

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

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

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

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

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April 28, 2023

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Pursuant to Conclusion of Law 36 and Ordering Paragraph 1 of the California Public Utilities Commission's (Commission) Phase 3 De-Energization Decision (D.) 20-05-051, San Diego Gas & Electric Company (SDG&E) submits this quarterly update regarding its progress toward meeting its 2023 Access and Functional Needs (AFN) Plan and the impact of its efforts to address the AFN and vulnerable population during Public Safety Power Shutoff (PSPS). SDG&E's quarterly update is attached hereto as Attachment A.

Respectfully submitted,

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April 28, 2023

Attachment A

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

April 28, 2023



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Introduction

On January 31, 2023, San Diego Gas & Electric Company (SDG&E or Company) submitted its 2023 plan regarding its planned efforts to support populations with access and functional needs (AFN) during de-energization events (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.

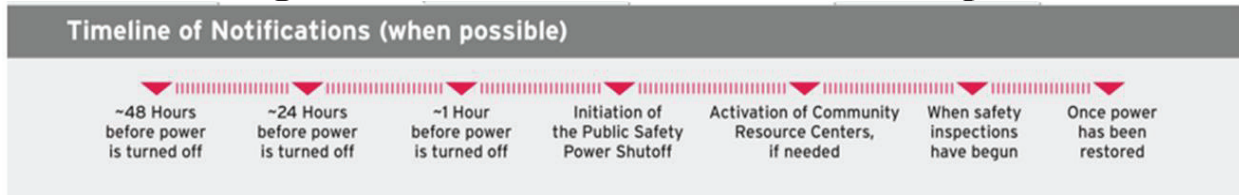
Per D.20-05-051, SDG&E provides this quarterly update regarding its progress toward meeting its 2023 AFN Plan and the impact of its efforts to address the AFN and vulnerable population during de-energization events, also known as Public Safety Power Shutoff (PSPS). This update maps to and follows the sequencing of SDG&E's 2023 AFN Plan¹ 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 January 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 phase to account for the unique operational requirements over the course of PSPS. Figure 1 shows a general example sequence for a potential PSPS.

¹https://www.sdge.com/sites/default/files/R.18-12-005%20SDGE%202023%20AFN%20Plan%201%2031%202023_1.pdf

Figure 1: SDG&E PSPS Timeline Example

1.1 Preparedness/ Readiness (Before Power Shutoff)

1.1.1 Emergency Operations Center

Leading up to the PSPS season, SDG&E Emergency Management meets with public safety partners to determine the best method of communication and providing situational awareness during Emergency Operation Center (EOC) activations. Public safety partners are proactively informed through different methods 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. Impacted critical facility and infrastructure customers would have been communicated to directly by their SDG&E account executive via phone and/or email communication. These impacted critical facility and infrastructure customers would have been provided a list of their potentially impacted meters and situational updates. However, SDG&E did not have any PSPS events in 2022.

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 will address 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 responder 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
- 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 and Regional Fire Chiefs
- AFN Liaison Officer training on the process and protocols for communication and AFN CBO services
- Training on IOU programs and services to in-home workers, social service staff, CBOs, tribal orgs, CERTS etc.

1.1.3 EOC AFN Liaison Role

Specifically dedicated to supporting AFN customers during EOC activations, the 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.

In 2023, the AFN Liaison Officer roster has been confirmed with 12 responders. A role specific EOC activation resource document has been updated and verified. A series of trainings and exercises have been scheduled to prepare each member of the roster to staff the AFN Liaison role in the EOC.

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

2023 series of exercises are planned to continue 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 EOC operations and specific AFN Liaison Officers role provide the knowledge to effectively manage EOC procedures and community support resources to the benefit of AFN customers.

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

1.2 AFN Identification Outreach

SDG&E recognizes the importance of continuing to identify AFN individuals. As a result, SDG&E is committed to providing the education, resources and notifications required to maximize resiliency during PSPS. SDG&E has been enhancing its ability to identify individuals with AFN. There are approximately 423,000 customer accounts associated with AFN, which accounts for 33% of the residential customer class. Of the 423,000, approximately 44,000 customers reside in the HFTD.

In 2022, SDG&E began a Self-Identification campaign which allowed customers to identify if an individual in the residence is living with one or more of the following disabilities: blind/low vision, deaf/hard of hearing, disabled (cognitive, physical, developmental). To continue identifying customers with AFN beyond Medical Baseline Program participants, SDG&E is currently working towards adding Assistive Technology and Durable Medical Equipment as additional AFN self-identifiers and will conduct communication and outreach efforts in Q3 expanding awareness to potentially power dependent customers.

Campaigns will continue in 2023 to identify electricity dependent individuals, above and beyond those enrolled in the Medical Baseline Program, through direct outreach to customers. This includes continuing to promote on social media, utilizing CBO outreach channels with the Regional PSPS Working Group and Energy Solutions Partners network. SDG&E has included the self-identification web form prominently on the AFN landing page (sdge.com/afn) to enable continued self-identification. SDG&E has contracted with a local communications firm to identify additional opportunities to further reach individuals with access and functional needs.

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

1.3 AFN Support Resources

In support and preparedness of those who identify as an AFN individual, SDG&E will continue 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 schedule 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.

SDG&E will continue 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.

Please see **Figure 2** below of an example of marketing collateral.

Figure 2



211 – Centralized Resource Hub

SDG&E continues its partnership with 211 San Diego and 211 Orange County into 2023 and has continued to expand and enhance as gaps and new opportunities are identified. In addition to enhanced identification of Customer with AFN, assessment of AFN population needs, hotel stays, accessible transportation, food resources and resiliency items.

211 serves 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. 211 provides several unique advantages in that it is available statewide 24/7 and connects 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 advance of 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. The focus during these periods will be to evaluate these customers' resiliency plans, connect them with existing programs that can help them prepare for outages and to assist them in completing applications for these programs including exploring Care Coordination screening outreach efforts conducted by 211.

Accessible Transportation

SDG&E will continue 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 5:30am-11pm during PSPS and has been able to facilitate all requests for transportation that have come in to 211 and SDG&E since the initiation of the partnership in 2020. In 2022, SDG&E plans to enhance marketing of this solution through targeted campaigns to individuals with AFN, broader marketing efforts as well as training and materials for CBOs.

SDG&E has partnered with FACT to develop a communication protocol during PSPS events 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. Flyers were provided for distribution as needed and AFN/PSPS information cards will be shared in Q3 once development is completed. SDG&E 2023 plans include identifying and partnering with agencies that are not in the FACT broker network. See 2.1.6 AFN Outreach section for additional details.

In 2023, building on its outreach and support to building managers in the HFTD, SDG&E will continue to partner with the AFN Statewide Council Partner and emergency management services on solutions for the egress from buildings with elevators.

No-Cost Hotel Stays

SDG&E will continue 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 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. In 2023, SDG&E will continue 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 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 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 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 by their support in 2021, this resource has proven to be a valuable asset and as such will continue to play an important role in supporting some of our most vulnerable customers.

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

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. Additional support services can be provided through 211 as needed. These partnerships will continue into 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 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, gift cards, solar power banks, cooler bags, 2.5-gallon water bags, bottled water, water for livestock and seasonal blankets. This year SDG&E will be providing medical cooler bags at CRC's, targeted outreach events and to CBO's, for distribution to constituents as part of their emergency preparedness efforts. Most recently ~ 10 medical cooler bags were provided to those identified as in need, at the Love Your Heart event in Ramona, targeting the rural and tribal community. Additional opportunities will 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 battery back-up 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 having a self-reported disability. The program also expanded to include a broader audience of AFN customers, specifically those that are blind/low vision, deaf/hard of hearing, and temperature sensitive. To date, approximately 4,700 customers have received batteries, with approximately 70% 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 2023, 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 the direct distribution of batteries to tribal communities.

The planned target for 2023 is approximately 1,000 customers. The program will also continue to deploy "emergency" backup battery deliveries to individuals with AFN who need them during PSPS events and continue targeted outreach, including tribal communities that may be harder to reach.

Q1 activities included:

- Contract negotiations and scope of work updates for the 2023 program year

- Systems updates to manage customer participation, invoicing and reporting.
- Product review and analysis
- Generate customer eligibility lists

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 to customers who reside in the HFTD and have experienced a recent PSPS-related outage. In addition, the program targets the low-income segment with an enhanced rebate of \$450 for all CARE customers. In 2022, the program increased the rebate for portable power stations to \$100, with an additional \$50 rebate for CARE customers. This rebate amounts are equivalent to a 70 – 90% discount on the average portable generator models for lower-income customers. To date, approximately 2,100 customers have received rebates from this program. The 2023 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.

Q1 activities included:

- Contract negotiations and scope of work updates for the 2023 program year
- Systems updates to manage customer participation, invoicing and reporting.
- Product review and analysis
- Generate customer eligibility lists

1.4.4 Mobile Home Park Resilience Program

The Standby Power Programs (SPP) target customers and communities that will not directly benefit from other grid hardening initiatives. These targeted customers reside in the backcountry and are generally located on circuits in

communities that are most prone to PSPS exposure. One sub-program within the SPP umbrella that offers potential benefits to individuals with access and functional needs is referred to as the Mobile Home Resilience Program (MHRP). This program provides a clean backup power solution to enhance community resilience within their respective mobile home park. More specifically, solar panels coupled with a battery system help keep the mobile home park clubhouse powered during a power outage. The clubhouse tends to be a central location where residents can charge phones or laptops, keep medical devices powered, seek air conditioning, or refrigerate medicine in the community refrigerator. This program has completed two installations since its inception and will continue 1-2 installations annually, 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 2023 program year.

1.4.5 Resiliency Surveys

In 2022, SDG&E invited more than 150,000 customers to participate in a Personalized Preparedness Resource online survey as part of SDG&E's wildfire safety and resiliency efforts. This offering is promoted through direct customer invitations, wildfire safety fairs, and SDG&E's annual wildfire newsletter. Over 1,300 customers responded, of which 427 individuals stated a household member used a device for health, safety, or independence, and 395 requested more information about AFN. Customers who request information about AFN are directed to information on how to subscribe for additional programs and emergency notifications. The overall response themes indicate that customers are interested in more information about trimming trees for defensible spaces, ensuring homeowners' associations and mobile home park managers receive preparedness information, and education on how cell phone towers operate during outages. In 2023, SDG&E's plans to research program offerings based on customers' most mentioned requests and needs and enhance the survey to include additional preparedness resources and partner with CBOs to support survey outreach.

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. Additionally, SDG&E continues to explore simplifying program sign up – (e.g., initiative to create a “one-stop” application process currently identified for California Alternate Rates for Energy Program (CARE), Family Electric Rate Assistance Program (FERA) and Energy Savings Assistance Program (ESA).

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.

As of March 2023, SDG&E had approximately 69,000 customers enrolled in the Medical Baseline Allowance program. During this quarter SDG&E participated in a Veterans of Foreign Affairs event, targeting customers who rely on energy to manage their medical condition or rely on a medical device.

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.

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.

1.5.4 Energy Savings Assistance Program (ESA)

The ESA program provides no-cost weatherization services to low-income households who meet the CARE 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.

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 eight events that have taken place at SDG&E branch offices. SDG&E has also participated in at least two LIHEAP workshops per month with CUI assisting customers with the most current invoices to assist with on-site pledges. In the first quarter of 2023, there were 2,130 LIHEAP pledges totaling \$1,902,979.

1.5.6 Arrearage Management Plan (AMP)

CARE customers may also be eligible for the 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.

1.5.7 Community Support

SDG&E continues its support of the Safe San Diego initiative by accelerating funding in support of more than 30 Community Emergency Response Teams (CERT) and 10 Tribal Emergency Response Teams that provide support for AFN populations during an emergency, disaster, and PSPS. The funding will support participation in the San Diego County CERT Mutual Aid Plan and Neighborhood Evacuation Teams through the Office of Emergency Services and FEMA program.

SDG&E also provided a grant in support of the 2023 Mobile Home Park and Community Education & Fire Safety Program. This funding will impact San Diego County residents of all ages by delivering effective fire and burn prevention programming through programs including Fire Safe Kids (grades K-6), Fire Safe Seniors (age 62+), Youth Firesetter Intervention (age 5-10), and the Scald Prevention Program which targets parents of children age 5 and younger.

The Jacobs & Cushman San Diego Food Bank and Feeding San Diego have partnered with Data Science Alliance (DSA) to create a forecast model for identifying emergency food relief needs in San Diego. DSA will overlay the two food bank organization's data with public data to determine how to meet the needs of low-income individuals and families, and AFN populations. SDG&E accelerated funding in December 2022 for this project, which will allow the food banks to better understand if there are significant correlations between factors like median income, unemployment, gas prices, and energy costs, and the needs expressed by populations of zip code areas.

1.6 PSPS Preparedness Outreach and Community Engagement

1.6.1 AFN Collaborative Council (See Appendix A)

SDG&E participated in the AFN Collaborative Council meeting on March 22, 2023. The meeting goal was to provide a forum for the AFN executives and Joint IOU CEOs/leadership to convene for a progress update in advance of wildfire season.

Meeting Summary – March 22, 2023 (Special CEO Session/AFN Executives)

Meeting Goal: Provide an overview of 2022 PSPS survey results and opportunity for feedback and align on current status and next steps for Prepare for Power Down.

Meeting Summary

- 2022 PSPS Survey Results Update
 - Joint IOU representatives provided updates and key findings from their 2022 PSPS surveys.
 - Presenters responded to questions about specific research questions and shared other ways they are soliciting feedback from AFN customers.
 - Topics of discussion included: how survey results guide future outreach to customers who are not already being reached, how results help to drive resource planning, allocation and distribution.
 - Suggestion for 2023 survey provided was: conducting survey during active PSPS or outage would provide more insight into customer experiences and show areas to expand.
- Prepare for Power Down Update
 - Joint IOUs provided update that Prepare for Power Down website Phase 1 is nearing completion and should be live later in the week.
 - Once live, customers will only need to put in the zip code where they are interested in obtaining PSPS resources and they will be directed to the appropriate utility resources.
 - In Phase 2 of website production, the Joint IOUs will work to build additional functionality, including a secure portal which helps customers apply for support.
- PSPS Notification Plan
 - Joint IOUs explained their notification plan process and information shared during PSPS events.
- All Hazard Support Update

- PG&E provided update on how they have been responding to the 13 atmospheric rivers in 2023.
 - They have activated PSPS resources to support customers experiencing outages longer than 24 hours, including DDAR, 211 and food banks.
- **Action Items**
 - SDG&E to provide full PSPS survey deck to Aaron Carruthers.
 - Joint IOUs to host Q2 Access and Functional Needs/Joint IOU Collaborative Council meeting with a more strategic and collaborative approach.

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

SDG&E participated in the Statewide Joint IOU AFN Advisory Council meeting on March 22, 2023. The meeting goal was to provide the statewide council with an update on outstanding action items to date and receive feedback on the communications and notification plan in advance of wildfire season.

Meeting Summary – March 22, 2023

Meeting Goal: Provide overview of 2022 PSPS survey results and feedback and review Access and Functional Needs notification plan.

Meeting Summary

- 2022 PSPS Survey Results Update
- Joint IOU representatives provided updates and key findings from their 2022 PSPS surveys.
- Presenters responded to questions about specific research questions and shared other ways they are soliciting feedback from AFN customers.
 - Recommendations for the 2023 survey include: polling about what specific actions customers have taken, if they have spent money to prepare and if so, how much, conducting specific research for the Deaf community and further exploring the “Do you feel prepared?” survey question.

- Joint IOUs shared specific research and resources for the Deaf community.
- All Hazard Support Update
- PG&E provided update on how they have been responding to the 13 atmospheric rivers in 2023.
 - They have activated PSPS resources to support customers experiencing outages longer than 24 hours, including DDAR, 211 and food banks.
- PSPS Notification Plan
- Joint IOUs explained their notification plan process and information shared during PSPS events.
- Presenters responded to questions about notification plan for customers who have self-certified as medically vulnerable.
 - PG&E responded by saying customers who have self-certified as vulnerable receive the same level of treatment as Medical Baseline customers during PSSP events. SDG&E responded saying that they have not conducted the same durable medical equipment and assistive technology study as PG&E but are expanding in other ways.
 - SCE was unable to respond as the meeting had run past the scheduled time.

1.6.3 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. Quarterly 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 facility 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.

1.6.4 Tribal Communities

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. Additionally, the pandemic has limited the effectiveness of our engagement due to internet access and other issues. 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 a focus group, this group provided feedback that led to the development of small cards that can be handed out by tribal first responders when visiting tribal members that refer them to SDG&E resources, including 2-1-1. SDG&E will continue to seek feedback and survey tribal leaders to enhance support.

Building on the feedback we received from tribal leaders and first responders, in 2023, SDG&E will further establish tribal fire departments and law enforcement as a support system to provide resiliency items, information, 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 also launched its Tribal Relations website in Q1 2023 as a resource to connect tribal communities to SDG&E support and offerings [Tribal Relations | San Diego Gas & Electric \(sdge.com\)](https://www.sdge.com/tribal-relations).

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 March 22, 2023, and shared information related to upcoming utility hosted PSPS exercises and community resiliency awareness events. The PSPSWG sought feedback on the Community Resource Centers Plan and addressed outstanding questions and comments during the roundtable. The next PSPSWG meeting will be on June 7, 2023.

1.7 AFN Public Education & Outreach

The 2023 AFN Public Education campaign is being refreshed for 2023. The creative design and messaging will be updated to reflect SDG&E's updated brand (newly designed logo, graphics and colors). The refreshed campaign will launch sometime during Q3 and will utilize tactics such as, but not limited to, streaming radio, print and digital advertising, paid social and paid search. The AFN Public Education campaign is a sub-portion of SDG&E's comprehensive Wildfire/PSPS paid campaign. This year's campaign will continue 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.

SDG&E's no cost PSPS mobile application (Alerts by SDG&E) will continue to be offered to customers and is now available entirely in Spanish, including PSPS updates and alerts. Additionally, SDG&E collaborated with C4AT to build a best-in-class accessible website and mobile app, that also implements an AudioEye tool. The website design will also be updated with a design that will be iterative of SDG&E's refreshed AFN Public Education campaign.

SDG&E has also contracted with a national Tribal marketing agency that designed and produced a new tribal landing page on [sdge.com](https://sdge.com/tribal-relations) (sdge.com/tribal-relations). The new landing page contains customer imagery, graphics and designs that are reflective and appropriate for tribal communities within SDG&E's service territory. The new landing page is being used for outreach efforts with tribal communities and stakeholder engagement, and contains an overview of local tribes, a new tribal-relations video and wildfire and PSPS resiliency information. The site also includes additional resources for local tribal communities.

1.7.1 Statewide Website for AFN Solutions

Prepare For Power Down is a Joint IOU [website](#), 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.

In response to the AFN Collaborative Council's request for a Joint IOU centralized website, the IOU's established a working group in Q1 of 2022. They began identifying enhancements for the website based on the feedback received. The Joint IOU working group benchmarked with internal utility departments and external organizations to look for both short and long-term solutions. The IOUs plan to further develop the website in 2023 so individuals with AFN can easily access and navigate through utility specific PSPS support services and programs.

In addition, the Joint IOU working group is engaged with the ^[1]Concurrent Application Process System (CAS) working group that explored an Income Qualified CAS to understand the feasibility of developing a "one-stop shop", and how efforts made by the Joint Utilities Working Group and the Qualified CAS Working Group could be aligned without duplication. The Joint IOU Working Groups benchmarked on expectations and next steps, agreeing that efforts to create a centralized application tool should remain within the Income Qualified Working group due to on-going regulatory processes, legislative interests, high costs, and eliminate duplication. Once the CAS is ready for public use, [PrepareForPowerDown.com](https://prepareforpowerdown.com) will refer interested users to the CAS directly. The Working Groups will continue to seek opportunities to collaborate, where possible.

^[1]D.21-06-015 Universal Application System (UAS) Report - Final,
[https://pda.energydataweb.com/#!/documents/2626/view\[nam10.safelinks.protection.outlook.com\]](https://pda.energydataweb.com/#!/documents/2626/view[nam10.safelinks.protection.outlook.com])

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. Ensuring 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:

- Expansion of the Accessible Hazard Alert System (AHAS) for customized on-demand accessible alerts in real time (15 min) with the same accessibility as the current pre-recorded PSPS customer notifications. This allows SDG&E to provide accessible communication during planned and unplanned emergencies. These accessible notifications are also shared on social media, mobile devices and web platforms.
- Video Remote Interpreting (VRI) resources and training have expanded to include our Electric Customer Service Field Technicians adding to all CRC and Branch Office staff. VRI provides the ability to have a complex conversation and share information in ASL and non-English languages. SDG&E employees may access the VRI resource by PC, tablet or Smart Phone via the Boost Lingo platform. ASL translators via video chat, or non-English translators (voice only) are available 24/7 to equally provide important information and to engage in conversations with all customers.
- Maintaining compliance with WCAG 2.1 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). 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 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.
- 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 make sure the information is conveyed in a simple language and easy to understand format. SDG&E has begun accessibility training for

marketing and web content contributors on creating accessible documents.

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 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 continues to focus on strengthening existing partnerships while partnering with 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 and through feedback from council engagement and surveys. As of the end of Q1 2023, SDG&E added approximately 5 new partners to its portfolio including: 1) Adjoin; who creates pathways for individuals and veteran families with intellectual and developmental disabilities; 2) Thrive Lemon Grove who proactively promotes health and safety initiatives to elevate the quality of life and; 3) Ride Above Disability, which focuses enhancing physical, emotional, social and cognitive skills for individuals with a disability.

SDG&E continues to expand its CBO support partners during a PSPS through an enhanced compensation structure to support the amplification of PSPS

notifications, 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, in Q1 of 2023, SDG&E strategically identified approximately 50 CBOs within its Energy Solutions Partner 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 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, Twitter and Instagram. Examples of these select CBOs include 1) Backcountry Communities Thriving; 2) Ramona Senior Center, and; 3) Deaf Community Services.

SDG&E also provides presentations to local CBO's 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. In Q1 ~30 members of the Council on Access and Mobility (CAM), an advisory council for Facilitating Access to Coordinated Transportation (FACT), received a presentation on PSPS preparedness and support services, SDGE Alerts App, and SDG&E's commitment to accessibility. Additional CBO presentations conducted in Q1 are mentioned in section 1.7.5.

In 2023 SDG&E continues 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. A few of these organizations include Access to Independence, ARC of San Diego and Elderhelp 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 recently contracted with a local communications

firm to advise on strategic communication channels and tactics to expand educational outreach to targeted AFN segments in 2023. In Q1 this communications firm was able to identify two AFN media opportunities adding to the current SDG&E Education campaign. They will be exploring additional opportunities for AFN tactical outreach and communications throughout the year.

1.7.4 Participation in Community Events

To further reach and support customers with AFN in the HFTD, in Q1 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 will continue the Wildfire Safety Fairs (WSF) throughout Q2 and Q3, to disseminate PSPS, CRC, and emergency preparedness information to its customers, including customers with AFN in key communities of concern. At these WSFs, customers were able to visit SDG&E SMEs and our participating partners including, 211, American Red Cross, CalFire, and others to learn more about ways they can better prepare themselves and their loved ones for the unexpected loss of power due to PSPS and other emergencies. By Q3, SDG&E will have hosted 5 WSFs in Mountain Empire, Ramona, Alpine, Julian and Valley Center.

In addition, for the second year, SDG&E is continuing its newly launched initiative to host ~55 mini-wildfire safety fairs, focusing on reaching AFN customers and engaging CBOs within SDG&E's Energy Solutions Partner 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 those with AFN. Examples of CBOs that have supported this initiative include, Warner Springs Community Resource Center, Julian Cuyamaca Resource Center and the Southern California Tribal Chairmen's Association (SCTCA).

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.

The Joint IOUs will continue to collaborate and partner to deliver statewide training sessions to the California's Department of Social Services In-Home Health and Supportive Services (IHSS) Program Managers, the Department of Developmental Services' Regional Center staff and the California Rural Indian Health Board (CRIHB).

- Regional Centers Meeting held on January 25.
- In-Home Supportive Services held on March 22 and March 23.

SDG&E will continue developing relationships in the healthcare industry and state agencies to identify opportunities throughout the year.

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. In 2023, SDG&E will explore paratransit agencies that may reside outside of the FACT network and look for new opportunities to utilize the agencies with accessible transportation services to reach customers with AFN.

Master Meter Outreach

In 2023 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 identify new areas of opportunities for education on emergency preparedness and

PSPS support services including egress for buildings with elevators. Campaigns reaching these targeted segments will launch later in 2023.

1.8 PSPS 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, PSPS mobile app (Alerts by SDGE), social media, hyper-local targeting via the social media platform of 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 snackable sized 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/offering available and where they are offered. Based on customer feedback, multiple informational videos have been developed with snackable size preparedness messages. This content will also be updated this year and will be iterative of SDG&E's refreshed Wildfire/PSPS/AFN campaign. Similar design elements will be carried through to the website for consistency in look and feel as well as messaging.

The new 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.

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.

Annually SDG&E evaluates the content library of PSPS email, text and voice notifications for customers and non-account holders. SDG&E also uses feedback solicited from and provided by customers who have been notified and affected by PSPS events to simplify notification messaging and make content more representative of the conditions being experienced. As there were no PSPS occurrences in SDG&E's territory during 2022, customer feedback was not directly correlated with a PSPS occurrence. SDG&E is in the process of reviewing notifications in 2023 for clarity and may make refinements to make messaging clearer and more accessible. Additionally, SDG&E will be conducting live notification testing with customers prior to the 2023 PSPS season. This will be an opportunity to test the Enterprise Notification System (ENS) as well as solicit feedback about the messaging customers receive during the test. 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 and recorded into 21 prevalent languages spoken in the region, and any 2023 updates will also be translated and recorded accordingly. 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 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.

1.8.3 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) global web standards for accessibility. SDGE.com has added a link to our 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 (sdge.com/AFN) to allow customers to self-identify, as well as get personified 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 tests and remediates accessibility issues automatically and sends 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 properties.

While executing the development, implementation and maintenance of our digital properties, SDG&E ensures that accessibility is a requirement and priority so all customers can access our information.

In 2023, 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 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 a wildfire-related event, 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 non-English 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, as well as a back-up battery swap option for AFN individuals at the CRCs. 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.

1.9 Recovery (After - Power has Been Restored)

1.9.1 Customer Research and Feedback

SDG&E did not have any PSPS occurrences during 2022 and did not conduct usual Post-season Research activities at the end of the year.

Normally, Post-season Research is administered with customers who have either been notified and/or been notified and had power cut during a PSPS, so SDG&E secured permission from the CPUC to alter Post-season Research activities and conduct them at the beginning of 2023. This research effort is more in line with Pre-season Research activities, and tests PSPS communications leading up to PSPS season. Results will be compared to 2022 Pre-season Research results for final conclusions and recommendations.

Currently the amended Post-season Research is being finalized and the results will be examined in the coming weeks. SDG&E will report on results from this research in the next AFN Quarterly Update and the 2023 Pre-season Report that will be submitted in July. Additionally, SDG&E plans to conduct the required Pre-season and Post-season research efforts during Q3 and Q4 later this year.

AFN Power Panel.

To better understand the needs of customers with AFN, a power panel was created in 2022. The AFN Power Panel is a year-long, monthly survey, 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 customer segment, the sample size of the AFN Power Panel is currently small (n=~350), so results from these surveys are interpreted with caution

Currently the AFN Power Panel is under recruitment. The first series of surveys will launch in Q2.

Appendix A:
AFN Collaborative Council Participants

AFN Collaborative Council Participants			
First	Last	Organization	Title
Aaron	Carruthers	State Council on Developmental Disabilities (SCDD)	Executive Director
Andy	Imparato	Disability Rights California (DRC)	Executive Director
Anne	Kim	California Public Utility Commission (CPUC)	Public Utilities Regulatory Sr. Analyst
Robert	Hand	California Foundation for Independent Living Centers (CFLIC)	Interim Executive Director
James	Cho	CPUC	Public Utilities Regulatory Program Manager
Karen	Mercado	Disability Rights California (DRC)	Executive Assistant
Susan	Henderson	Disability Rights Education & Defense Fund	Executive Director
Vance	Taylor	California Office of Emergency Services (CalOES)	Chief, Office of Access and Functional Needs

**Appendix B:
Statewide Joint IOU AFN Advisory Council
Participants**

Statewide Joint IOU AFN Advisory Council Participants

First	Last	Organization	Title
Kelly	Brown	211	Director, Interface 2-1-1
Hewitt	Matanari	Alta California Regional Center	Emergency Response Coordinator
Tracey	Singh	American Red Cross	Pacific Division Disability Integration Advisor
James	Collins	CA Council of the Blind	Community Educator
Rick	Yrigoyen	CA Department of Social Services Adult Program Division - CDSS	Staff Services Manager
Ally	Bartz	CA Department of Social Services Adult Program Division - CDSS	unknown
Mark	LaBeau	CA Indian Rural Health Board (CIRHB)	CEO
Sutep	Laohavanich	California Department of Aging (CDA)	Program Director
Adam	Willoughby	California Department of Aging (CDA)	Asst. Director of Legislation and Public Affairs
Melissa	Kasnitz	Center for Accessible Technology	Legal Director
Tamara	Rodriguez	California Department of	Officer, Emergency

First	Last	Organization	Title
		Development Services (DDS)	Preparedness & Response
Rose	Samaniego	California Department of Development Services (DDS)	Community Program Specialist III-FHA Supervisor
Seneca	St. James	California Department of Development Services (DDS)	Community Program Specialist III
John	Barnett	California Department of Social Services (DSS)	Manager, Response and Redirect Unit
Joanne	Brandani	California Department of Social Services (DSS)	Deputy Chief, Disaster Services Branch
Michael	Butier	California Department of Social Services Disaster Unit (DSS)	Functional Assessment Service Team Coordinator
Kendall	Skillicorn	California Department of Social Services Disaster Unit (DSS)	Bureau Chief, Department Operations Bureau
Bonny	Wolf	California Department of Social Services Disaster Unit (DSS)	Disaster Unit
Josh	Gleason	California Department of Social Services Disaster Unit (DSS)	

First	Last	Organization	Title
Michael	Butier	California Department of Social Services Disaster Unit (DSS)	
Dan	Okenfuss	California Foundation for Independent Living Centers (CFLIC)	Public Policy Manager
Elizabeth	Basnett	California Health & Human Services	Assistant Secretary
Annette	Rogers	Central Valley Regional Center (CVRC)	Fresno NVRC Representative
Kay	Chiodo	Deaf Link, Inc.	Chief Executive Officer
Dan	Heller	Deaf Link, Inc.	President
Ana	Acton	Department of Rehabilitation - (DOR)	Deputy Director Independent Living and Community Access Division
June	Isaacson Kailes	Disability Policy Consultant	Disability Policy Consultant
Lauren	Giardina	Disability Rights California (DRC)	Executive Director Managing Attorney
Desiree	Robedeaux	Disability Rights California (DRC)	Equal Justice Works Disaster Resilience Student Fellow
T.	Abraham	Hospital Council	Regional Vice President

First	Last	Organization	Title
Mary Ellen	Ittner	Keadjian	Senior Advisor
Joseph	Grounds	Kern Regional Center (KERNRC)	Emergency Response Coordinator
Yenter	Tu	No Barriers Communications	National Liaison
Gabby	Esharati	North Los Angeles County Regional Center	Consumer Services Director
Fred	Keplinger	Redwood Coast Regional Center	Emergency Management Coordinator
Larry	Grable	Service Center for Independent Living - SCIL	Executive Director
Brian	Weisel	State Council on Developmental Disabilities	Legal Counsel