

San Diego Gas & Electric Company's Progress Report on Implementation of Phase 2 De-Energization Guidelines

December 7, 2020



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I. Introduction

Pursuant to Ordering Paragraph (OP) 4 of California Public Utilities Commission (Commission or CPUC) Decision (D.) 20-05-051, San Diego Gas & Electric Company (SDG&E) submits this report detailing its progress towards implementation of the Phase 2 de-energization guidelines set forth in Appendix A of D.20-05-051 (Phase 2 PSPS Guidelines).¹ A copy of this progress report is being provided to the Director of the Commission’s Safety and Enforcement Division (SED), served to the service list of Rulemaking (R.) 18-12-005, and posted to SDG&E’s website.

SDG&E has an obligation to operate its system safely. This obligation requires SDG&E to de-energize (*i.e.*, turn off) power lines when necessary to protect public safety (Public Safety Power Shutoff or PSPS). SDG&E is statutorily authorized to do so under California Public Utilities Code (P.U. Code) §§ 399.2(a) and 451, consistent with D.12-04-024, Commission Resolution ESRB-8, D.19-05-042, and D.20-05-051.

SDG&E has been utilizing PSPS since 2013 as a measure of last resort to prevent catastrophic wildfires and reduce wildfire risk. Over the past year, California has increased its level of focus on mitigating the impact of PSPS events. SDG&E manages and mitigates the impacts of PSPS events through collaboration with key stakeholders and by implementing voluntary and CPUC-mandated mitigation measures, including extensive notification efforts. In an effort to continually improve, SDG&E is developing additional activities with the goal of reducing or eliminating to the extent feasible the impact of PSPS events.

SDG&E appreciates this opportunity to share the additional progress it has made towards complying with PSPS requirements established by the Commission in D.20-05-051. This report maps to and follows the sequencing of the Phase 2 PSPS Guidelines for ease of reference and builds upon the efforts described in SDG&E’s first Phase 2 Progress Report on Implementation of the Phase 2 De-Energization Guidelines (Progress Report) submitted on August 4, 2020. Specifically, rather than repeat the activities SDG&E undertook to comply with the Phase 2 PSPS Guidelines, this report describes incremental efforts taken since August 4, 2020.

¹ D.20-05-051 at OP 4 provides that the electric utilities “must submit two progress reports detailing progress towards implementation of the guidelines set forth in Appendix A.” The first progress report is due two months after issuance of D.20-05-051, which is August 5, 2020. The second progress report is due six months after issuance of D.20-05-051, which is December 7, 2020 (consistent with Commission Rule 1.15 – Computation of Time).

II. Working Groups and Advisory Boards

This section describes SDG&E's overarching efforts related to working groups and advisory boards.

A. Working Groups

SDG&E's first PSPS Working Group meeting was held on August 26, 2020 where topics included a wildfire risk overview, current SDG&E communications tactics, strategies for supporting customers with access and functional needs, identification of critical facilities and information sharing. This was followed by an open, round-table discussion. Examples of feedback received during the meeting include: 1) connecting with Fire Safe Councils to reach customers with access and functional needs; 2) work with Community Emergency Response Teams (CERTs) and Neighborhood Response Teams on wildfire preparedness; and 3) continue to work with the County of San Diego Office of Emergency Services (County OES) Partner Relay Network to amplify and translate notifications.² The next PSPS Working Group meeting is scheduled to take place on December 15, 2020.

B. Advisory Boards

Since SDG&E's first Progress Report was submitted, SDG&E held its third Wildfire Safety Community Advisory Council (WSCAC) meeting of the year on August 25, 2020. This meeting was attended by the fourteen members of the WSCAC, including four new members representing telecommunications, K-12 education, and healthcare and social service stakeholders. The WSCAC discussed SDG&E's new virtual Emergency Operations Center (EOC), four new SDG&E microgrids being built to support energy resilience in San Diego's rural communities, and SDG&E's current wildfire and PSPS customer education campaigns.

Since its August 25 meeting, SDG&E added two new members to its WSCAC to ensure that water agencies and Access and Functional Needs (AFN) food security organizations are represented on the WSCAC. In response to comments shared at the August 25 WSCAC meeting, SDG&E provided enhanced communications and additional PSPS outreach tools to school districts that are specific to pandemic-related challenges of having students at home. Also, in response to comments received at the August 25 WSCAC meeting, SDG&E provided enhanced safety communications to residents of the San Diego County backcountry through Tribal Nations and Fire Safe Councils. The fourth and final WSCAC meeting of 2020 is scheduled for December 11, 2020.³

² For further details, please refer to R.18-12-005 SDG&E PPS Working Group Report for the Third Quarter 2020 filed with the Commission on September 28, 2020.

³ The meeting was originally scheduled for December 4, 2020, however, it was postponed due to an active SDG&E PPS event.

In addition, SDG&E, along with Southern California Edison Company (SCE) and Pacific Gas and Electric Company (PG&E) (together, the investor owned utilities (IOUs)), established a voluntary Statewide AFN Advisory Council (Council) comprised of a diverse group of recognized Community-Based Organization (CBO) leaders supporting the AFN population, members and advocates from within the AFN community, as well as leaders from various State Agencies.

Since SDG&E's first Progress Report was submitted, the Council has held three meetings (August 14, September 18, and November 6). Some examples of feedback received by the Council this past quarter include:

- There has been progress around the coordination with key partnerships (i.e., 2-1-1, California Foundation for Independent Living Centers (CFILC), food banks, CBO partners), however, more work needs to be done to be consistent across the IOUs' service territories.
- There has also been progress around closing gaps that have been identified through the Council meetings and hiring dedicated AFN resources.
- Some Council members received real-time PSPS event updates directly from the California Office of Emergency Services (CalOES) (as opposed to directly from the IOUs), which made it challenging to amplify the message and provide notifications to their constituents.
- Ensure ongoing work is done pre and post PSPS events to ensure resiliency and to reduce the event impact.
- Continue improvements around Community Resource Centers (CRCs) to ensure they are beneficial to the AFN community including signage and privacy partitions/screens.

The next Council meeting is scheduled for December 11, 2020.

III. De-Energization Exercises

Pursuant to the Phase 2 PSPS Guidelines, SDG&E conducted a simulated PSPS exercise for public safety partners, local jurisdictions, critical facility operators and other stakeholders on September 22, 2020. Approximately 63 participants representing 31 different entities including the Commission, CalOES, County OES, local and tribal governments, and telecommunication and water service providers attended the exercise. Due to the COVID-19 pandemic, the exercise was conducted through SDG&E's virtual EOC environment on Microsoft Teams. SDG&E's Emergency Management team facilitated the simulation walking through an entire PSPS event, beginning with the EOC-wide briefing led by the Utility Incident Commander. Continuing the simulation, participants observed the de-energization decision-making process where SDG&E thoroughly analyzes meteorology reports from SDG&E's weather stations and other indices (e.g., Fire Potential Index, SAWTI) to determine the necessity of de-energizing

circuit segments. The re-energization process was also demonstrated with comprehensive discussions prioritizing patrolling of lines and weather forecasts.

Throughout the exercise, participants were encouraged to ask questions and seek clarification of SDG&E processes so that they could better understand the decision-making process. Prior to the tabletop PSPS exercise with external partners, SDG&E performed multiple, internal PSPS exercises in which the virtual EOC environment was tested. These walk-throughs mimicked actual PSPS events and tested SDG&E's Microsoft Teams EOC structure.

IV. Who Should Receive Notice, When Should Notice Occur, and How Should Notice Occur?

A. Communications Plan

Before a Public Safety Power Shutoff

Since its first Progress Report was submitted, SDG&E expanded on its public education and outreach efforts associated with its PSPS Communications Plan. Also, in light of COVID-19 considerations, special emphasis was placed on reaching and educating customers and the public in new and novel manners. Examples of new offerings this year are: drive-thru Wildfire Safety Fairs, promotion of a new PSPS mobile app, and activation of a dedicated AFN public-education campaign.

Drive-Thru Wildfire Safety Fairs

The safety of SDG&E's customers, employees and the communities it serves is its highest priority, and the conditions surrounding COVID-19 only strengthened that focus. This year's communications and outreach offerings considered the difficulties associated with the pandemic. In lieu of the Company's annual in-person Wildfire Safety Fair events, drive-thru Wildfire Safety Fairs were held during the summer and early fall (August and September). Event objectives included informing customers and the public about safety measures related to PSPS, while adhering to federal and state health and safety protocols. These events were held in locations that have historically experienced extreme weather conditions, providing customers and communities members an opportunity interact directly with SDG&E's subject-matter experts regarding important safety and operational information.

External partners also participated, providing much needed resource information to potentially impacted communities. The external partners included CAL FIRE, American Red Cross, 2-1-1 San Diego and San Diego County Animal Services. These events resulted in record attendance and positive feedback from customers. Participants were surveyed as they completed the drive-thru event, and feedback will be used to improve next year's offerings. The drive-thru Wildfire Safety Fairs attracted over 2,000 High Fire Threat District (HFTD) residents for record attendance this year. Promotions included the Company website, organic social media (including NextDoor, Twitter, Facebook, Instagram and LinkedIn), radio and television interviews, promotional coordination with 2-1-1 San Diego, and emails sent to all customers

who reside in the HFTD (about 200,000 customers). Emails were sent to these customers prior to each event through the fall and each email contained reminder dates for upcoming events.

Participants were provided with a variety of materials and resources to help them remain resilient. Collateral materials included, but were not limited to, the HFTD Newsletters, PSPS App information, local agencies and non-profit organization resources and comprehensive preparedness and safety information. The main call-to-action across most public education materials was to update contact information and/or signup to receive PSPS notifications.

PSPS Mobile App

At the beginning of September 2020, the Company launched its novel PPS mobile app, also known as Alerts by SDG&E. This new tool enables customers to receive information such as, but not limited to notifications, Community Resource Center information and GPS directions, and other real-time updates and safety information related to PPS activities. A dedicated paid promotional campaign accompanied the September launch and will run through December. The campaign mainly enlisted digital tactics to reach customers and the public with direct links to app stores on available mobile platforms. To date, promotional efforts have garnered nearly 6,000 app downloads and counting.

Access and Functional Needs Populations Dedicated Campaign

This year, the Company initiated a new public education campaign designed to reach AFN communities. The purpose of the campaign is to promote the newly established collaboration between SDG&E and local CBOs across the service territory, helping connect customers with services available to the public during PPS events.

Prior to the start of this year's fire season, the Company finalized formal agreements with 2-1-1 San Diego and 2-1-1 Orange County. Both organizations coordinate service delivery with their consortiums of CBOs across SDG&E's service territory during PPS events. The 2-1-1 organizations activate their call-center resources for affected communities, particularly those within AFN populations. Staff from 2-1-1 help direct constituents to resources such as food delivery, transportation and shelter, and an extensive list of other services.

Since September 1, 2020, SDG&E has been deliberate to communicate its expanded collaboration with the 2-1-1 organizations. SDG&E launched a new co-branded public education campaign that will remain in market through December and deploys mass-communications such as print advertising, radio, and digital media platforms, including paid social all targeted towards vulnerable and hard to reach populations.

The Company's mass communications have achieved substantial reach to date. Digital banners have run 3.2 million impressions (or touchpoints) and social media messaging on Facebook has garnered over 397,000 impressions. Print advertising, particularly in-language local community newspapers and magazine publications, will help reach affected communities more readily as well as AFN and 16 hard-to-reach audiences. Print will provide over 1 million campaign impressions. SDG&E's traditional radio buy is currently working towards reaching over 4 million

impressions, with streaming radio adding another 1.8 million. As part of the radio buy, SDG&E is also receiving over 1.7 million station newsletters, 75,000 social posts and 675,000 targeted emails to their listeners. SDG&E also developed and disseminated event-specific community flyers that were posted in community centers and high traffic areas in affected communities. These flyers were intended to reach audiences that may not have had readily available internet or cable access.

Along with the public education campaign, SDG&E provided PSPS messaging and creative assets for the 2-1-1 websites and social media platforms. Digital versions of SDG&E collateral, such as the High Fire Threat District Newsletter and the PSPS Resource Fact Sheet, were distributed to 2-1-1 San Diego and 2-1-1 Orange County for inclusion on their websites.

SDG&E also worked with the San Diego County AFN Working Group in September to create PSPS Safety Content for their Emergency Preparedness Guide. SDG&E is also printing a supply of the guides for the Working Group's network of service providers and CBOs. In addition, the company is also producing a quantities of the guide for use during the Company's planned 2021 community-outreach events.

Media Collaboration

SDG&E continues to foster a partnership with local broadcast and print media to inform customers of proactive safety and preparedness outreach prior to a PSPS event. Local broadcast and print media, including the designated emergency broadcast radio, also amplify SDG&E's messaging during a wildfire or wildfire-related event (e.g., PSPS).

Prior to 2020, broadcast and print media were brought into SDG&E's EOC, before a potential wildfire-related event, and provided situational awareness that they could begin disseminating to the public. Due to COVID-19, SDG&E has adapted its approach and now pre-records event briefings from the SDG&E meteorology team that are shared via the Company's social media channels (YouTube, Twitter, Facebook and NextDoor). The media is kept informed throughout the duration of an event by media representatives and real-time updates via the SDG&E NewsCenter (sdgenews.com) and social media channels.

During a Public Safety Power Shutoff

During this fall's PSPS events, SDG&E continued to execute standard communication protocols such as, but not limited to, customer notifications, media updates and situational awareness postings across social media channels. In addition, the Company activated new tactics to inform customers and the public about the latest developments during PSPS events.

One of the new tools the Company used is the PSPS mobile app. As noted previously, during an event, PSPS notifications are pushed directly to the app at the same time as other PSPS phone, text and email alerts are sent. The app also provides real-time updates about each PSPS and information for the user about what stage of the PSPS process they are currently in. Users can also get information about any Community Resource Centers as well as 2-1-1 resources. The

app is closely aligned content to the Company's dedicated PSPS website landing page (sdge.com/ready), including the outage map and new list of affected communities display.

As part of its expanded outreach to vulnerable communities during an event, SDG&E had roadside electronic message signs placed in strategic locations, throughout affected communities, to keep impacted residents informed. These signs were critically important to communicating with travelers going in and out of affected communities. To date, a total of 31 signs have been deployed this year. Additionally, the Company is working towards formal agreements with area casinos and public schools for marquis signage messaging across multiple sites within the region.

During PSPS events, SDG&E assigns a dedicated 2-1-1 organization liaison who is responsible for conveying real-time updates and talking points. The Company will also employ standard communication channels to promote 2-1-1 service resources including, but not limited to social media channels, broadcast and print media, and the SDG&E NewsCenter and website.

During this year's events, SDG&E also produced and distributed a digital document that listed communities affected by a PSPS and shared it with local municipalities and agencies. This effort was intended to give additional context about PSPS events and help them prepare.

To expand on its digital outreach, the Company produced radio-script templates for DJs to read live on the airwaves. These scripts are intended for use on San Diego's designated regional Emergency Broadcast radio station. The templates allow for addition of real-time awareness details and provide referral to the Company's website additional safety information and updates.

Finally, the Company re-evaluated the language library of PSPS email, text and voice notifications for customers. The Company used feedback solicited at the end of 2019, from customers affected by PSPS events, to simplify notification messaging and make content more representative of the conditions being experienced. The updated notifications we translated and recorded in the eight required languages for PSPS notifications (English, Spanish, Tagalog, Mandarin, Cantonese, Vietnamese, Korean and Russian).

After a Public Safety Power Shutoff

Communicating and engaging customers and the public early and often is essential to the region's wildfire preparedness. This engagement is not limited to those in the HFTD – SDG&E has made it a point to dialogue with all customers and stakeholders. SDG&E engages in discussions and solicits feedback from its communities and stakeholders regarding proactive safety preparations, mitigation measures and community support strategies to reduce infrastructure-related ignitions and mitigate impacts of PSPS.

SDG&E is reaching out to customers, through formal surveys, to establish a baseline awareness of PSPS-related messaging and communications at the beginning of wildfire season. At the end of wildfire season, customers will again be surveyed to measure the effectiveness of public

education efforts and communications. The Company will use the gathered feedback to evaluate, refine and improve customer and public education efforts for 2021.

B. Website and Technology

SDG&E has a dedicated webpage to inform customers about PSPS events. The page, found at [SDGE.com/Ready](https://sdge.com/Ready), was improved for this fire season. It has a new dashboard layout, improving the customer experience by making it easier to find information. Built with a mobile-first approach, the “under the hood” specifications include responsive coding that optimizes the page on all devices and built with low-bandwidth customers in mind. New to the page is an address look-up tool which informs customers where they are in the PSPS journey, including if they are at-risk, de-energized or if SDG&E is patrolling to restore service in their area. The page features an interactive Google-based map which shows heatmaps of at-risk and affected areas. In addition, there is a dynamic list of communities impacted and potential shutoffs, including real-time customer counts. SDG&E’s Community Resource Centers are a prominent feature this year, and lists hours of operations, addresses and directions, as well as amenities for each CRC. SDG&E also provides resource information for AFN communities, as well as additional resources to assist customers before, during and after a PSPS event. The page is available in multiple languages.

In addition, and since its last PSPS progress report, SDG&E has rolled out a new mobile application – “SDGE Alerts” – dedicated to providing users with updates during a PSPS event. Users can add five, customizable addresses for which they will receive push alerts on their mobile device. These alerts track all relevant updates throughout the event, beginning with the possibility of de-energization, when power is shutoff, when patrolling has begun, if damage was found while patrolling and re-energization. These progressions are shown in a “tracker.” SDG&E Alerts also has an interactive map showing areas at risk, currently de-energized and Community Resource Centers complete with driving directions.

The mobile application provides customer resources as well – links to 2-1-1 San Diego, SDG&E News Center, SDG&E Weather page, SDG&E camera network, PSPS FAQs and more. Lastly, users will see a prominently displayed link at the top of the application providing them with a link to learn more information on the Medical Baseline Program. As of December 7, 2020, the SDG&E Alerts app has been downloaded by over 6,000 users.

C. Notifications Regarding Potential or Active De-Energization Events

SDG&E remains committed to providing accurate notifications to all customers with the potential of experiencing a de-energization prior to being shutoff. Leveraging SDG&E’s comprehensive weather network of over 200 stations, notifications are informed by forecasted weather conditions and are sent to customers on potentially impacted circuits pursuant to the Commission’s PSPS notification timing requirements. Leading up to a potential event, SDG&E’s meteorology department consistently monitors the weather conditions in the service territory

and provides a rolling seven-day forecast of the potential for wind events and wildfire conditions. This is performed on a circuit by circuit basis, but given the dynamic nature of weather information, it is likely to change as weather conditions materialize. The potentially impacted circuits and sectionalizing devices, and the associated impacted customers, is updated as those forecasted weather conditions evolve.

In addition to voice, email, and text notifications, customers and the public may view location-specific PSPS information via SDG&E's website and the newly introduced PSPS mobile application, known as SDGE Alerts. To the extent SDG&E is unable to notify customers prior to being shutoff, due to unforeseen weather condition, that information will be enumerated in its PSPS post-event reports.

D. Meter and Circuit IDs

SDG&E continues to support and provide communication carriers with meter and circuit IDs feeding communication carrier critical facilities to be de-energized and provided re-energization information in auto notifications. SDG&E collaborates with the communication partners to provide lists of power meters, including the meter ID, circuit, site address, and city, before fire season and upon request.

V. Community Resource Centers

Since SDG&E's first Progress Report, SDG&E has partnered with an additional community for a new CRC location. Listening to community and stakeholder feedback, SDG&E now has a functioning CRC in the Fallbrook area, located at the community library. This location allows for Commission-required operating hours of 8:00am to 10:00pm. The site was accessible and utilized during SDG&E's recent PSPS event in early December 2020.

All CRCs in 2020 continue to be drive-thru formats. SDG&E strictly adheres to all Center for Disease Control COVID-19 guidelines and considers the safety of volunteer staff and those who visit paramount. SDG&E will continue to gather stakeholder feedback and incorporate it in its decision making process regarding CRC locations and resources moving forward.

VI. Restoration of Power Service Upon Conclusion of Public Safety Need for De-Energization

SDG&E continues efforts to strengthen its ability to quickly and safely restore power after a PSPS event has occurred. In addition to standardizing patrol times and requirements by potential PSPS circuit and circuit segment, SDG&E is now performing testing of web-based tools and workflow designed to digitally capture key PSPS event approvals, activity start times, and restorations. This data capture will continue to improve SDG&E's ability to track and report

PSPS event data, specifically if restorations are within 24 hours after the “conclusion of conditions that cause a de-energization event.”

The Phase 2 Guidelines, to the extent possible, require the electric utilities to inform public safety partners and operators of critical facilities and critical infrastructure within one hour of the utility knowing it will re-energize a line. SDG&E continues its efforts to map out its customer notification process. Additionally, the software solution identified above is being designed to incorporate workflow to accurately capture when these notifications occur.

VII. Transportation, Communications, and Water System Resilience

SDG&E continues to collaborate and educate its critical infrastructure customers such as, communications, water/wastewater service providers and the transportation sector to assess their backup generation needs during PSPS events. Through multiple workshops, webinar presentations, and one-on-one existing managed relationships, SDG&E was able to better understand customer’s current backup strategy. Through this process, it was discovered that some critical customers have no access to backup generation, and some choose not to disclose that information due to sensitivity and privacy concerns. SDG&E continues to assist critical customers through the provision of resources, including information, education, and in some cases leads to explore funding for backup generation. SDG&E holds a bi-monthly meeting with critical facilities such as, communication, water, and other utilities to share best practices and information that can benefit utilities and the critical infrastructure community at large.

VIII. Medical Baseline and Access and Functional Needs Populations

In September 2020, SDG&E launched its AFN Support Models with 2-1-1 San Diego and 2-1-1 Orange County acting as resource hubs, in an effort to mitigate adverse impacts to those experiencing PSPS events.⁴ These 2-1-1 support model partnerships proved to be an effective means of providing education, information and social services support to AFN customers during the 2020 PSPS events that have occurred in SDG&E’s service territory to date. There has been a special focus on facilitating customers in need with transportation and hotel stays.

To ensure customers receive a full spectrum of services, SDG&E also worked with 2-1-1 San Diego to assess potential gaps in resource providers, which identified the need for enhanced transportation services, with extended hours. After the gap analysis, SDG&E partnered with the Facilitating Access to Coordinated Transportation (FACT) organization, which seeks to improve access to transportation for seniors, persons with disabilities, veterans, and the income disadvantaged. The FACT/SDG&E partnership provides enhanced accessible transportation,

⁴ For further details on SDG&E’s efforts to support medical baseline and AFN populations before, during, and after PSPS events, please see SDG&E’s 2020 AFN Plan and quarterly updates thereto.

seven days per week from the hours of 5:30AM to 11:00PM to those with access and functional needs experiencing an SDG&E PSPS event. Additionally, SDG&E has partnered with Jewish Family Services of San Diego (JFS) to fill additional gaps by providing enhanced services to AFN customers experiencing an SDG&E PSPS event.

SDG&E is also exploring a new partnership with a third-party vendor that would provide for the delivery of resiliency items to vulnerable customers that are de-energized during a PSPS event. Items may include water, snacks, ice, hand crank radio/flashlight combo, blankets and power chargers (battery banks). During the pilot, the vendor will call customers, selected by vulnerability, on circuits that are de-energized to inquire if they require resiliency items. Based on customer requests, the vendor will deliver items to the customers. At the end of the pilot, customers will be surveyed to gauge the effectiveness of the pilot on aspects such as value to customers, and ease of implementing during a PSPS event.

In 2020, SDG&E began discussions with Indian Health Councils within SDG&E's service territory to better understand how it can help support tribal AFN communities. These discussions are ongoing and have also resulted in a partnership between SDG&E and Feeding San Diego, to directly benefit the tribal population served by the Indian Health Council with food security during PSPS events. SDG&E has also provided grant funding to tribal governments, as well as Inter-Tribal Long-Term Recovery Foundation, to support tribes specifically with PSPS events.

Another offering available to MBL and AFN customers is the Generator Grant Program (GGP), which is a resiliency program to empower AFN customers who may be impacted by PSPS. To date, a total of 1,756 customers were invited to participate and 1,409 portable battery units have been delivered. This population includes every customer who experienced a PSPS while being enrolled as a MBL customer in 2019. Of the delivered units, 75 were provided specifically to master-metered MBL customers who lived in Mobile Home Parks, impacted by PSPS.

SDG&E continues to work with its CBO partners to develop joint messaging for wildfire and PSPS preparedness, services and offerings, and other public education tactics that target vulnerable and hard to reach populations to help prepare customers for wildfire season and provide support. Additionally, these important organizations are helping to amplify SDG&E's messaging by integrating materials and content into collateral (e.g., newsletters), that is distributed to targeted audiences and shared in social media posts. SDG&E's focus for this year continues to be to: 1) expand and strengthen partnerships with organizations specializing in AFN needs, and 2) partner with additional CBOs who can provide direct support services to this population. Since the prior report, SDG&E has added several new AFN partners to its Energy Solutions Partner network including the Epilepsy Foundation of San Diego, which provides support to individuals and families impacted by epilepsy to overcome challenges through education, advocacy, counseling, resources, and other supportive programs.

IX. Transparency

During a PSPS event, customers can access real-time information on SDG&E's PSPS webpage (<https://www.sdge.com/public-safety-power-shutoff>). The webpage has been programmed to ensure customers with low bandwidth will be able to access this information. In general, it outlines the PSPS shutoff process, notifications, and provides a wealth of background information about PSPS. Additionally, SDG&E publishes a frequently asked questions section and a call to action to sign up for alerts.

To ensure functionality and accessibility the information, as discussed in Section IV.B above, utilizes the following best practices:

- Responsive design – optimized for any size device customers use to access the website
- Accessible – SDG&E utilizes accessibility coding techniques so that customers with disabilities can access the website
- Usability studies show the website is easy to use and information is easy to locate

During a PSPS event, customers can access real-time information on the PSPS webpage, with multiple tools and resources:

- Address look-up tool showing areas that are at-risk, de-energized, being patrolled or re-energized
- Google-based map with a heatmap of at-risk and de-energized areas
- Dashboard view of communities and customer counts of at-risk and affected
- Community Resource Center (CRC) locations, directions and amenities
- Access and Functional Needs (AFN) resource information
- Sign up for PSPS alerts

SDG&E continues to provide a dedicated section on its website for general wildfire information (<https://www.sdge.com/our-commitment-wildfire-safety>). Wildfire safety is the main part of the website's global navigation, and SDG&E is constantly updating the site with new information. From this main page, SDG&E provides information related to:

- Public Safety Power Shutoffs
- SDG&E's Community Fire Safety Program
- Community Resource Centers
- And additional preparedness and safety information

As part of the website's outreach and education about wildfire, information is available regarding Vegetation Management, the Alert SDG&E Camera Network, SDG&E's weather network, undergrounding, and wood-to-steel pole upgrades.

X. Definitions

SDG&E continues its outreach to critical facilities and infrastructure including public safety answering points (9-1-1 emergency services) and transportation critical infrastructure to update contact information and access their needs for backup generation.