveys

In 2023, SDG&E invited more than 150,000 customers to participate in the Personalized Preparedness Resource online survey as part of SDG&E's wildfire safety and resiliency efforts. The survey was promoted through direct customer invitations, wildfire safety fairs, and SDG&E's annual wildfire newsletter. To increase participation from previous years, the survey was streamlined and allowed for customers to receive individualized resources more easily. More than 2,700

customers responded, of which more than 600 individuals stated a household member used a device for health, safety, or independence. These self-identified AFN customers were directed to information on how to subscribe for additional programs and emergency notifications. In 2024, SDG&E's plans to restructure the Personalized Preparedness Resource offering to reach specific vulnerable populations and provide qualifying customers with tangible resources to support their resiliency during power outages.

Community Support

During the 2023 program year, SDG&E continued its support of the Safe San Diego Initiative with accelerated funding for Community Emergency Response Teams (CERT) and Tribal Emergency Response teams, and that momentum is planned to continue into the 2024 program year. Funding is used to support participation in the San Diego County CERT Mutual Aid Plan and Neighborhood Evacuations Teams through the Office of Emergency Services and FEMA program. We also provided scholarships for CERT members to attend the national conference focused on best practices to ensure our region is on the cutting edge of emerging trends.

Programmatic investments are made in several organizations to specifically serve the AFN population. These grants include Access to Independence, ARC of San Diego, Deaf Community Services, ElderHelp of San Diego, Home of Guiding Hands, Mama's Kitchen, Meals on Wheels, San Diego Oasis, and more. These organizations provide customized, often in-home, emergency preparedness and safety training for older adults, individuals with physical, intellectual, and developmental disabilities, those with vision or hearing impairments, individuals with chronic illness and many more.

SDG&E's charitable investments are grounded in the feedback we get directly from the AFN community. SDG&E partners conduct extensive outreach and education and bring those issues back to us to inform our funding. Out of this feedback we've developed mobile home fire alarm installation, creation of defensible space in the backcountry region, earthquake preparation trainings for the disability community and more.

Self-Generation Incentive Program (SGIP)

The Self Generation Incentive Program (SGIP) offers incentives for generation and

battery storage technologies for residential and nonresidential customers. The SGIP has a variety of different budget categories for the current program cycle that started in 2020 and is expected to run until 2025 or until all incentive funds are exhausted. In support of AFN customers, the program offers higher incentives for battery storage projects within the Equity Resiliency budget. Customers can be eligible for the Equity Resiliency budget if they are located in a Tier 2 or Tier 3 High Fire Threat Districts (HFTD), experienced Public Safety Power Shutoff (PSPS) events, are currently enrolled in a medical baseline program, and/or is a customer that has a serious illness or condition that could be life threatening if electricity is disconnected (2023 SGIP Handbook, PG 37). In 2022, the SGIP received 344 applications for the Equity Resiliency budget and paid out 460 applications totaling 13.95 MWh (CSE SGIP public data from CA DG Stats). This program is administrated by the Center for Sustainable Energy (CSE) in SDG&E's service territory and CSE will administrate SGIP until the end of the current program cycle [2020-2025].

Microgrid Incentive Program

SDG&E launched their Microgrid Incentive Program in October 2023, and the application period will run between July 15th 2024 to August 14th 2024. At this time, without the program period open to receiving applications until later in the year, SDG&E does not have data to report. Additional information can be found at www.sdge.com/MIP.

2.1.5 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 2023 the Joint IOU's conducted trainings to statewide AFN service and healthcare organizations on Medical Baseline Allowance (MBL) program, PSPS preparedness to help those with AFN to learn about the services available during a PSPS, and eligibility requirements for program enrollment. This initiative will continue into 2024 to ensure ongoing engagement.

In 2024, the IOUs will also continue to engage with community partners and provide a coordinated one-stop marketing and education outreach program for CARE, FERA, ESA and pandemic assistance programs to streamline the efforts and share best practices. SDG&E will also explore additional ways to expand promotion of these programs to customers identified as AFN.

2.1.6 PSPS Preparedness Outreach and Community Engagement

AFN Public Education & Outreach

SDG&E will produce and execute the AFN Public Education campaign in 2024, that will enhance SDG&E's annual PSPS public-education efforts. The territory-wide, AFN, mass-market communications effort carries on and expands on the 2023 refreshed campaign and will aim to increase customer awareness and education. The annual paid advertising campaign, in combination with direct communications and outreach, helps ensure SDG&E reaches its AFN audience broadly and promotes message consistency and resiliency across the service territory. It will be especially important to keep this information top of mind for customers in the High Fire Threat District (HFTD), as there has not been a PSPS in the region since 2021 (PSPS protocols were implemented in 2023, but customers weren't de-energized).

Outreach tactics supporting the public education campaign include, but are not limited to, community events such as open houses, wildfire safety fairs and webinars, direct outreach and communications to vulnerable populations in high-risk areas, promotional communications for support services such as generator programs and resiliency surveys, emails to customers, accessible digital content (website and social media), bill inserts, wildfire safety newsletters and wildfire safety-related messages in accessible formats.

SDG&E's refreshed public education campaign will continue to incorporate territory-wide mass market media, such as TV, print and digital, in a way that treats the message in the style of a Public Service Announcement (PSA) versus a traditional ad campaign and combine this broader outreach with more targeted efforts where available, to areas such as the HFTD, and will include PSPS resiliency and wildfire safety preparedness messages.

Potential Tactics under consideration include:

- TV | Broadcast and proactive media outreach
- News | Billboards and Sponsorships may be complemented with longer additional segments
- Print | Continue to target senior publications, hard-to-reach areas such as the HFTD and various multi-cultural, in-language and tribal publications
- Digital | Banner ads, paid search, and paid social ads, and continued utilization of various digital channels and social media platforms for more targeted outreach
- Collateral | Continue to expand and develop enhanced and accessible printed collateral and electronic content based on 2023 customer feedback that can be distributed through multiple diverse channels, such as medical offices, CBOs, schools, tribal organizations, in-community events, etc. Additional communication methods will be explored and utilized to continue to increase reach across the entire region as well as support statewide efforts with other IOUs

Public education materials, including wildfire safety notifications, will continue to be made available in the 22 prevalent languages identified in SDG&E's service territory, including print and digital collateral and the wildfire safety section of the company website (sdge.com/wildfire-safety). The website undergoes consistent review and updates to ensure it meets accessibility needs and American Disabilities Act (ADA) and Web Content Accessibility Guidelines (WCAG) global web standards. Clear, simplified, plain and inclusive language, accessible fonts, along with diverse AFN imagery will continue to be used to communicate information in a meaningful manner.

SDG&E maintains a robust website focused specifically on wildfire preparedness and safety. Customer research indicates that this website is heavily utilized before and during high wildfire risk events. Additionally, this website will continue to link to other SDG&E general safety and preparedness webpages that include safety information related to natural gas, electricity, vegetation management, generator use, emergency preparedness and power outages (sdge.com/safety).

SDG&E's overarching Wildfire Safety Public Education efforts direct customers and the public to a dedicated and regularly updated wildfire safety webpage (sdge.com/wildfire-safety). Communications tactics and materials that will continue to direct to the webpage include, but are not limited to, print collateral, broadcast media, newspaper advertising, as well as digital and in-community communications.

The wildfire-safety webpage serves as the company's one-stop shop for wildfire preparedness, PSPS, safety and resiliency information, as well as available resources. Power outage safety and resiliency is emphasized throughout this section of the website. Also included are updated safety tip videos and wildfire safety webinar content. New informative videos are also planned for 2024 efforts. Additionally, the section includes information about the extensive partnerships and systems used to ascertain fire-science data.

A primary call-to-action on the wildfire-safety section of the website and company's public-education campaign materials will continue to encourage customers and the public to sign up for wildfire safety-related messages and download the PSPS app, coupled with wildfire safety and PSPS preparedness, safety and resiliency tips.

A dedicated landing page will continue to be refreshed and provide resources to assist AFN communities, particularly for PSPS (sdge.com/AFN). The page provides extensive information and resource links which include but are not limited to notification sign-up, emergency plan/kit checklists, generator safety, 211-service promotion and referral, the Medical Baseline program and application, CARE, FERA and ESA, as a representative sample of some of the information available to the viewer. The company also administers an annual AFN Self-ID campaign to encourage customers to account for any AFN members in their household. Direct communications about AFN resiliency during a PSPS are also mailed to those customers annually.

SDG&E will continue to enhance and expand tribal communications, education, and outreach. Culturally appropriate communications will continue to be provided and expand in 2024. The company plans to continue to work with a contracted Native American marketing consultant to enhance tribal content on the company's website (sdge.com) and to enhance support for public education and outreach

efforts. SDG&E will continue to work with tribal communities to support their PSPS resiliency needs.

Communication and customer engagement is fundamental to ensuring wildfire preparedness and PSPS resiliency in the HFTD communities. SDG&E is dedicated to meeting customers' needs, meeting them where they're at, and will continue to leverage multiple channels of communication:

- Year-round wildfire safety education and communications campaign that leverages more than 20 diverse communications platforms
- Multiple webinars and wildfire safety fairs to connect customers with subject matter experts
- In-community electronic signage to share important and timely safety information during a PSPS

Statewide Website for AFN Solutions

PrepareForPowerDown.com (P4PD) is a Joint IOU website, created as a centralized resource for statewide CBO and agencies serving AFN communities, providing easy access to IOU information on PSPS preparedness and resources. The website offers downloads, including the Joint IOU CBO training presentations, PSPS social media graphics and utility specific PSPS support materials. While those materials are still available for CBOs, 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 2022, the Joint IOUs completed Phase 1 of the refresh, which focused on incorporating user-friendly accessibility features and making emergency preparedness tools, such as signing up for utility outage alerts, prominent on the homepage.

In 2023, the Joint IOUs conducted a walk-through of the updated website with the AFN Collaborative Council for additional feedback, prior to beginning Phase 2 of the website refresh, to ensure inclusive design. The Phase 2 update takes a step back to revamp the user journey through the website so that visitors will soon have a utility-customized view of program and resources, customized preparedness checklists, and be encouraged to sign up for outage alerts, enroll in Medical Baseline Allowance if eligible, and engage with other utility customer support programs.

In 2024, the Joint IOUs will continue with Phase 2 updates seeking to launch the new website in Q2 through Joint IOU and AFN Stakeholder Marketing and Communications.

Accessibility of Communications

Effective communication is important for the safety and well-being of customers of every ability and requires accessibility. Enhancing the accessibility of customer notifications is a top priority. SDG&E worked with stakeholders and experts to identify accessibility enhancement opportunities in our notifications to customers. These include:

- Implementing the Accessible Hazard Alert System (AHAS), that provides customized on-demand accessible alerts in real time (approx. 15 min) with the same accessibility as the current pre-recorded PSPS customer notifications. This allows SDG&E to provide accessible communications during unforeseen emergencies. These notifications are also in accessible formats to be shared on social media and web platforms.
- Implementing the Video Remote Interpreting (VRI) resource and training to all CRC and Branch Office staff, allowing for complex conversations and information sharing in ASL and languages other than English. SDG&E employees may access the VRI resource by PC, tablet, or Smart Phone via the Boost Lingo platform. ASL interpreters via video chat, or language interpreters (voice only) are available 24/7 to equally provide important information and to engage in conversations with all customers.
- Maintaining compliance with WCAG 2.2 AA guidelines, through partnership with AudioEye, via ongoing review, scoring and remediation of the three external facing SDG&E web sites (SDGE.com, MyAccount.sdge.com, and SDGEnews.com). Detailed accessibility reports, web development team training, help desk and accessibility resources support are available throughout the year.
- Reviewing customer program application processes and forms to identify opportunities to make it more accessible and easier for customers to navigate.
- Conducting readability reviews of web content and marketing materials to

ensure information is conveyed in a simple language and easy to understand format. SDG&E is exploring training for marketing and web contact contributors in creating accessible documents.

AFN Power Panel

To better understand the needs of customers with AFN, the power panel surveys will continue into 2024. The AFN Power Panel are surveys specifically for customers with AFN to serve as customer advocates for accessibility and accommodations in relation to PSPS. Topics may include outage needs, communication channels, electric-powered device needs, and other areas of interest that help SDG&E identify and refine accommodations and communications to better serve this population. In 2024, the surveys may include various AFN related marketing materials and communications for understanding and effectiveness. While SDG&E deems the information from respondents as valuable to understanding customer segment, the sample size of the AFN Power Panel is typically small (n=~350), so results from these surveys are interpreted with caution.

Community Based Organization Outreach

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

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

In 2024 SDG&E will continue to strengthen existing partnerships while building new partnerships with organizations that represent the needs of customers with AFN, with a focus on the deaf and blind, those with assistive technology and durable medical equipment, and those who prefer a language other than English. We have identified these segments as areas of growth for outreach through feedback from council engagement and surveys.

In 2021, SDG&E developed an enhanced 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 active PSPS support, SDG&E strategically identified and leveraged support from CBOs within its Energy Solutions Partner (ESP) network. As part of this enhanced process, these CBOs, who reach a wide range of demographics including diverse, multicultural, multilingual, senior, disadvantaged and AFN communities, received comprehensive training and materials related to emergency preparedness and wildfire safety. Prior to a PSPS, SDG&E provides notifications and updates to these organizations, who then serve as a critical channel to amplify messaging and communicate with customers who may not utilize traditional channels. This PSPS messaging is then shared through the CBO's communication channels including social media platforms such as Facebook, Twitter, and Instagram. Examples of these select CBOs include 1) Access to Independence; 2) San Diego Center for the Blind; 3) Fallbrook Senior Center; 4) Julian Cuyamaca Resource Center; 5) Meals on Wheels; and 6) Backcountry Communities Thriving.

SDG&E continues to expand the PSPS support network of CBOs and has since increased the number to roughly 50. In 2024, SDG&E plans to continue this enhanced engagement effort while adding additional CBOs to provide this PSPS notification support.

SDG&E also provides presentations to local CBOs that may not be part of the ESP network, focusing on organizations with disabled and aging population constituents. These presentations provide educational awareness of PSPS support services, emergency preparedness, customer assistance programs and collaboration opportunities to enhance outreach efforts. Examples of targeted organizations who receive presentations include Live Well Rural Collaborative, Rural Healthcare Collaborative and the Council on Access and Mobility.

In 2024 SDG&E will also continue to award key AFN organizations with shareholder grants who provide additional PSPS preparedness. SDG&E will work with these groups to identify PSPS support service educational trainings, shared AFN and PSPS materials, and other outreach opportunities as they are identified.

SDG&E recognizes there are additional opportunities to reach customers who are disabled and aging individuals with our preparedness and support services with accessible messaging. In 2024 SDG&E will continue working with a local communications firm to advise on strategic communication channels, effective collateral, and tactics to expand educational outreach to targeted AFN segments in the High Fire Threat District.

AFN Collaborative Council & Joint IOU AFN Statewide Advisory Council

SDG&E is committed to understanding the unique and diverse needs of individuals with AFN. To facilitate that understanding, SDG&E seeks feedback from stakeholders alongside other California IOUs through participation in the AFN Collaborative Council and Joint IOU Statewide AFN Advisory Council. Each council serves a specific purpose which provides support for SDG&E's diligence in assisting customers with AFN.

The AFN Collaborative Council consists of executive leaders across the AFN community and IOU executive leaders. This Council functions as the steering committee (decision-making forum) for the Statewide Joint IOU AFN Advisory Council (working group forum). See Appendix A for the list of Collaborative Council members and Appendix B for Joint IOU Statewide AFN Advisory Council members. Both Councils meet on a quarterly basis, or more frequently as needed.

The Joint IOU AFN Statewide Advisory Council is comprised of a diverse group of recognized CBO leaders that support the AFN population as well as members and advocates from within the AFN community. The Joint IOU AFN Statewide Advisory Council serves as a working group and opens the dialogue to discuss unique needs of individuals with AFN and develop a holistic strategy on how to better serve them. The Joint IOU AFN Statewide Advisory Council aids all stakeholders in developing and executing meaningful strategies to serve individuals with AFN. It provides independent expertise to help ensure that utility customer programs incorporate best practices. The Joint IOU AFN Statewide Advisory Council also helps utilities and

other stakeholders further develop their AFN strategies to implement robust programs that will adequately and appropriately educate, communicate with, and aid individuals with AFN in building resiliency for emergencies, outages, and de-energization events such as PSPS.

Members of the Joint IOU AFN Statewide Advisory Council are encouraged each year to serve on the Core Planning Team by working alongside the utilities to develop the AFN Plan. See Appendices A and B for indicated members of the Core Planning Team members who participated this year.

SDG&E continues their commitment to building upon the expertise of these councils and identify opportunities to address the needs of individuals with AFN across the service area. SDG&E will engage these councils throughout the year and continue to incorporate feedback in quarterly reports. In 2024, the utilities, in collaboration with the AFN Collaborative and Advisory Councils, will embark on the development of stakeholder “blueprint” to share best practices on how to address community, including individuals with AFN, needs during emergencies.

Key Outreach Segments

Healthcare Industry and State Agencies

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

The Joint IOUs will continue partnering to deliver statewide training sessions to the California’s Department of Social Services In-Home Supportive Services (IHSS) Program Managers, the Department of Developmental Services’ Regional Center staff, and the California Hospital Association/California Hospital Council. The training sessions will cover relevant information such as:

- Emergency preparedness and planning
- 211 Support Services during a PSPS
- Generator and back-up battery programs

- Medical Baseline Allowance Program and AFN Self-Identification other resources and offerings provided to customers before and during a PSPS (e.g., PSPS notifications sign-ups, Community Resource Centers, food support)

In 2024, the Joint IOUs will work to cultivate new partnerships to help amplify IOU PSPS outreach efforts to increase preparedness and drive enrollment in the MBL program.

SDG&E will continue to advance the current partnership with Sharp Grossmont Hospital and their Rural Outreach Pilot program supporting the awareness and assistance of the Medical Baseline Applications and PSPS preparedness. SDG&E plans to work collaboratively with the other IOUs to identify best practices including the distribution of collateral through local hospitals.

Additionally, SDG&E will continue enhancing awareness around the Medical Baseline Allowance Program to reach individuals who may use durable medical equipment through partnering with local medical supply stores. These businesses make MBL applications (and PSPS preparedness flyers where applicable) available to interested customers.

SDG&E will continue to enhance these relationships and work collaboratively with the Joint IOUs in sharing best practices in the Healthcare space.

Paratransit Service Engagement

SDG&E partnered with FACT, a key paratransit broker agency in SDG&E's region, to develop communication protocols during PSPS events for the paratransit service providers in the SDG&E service territory. SDG&E provided updates on PSPS activation, who amplified the notification to approximately 160 paratransit service provider's network.

Master Meter Outreach

In 2024 SDG&E will continue to focus on reaching non-account holders through creative direct mail and email campaigns. These campaigns educate and inform HFTD multifamily unit and manufactured home park property managers, building owners and tenants of PSPS preparedness and available support services. SDG&E

will continue efforts to identify new channels and partnerships expanding customer reach and new areas of opportunity.

Advisory Councils

Wildfire Safety Community Advisory Council (WSCAC)

The Wildfire Safety Community Advisory Council (WSCAC) was established in 2019. WSCAC provides direct constructive input, feedback, recommendations, and support from community leaders to SDG&E senior management and the Safety Committee of SDG&E's Board of Directors on how SDG&E can continue to help protect the region from wildfires. This specialized group of diverse and independent leaders from public safety, tribal government, business, nonprofit, and academic organizations in the San Diego region possess extensive experience in public safety, wildfire management, community-based services, and applied technology.

WSCAC meetings are led by SDG&E's Chief Operating Officer, Kevin Geraghty, and are attended by members of the Safety Committee of the SDG&E Management Board. At WSCAC meetings, SDG&E annually presents its Wildfire Mitigation Plan and subsequent updates for discussion, suggestions, and recommendations by WSCAC members. SDG&E also welcomes input from WSCAC members on relevant emerging community issues on wildfire safety and preparedness's meetings are organized by SDG&E's Community Relations department working with Wildfire Mitigation and Vegetation Management, Emergency Operations, Operations Communications, Fire Science and Climate Adaptation, Aviation Services, Distribution Operations, Electric System Planning & Grid Modernization, Regulatory Affairs, State Government Affairs, and other departments as necessary. The WSCAC meets at least twice a year at SDG&E facilities that are part of SDG&E's wildfire management program. Those facilities may include the SDG&E Emergency Operations Center, SDG&E Mission Control, the SDG&E Risk Management Center, and the SDG&E hanger at Gillespie Field. In 2021, SDG&E began conducting quarterly WSCAC meetings.

Consistent with prior years, WSCAC meetings are planned to continue quarterly through 2024.

Tribal Engagement

SDG&E has a Tribal Relations team that includes a dedicated manager to engage and coordinate with tribal leaders and continue to meet with these partners to understand their greatest challenges with PSPS. Through these collaborations, the top-of-mind challenges identified include the impacts to elders, generators, food insecurity and remoteness. Tribes are telling us they have limited resources and cannot always provide feedback. In response, SDG&E established support systems with Indian Health Councils to provide generators, resiliency items, information, and resources in advance of wildfire season and support with emergency food distribution during PSPS. In 2022, SDG&E surveyed tribal leaders and first responders to understand how to better support tribal communities through PSPS events. SDG&E also conducted focus groups in 2022 and 2023. In 2022, the group provided feedback that led to the development of small resource cards that are handed out by tribal first responders when doing wellness checks. In 2023, the group focused on climate vulnerabilities and suggested SDG&E incorporate “good fire” and traditional knowledge into their Wildfire Safety Fairs. Tribal Nations and Organizations were provided facetime through presentations and informational tables. SDG&E leadership also attended tribal events to seek one-on-one feedback from tribal members throughout the year. SDG&E will continue to seek feedback to enhance support.

Building on the feedback we received from tribal leaders and first responders, in 2024, SDG&E will increase one-on-one opportunities with tribal community members, meet tribes where they are at, and continue partnering with tribal fire departments and law enforcement as a support system to provide resiliency items, generators, and information to reach more tribal members, particularly during PSPS because they are the most trusted and on-the-ground conducting wellness checks to the most vulnerable tribal members living on reservations. In addition, we will continue to have year-round listening sessions with tribal leaders and staff to increase our reach to tribal members living on and off the reservations.

SDG&E is also exploring opportunities to provide additional resiliency items to support tribal members impacted during a PSPS or other emergency situations.

2.2 PSPS Activation (During – Emergency Operation Center Activated)

2.2.1 PSPS Activation

SDG&E had one PSPS in October 2023; the Emergency Operations Center was activated between October 26th to October 31st in response to the high wind warning and critical fire weather in the service territory. While de-energizations were ultimately unnecessary, SDG&E monitored the conditions using several real-time situational awareness tools to assist with decision making.

Potential circuits were pre-patrolled to identify any potential issues before the winds arrived. Vegetation management pre-patrolled potentially impacted areas to ensure there was no possible tree contact. 162 EOC responders staffed the operations center over the course of the activation.

Over 1,100 customers were notified with enhanced notifications for Medical Baseline Customers. 1,000+ partners received notifications and web traffic captured over 230,000 unique visits. An engagement survey was sent out to partners to gauge communication efficacy and 87% of partners rated SDG&E's engagement as good or great.

2.2.2 PSPS Communications

Before PSPS Paid Media/Advertising

SDG&E will continue to maintain a robust Wildfire Safety Community Awareness campaign to educate customers and the general public throughout its service territory. This campaign helps the community prepare for the risk of wildfires and PSPS and encourages customers and the public to take preparedness measures, such as updating their profile contact information, signing up for SDG&E notifications and downloading the Alerts by SDG&E mobile app (PSPS app).

Fundamental to the campaign's success is its collaborative framework – local public safety and community partnerships such as 211 San Diego, 211 Orange County, the San Diego County AFN Working Group and Community Based Organizations that serve the AFN communities, help disseminate important information to potentially impacted and vulnerable communities.

Communication efforts also focus on AFN populations and other hard-to-reach communities. A dedicated paid AFN public-education campaign is activated every year leading up to and during peak wildfire season. The 2024 campaign will continue to inform customers and the public about available services through SDG&E's collaboration with local community-based organizations (CBOs) including 211 San Diego, 211 Orange County, FACT, and others. Key materials are produced in prevalent languages spoken in the region. This campaign will be especially important in 2024 to keep PSPS safety and resiliency information top of mind for customers and the public since SDG&E hasn't had a PSPS since 2021 (PSPS protocols were implemented in 2023, but customers weren't de-energized).

Some paid communications being considered include:

- Promotion of community engagement events, emergency preparedness workshops, safety fairs and public participation meetings
- General Market TV
- Streaming TV
- General Market Radio
- Streaming Radio
- Radio Sponsorships (Traffic, News, Weather)
- Out-Of-Home (Bulletins/Posters/Transit)
- Digital (Banner Ads, Mobile Phone Ads, Online Video, Paid Search, Paid Social)
- Print Advertising
- Community newspapers in the HFTD and the service territory (Back Country, Latino/Hispanic, Asian, African American, General Market)
- Educational information disseminated through a bill newsletter or special insert included in customer bills.
- A series of wildfire safety and preparedness videos and new vignettes to help customers and the public prepare for wildfire and PSPS
- Distribution of an annual Wildfire Safety newsletter that is mailed to customers in the HFTD.
- Promotion of weather information and system-outage status on SDGE.com
- Paid and organic social media messaging that includes platforms like Twitter, Facebook and Nextdoor.

- Partnership with a network of more than 400 non-profit and community-based organizations who share fire safety and emergency communications with their networks.
- Direct promotion of customer offerings such as generator incentives, resiliency surveys and AFN resources

SDG&E will continue to solicit and utilize customer feedback to refine and improve public education messaging and tactics listed above.

Communications During PSPS

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

During a PSPS, SDG&E has a dedicated AFN liaison, who is responsible for conveying real-time updates and talking points to AFN community partners. SDG&E also uses communication platforms, including social media channels, broadcast and print media, and the WCAG 2.2 AA accessible, SDG&E NewsCenter and SDGE.com websites, to share enhanced support services available for individuals with AFN. SDG&E also produces and distributes a digital document that lists communities affected by a PSPS and shares it with local municipalities and agencies. This effort is intended to give additional context about PSPS events and help communities prepare.

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

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

PSPS Notifications

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

Annually, SDG&E evaluates the content library of PSPS email, text and voice notifications for customers and non-accountholders. SDG&E also uses feedback solicited from and provided by customers who have been notified and affected by PSPS events to simplify notification messaging and make content more representative of the conditions being experienced. SDG&E will be reviewing notifications in 2024 for clarity and may make refinements to make messaging clearer and more accessible. SDG&E will continue to translate and record updated PSPS notifications into the 22 prevalent languages spoken in the region. Every year the SDG&E public-education campaign includes messaging about signing-up for notifications prior to the start of peak fire season.

For MBL and Life Support Customers, SDG&E reviews the results of each Enterprise 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.

Accessible Media Engagement

SDG&E continues to prioritize accessibility for its websites and mobile apps. The company takes a proactive approach to meet Americans with Disabilities Act (ADA) and Web Content Accessibility Guidelines (WCAG) 2.2 AA success criteria for accessibility.

SDG&E continues to leverage an AFN landing page (sdge.com/AFN) to allow customers to self-identify, as well as get personalized resources for AFN needs. Optimized Drupal (content management system) includes accessibility features such as search engine form and presentation, color contrast and intensity, image handling and form labeling. Implementation of the AudioEye services continuously test and remediate accessibility issues automatically and send alerts for other potential issues. SDG&E also works with the Center for Accessible Technology (C4AT) on testing and remediation of the company's digital mobile application properties.

While executing the development, implementation review and monitoring of our digital properties, SDG&E ensures that WCAG 2.2 AA accessibility standards are a priority so all customers can access our information.

In 2024, SDG&E will continue to engage with local broadcast media and utilize various mediums to reach the public, including AFN communities, and Limited English Proficient residents, to provide them with wildfire safety and emergency preparedness information, PSPS awareness and PSPS education.

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

Prior to and during high fire risk conditions, SDG&E will engage local broadcast

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

2.2.3 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 3 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

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

2.3 Recovery (After – Power has been restored)

2.3.1 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 20243. This process includes bringing together key internal personnel that participated in the event in any way. Other AAR's are held with external partners and a joint report is then produced to combine all findings to understand our strengths, opportunities to improve and lessons learned into an AAR Improvement Plan for implementation.

Lessons Learned and Feedback

2023 required SDG&E to implement PSPS protocols during the October 29th through October 31st event. As a result, although there were 16 lessons learned in 2023, SDG&E used this as an opportunity to develop more robust strategies to support our customers and focus on sharpening our AFN subject matter expertise. SDG&E will continue to leverage lessons learned from previous events including closer coordination and more advanced notice to AFN support model partners and vendors. The nature of a PSPS does not lend itself to extended advance notice,

however, SDG&E will notify partners and vendors when there are early indications of weather conditions that may trigger a PSPS.

Customer Surveys

A post PSPS Wildfire Survey is conducted once a year at the end of Wildfire Season. Results of the 2023 Pre-season and Post-season surveys will also be used to evaluate and improve communications for 2024. The company plans to resume Pre-season and Post-season research efforts during 2024 as well.

3 INFORMATION COLLECTION, ANALYSIS AND DISSEMINATION

3.1 Customer Privacy

To better serve our customers and individuals with AFN, SDG&E may communicate via email and mail with account holders from time to time to update their account information, especially for those with an AFN for their health and safety. Additionally, SDG&E enables customers to self-identify as having an AFN. SDG&E only collects what is needed and what a customer is willing to share such as blindness/low vision, deaf/hard of hearing or general disability status to identify AFN customers.

This information is used to provide program and PSPS support services marketing communications to customers who are identified as AFN in our system. Communications are not sent to customers who have opted out of receiving marketing related information. The customer's selected self-identification as having access and functional needs are not identified in the communications.

Information may be used for safety, research, and data analysis such as informational dashboards aggregating AFN population quantities in high fire thread districts or developing maps showing distribution of AFN residents by zip code.

If information on the customer has changed and they no longer wish to be identified as AFN, they may contact SDG&E's customer call center at 1-800-411-

7343.

San Diego Gas & Electric Company takes the privacy and security of personal information seriously. Its Privacy Policies describe how we collect, use, and disclose customer information, including personal information relating to California residents under the California Consumer Privacy Act of 2018 (“CCPA”) and can be located at sdge.com/privacy.

4 AUTHORITIES AND REFERENCES

4.1 Annual Report and Emergency Response Plan in Compliance with General Order 166

SDG&E updated the Company Emergency and Disaster Preparedness Plan and was approved and signed by the company CEO on 11/8/2021. This plan is updated annually, all updates are in compliance with GO 166. The next formal update will be completed by 4/30/2024.

4.2 Phase 3 OIR PSPS Guidelines: AFN Plan & Quarterly Updates

G.6. Each electric investor-owned utility’s annual Access and Functional Needs plans and quarterly updates must incorporate, at minimum, the six steps outlined in the **Federal Emergency Management Administration’s Comprehensive Preparedness Guide [ready.gov]**:

- Forming a collaborative team
- Understanding the situation
- Determining goals and objectives
- Developing the plan
- Plan preparation and approval
- Plan implementation and maintenance

As part of forming a collaborative planning team, utility representatives at the Senior Vice President level, or with comparable decision-making power over development and implementation of the Access and Functional Needs plans, must meet at least quarterly with representatives of state agencies and community-

based organizations that serve and/or advocate on behalf of persons with access and functional needs. The purpose of these meetings will be to develop, implement, and review each IOU's annual Access and Functional Needs plans in accordance with the **[Comprehensive Preparedness Guide \[ready.gov\]](#)**.

(Note: Phase 3 PSPS Guidelines (AFN section starts on p.106))

APPENDIX A – F

Appendix A:
Collaborative Council Members

APPENDIX A – COLLABORATIVE COUNCIL MEMBERS*

Name	Organization	Title	Group
Aaron Carruthers	State Council on Developmental Disabilities (SCDD)	Executive Director	Collaborative Council
Andy Imparato	Disability Rights California (DRC)	Executive Director	Collaborative Council
Audrey Williams	California Public Utilities Commission (CPUC)	Project and Program Supervisor – SPD	Collaborative Council
Brett Eisenberg	California Foundation for Independent Living Centers (CFILC)	Executive Director	Collaborative Council
Brian Weisel*	State Council on Developmental Disabilities (SCDD)	Legal Counsel	Collaborative Council
Chris Alario	Liberty	President, California	Collaborative Council
Edward Jackson	Liberty	President	Collaborative Council
James Cho	California Public Utilities Commission (CPUC)	Program Manager	Collaborative Council
James Dui	California Public Utilities Commission (CPUC)	Safety Policy Division	Collaborative Council
Joe Nitti	Bear Valley Electric Services (BVES)	Supervisor, Customer Care and Operations Support	Collaborative Council
Jordan Davis	Disability Rights California (DRC)	Attorney	Collaborative Council
Junaid Rahman	California Public Utilities Commission (CPUC)	Senior Regulatory Analyst - SPD	Collaborative Council
Karen Mercado	Disability Rights California (DRC)	Senior Administrative Assistant - Executive Unit	Collaborative Council

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

Kate Marrone*	Liberty	Key Account Manager	Collaborative Council
Maria Jaya	California Public Utilities Commission (CPUC)	Public Utilities Regulatory Analyst - SPD	Collaborative Council
Matthew McVee	PacifiCorp	Vice President, Regulatory Policy and Operations	Collaborative Council
Moustafa Abou-taleb	California Public Utilities Commission (CPUC)	Safety Policy Division	Collaborative Council
Nicholas Raft	Liberty	Regulatory Analyst	Collaborative Council
Paul Marconi	Bear Valley Electric Services (BVES)	President, Treasurer, & Secretary, Board Director	Collaborative Council
Pooja Kishore	PacifiCorp	Renewable Compliance Officer	Collaborative Council
Robert Hand	California Foundation for Independent Living Centers	Interim Executive Director	Collaborative Council
Sean Matlock	Bear Valley Electric Services (BVES)	Energy Resource Manager / Assistant Corporate Secretary	Collaborative Council
Susan Henderson	Disability Rights Education & Defense Fund (DREDF)	Executive Director	Collaborative Council
Tawny Re	Bear Valley Electric Services (BVES)	Customer Program Specialist	Collaborative Council
Vance Taylor	California Governor's Office of Emergency Services (CalOES)	Chief, Office of Access and Functional Needs	Collaborative Council

Appendix B:
Statewide Council Members

APPENDIX B – STATEWIDE COUNCIL MEMBERS*

Name	Organization	Title
Aaron Christian	California Department of Development Services (DDS)	Assistant Deputy Director of Office of Community Operations
Adam Willoughby	California Department of Aging (CDA)	Asst. Director of Legislation and Public Affairs
Alana Hitchcock	California 211	Executive Director
Allyson Bartz	California Department of Social Services (DSS)	Manager, Staff Services
Alyson Feldmeir	California Foundation for Independent Living Centers (CFILC)	Disability Disaster Access and Resource Manager
Amanda Kirchner	County Welfare Directors Association of California (CWDA)	Legislative Director
Ana Acton*	Department of Rehabilitation (DOR)	Deputy Director Independent Living and Community Access Division
Annabel Vera	California Department of Social Services (DSS)	Program Analyst
Beatrice Lavrov	California Department of Development Services (DDS)	Staff Service Manager
Brian Weisel*	State Council on Developmental Disabilities	Legal Counsel
Carolyn Nava	Disability Action Center (DAC)	Executive Assistant
Chris Garbarini*	California Department of Developmental Services (DDS)	Senior Emergency Services Coordinator
Dan Heller	Deaf Link	President
Dan Okenfuss	California Foundation for Independent Living Centers (CFILC)	Public Policy Manager
Dara Mikesell	San Gabriel Pomona Regional Center (SGPRC)	CFO

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

Eleonore Yotsov	PacifiCorp	Director, Emergency Management, PacifiCorp
Gabby Eshrati	North Los Angeles County Regional Center	Consumer Services Director
Gina Esparza	Eastern Los Angeles Regional Center (ELARC)	Emergency Management Coordinator
Greg Oliva	California Department of Social Services (DSS)	Assistant Deputy Director, Central Operations, Community Care Licensing Division
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
Jennifer Guenther	Liberty	Senior Manager - Customer Solutions
Joe Xavier	Department of Rehabilitation (DOR)	Director
Jordan Davis	Disability Rights California (DRC)	Attorney
Jordan Parrillo	Liberty	Manager of Regulatory Affairs
Joseph Grounds	Kern Regional Center (KERNRC)	Emergency Services Officer
Josh Gleason	California Department of Social Services (DSS)	Unknown
JR Antablian	California Department of Social Services (DSS)	Chief, Disaster Services Branch
June Isaacson Kailes*	Disability Policy Consultant	Disability Policy Consultant
Karey Morris	Kern Regional Center (KERNRC)	HR Manager
Kate Marrone*	Liberty	Key Account Manager
Kay Chiodo*	Deaf Link	CEO
Kelly Brown	211, Interface Children & Family Services	Community Information Officer
Kendall Skillicorn	California Department of Social Services Disaster Unit (DSS)	Bureau Chief, Department Operations Bureau
Larry Grable*	Service Center for	Executive Director

	Independent Living (SCIL)	
Lauren Giardina	Disability Rights California (DRC)	Executive Director Managing Attorney
Leora Filosena	California Department of Social Services Adult Program Division (DSS)	Deputy Director, Adult Programs Division
Malorie Lanthier	North Los Angeles County Regional Center	IT Director
Maria Aliferis-Gierde	Department of Rehabilitation (DOR)	Executive Officer, California Committee on Employment of People with Disabilities
Maria Jaya	California Public Utilities Commission (CPUC)	Public Utilities Regulatory Analyst - SPD
Matthew McVee	PacifiCorp	Vice President, Regulatory Policy
Melissa Kasnitz	The Center for Accessible Technology (C4AT)	Director, Legal
Michael Butier	California Department of Social Services Disaster Unit (DSS)	Functional Assessment Service Team Coordinator
Michael Costa	California Association of Area Agencies on Aging (C4A)	Executive Director
Miguel Larios	San Diego Regional Center (SDRC)	Director, Community Services
Molly Giguere	Disability Rights California (DRC)	Equal Justice Works Disaster Resilience Fellow
Moustafa Abou-taleb	California Public Utilities Commission (CPUC)	Safety Policy Division
Myisha Aban	San Gabriel Pomona Regional Center (SGPRC)	Emergency Management Coordinator
Nguyen Quan	Bear Valley Electric Services (BVES)	Regulatory Affairs
Nicole Pachaeco	California Council of the Blind (CCB)	Operations Manager
Paul Marconi	Bear Valley Electric Services (BVES)	President, Treasurer, & Secretary
Paula Villescaz	County Welfare Directors Association of California (CWDA)	Associate Director of Legislative Advocacy

Pooja Kishore	PacifiCorp	Renewable Compliance Officer
Rapone Anderson	California Department of Development Services (DDS)	Northern Region Manager, Career Executive Assignment (CEA)
Rachel Sweetnam	The Center for Accessible Technology (C4AT)	Legal Fellow
Rick Yrigoyen	California Department of Social Services Adult Program Division (DSS)	Staff Services Manager
Ron Lee*	Redwood Coast Regional Center	Emergency Management Coordinator
Rose Samaniego	California Department of Development Services (DDS)	Community Program Specialist III-FHA Supervisor
Samuel Jain	Disability Rights California (DRC)	Senior Attorney
Scott O'Connell	Red Cross	Regional Disaster Officer
Sean Matlock	Bear Valley Electric Services (BVES)	Energy Resource Manager / Assistant Corporate Secretary
Seneca St. James	California Department of Development Services (DDS)	Community Program Specialist III
Serra Rea	California Foundation for Independent Living Centers (CFILC)	DDAR Manager
Sheri Farinha	NorCal Services for Deaf and Hard of Hearing	CEO
Sydney Schellinger	California Department of Aging (CDA)	Senior Emergency Services Coordinator
T. Abraham	Hospital Council	Regional Vice President
Tamara Rodriguez*	California Department of Development Services (DDS)	Officer, Emergency Preparedness & Response
Tawny Re	Bear Valley Electric Services (BVES)	Customer Program Specialist
Tiffany Swan	San Diego Regional Center (SDRC)	Community Services Home and Community Based Services Specialist
Yenter Tu	Deaf Link Inc. / No Barrier Communications (NOBACOMM)	National Deaf Liaison - Deaf/Deaf-Blind Community

**Appendix C:
Objectives and Considerations from Previous
Plans**

APPENDIX C – OBJECTIVES AND CONSIDERATIONS FROM PREVIOUS PLANS¹⁷

The objectives and considerations are carried over from the 2022 and 2023 AFN Plans, remaining unchanged. We're continuing to use the same language in this document, as these considerations are still part of our ongoing planning journey.

2023 Key Objectives:

- Provide overall preparedness resources for individuals with AFN regardless of emergency type
- Increase awareness of IOU programs and services available before, during and after a PSPS
- Implement tracking and metrics for escalations, programs and services offered and utilized by conducting surveys, table-top exercises, etc.
- Ensure customers with sensory disabilities are able to provide feedback, understand and successfully operate provided equipment

2022 Key Objectives

- Identify individuals who are Electricity Dependent
- Establish a communication plan to reach AFN segments
- Continuously improve tools to make them easy to understand and navigate for individuals and external organizations to access the information
- Identify new enhancements to programs and resources needed to mitigate the impacts of PSPS
- Cultivate new partnerships and expand existing partnerships with the whole community
- Coordinate and integrate resources with state, community, utility to minimize duplication
- Establish measurable metrics and consistent service levels
- Effectively serve and adapt to the needs of individuals with AFN before, during, and after any PSPS

¹⁷ Each IOU's accomplishments will be included in the IOU-specific quarterly update.

Appendix D:
AFN Q4 2023 YTD Recap

**San Diego Gas & Electric
Company's Quarterly Update to
2023 Plan to Support
Populations with Access and Functional Needs
During Public Safety Power Shutoffs**

January 31, 2024



Introduction

On January 31, 2023, San Diego Gas & Electric Company (SDG&E or Company) submitted its 2023 plan regarding planned efforts to support populations with access and functional needs (AFN) during Public Safety Power Shutoffs (PSPS) (2023 AFN Plan) in accordance with California Public Utilities Commission (Commission or CPUC) Decision (D.) 20-05- 051 Phase 3 OIR Decision Guidelines leveraging the Federal Management Administration’s (FEMA) Six Step Comprehensive Preparedness Guide (CPG) process. SDG&E’s 2023 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 2023 AFN Plan and the impact of its efforts to address the AFN and vulnerable population during PSPS. This update maps to and follows the sequencing of SDG&E’s 2023 AFN Plan¹⁸ for ease of reference and builds upon the efforts described therein. Specifically, rather than repeating the activities SDG&E describes in its 2023 AFN Plan that were already taken, this update provides the incremental efforts taken since October 31, 2023.

CONCEPT OF OPERATIONS | HOW

In a PSPS, forecasts are subject to change quickly 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. Figure 1 shows a general example sequence for a potential PSPS.

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 communication and provide situational awareness during Emergency Operation Center (EOC) activations. Public safety partners are proactively informed through different methods of communication throughout the

¹⁸ https://www.sdge.com/sites/default/files/R.18-12-005%20SDGE%202023%20AFN%20Plan%201%2031%202023_1.pdf

year. In 2021, impacted public safety partners were directed to the new SDG&E Public Safety Partner Portal to receive the latest situational updates. In 2022, a mobile application was added to enhance the Public Safety Partner Portal to ensure partners have the information at their disposal on their mobile devices. In 2023, both the web portal and mobile application underwent significant enhancements based on partner focus group input. One of the included enhancements was to meet the Web Content Accessibility Guidelines (WCAG) 2.1 AA success criteria for accessibility. To ensure critical facilities and infrastructure (CFI) customers can adequately prepare for PSPS, SDG&E endeavors to identify and understand the resiliency needs of all facilities that are essential to public safety, health, and the well-being of our communities. In advance of PSPS season, SDG&E conducts its annual outreach to all CFI customers. This is accomplished through an iterative identification and outreach process intended to ensure that all CFI customers have provided SDG&E with up-to-date emergency contact information, assessed their resiliency and emergency preparedness plans, and identified accounts that may require backup generation. SDG&E also maintains a CFI specific website at <https://www.sdge.com/psps-critical-facilities> for customers to access additional information.

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 & one operations-based, both of which addressed AFN concerns during a PSPS with external partner participation
- Additional exercises throughout the year on various all hazards topics that addressed and included AFN concerns and response expectations
- New responders onboarded in 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 Intro to 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 Summer Readiness Training which provided 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
- Presentations to public safety partners of the SDG&E Company Emergency and Disaster Preparedness Plan to solicit input
- Joint planning with County OES, CalOES, CAL FIRE, emergency managers, Tribal Leaders, 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.
- Participation in joint IOU and joint jurisdictional exercises

1.1.3 EOC AFN Liaison Role

Specifically dedicated to supporting AFN customers during EOC activations, the 24/7 on-call AFN Liaison Officer reports directly to and advises the Officer-in-Charge (OIC) on the needs and activities in support of customers with an access or functional need during utility related emergencies and the SDG&E Emergency Operations Center (EOC) has been activated.

In 2023, the AFN Liaison Officer roster was staffed with 12 responders. Each year the AFN Liaison Officer Position summary and checklist is updated, vetted and published. This document includes the process and procedures along with current contact and resource information to effectively execute the responsibilities of this incredibly important and visible EOC command staff position. A series of training and exercises for the AFN Liaison Officer roster were held to learn, understand, and practice the steps, actions, and communications necessary to support customers safety and resilience during PSPS and other emergency events.

The AFN Liaison Officer collaborates with SDG&E's AFN support partners, including 211, FACT, Salvation Army, and other community-based organizations (CBOs), to prepare customers for a potential power outage and provide up-to-date information on PSPS operations, customer resources and address customer power outage related needs.

A series of exercises held on May 2nd, June 6th, July 14th, and July 18th, 2023, were conducted, building the knowledge and skills needed to effectively serve customers with an AFN during an EOC activation. In addition to the general EOC training and exercises

required by SDG&E's Emergency Management, position specific training on the processes and resources utilized during an EOC activation to support AFN customers were required. This additional AFN Liaison Officer training include:

- The role of an AFN Liaison Officer
- Accessible Hazard Alert System (AHAS) notification procedure
- AFN communication process and standards to AFN support and general partners
- Disability awareness and sensitivity
- Available internal and external resources

Training and exercises for both the EOC operations and specific AFN Liaison Officer's role provide the knowledge to effectively manage EOC procedures and community support resources to benefit individuals with an access or functional need within the SDG&E service territory.

The recruitment, training and exercising of the AFN Liaison Officer continues throughout the year to ensure readiness and keep the knowledge and skills ready even if through extended periods of time with no emergency event.

1.1.4 Customer Care Support

SDG&E continues to support individuals and households with AFN, including during PSPS. When customers call or visit our branch office to speak with an agent regarding AFN specific concerns, they will be directed to the appropriate resource to receive support (e.g., 211, Customer Assistance, EOC AFN Liaison Officer, etc.). All branch office locations are equipped, and staff are trained to provide Video Remote Interpreting (VRI) for American Sign Language (ASL) and languages other than English, as needed. 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 and enhance available support to individuals with AFN. As a result, SDG&E is committed to providing the education, resources, and notifications required to maximize resiliency during PSPS. As of the end of Q4, there are approximately 422,000 customer accounts associated with AFN, which

accounts for 34% of the residential customer class. Of the 422,000 customers, approximately 45,000 of customers with AFN reside in the High Fire Threat District (HFTD).

SDG&E continues to promote AFN Self-Identification through multiple campaigns to identify if an individual or someone in the home has a disability, uses a device for their health, safety or independence that requires electricity, or prefers to receive certain information in a language other than English. To enhance SDG&E's ability to support individual customer needs SDG&E incorporated two new identifiers including, durable medical equipment and assistive technology, into our customer database system. Customers may add these new AFN identifiers through our Customer Care Center or through the AFN Self-Identification webform on SDGE.com/afn. An email campaign was implemented in Q4 to target customers located in HFTDs. The campaign aimed to encourage customers to self-identify as AFN, specifically calling out assistive technology and durable medical equipment since being newly introduced. Approximately 8,300 customers received an email directing them to complete our Access & Functional Needs Self-Identification survey at www.sdge.com/access-and-functional-needs-survey.

Preparedness outreach campaigns to Multifamily Dwellings and Manufactured Home Parks providing information to self-identify as AFN continued into Q4, as well as implementing Phase 2 for the Prepare for Power Down website with updated PSPS preparedness, alert sign-ups for AFN Self-ID, Medical Base Line, and other programs.

SDG&E also continues to partner and work together with AFN Stakeholders such as, the AFN Collaborative Council, AFN Statewide Council, and the Regional PSPS Working Group to identify opportunities to enhance AFN identification.

1.3 AFN Support Resources

To further support and prepare individuals with an AFN, SDG&E continued to provide a comprehensive approach for 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. SDG&E believes in the value of learning and continuous improvements with our CBOs that provide a strategic level of support during a PSPS. To that end, SDG&E and these key CBOs have scheduled meetings throughout the year to ensure tools, resources, and service availability to help partners build capacity for a working culture of

collaboration, reflection, inquiry, problem solving, and improvement toward equitable outcomes in a no-stress environment.

Throughout the year, SDG&E continued to leverage marketing and outreach campaigns to increase awareness of available support solutions to individuals with AFN via web, social media, in-person events, and cross-departmental opportunities. This includes an updated, accessible AFN/PSPS Social Media Toolkit that was finalized and distributed in August 2023. The toolkit contains instructions and evergreen one-size graphics in English and Spanish that can be used by partners to keep their audiences prepared and informed.

Figure 1: SDG&E Updates on the Nextdoor App



211 – Centralized Resource Hub

SDG&E has continued to strengthen its partnership with 211 San Diego and Orange County United Way (formerly 211 Orange County) in 2023, while expanding and enhancing services provided as gaps and new opportunities are identified.

211 serves as a centralized resource hub to connect individuals with services directly provided by partners contracted with SDG&E, as well as more than 1,000 regional CBOs who provide support services. 211 provides several unique advantages including the

ability to provide 24/7 statewide support and individuals with local partners who have “on the ground experience” across the disability and broader AFN community. Additionally, 211 has the ability to conduct needs assessments through its trained social workers and escalate needs accordingly to higher tiers of support.

In 2023, SDG&E initiated planning efforts for a proactive outreach campaign that will launch in 2024, in partnership with 211 San Diego. The focus of the campaign is to proactively engage at-risk customers, including those living in the HFTD, who are eligible for income-qualified and medical baseline bill assistance programs and/or rely on life-sustaining medical equipment. This campaign will support evaluation of customers’ resiliency plans, connect them with existing programs and resources to prepare them for outages, and assist with direct enrollment support for eligible programs, including 211’s Care Coordination screening.

Accessible Transportation

SDG&E continued its partnership with Facilitating Access to Coordinated Transportation (FACT) in 2023, which provides accessible transportation to individuals with AFN across the entire HFTD during PSPS. There are no eligibility criteria other than an individual seeking assistance. FACT is available 7 days a week from 5:30 am -11:00 pm during a PSPS. Since the initiation of the partnership in 2020, FACT has been able to facilitate all requests for transportation that have come in to 211 and SDG&E and most recently were able to exhibit their readiness with SDG&E’s EOC Activation in October 2023. SDG&E has partnered with FACT to develop a communication protocol during a PSPS for their paratransit agencies in the SDG&E service territory. FACT receives Emergency Operating Center (EOC) PSPS daily notifications and amplifies the information, including zip codes, to approximately ~160 paratransit service providers. In Q1 FACT sent an informational digital communication to ~140 of their paratransit partners with Wildfire Preparedness, PSPS Support Services, notifications, programs, and other services available. SDG&E is reviewing an AFN/PSPS information card and other types of leave behind materials for distribution through FACT and other organizations reaching HFTD residents.

No-Cost Hotel Stays

SDG&E continued its partnership with The Salvation Army in 2023, which provides no-cost hotel stays to individuals with AFN during PSPS. This is also available to individuals who would not normally be considered AFN, but due to the circumstances (long duration, cold weather, living alone, etc.) request assistance. Hotel stays are arranged via The Salvation Army and 211, and do not require any payment up front or otherwise from individuals. Hotels are selected based on accessibility and proximity to a customers’ residence or

other requested location. The Salvation Army has been able to facilitate all requests received since the initiation of the partnership in 2020 and most recently were able to exhibit their readiness with SDG&E's EOC Activation in October 2023. SDG&E has continued to enhance the marketing of this solution through targeted campaigns to individuals with AFN, broader marketing efforts as well as trainings and materials for CBOs. Additionally, SDG&E is working with The Salvation Army to explore enhanced screening for specific needs for individuals with AFN (e.g., accessibility, refrigeration).

Food Support

SDG&E has strengthened the pipeline of local food resources for seniors, 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 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.

Supplemental to the above referenced partnerships, SDG&E will continue to offer hot meals at Community Resource Centers when needed.

Wellness Checks

SDG&E continued to maintain partnerships in 2023 to perform in-home wellness checks when requests were made through 211 during a PSPS. Additional support services were made available through 211 as needed. The below partners provided support during 2023:

- 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 senior volunteer program designed to support seniors, people with disabilities or anyone who is otherwise homebound through weekly visits or by requests.

Resiliency Items

SDG&E continued to be prepared to distribute resiliency items at Community Resource Centers during Public Safety Power Shutoffs. These items may include portable solar cell phone charger, gift cards, solar power banks, cooler bags, 2.5-gallon water bags, bottled water, water for livestock and seasonal blankets. This year SDG&E was able to provide medical cooler bags at CRC's, targeted outreach events and to CBOs, for distribution as

part of their emergency preparedness efforts. Opportunities continue to be explored to provide targeted resiliency items to those most at risk of a PSPS.

1.4 Customer Resiliency Programs and Continuous Power Solutions

1.4.1 Back-Up Power

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

1.4.2 Portable Battery Program (Generator Grant Program)

The Generator Grant Program (GGP) provides no-cost backup batteries to customers. In 2022, eligible customers included those residing in the HFTD who have experienced one or more PSPS and are enrolled in the Medical Baseline Program or flagged in SDG&E's customer database as self-identified AFN or having a self-reported disability, including those that are blind/low vision, deaf/hard of hearing, and temperature sensitive. To date approximately 5,500 customers have received batteries, with approximately 75% of the eligible population having participated. In terms of customer feedback for this program, of those participants who experienced a PSPS in 2019, 2020 or 2021, 94% reported using the battery unit during the outage, and of those, 98% replied that the battery unit helped power devices during the PSPS.

For 2024, the program will continue to prioritize MBL, Life Support, and qualifying AFN customers in the HFTD with a high likelihood of PSPS. SDG&E also plans to continue partnerships with Indian Health Councils to support tribal members with direct referrals to the program. The program will also continue to deploy "emergency" backup battery deliveries to individuals with AFN who need them during PSPS events.

Q4 activities included:

- The contractor, Richard Heath & Associates, concluded performing outreach phone calls to eligible customers to notify them of qualification for the program and to schedule delivery appointments.
- Outreach to 2022 program participants began to gather information on satisfaction, provide re-education, and answer questions if needed.
- A total of 805 backup batteries with solar charging panels were delivered to

qualified customers in 2023.

- Outreach efforts will continue into Q1 2024 and with both an email customer satisfaction survey and the expansion of follow-up calls (satisfaction, re-education, etc.) to 2023 participants.

1.4.3 Generator Rebate Program (Generator Assistance Program)

SDG&E’s Generator Assistance Program offers a rebate incentive for customers to prepare with back-up power sources. The program offers a \$300 rebate on fuel generators and a \$50 on portable power stations to customers who reside in the HFTD and have experienced a PSPS-related outage. In addition, the program targets the low-income segment with an enhanced rebate of \$450 on fuel generators and \$100 on portable power stations for all CARE/FERA customers. These higher rebate amounts are equivalent to a 70 – 90% discount on the average portable generator models for lower-income customers. To date, approximately 2,300 customers have received rebates from this program.

The 2024 program will continue to target customers in the HFTD who have experienced previous PSPS events and provide enhanced rebates for low-income individuals including those with access and functional needs on portable generators and portable power stations.

Figure 2: Rebates Provided

GAP Rebates Provided to Customers in 2023	2023 Total
Non-CARE/FERA rebates	165
CARE/FERA rebates	86
Grand Total	251

Q4 activities included:

- Program marketing to all eligible customers has concluded and all issued rebate coupons have expired as of 12/31/23.
- End of program year participation reports are being finalized.
- Customer satisfaction email survey developed and targeted to be distributed to 2023 participating customers in the second week of January 2024.
- A total of 251 rebates issued to qualifying customers in 2023.

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 subprogram 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 two installations since its inception and will continue 1-2 installations annually, with no-out of pocket expenses for the local residents. In 2023 SDG&E completed one clubhouse backup power system belonging to a mobile home park that consists of 88 mobile home units.

1.4.5 Resiliency Surveys

The Personalized Preparedness Resource resiliency audit is an online survey that engages with residents in the HFTD to ensure overall resiliency and help customers prepare for PSPS events. More than 2,700 customers participated in Q4. Participants receive personalized preparedness resources, such as the closest CRC to their location and information on AFN self-identification. If applicable, customers who provide their account number are also provided information on eligible backup power programs. Customers are encouraged to answer a brief series of questions to assess and enhance their knowledge about how to stay up to date on preparedness essentials. Upon answering the questions, customers receive resources that are customized to their survey responses. Resources include emergency and vehicle supply lists, information on backup power solutions, guidance on how to sign up for access and functional needs communications, and helpful community resources from the Red Cross, 211 San Diego, and the County Office of Emergency Services. The survey supports customers with various access and functional needs by providing specific resources and information on how to subscribe for additional programs and emergency notifications.

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 individuals with an 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 Q4, SDG&E had 67,530 customers enrolled in the MBL Allowance program.¹⁹ Communication and outreach continue to identify and enroll customers into the MBL program.

1.5.2 California Alternate Rates for Energy Program (CARE)

The CARE program provides a 30% or greater discount on natural gas and electricity bills to low-income residents, non-profit group living facilities, and agricultural housing facilities. Customers must meet eligibility guidelines to qualify for the CARE program. As of the end of Q4, 338,722²⁰ customers were enrolled in CARE.

1.5.3 Family Electric Rate Assistance Program (FERA)

The FERA program provides qualified households with an 18% discount on electric usage every month. Households of 3 or more may qualify for the FERA program. Household size and total household income guidelines apply. As of the end of Q4, 10,467²¹ customers

¹⁹ As reported in SDG&E's Disconnection Settlement Monthly Report for December 2023. <https://efile.cpuc.ca.gov/FPSS/0000202237/1.pdf>

²⁰ As reported in SDG&E's Low Income Monthly Report for December 2023, CARE Table 2. <https://efile.cpuc.ca.gov/FPSS/0000202292/1.pdf>

²¹ As reported in SDG&E Low Income Monthly Report for December 2023, FERA Table 2. <https://efile.cpuc.ca.gov/FPSS/0000202292/1.pdf>

were enrolled in FERA.

1.5.4 Energy Savings Assistance Program (ESA)

The ESA program provides no-cost weatherization services to low-income households who meet the CARE or FERA income guidelines. Services provided include attic insulation, energy efficient refrigerators, energy efficient furnaces, weather stripping, caulking, low-flow showerheads, water heater blankets, and door and building envelope repairs which reduce air infiltration. As of the end of Q4, the ESA program has provided in-home energy education to 8,146 customers and treated 4,082 households²².

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. SDG&E and Campesinos Unidos (CUI), which is one of the three agencies, have partnered in assisting customers with LIHEAP at twenty-seven events that have taken place at SDG&E branch offices and CUI. The branch office events, and CUI workshops have assisted customers with LIHEAP on site pledge assistance for past due bills. As of the end of Q4, there were approximately 7,500 LIHEAP pledges totaling approximately \$7,160,000.

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 Q4, there were approximately 17,500 customers enrolled in AMP with \$25.9M in total amount forgiven since the program started.

1.5.7 Community Support

²² As reported in SDG&E's Low Income Monthly Report for December 2023, ESA Table 2.

In 2023, SDG&E supported 16 Community Emergency Response Teams (CERTs) throughout San Diego County, each with a \$3,000 grant, for a total of \$48,000, adding three additional CERTs and \$9,000 in grants during Q4. This funding supports quarterly training, full-scale exercises, CERT Academy and other efforts. These CERTS provide support for AFN populations during an emergency, disaster, and PSPS. In addition, one of the CERT programs provided the first Spanish Delivery CPR/AED Training to volunteers in our rural communities.

SDG&E provided \$2,500 to sponsor the San Diego Fire Rescue Foundation's Wildfire Preparedness Fair in September 2023, which brought together partners from across the county. San Diego residents were educated about wildfire emergency preparedness, defensible space, and brush management.

SDG&E provided a \$5,000 sponsorship to the California Association of Resource Conservation Districts for its annual conference. Resource Conservation Districts respond to crises as well as plan for a sustainable future. The conference will feature sessions on fire prevention, forest health, post-fire restoration, building relationships with tribal communities and more. Locally, the San Diego Resource Conservation District team helps SDG&E with outreach, emergency preparedness and response.

1.6 PSPS Preparedness Outreach and Community Engagement

1.6 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 Q4 2023 engagement, feedback received, and how SDG&E plans to incorporate the feedback to enhance the customer experience.

1.6.1 AFN Collaborative Council (See Appendix A)

SDG&E participated in the Q4 AFN Collaborative Council meeting on November 13, 2023. The meeting's goal was for AFN executives and Joint IOU CEOs/leadership to convene and have meaningful discussion on resources and outreach provided to support individuals with AFN.

Figure 3: Q4 Collaborative Council Meeting Information

Access and Functional Needs Collaborative Council Meeting	
Meeting	<p>Date: November 13, 2023</p> <p>Location: CalOES 10370 Peter A McCuen Blvd, Mather, CA 95655 and Virtual</p> <p>Purpose: Provide a forum for open conversation and collaboration on developing a vision for the blueprint for sharing best practices, discussing potential resource expansion for customers with Access and Functional Needs and reviewing All-Hazards response plans.</p>
Summary of Engagement	<ul style="list-style-type: none"> ● Blueprint for Sharing Best Practices <ul style="list-style-type: none"> ○ Collaborative Council aligned on developing core working group to lead development of blueprint for sharing best practices. <ul style="list-style-type: none"> ▪ Core working group will begin reviews in January and aim to finalize project in March/April. ▪ Core working group will consist of Vance Taylor (Cal OES), Tom Smith (PG&E), Ryan Bullard (SCE) and Danielle De Clercq (SDG&E). ● Prepare for Power Down <ul style="list-style-type: none"> ○ Joint IOUs shared highlights of Prepare for Power Down Phase 2 features and development and outlined timeline for Phase 2 completion. <ul style="list-style-type: none"> ▪ IOU-specific information and resources will be shared with webpage users who provide their zip code, streamlining information about customer programs and resources. ▪ Joint IOUs are beta testing the AFN user experience of PrepareforPowerDown.com and requested collaboration from CBO partners: DOR, the California Center for the Blind and 211. ● PSPS Mitigation Resources

	<ul style="list-style-type: none"> ○ Joint IOUs provided overview of current PSPS mitigation resources and challenges and successes. ● All Hazards Response <ul style="list-style-type: none"> ○ Joint IOUs shared resources considered and coordination procedures with agency leading emergency efforts during All-Hazards responses. <ul style="list-style-type: none"> ▪ In All-Hazards situations, the main priority for the IOUs is the safe restoration of gas and electric services. ▪ The Joint IOUs look to the lead jurisdiction in these events and work primarily at their request to deploy appropriate resources and support. ▪ The Joint IOUs communicate with customers about service outages throughout All-Hazard events. ▪ Established that during an All-Hazards response, support begins after IOU EOC activation. ● Q1 2024 Collaborative Council Planning <ul style="list-style-type: none"> ○ Collaborative Council aligned on the following goals and priorities for 2024: <ul style="list-style-type: none"> ▪ More clearly define and call out KPIs for tracking progress around AFN programs. ▪ Develop blueprint for shared success and jointly share the blueprint with key stakeholders. ▪ Continued improved coordination of Collaborative Council and proactive use of Collaborative Council while solving key issues. <p>Align on questions for Joint IOUs to utilize in post-PSPS season survey.</p>
Feedback	<ul style="list-style-type: none"> ● Prepare for Power Down Phase 2

	<ul style="list-style-type: none"> ○ Collaborative Council discussed confirming if MBL criteria is consistent across the Joint IOUs and the recertification cadence for individuals with permanent disabilities. ● PSPS Mitigation Resources <ul style="list-style-type: none"> ○ Collaborative Council suggested following expansions of PSPS mitigation resources: <ul style="list-style-type: none"> ▪ Improvement of availability and on-demand taxi services at no-cost for evacuees. ▪ Developing a designated, consistent phone number to be used for AFN needs during PSPS or other utility-caused events. ▪ Reviewing language options that pre-event messaging and notifications are shared through via social media – (e.g. adding an ASL link) ▪ Leaving MBL and Self ID Vulnerable customers with a list of resources to use after verifying they received the pre-notifications incase help is needed at a future time. ▪ Providing checklists and preparedness packages ahead of time that included mitigation lists. ○ Collaborative Council suggested that IOUs align on consistent list of PSPS mitigation resources to include in customer post-event surveys. ● All-Hazards Response Collaborative Council discussed how proactive preparedness messaging can be used in 2024 so customers can understand when they should reach out for support ahead of time.
<p>Action Items Guided by Feedback</p>	<p>Completed Actions This Quarter:</p> <ul style="list-style-type: none"> ● Joint IOUs provided confirmation that the MBL criteria is consistent across the utilities. ● Coordinated working group establishment for blueprint for sharing best practices.

	<ul style="list-style-type: none"> • SDG&E to provide Collaborative Council with list of PSPS services outlined in PSPS study. • Schedule working session to meet with CAL OES communications team regarding Prepare for Power Down soft launch planning. <p>On-Going Actions:</p> <ul style="list-style-type: none"> • CPUC representative to identify additional opportunities to jointly present the AFN/Joint IOU progress made to the CPUC. • Collaborative Council to coordinate potential guest speaking opportunity during respective upcoming meetings, including: <ul style="list-style-type: none"> ○ Disability Rights California monthly staff meeting ○ Statewide AFN Community Advisory Committee ○ State Council on Developmental Disabilities meetings • Collaborative Council to provide names of statewide disability leaders with capacity and networks to connect with the IOUs. <p>Future Actions:</p> <ul style="list-style-type: none"> • Provide Medical Baseline Allowance Program materials to the Collaborative Council for amplification. • Facilitate coordination on developing a survey for understanding opportunities Access and Functional Needs resource expansion.
IOU Responsible Owner	Chris Zenner, Vice President Residential Services & Digital Channels
Future Meeting(s)	Q1 2024

1.6.2 Statewide Joint IOU AFN Advisory Council

SDG&E participated in the Statewide Joint IOU AFN Advisory Council meeting on December 4, 2023. The meeting's goal was to provide updates on the 2023 PSPS season,

2023 AFN Plan KPIs and share an update regarding the draft of the 2024 AFN Plan.

Figure 4: Q4 Statewide Advisory Council Meeting Information

Statewide Joint IOU Advisory Council	
Meeting	<p>Date: December 4, 2023 Location: Virtual Purpose: Provide updates on the 2023 PSPS season, 2023 AFN Plan KPIs and share an update regarding the draft 2024 AFN plan.</p>
Summary of Engagement	<ul style="list-style-type: none"> • PSPS Season Update <ul style="list-style-type: none"> ○ Joint IOUs shared summary of 2023 PSPS activations in each IOU service territory and shared key learnings. • AFN Plan Update <ul style="list-style-type: none"> ○ Joint IOUs reviewed the 2024 AFN Plan Timeline, shared status update and identified 2024 AFN Plan Core Objectives. • 2023 AFN Plan KPIs <p>Joint IOUs reviewed 2023 AFN Plan Key Performance Indicators.</p>
Feedback	<p>Joint IOUs to consider suggestion of adopting a uniform naming convention for PSPS activations and corresponding reports.</p>
Action Items Guided by Feedback	<p>Completed Actions This Quarter:</p> <ul style="list-style-type: none"> • SCE confirmed which four PSPS events led to de-energization. <ul style="list-style-type: none"> ○ PSPS July 11, 2023 ○ PSPS October 29, 2023 ○ PSPS November 9, 2023, and ○ PSPS November 20, 2023 <p>On-Going Actions: N/A</p> <ul style="list-style-type: none"> • Future Actions: N/A
Future Meeting(s)	<p>Q1 2024</p>

1.6.3 Wildfire Safety Community Advisory Council (WSCAC)

The SDG&E Wildfire Safety Community Advisory Council (WSCAC) was established in 2019. WSCAC provides direct constructive input, feedback, recommendations, and support from community and business leaders to SDG&E senior management and the Safety Committee of SDG&E's Board of Directors on how SDG&E can continue to help protect the region from wildfires. This specialized group of 15 diverse and independent leaders from public safety, tribal government, business, nonprofit, and academic organizations in the San Diego region possess extensive experience in public safety, wildfire management, community-based services, and applied technology.

SDG&E WSCAC meetings were held on February 3, May 5, August 4, and November 3. Recent topics have included: Winter Weather Overview, SDG&E General Rate Case, Wildfire Mitigation Plan Overview & Updates, Long-Term Strategic System Hardening, Winter Recap & Fire Season Outlook, Fire Hardening Project in Valley Center, SDG&E's Public Safety Partner Portal (mobile application) Enhancements, Overview of the book "California Burning," 2023 Weather and Fire Season Update, CAISO Transmission Projects Update, and a facilitated input session on PSPS Customer Impacts. WSCAC meetings are led by SDG&E's Chief Operating Officer, Kevin Geraghty and are attended by members of the Safety Committee of the SDG&E Management Board.

1.6.4 Tribal Communities

SDG&E has a Tribal Relations team that includes a dedicated manager to engage and coordinate with tribal leaders, staff and community members to understand their greatest challenges with PSPS. Through these collaborations, challenges identified include the impacts to elders and vulnerable community members, connecting tribal members to generators and battery, impacts to water sources not having back-up energy, food insecurity, integrating indigenous conversations around climate adaptation and ancestral wisdom into SDG&E-led conversations, the loss of large amounts of food in freezers due to limited trips to stores, and last to be reenergized due to remoteness. Tribes are telling us elected leadership and their staff have limited resources and cannot always provide feedback. In response, SDG&E established support systems with Indian Health Councils to provide generators, resiliency items, information, and resources in advance of wildfire season and support with emergency food distribution during PSPS. In May 2023, SDG&E facilitated a focus group to better understand how to better support tribal communities from the context of climate change vulnerabilities and sought ways to insert tribal members into leadership/advisory roles as we look toward a future of extreme

temperatures and events.

In addition to the focus group, SDG&E partnered with Campo Kumeyaay Nation to conduct a survey at their annual Star Gathering event. The needs highlighted in the survey include providing generators/batteries for all vulnerable community members, which was again underscored by Campo's preparation for Tropical Storm Hilary. There is an opportunity to work directly with Tribal Leadership on establishing a streamlined outreach approach for their most vulnerable community members to inform them of available program offerings, including backup power options, and provide support with the participation process. The resiliency support teams will continue to collaborate to identify ways to further support these community members.

SDG&E executive leadership continues to participate in tribal events to provide one-on-one outreach and create momentum for SDG&E teams to incorporate and support where they have resources to do so. Some results include SDG&E providing training for tribal fire departments, weather data sharing that will inform tribal climate adaptation plans and incorporate "good fire" conversations into the SDG&E Wildfire Safety Fairs. New this year, SDG&E partnered with Lipay Nation of Santa Ysabel on a community safety fair on September 23, 2023, that brought together public safety partners and gave SDG&E the platform to discuss fire hardening projects, vegetation management and low-income programs.

Additionally, the Outreach team has been scheduling workshops and community resource fairs in remote tribal areas to provide one-on-one opportunities for tribal members to enroll in bill assistance programs, ESA, FERA, CARE, and MBL. As of December 2023, SDG&E has participated in 21 tribal events. Due to the diversity among tribes and their varying priorities, SDG&E continues to host year-round listening sessions with tribal leaders and staff to increase our reach to tribal members living on and off the reservations.

1.6.5 PSPS Working Group

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

The PSPSWG met on the following dates in 2023 with these topics of focus:

- March 22nd, 2023: PSPS exercises facilitated by SDG&E in the Spring, community resiliency awareness with open house events and wildfire safety fairs, and discussing the Community Resource Center Plan
- June 7th, 2023: Lessons learned from tabletop exercises held during the Spring, mobile and multi-family home outreach efforts, and the holistic approach the utility uses for accessible communications
- September 20th, 2023: Overview of Critical Infrastructure tracking and notification methods in advance of PSPS, SDG&E's communication tactics and strategies, customer resiliency and backup power programs the utility offers, and wildfire mitigations measures and accomplishments
- December 6, 2023, discussing weather conditions that contributed to the utility's EOC activation in October 2023, sharing of lessons learned and holding a dialogue with partners who participated in the event, and a brief review of the goal and objectives for the upcoming 2024 AFN Plan

Tentative dates for the 2024 quarterly series have been set with the first meeting to occur on March 13, 2024.

1.7 AFN Public Education & Outreach

The AFN Public Education campaign started during the summer and continued through the end of the year. The creative design and messaging have been updated to reflect SDG&E's updated brand (newly designed logo, graphics and colors). The AFN Public Education campaign is a sub-portion of SDG&E's comprehensive Wildfire/PSPS paid marketing campaign. This year's campaign continues to promote the resources and customer offerings that are available during a PSPS. The campaign also spotlights the contracted collaboration between SDG&E and both the San Diego and Orange County 211 organizations. In addition to employing mass-market outreach tactics, such as TV, radio, print, social media, mailers, community partners & CBO's, the campaign enlisted targeted communications including, but not limited to:

- Streaming radio
- Promotion of Wildfire safety fairs and in-community events
- In-community newsletters and newspapers

- Local community social media pages & Nextdoor
- Athletic event stadium ads

Digital advertising, and social media were also targeted to HFTD Campaign messaging promoted assistance offerings during PSPS to customers and the general public with a focus on AFN populations, including assistance offered through SDG&E’s 211 partnership and promoted through diverse communication channels. The Public Education campaign will continue through the end of the year and is forecasted to achieve nearly 36 million impressions (or number of opportunities customers and the public have to view campaign tactics).

Direct customer communications are also sent leading up to and through PSPS season. These communications include, but are not limited to:

- Multifamily facility/AFN resiliency mailing – this campaign went to property managers, owners and residents of residential multifamily facilities and focus on PSPS preparedness and available resources;
- Mobile Home Park/AFN resiliency mailing – directed to Mobile Home Park managers and residents and focus on PSPS preparedness and available resources;
- Wildfire/PSPS Resiliency Survey – to all HFTD customers;
- Wildfire/PSPS Safety Newsletter – to all HFTD (residential) customers;
- Wildfire Safety/PSPS bill insert;
- Promotion of the Generator Assistance Program; and
- Promotion of the Generator Grant Program.

The following direct customer communications were issued in Q4:

- PSPS mailing to AFN customers within the HFTD – PSPS preparedness and available resources
- Email campaign to Multifamily facility residents – similar to the direct mail sent in Q3, this communication is intended to reinforce PSPS resiliency.
- Ongoing promotional promotions of the Generator Assistance Program and Generator Grant Program

1.7.1 Statewide Website for AFN Solutions

Prepare For Power Down (P4PD) is a Joint IOU website (www.prepareforpowerdown.com), created as a centralized resource for statewide CBO’s

and agencies serving AFN communities, providing easy access to IOU information on PSPS preparedness and resources. The website offers downloads, Joint IOU CBO training presentations, PSPS Factsheet, PSPS social media graphics and utility specific PSPS support materials. While those materials are still available for CBO's, P4PD is now a customer-facing website with additional user-friendly features and emergency preparedness tools.

In Q4, the Joint IOUs conducted beta testing of the website prior to the implementation of the Phase 2 enhancements to ensure inclusive design. Community organizations and individuals with AFN, including a native screen reader user, participated in testing resulting in accessible and functional recommendations on the design. Programming and design implementation began in December, including weekly website reviews with the Vendor. In 2024, the Joint IOUs will continue Phase 2 enhancements, including website translations WCAG 2.2AA upgrade, and additional stakeholder testing. The site will officially launch in 2024.

1.7.2 Accessibility of Communications

Effective communication is important for the safety and well-being of customers of every ability and requires equitable access to SDG&E communication and notifications. Ensuring the accessibility of customer notifications is a top priority. SDG&E worked with stakeholders and experts to expand the accessibility of our notifications to customers. These include expansion of the Accessible Hazard Alert System (AHAS) for customized on-demand accessible alerts in real time (approx. 15 min) with the same accessibility as the current pre-recorded PSPS, Wildfire and Load Curtailment customer notifications. This allows SDG&E to provide accessible communication during planned and unplanned utility related emergencies. These notifications can be accessed on social media, mobile devices, and web platforms.

Video Remote Interpreting (VRI) resources and training have expanded its availability to include our Electric Customer Service Field Technicians and customer outreach teams. All CRC and Branch Office staff continue to have access to this communication platform. VRI provides the ability to have more complex conversations and share critical information in ASL and languages other than English. SDG&E employees may access the VRI resource by PC, tablet or smart phone via the Boost Lingo platform. ASL interpreters via video chat, or language interpreters (voice only) are available 24/7 to equally provide important information and to engage in conversations with all customers.

The team also continues to maintain compliance with WCAG 2.2 AA guidelines via ongoing

review and scoring through partnership with AudioEye for the three external SDG&E web sites (SDGE.com, MyAccount.sdge.com, and SDGEnews.com). Additionally, web development team training, help desk support and accessibility resources are available throughout the year. SDG&E will work to implement updated web accessibility guidance as it becomes available.

Mobile application accessibility is a priority for SDG&E. We have reviewed and remediated the Alerts by SDG&E app and have completed an audit of the MyAccount app, in partnership with the Center for Accessible Technology, providing detailed review and corrective actions. SDG&E is currently working on these corrective actions to provide accessibility to all customers.

Additionally, the team continues to review customer program application processes and forms to identify opportunities to make them more accessible and easier for customers to navigate. A Medical Baseline (MBL) online fillable application has been made fully accessible to Section 508 success criteria. SDG&E also continues to conduct readability reviews of web content and marketing materials to ensure the information is conveyed in a simple language and easy to understand format.

1.7.3 Community Based Organization Outreach

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

SDG&E's Energy Solutions Partner (ESP) Network, which consists of approximately 200 CBOs, is leveraged to help prepare customers, especially those who may be vulnerable, for wildfires and other emergency situations. These partners, who receive financial compensation for their year-round support, leverage critical information and notifications through a variety of outreach tactics including presentations, events, meetings, and the amplification of emergency preparedness information through their respective social media platforms. SDG&E targets outreach based on the diverse needs of individuals with AFN and continues to seek opportunities to promote enrollment and awareness of support services available during a PSPS de-energization.

In 2023, SDG&E continued its focus on strengthening existing partnerships while bringing on new organizations that represent the needs of customers with AFN, with an enhanced focus on the deaf and blind, disabled veterans, and non-English speaking communities. We have identified these segments as areas of growth for outreach and accessibility through feedback from council engagement and surveys. As of the end of Q4 2023, SDG&E added approximately 13 new partners to its portfolio including: 1) Ignatian Lay Volunteer Corporation; a faith based non-profit organization whose mission is to provide men and women age 50 or older, opportunities to serve others, address social injustice, and transform lives through volunteer events in communities of concern that focus on areas such as tutoring, literacy, employment, housing assistance, and more; 2) Access, Inc; who addresses the needs of our most vulnerable and underserved communities by promoting self-sufficiency and economic independence through education and employment opportunities and; 3) Paralyzed Veterans of America, Cal-Diego Chapter; whose mission is to improve the quality of life for veterans by providing free, advocacy services, benefits assistance, and connecting paralyzed veterans, their families, and disabled veterans to appropriate resources.

SDG&E continues to expand its CBO support partners during a PSPS through an enhanced structure that compensates CBOs to support the amplification of PSPS notifications, focusing on those in the HFTD as well as individuals with an AFN. Prior to a PSPS, SDG&E provides notifications and prescribed social media toolkits to these organizations, who then serve as a critical channel to amplify messaging and communicate with customers who may not utilize traditional methods. This PSPS messaging is then shared through the CBO's communication channels including social media platforms such as Facebook, X, and Instagram. Examples of these select CBOs include: We Support U, San Diego Center for the Blind, and Southern California American Indian Resource Center.

SDG&E also collaborates with and provides outreach to local CBOs that may not actively participate in the ESP network, focusing on agencies and organizations with constituents of disabled and aging populations. These presentations and outreach efforts provide educational awareness of PSPS support services, emergency preparedness, and Customer Assistance programs. In Q4, SDG&E worked with the Paralyzed Veterans of America, Cal-Diego Chapter and developed a presentation to their constituents to provide information on assistance programs and services relevant to the audience.

Additionally, in Q4, SDG&E provided a year-end, in-person CBO presentation attended by approximately 80 CBOs within its ESP network. An ASL interpreter was provided for the duration of the event. The discussion topics included Customer Assistance program

highlights, resources available to individuals with AFN, SDG&E's commitment to accessibility, and PSPS readiness.

Throughout 2023, SDG&E continued to award key AFN organizations with shareholder grants who provide additional PSPS preparedness. SDG&E continues to work with these groups to identify PSPS support service educational trainings, shared AFN and PSPS materials, and other outreach opportunities. A few of these organizations include Access to Independence, ARC of San Diego and Elder help of San Diego providing emergency preparedness to constituents.

SDG&E recognizes there are additional opportunities to reach customers who are disabled and aging individuals with our preparedness and support services with accessible messaging. SDG&E contracted with a local communications firm for expanded educational outreach to targeted AFN segments. In 2024, they will be exploring additional opportunities for AFN tactical outreach and communications with a focus on preparedness and AFN Self Identification in the HFTD.

1.7.4 Participation in Community Events

To expand our reach and support customers with AFN in the HFTD, SDG&E hosted a series of Open House Events within some of the smaller rural communities to include various internal departments to continue the educational aspects of preparedness. In 2023, SDG&E continued the Wildfire Safety Fairs (WSFs) throughout Q2 and Q3, to disseminate PSPS, CRC, and emergency preparedness information to its customers, including customers with AFN in key communities of concern, totaling 5 events in Mountain Empire, Ramona, Alpine, Julian and Valley Center. This year, SDG&E exceeded the number of customer participation with a season total of over 3,400 attendees now better prepared for the upcoming season, with Valley Center alone bringing in over 1,100 community members. At these WSFs, customers were able to visit SDG&E subject matter experts and our participating partners including, 211, American Red Cross, CalFire, CERT, and others to learn more about ways they can better prepare themselves and the services they provide to protect them and their loved ones for the unexpected loss of power due to PSPS and other possible weather driven emergencies.

SDG&E also wrapped up its second year of the Mini-Wildfire Safety Fair series, which focused on providing enhanced support to customers while engaging CBOs within SDG&E's ESP network. These mini-wildfire fairs provide an opportunity to enhance coordination efforts with Fire Safe Councils, CERT Teams, Fire Departments, and Tribal

Governments with a focus on educating and preparing customers for wildfires within rural communities, particularly individuals with AFN. Examples of CBOs that have supported this initiative include, Warner Springs Community Resource Center, Poway Neighborhood Emergency Corps, and the Southern Indian Health Council. As of the end of Q4, SDG&E participated in roughly 70 Mini-Wildfire Safety Fairs, with more than 20 focused on reaching tribal customers.

1.7.5 Collaboration with Partners and State Agencies

Healthcare Industry and State Agencies

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

In Q4 the Joint IOUs collaborated with the California Department of Rehabilitation (DOR) providing a statewide webinar to their constituents and partner agencies. Topics included PSPS Support Services, Medical Baseline Program participation, Customer Assistance programs and AFN Self-Identification/ Vulnerable programs. Three additional presentations with DOR were provided in each IOU service territory for a deeper dive into programs, and local resources. Regular conversations with the Statewide Councils and the Joint IOU team to look for opportunities to present on PSPS preparedness, AFN Self-Identification and MBL Allowance programs will continue through 2024.

In Q4, SDG&E continued enhancing awareness around the Medical Baseline Allowance Program (MBL) to reach individuals who may use durable medical equipment. SDG&E partnered with 10 medical supply stores to make MBL program applications available to interested customers.

SDG&E also collaborated with Sharp Grossmont Hospital Care Coordination Department in Q3 to identify and assist qualifying patients with completing the MBL application, before discharging the patient from their hospital facility. Grossmont Hospital patients including those residing in rural and HFTD communities. PSPS preparedness information to be shared with patients as well. By the end of Q4, hospital discharge nurse reported the amount of medical paperwork has not allowed time to discuss other programs. SDG&E plans to work with the hospital and Joint IOU to identify solutions and best practices to support staff with the review and completion of the patient MBL application and PSPS preparedness.

Paratransit Service Engagement

SDG&E continues to provide FACT, SDG&E's Paratransit Support Partner, (see section 2.1.3 under AFN Support Services) with PSPS preparedness education and outreach information to share with their transportation partners.

1.8PSPS Activation (During – Emergency Operation Center Activated)

1.8.1 Communications During PSPS

Primary Information Channels

During a PSPS, SDG&E will continue to leverage more than 20+ diverse communication platforms, including but not limited to, SDG&E's PSPS page (sdge.com/Ready), SDG&E's NewsCenter, Alerts by SDG&E (PSPS mobile app), social media, hyper-local targeting via social media platforms like Nextdoor, radio PSAs, broadcast media including the emergency broadcast radio station (KOGO), in-community & roadside signage, including flyer distribution, message amplification by CBO's and partners, and direct customer notification via call, text and email. SDG&E is laser focused on using clear, simplified language in delivering messages that are quickly digested by customers and the public, especially during a PSPS.

SDG&E continuously audits the Wildfire Safety and PSPS webpages to simplify website content and provide additional information about a PSPS, what to expect and resources/offerings available and where they are offered. Based on customer feedback, multiple informational videos have been developed with preparedness messages. The PSPS video that was developed in late 2022 will continue to be made available to explain the PSPS customer journey beginning with the decision-making process through restoration (<https://www.youtube.com/watch?v=Sn0JYGpoldw>).

As there were no PSPS occurrences during 2022, this tool will be promoted during future PSPS activations through diverse communication platforms to help customers understand what a PSPS is, why it's done, how to prepare and build resiliency, and what to expect through the various phases of a PSPS.

This year SDG&E activated the Emergency Operations Center during late October for a potential PSPS. During this activation, no de-energizations took place power was cut for any customers and threat conditions decreased. The company did send notifications to

customers leading up to any potential PSPS outages, before the potential PSPS watch was cancelled. Notifications were sent in the 22 prevalent languages spoken in the territory as well as American Sign Language (ASL). SDG&E's NewsCenter, mobile app Alerts by SDG&E, and social media (Nextdoor) were all activated to provide real-time awareness of the situation. Community flyers were also distributed to affected municipalities.

1.8.2 PSPS Notifications

SDG&E sends PSPS notifications to all impacted individuals, as soon as possible, through its Enterprise Notification System (recorded voice message, email and text message). All customer/public PSPS notifications have been converted into American Sign Language (ASL) video, audio read-out and written transcript. SDG&E also enables address-level alerts for customers and the general public through its Alerts by SDG&E app. Based on customer feedback and notification message testing with customers prior to PSPS season, in Q3, customer notifications were streamlined and modified with clearer language regarding where updated information can be found and what type of information they will find. Additionally, information about where to find power during a PSPS was added to notifications announcing the opening of Community Resource Centers.

SDG&E conducted live notification testing with customers in Q2. SDG&E also conducted a second round of live notification testing in October 2023. This provided an opportunity to test the Enterprise Notification System (ENS). SDG&E also plans to solicit feedback from customers who are affected by PSPS as part of annual post-season research efforts later in the year. Updated PSPS notifications were translated in the 21 other prevalent languages (in addition to English) and recorded in all 22 prevalent languages spoken in the region, and 2023 updates were also translated, voice messages will be recorded, and ASL videos will be updated accordingly. Every year the SDG&E public-education campaign includes messaging about signing-up for notifications prior to the start of peak fire season.

Going into the peak PSPS season, SDG&E will no longer observe the traditional 'courtesy hours' of 9pm to 6am. Notifications will be sent to customers 24 hours a day as needed. This allows customers to receive the latest updates and obtain information on available AFN support. Letters are also sent to HFTD customers informing them of this.

For MBL and Life Support Customers, SDG&E reviews the results of each ENS deployment 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 who 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 in person. 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.

This year SDG&E activated the Emergency Operations Center during late October for a potential PSPS. Fortunately, no power was cut for any customers and threat conditions decreased. The company did send notifications to customers leading up to any anticipated outages, before the potential PSPS was cancelled.

1.8.3 Accessible Media Engagement

SDG&E continues to prioritize accessibility for its websites and mobile applications. The company takes a proactive approach to meet Americans with Disabilities Act (ADA) and the Web Content Accessibility Guidelines (WCAG) 2.1AA global web standards for accessibility. SDGE's website has added a link to its accessibility statement and resources to the website footer making it easier for the customer to navigate to accessibility resources. The Contact Us page of SDGE.com has also been updated for customers to contact us, to provide accessibility feedback and request accessibility resources.

SDG&E continues to leverage an AFN landing page (www.sdge.com/AFN) to allow customers to self-identify as AFN, as well as AFN resources. Optimized Drupal (content management system) includes accessibility features such as search engine form and presentation, color contrast and intensity, image handling and form labeling. Implementation of the AudioEye services continuously tests and remediates accessibility issues automatically and sends alerts for issues requiring manual remediation and other potential issues. SDG&E also works with the Center for Accessible Technology (C4AT) on testing and remediation of the company's mobile applications.

While executing the development, implementation, and maintenance of all our digital properties, SDG&E prioritizes accessibility so all customers can access our information and benefit from it.

Throughout 2023, SDG&E has engaged with local broadcast media and utilizes various mediums to reach the public, including AFN communities, and Limited English Proficient residents, to provide them with wildfire safety and emergency preparedness information,

PSPS awareness and education.

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

Prior to and during high fire risk conditions, SDG&E will engage local broadcast media, including local Spanish media and multicultural niche outlets, early and often to reach customers and notify them of impending high fire risk conditions, the potential for a PSPS, where to go for more information and available resources. Local broadcast media, including designated emergency broadcast radio, will continue to amplify SDG&E's messaging during a wildfire or high fire risk weather conditions to keep our diverse customer base and the public informed.

1.8.4 Community Resource Centers (CRCs)

As a result of community 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 adverse weather events and maintains 3 mobile community resource centers (MCRC) 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. Sites and resource needs are reviewed, and if required, updated annually.

Customers at CRCs are provided:

- Bottled water
- Light snacks
- Cell phone charging
- Seating
- Accessible Restrooms

- Ice
- Water trucks (for large animals)
- Up-to-date outage event information

CRCs will also have charging stations, seating, and accessible restrooms available on-site. 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, 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 languages other than English. 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.

More details about SDG&E’s CRCs, including seating and accessibility will be outlined in its forthcoming CRC plan as required by D.20-05-051.

1.9 Recovery (After - Power has Been Restored)

1.9.1 Customer Research and Feedback

SDG&E’s Pre-Season PSPS customer survey is currently being fielded and the results will be provided in the next quarterly report. The survey is offered in the 22 languages prevalent within the SDG&E service territory. The data collected from the surveys will be used to make real time adjustments, where appropriate, to public education and communications strategies to ensure PSPS communications continue to provide information to be most helpful to customers during a PSPS.

Some notable AFN customer feedback is outlined below:

AFN households are more likely than Non-AFN to:

- Prefer communications in Spanish (non-English speaking is a qualifier for AFN)
- Have higher awareness of wildfire communications
- Be satisfied with SDG&E wildfire efforts and PSPS program
- Signed up for the Medical Baseline Program (which is another qualifier for AFN)
- Follow SDG&E on Facebook,
- Visited a CRC
- Use the PSPS Alert Language Preference resource, 2-1-1 partnership and the transportation resource.

AFN and Non-AFN are similar in their:

- Level of feeling prepared for a PSPS event.

SDG&E's Post-season research is in the final stages of analysis and results will be provided in the 2024 AFN Quarterly Report in Q1, 2024.

AFN Power Panel

To better understand the needs of customers with AFN, a power panel was created in 2022. The AFN Power Panel is survey resource, specifically for customers with AFN to serve as customer advocates for accessibility and accommodations in relation to PSPS. Topics may include outage needs, communication channels, electric-powered device needs, and other areas of interest that help SDG&E identify and refine accommodations to better serve this population. While SDG&E deems the information from respondents as valuable to understanding this customer segment, the sample size of the AFN Power Panel is currently small (n=~350), so results from these surveys are interpreted with caution.

In Q4 a survey was conducted to assist in identifying different household disabilities from the respondents. The results will be evaluated with the current panel identifying potential gaps that can be addressed in the 2024 panel selection process.

Appendix E:
**Census Tract Data for Generator & Back-up
Battery Programs**

SDG&E Generator Grant Program (GGP)

Census Tract Code	Access and Functional Needs (AFN)	Life Support (LS)	Medical Baseline (MBL)	2023 Total
8367	0	4	3	7
9504	0	7	5	12
15502	0	2	2	4
16812	0	0	1	1
16901	0	16	14	30
16902	0	8	3	11
17010	0	0	3	3
17020	0	5	1	6
17021	0	3	6	9
17050	0	1	3	4
17062	0	1	1	2
17064	0	0	1	1
17066	0	3	3	6
17070	0	8	6	14
17106	0	2	1	3
17111	0	1	0	1
17112	0	3	2	5
17113	0	1	5	6
18619	0	7	4	13
18801	0	1	1	2
18804	0	5	2	7
18805	1	5	5	11
18903	2	8	5	15
18904	0	1	0	1
18905	0	0	1	1
18906	0	3	1	4
19001	1	4	5	10
19002	0	15	5	20
19103	0	6	2	8
19105	1	29	18	48
19107	0	2	4	6
19108	0	2	1	3
19109	0	4	0	4
19110	0	14	12	26
19111	1	6	7	14
20043	0	11	8	19
20044	0	4	5	9
20110	2	11	11	24

20111	0	7	2	9
20310	0	2	0	2
20311	1	7	9	17
20401	1	1	1	3
20404	0	1	1	2
20711	0	4	3	7
20801	0	17	28	45
20805	0	19	12	31
20806	0	9	7	16
20807	0	6	15	21
20810	0	1	1	2
20811	0	11	10	21
20812	0	4	1	5
20813	0	1	4	5
20902	0	10	3	13
20903	0	6	1	7
20904	0	9	3	12
21101	0	14	10	24
21102	0	12	3	15
21202	0	12	2	14
21204	0	26	10	36
21205	0	17	17	34
21206	0	15	13	28
21302	0	9	19	28
21304	0	8	9	17
21305	0	7	11	18
21306	0	1	0	1
21502	0	1	1	2
Grand Total	12	440	353	805

SDG&E Generator Assistance Program (GAP)

Census Tract Code	CARE/FERA Additional Rebate	Non-CARE/FERA Rebates	2023 Total
8367	1	1	2
9504	0	3	3
16812	1	1	2
16901	1	3	4
16902	2	4	6
17010	0	1	1
17020	0	1	1
17021	2	11	13
17050	1	0	1
17111	1	2	3
17112	0	6	6
17113	1	3	4
18619	0	3	3
18801	1	1	2
18804	0	3	3
18805	1	0	1
18903	2	4	6
18904	2	0	2
18906	0	1	1
19001	3	6	9
19002	1	7	8
19103	5	2	7
19105	1	6	7
19107	0	1	1
19108	0	2	2
19109	0	4	4
19110	4	2	6
19111	3	3	6
20043	2	7	9
20044	0	5	5
20110	3	4	7
20111	2	3	5
20311	0	2	2
20312	0	1	1
20404	0	1	1
20710	0	1	1
20801	6	6	12

20805	0	1	1
20806	2	0	2
20807	1	1	2
20810	0	1	1
20811	1	1	2
20812	0	1	1
20813	0	1	1
20902	1	2	3
20903	5	3	8
20904	3	4	7
21101	7	4	11
21102	6	1	7
21202	1	1	2
21204	3	6	9
21205	3	7	10
21206	1	7	8
21302	2	4	6
21304	0	4	4
21305	4	3	7
21502	0	1	1
252910	0	1	1
Grand Total	86	165	251

**Appendix F:
Survey Results and Metrics**

2023 SDG&E PSPS Public Education & Communications Study Pre-Season

Research Results | December 2023

Prepared for:



Prepared by:





01

Overview

Background + Objectives

- During extreme weather conditions and only when absolutely necessary, San Diego Gas and Electric (SDG&E) may need to turn off power in order to keep communities safe against wildfires.
 - This is referred to as a Public Safety Power Shutoff (PSPS).
- The CPUC has requested that several California utilities conduct a “Pre” season PSPS survey and a “Post” event survey.
 - SDG&E conducted its first “Pre” and “Post” in 2020.
 - This is the fourth wave of the “Pre” survey, with the “Post” expected to field in December, 2023.
- The objectives of the research are to assess language preference, language of wildfire communications received, and the usefulness of those communications.
 - Additionally, its goals are to gauge the level of preparedness for PSPS events and satisfaction with SDG&E wildfire communication efforts.

Research Design



Methodology

- Telephone and online surveys employed
- Offered in English and 22 other languages
- Field period 10/19/23 – 11/01/23
- SDG&E identified as the sponsor of the research
- Incentive (Online only)
 - Each receives a \$10 Amazon gift card



Sample & Quota

- SDG&E provided sample of customers (residential and small business) in High Fire Threat Districts (HFTD) and Non-HFTD (including all contact information)
- Languages, other than English, are flagged in the sample
- Total of 905 completes were achieved
 - 797 residential
 - 108 small business



Respondent Screening

- Respondents screened to ensure:
 - Current SDG&E customer
 - Adult head of household (residential)
 - Reviews utility bills or communications (business)
 - Not employed in a sensitive industry

Analytical notes: Due to an extremely small base size (n=6), the “Other Language” sub-group was not statistically analyzed and only respondent counts (not percentages) are shown. For clarity, statistical comparisons between sub-groups are only noted for this 2023 wave.



02

Executive Summary

Executive Summary Details

Languages



- While the proportion who took the survey in Spanish is similar to the previous wave, there is a substantial increase in it being spoken in the home/business (15% → 24%) and the preferred language for communications (8% → 12%).
- Spanish is by far the most prevalent non-English language spoken (24% spoken often).
- Non-HFTD customers are more likely than HFTD to speak/prefer Spanish.
- Among those who prefer receiving their communications in Spanish, roughly a third indicate they are unable to understand English.
- Only a handful of respondents (n=6) indicate they would like to receive wildfire communications in a language other than English or Spanish.

Favorability



- Roughly half are favorable towards SDG&E overall, statistically consistent with last wave.
 - However, favorability has dipped among those who prefer communications in English.
- Those who prefer Spanish provide higher favorability scores than do English.
 - Spanish-language respondents (as well as Hispanics in general) tend to be more positive across various measures than are those who prefer English.
- The proportion of total respondents who feel SDG&E provides reliable service has improved this wave (78% → 84%).
 - This is primarily driven by those who prefer English.
- Satisfaction with SDG&E wildfire safety efforts (64%) is unchanged.
 - Those aware of SDG&E wildfire communications are much more satisfied with wildfire efforts than are those unaware (72% vs. 49%).
- Opinions towards the SDG&E PSPS program overall are also consistent with the previous Pre wave, at 67% satisfied.
- SDG&E wildfire performance ratings are essentially unchanged, led by SDG&E's “commitment to reduce wildfires” (74%).

Executive Summary Details (continued)³



Awareness

- Awareness of wildfire communications has dropped from its significant jump in the last Pre wave (70% → 57%).
 - The decline is statistically significant among English language and directional among Spanish.
 - It has dropped among HFTD and Non-HFTD alike.
- Those aware of SDG&E wildfire communications are more positive about SDG&E wildfire efforts and the PSPS program than are their unaware counterparts.
- The majority (60%) of those who prefer Spanish and are aware of SDG&E communications say they received the information in Spanish.
- A clear majority say communications came direct from SDG&E, although it has dipped this wave compared to its sizable increase in the previous Pre wave.
 - Most consider the information useful, whether provided in English or their preferred language.
- Nearly all who used SDG&E.com as a source of information are satisfied with the website.
 - There is an increase in the proportion who visited the site in their preferred language.
- Awareness of the PSPS program has dropped from its previous high (74% → 63%).
 - Older customers tend to be more aware than their younger counterparts.
 - Caucasians are more aware of the program than are Hispanics.



PSPS Preparedness & Resources

- The proportion who feel they are prepared for a PSPS event has declined (68% → 60%).
 - Those aware of wildfire communications and customers age 65+ feel more prepared than their counterparts.
 - Caucasians also indicate higher preparedness than Hispanics.
- There is also a decline in many of the most common actions being taken to prepare.
 - This is primarily driven by those who prefer communications in English.
- The proportion of those preferring Spanish that signed up for notifications from SDG&E has increased directionally since last wave's jump.
 - However, they still lag those who prefer English by a significant margin.
- Awareness of some of the more known resources (Address Level Alerts, CRCs and the 2-1-1 partnership) has dropped.
- Address level alerts are the most-used resource (11% of total).
- Among those aware of the resource (not total respondents), there is an increase in the use of PSPS alert language preference and the covering of hotel costs.

Executive Summary Details (continued)

Non-HFTD vs. HFTD



- Demographically, Non-HFTD customers are more likely than HFTD to:
 - Rent rather than own
 - Be female
 - Be Hispanic or Asian
 - Have lower income.
- Compared to HFTD, Non-HFTD are more likely to speak and prefer communications in Spanish.
- Non-HFTD are more likely than HFTD to feel more favorable toward SDG&E, its reliability and the PSPS program overall.
- Ratings have improved among Non-HFTD customers regarding SDG&E's service reliability, while SDG&E overall favorability has declined among HFTD customers.
- HFTD customers continue to be more aware of wildfire communications than are Non-HFTD (67% vs. 46%).
 - However, overall awareness has declined for both segments.
- Compared to Non-HFTD, HFTD households are more likely to receive information about PSPS in a letter, and less likely through SDG&E advertising.
- HFTD customers continue to be more aware of PSPS than are Non-HFTD, however that too has declined across both segments.
 - HFTD are also comparatively more likely to learn about PSPS directly from SDG&E.
- Many of the more common actions people take to prepare for an event have declined among HFTD.

Executive Summary (continued)



AFN vs. Non-AFN Households

- **AFN households are more likely than Non-AFN to:**
 - Prefer communications in Spanish (non-English speaking is a qualifier for AFN)
 - Have higher favorability ratings of SDG&E and give higher ratings on all performance attributes
 - Have higher awareness of wildfire communications
 - Be satisfied with SDG&E wildfire efforts and PSPS program
 - Signed up for the Medical Baseline Program (which is another qualifier for AFN)
 - Follow SDG&E on Facebook,
 - Visited a CRC
 - Use the PSPS Alert Language Preference resource, 2-1-1 partnership and the transportation resource.
- **AFN and Non-AFN are similar in their:**
 - Level of feeling prepared for a PSPS event.



Small Business

- Of the 108 small businesses surveyed, over half (54%) are favorable towards SDG&E and 82% feel the utility provides reliable service.
- The majority (60%) are satisfied with SDG&E wildfire efforts, with 56% being aware of the utility's wildfire communications.
- A majority gives SDG&E positive ratings on most performance attributes, led by "Is committed to restoring power to customers affected by wildfires" at 69%.
- A solid majority (79%) are aware of the PSPS program and feel they are at least somewhat prepared for an event (75%).
- Nearly two-thirds have a positive overall opinion about the PSPS program.

Conclusions + Potential Implications

Conclusions

Potential Implications

- There is a larger proportion of Hispanic respondents this wave compared to last (30% vs. 20%).



- This means that many of the overall (total) ratings reflect more of the characteristics and attitudes of this segment (e.g., higher satisfaction, lower awareness) compared to the previous wave.

- 99% of customers prefer communications in either English or Spanish.



- Ensure all communications are provided in English and Spanish.
- Additional languages can be included at the SDG&E website.

- There is considerable opportunity for improving favorability towards SDG&E.

- Especially among those who prefer English.



- Those aware of wildfire communications tend to have a more positive opinion of SDG&E than do their counterparts.

- There is also room for improving awareness of the PSPS program, its resources and wildfire preparedness.

- Segments that tend to be weaker than their counterparts in these areas include:

- Younger
- Non-HFTD
- Those preferring Spanish-language communications.



- Improving relations with English speakers should be a priority.
 - Spanish speakers are the reason the total population's favorability did not drop.
- Bolster wildfire communications to both English and Spanish speaking populations.
 - Attitudes need to improve among English and Spanish need to improve their awareness.
- Consider awareness and educational campaigns that engage these segments.
 - More mass communications can work for many of these customers.
 - A more targeted approach should be used for Spanish speakers by increasing communications through Spanish television, radio, newspapers and community-based organizations.

Conclusions + Potential Implications (continued)

Conclusions

Potential Implications

- Because there have been no recent PSPS events where power was lost, people are becoming lax in their efforts to be prepared if such an event occurred.



- Stress SDG&E's continued diligence in wildfire safety regardless of weather conditions.
- Create compelling scenarios in communications to motivate customers to continue with the same diligence to ensure they are prepared if such an event occurs.
 - Reminders that they may need to refresh first aid kits or change batteries.
 - Promote customer success stories in terms of preparedness.
- Continue promoting the need to sign up for SDG&E notifications, especially among Hispanics.

- With many of the HFTD being in the foothills and valleys, the Non-HFTD tend to skew more urban, lower income and more ethnic.
 - While Non-HFTD tend to be more positive towards SDG&E, they are not as informed or as prepared compared to HFTD.



- Continue using direct communications to HFTD, but consider increasing mass messaging about wildfire efforts and the need to be prepared regardless of location.

- AFN households tend to be more positive towards SDG&E and its efforts than Non-AFN.
 - Keep in mind, many AFN households are made up of CARE customers and Spanish speakers, both of which have historically positive opinions towards the utility.



- Consider creating an internal team that focuses on the AFN segment, especially those with medical needs and electronic equipment.
 - Ensure this segment is aware of all available resources.

2023 SDG&E PSPS Public Education & Communications Study Post-Season

Research Results | January 2024

Prepared for:



Prepared by:





01

Introduction

Background + Objectives

- During extreme weather conditions and only when absolutely necessary, San Diego Gas and Electric (SDG&E) may need to turn off power in order to keep communities safe against wildfires.
 - This is referred to as a Public Safety Power Shutoff (PSPS).
- The CPUC has requested that several California utilities conduct a “Pre” PSPS event survey and a “Post” survey.
 - The surveys are offered over the phone and online in 23 languages, including English.
- The objectives of the research are to assess language preference, language of wildfire communications received, and the usefulness of those communications.
 - Additionally, its goals are to gauge the level of preparedness for PSPS events and satisfaction with SDG&E wildfire communication efforts.
 - Key differences between customers in High Fire Threat Districts (HFTD) vs. Non-HFTD are also identified.
- When there is no PSPS event (such as in 2022), the same questionnaire is used in the “Post” as the “Pre” for that year, and comparisons are analyzed.
 - If there is an event, such as customers being notified in 2023, a slightly different questionnaire is used and comparisons are made between the current “Post” and the last “Post” when an event occurred (in this case 2020).

Research Design

Methodology

- Telephone and online surveys employed
- Offered in English and 22 other languages
- 2023 “Post” field period 12/1/23 – 12/15/23
- SDG&E identified as the sponsor of the research
- Incentive – online survey respondents were each offered a \$15 Amazon gift card for completing the questionnaire

Sample

- SDG&E provided sample of customers (residential and small business*) in High Fire Threat Districts (HFTD) and Non-HFTD (including all contact information)
- Languages, other than English, are flagged in the sample
- All customers who received a PSPS notification in 2023 are included in the “Post” sample
- After de-duping, a total of 499 pieces of sample was provided
 - From this, a total of n=75 completed surveys was achieved, with nearly all (n=68) living in an HFTD

* Only six small businesses completed the survey, therefore they are not analyzed separately

Respondent Screening

- Respondents screened to ensure:
 - Current SDG&E customer
 - Age 18+
 - Adult head of household (residential)
 - Not employed in a sensitive industry





02

Executive Summary

Executive Summary Details



Languages

- With the limited number of completes (n=75), only one person took the survey in Spanish and only two spoke it regularly.
 - All others are English speakers.
- Because nearly the entire sample prefers communications in English, results are provided in total and do not split out other languages.



Favorability

- Compared to the 2020 “Post” wave, SDG&E favorability is essentially unchanged (64% vs. 65%) top-2-box score.
- The majority (79%) feel that SDG&E provides reliable electric service (consistent with 2020).
- Satisfaction with SDG&E wildfire efforts has increased (68% → 84%), as it did with the PSPS program overall (64% → 84%).
- Opinions about PSPS communications have also improved substantially (60% → 85%).
- Improvements can also be seen in most SDG&E individual performance scores, especially the PSPS program attributes.
- With nearly all of this wave’s respondents residing in an HFTD (n=68 of the total n=75), comparisons with this segment essentially mirror the total sample.
 - Comparisons are not conducted with Non-HFTD due to their extremely small sample size (n=7).



Awareness

- Awareness of wildfire communications from SDG&E has increased (66% → 79%).
 - The vast majority say they received it directly from SDG&E (primarily email and direct mail), and a quarter (down from 2020) indicate it came via mass communications.
 - Down substantially is the proportion saying that they saw it from an SDG&E advertisement (24% → 9%).
- A handful (7%) of respondents say they received wildfire communications from a non-SDG&E source.
- Nearly all (95%) are aware of the PSPS program this wave (up from 67% in 2020).

Executive Summary Details (continued)

PSPS Preparedness



- Nearly all (92%) say they are at least somewhat prepared for a PSPS event, and the percentage feeling completely prepared has increased from 16% to 60%.
 - Nearly all actions taken to prepare have increased significantly, led by purchasing enough water and non-refrigerated food.

PSPS Alerts



- One in five indicate that they had to evacuate due to a wildfire within the past few months
- A solid majority (80%) of the total respondents say they received a PSPS notification.
 - These respondents typically received 2 or 3 notices.
 - A text, email or recorded call from SDG&E are the most common methods for receiving alerts, and all are considered useful.
- SDG&E.com is the most used source for receiving updates during an outage, followed by the Alerts App and calling SDG&E.
 - Nearly all (92%) who used SDG&E.com for updates are satisfied with it.



Conclusions + Potential Implications

Conclusions

Potential Implications

- Respondents were pulled from a customer list of people who received a PSPS notification.
 - Most of these respondents remember receiving the notification.



- The notification process appears to be improving.
- Continue to send multiple notifications through a variety of methods.

- Overall favorability towards SDG&E has remained consistent with 2020, but opinions about the utility’s wildfire safety and preparedness efforts have improved.
 - These improvements occurred even though there was a decline in the proportion of Hispanics, who historically express a more positive opinion compared to non-Hispanics.



- Continue communicating the steps SDG&E is taking to ensure the safety of its customers and employees during the wildfire season.
- Use findings from the 2020 report when developing strategies for reaching the Hispanic/Latino segment.

- This wave also sees an improvement in SDG&E wildfire and PSPS communications.
 - Customers are more happy with the notification process as well as receiving updates and follow-up communications from SDG&E.
 - There is also a decline in receiving wildfire/PSPS information from non-SDG&E sources.



- Continue to provide information on the need and importance of wildfire safety and the PSPS program.
- Promote SDGE.com as the source for PSPS updates should an event occur.
 - Also inform customers of the variety of languages in which information and updates are available on the website.

- Customers are doing a better job at preparing for a PSPS event.
 - However, most of these respondents reside in an HFTD, where customers tend to be more cognizant of wildfire safety.



- Information about PSPS preparedness should certainly be stressed in HFTD, but should also be provided to those in a Non-HFTD.