

**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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July 31, 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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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**

July 31, 2023



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Introduction

On January 31, 2023, San Diego Gas & Electric Company (SDG&E or Company) submitted its 2023 plan regarding planned efforts to support populations with access and functional needs (AFN) during Public Safety Power Shutoffs (PSPS) (2023 AFN Plan) in accordance with California Public Utilities Commission (Commission or CPUC) Decision (D.) 20-05-051 Phase 3 OIR Decision Guidelines leveraging the Federal Management Administration's (FEMA) Six Step Comprehensive Preparedness Guide (CPG) process. SDG&E's 2023 AFN Plan outlined its approach for serving individuals with AFN and vulnerable customers before, during and after PSPS.

Per D.20-05-051, SDG&E provides this quarterly update regarding its progress toward meeting its 2023 AFN Plan and the impact of its efforts to address the AFN and vulnerable population during PSPS. This update maps to and follows the sequencing of SDG&E's 2023 AFN 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 April 29, 2023.

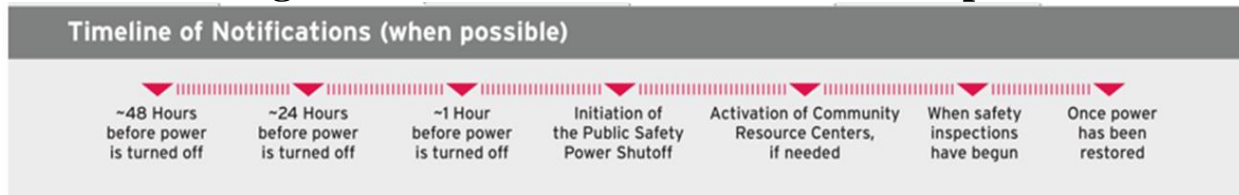
CONCEPT OF OPERATIONS | HOW

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

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

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. In 2023, both the web portal and mobile application underwent significant enhancements based on partner focus group input. One of the enhancements included was to meet the Web Content Accessibility Guidelines (WCAG) 2.1 AA success criteria for accessibility.

To ensure critical facilities and infrastructure (CFI) customers can adequately prepare for PSPS, SDG&E endeavors to identify and understand the resiliency needs of all facilities that are essential to public safety, health, and the well-being of our communities. In advance of PSPS season, SDG&E conducts its annual outreach to all CFI customers. This is accomplished through an iterative identification and outreach process intended to ensure that all CFI customers have provided SDG&E with up-to-date emergency contact information, assessed their resiliency and emergency action plans, and identified accounts that may require backup generation. SDG&E also maintains a CFI specific website at <https://www.sdge.com/pmps-critical-facilities> for customers to access additional information.

1.1.2 Preparation Exercises & Training

SDG&E's Emergency Response team conducts extensive preparation and training in collaboration with the AFN team to prepare for PSPS and supporting individuals with AFN. These include:

- Two annual PSPS exercises, one tabletop & one operations-based, both of which addressed AFN concerns during a PSPS with external partner participation
- Additional exercises throughout the year on various all hazards topics that addressed and included AFN concerns and response expectations
- New responders onboarded in New EOC Member Orientation course
- New responder onboarded with required participation in NIMS, SEMS, and ICS training through FEMA course 100, FEMA course 200, FEMA course 700, and California's Intro to SEMS course
- Targeted participation in SDG&E's Command and General position credentialing training, including specific responder completion of CSTI courses G-775 and G-191
- EOC responder participation in Summer Readiness Training which provided training to all responders on PSPS expectations and protocols, load curtailment expectations and protocols, general hazards EOC expectations and protocols, and seasonal weather forecasts.
- Outreach and engagement with Public Safety Partners, Community Partners and local jurisdictions, including tribes
- EOC tours for external stakeholders
- Presentations to Public Safety Partners of the SDG&E Company Emergency and Disaster Preparedness Plan to solicit input
- Joint planning with County OES, CalOES, CAL FIRE, emergency managers, Tribal Leaders, and Regional Fire Chiefs
- AFN Liaison Officer training on the process and protocols for communication and AFN CBO services
- Training on IOU programs and services to in-home workers, social service staff, CBOs, tribal orgs, CERTS, etc.

1.1.3 EOC AFN Liaison Role

Specifically dedicated to supporting AFN customers during EOC activations, the 24/7 on-call AFN Liaison Officer reports directly to and advises the Officer-in-Charge (OIC) on the needs and activities in support of customers with an access or functional need.

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 community-based organizations (CBOs), to prepare customers for a potential power outage and provide up-to-date information on PSPS operations, customer resources and address any power outage related needs of customers.

A series of exercises held on May 2nd, June 6th, July 14th and July 18th, 2023, were conducted, building the knowledge and skills needed to effectively serve customers with an AFN during an EOC activation. In addition to the general EOC training and exercises required by SDG&E's Emergency Management, position specific training on the processes and resources utilized during an EOC activation to support AFN customers were required. This additional AFN Liaison Officer training include:

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

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

1.1.4 Customer Care Support

SDG&E continues to support individuals and households with AFN, including during PSPS. When customers call or visit our branch office to speak with an agent regarding AFN specific concerns, they will be directed to the appropriate resource to receive support (e.g., 211, Customer Assistance, EOC AFN Liaison Officer, etc.). All branch office locations are equipped, and staff are trained to provide Video Remote Interpreting (VRI) for American Sign Language (ASL) and non-English languages, as needed. Additionally, SDG&E's Customer Care Center representatives are trained to speak with customers experiencing challenges and if it is the customers' preference, flag them in SDG&E's system as having a self-identified disability for additional consideration of tools, programs, and services.

1.2 AFN Identification Outreach

SDG&E recognizes the importance of continuing to identify and enhance available support to individuals with AFN. As a result, SDG&E is committed to providing the education, resources and notifications required to maximize resiliency during PSPS. As of the end of Q2, there are approximately 415,000 customer accounts associated with AFN, which accounts for 34% of the residential customer class. Of the 415,000 customers, approximately 44,000 of customers with AFN reside in the HFTD.

SDG&E continues to promote AFN Self-Identification through multiple campaigns to identify if an individual or someone in the home has a disability, uses a device for their health, safety or independence that requires electricity, or prefers to receive certain information in a language other than English. Campaigns implemented in Q2 include promotion on social media and utilizing CBO outreach channels with the Regional PSPS Working Group and Energy Solutions Partners network. SDG&E also leveraged existing program campaigns such as the Power Saving Rewards email reaching approximately 600,000 customers with the AFN Self-ID message to drive customers to the dedicated AFN page and included the AFN Self-ID message in May's on-bill messaging.

In June, a banner was added on SDG&E's homepage to direct customers to the AFN Self-ID web form. SDG&E has the self-identification web form prominently featured on the AFN landing page (sdge.com/afn) to enable continued self-identification. Additionally, we continue to work with a local communications firm to identify additional opportunities to further reach individuals with access and functional needs.

SDG&E is committed to continue identifying customers with AFN beyond Medical Baseline Program participants, such as adding two additional AFN identifiers, Assistive Technology and Durable Medical Equipment, into our customer database system. Customers may add these new AFN identifiers through our Customer Care Center. Additional outreach campaigns and strategies for 2023 are under review.

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

1.3 AFN Support Resources

To further support and prepare individuals with an AFN, SDG&E 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. This includes an update, accessible AFN/PSPS Social Media Toolkit near final development.

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

Figure 2



211 – Centralized Resource Hub

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

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 support 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 customers' resiliency plans, connect them with existing programs that can help them prepare for outages and assist them in completing applications for these programs including exploring Care Coordination screening outreach efforts conducted by 211.

Accessible Transportation

SDG&E has continued its partnership with Facilitating Access to Coordinated Transportation (FACT) in 2023, which provides accessible transportation to individuals with AFN across the entire HFTD during PSPS. There are no eligibility criteria other than an individual seeking assistance. FACT is available 7 days a week from 5:30am-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 Q2 SDG&E began the AFN/PSPS support services campaign including accessible transportation, through various AFN identified media channels in the HFTD

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.

In 2023, to increase outreach and support to building managers in the HFTD, SDG&E will continue to partner with the AFN Statewide and Collaborative Councils and emergency management services on solutions for the egress from buildings with elevators. Additionally, SDG&E shared current efforts to reach tenants, owners and managers of Multifamily Dwellings as well as Mobile Home Parks at the Q2 Regional PSPS Working Group.

No-Cost Hotel Stays

SDG&E has continued its partnership with The Salvation Army in 2023, which provides no-cost hotel stays to individuals with AFN during PSPS.

This is also available to individuals who would not normally be considered AFN, but due to the circumstances (long duration, cold weather, living alone, etc.) request assistance. Hotel stays are arranged via The Salvation Army and 211, and do not require any payment up front or otherwise from individuals. Hotels are selected based on accessibility and proximity to 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.

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

Wellness Checks

SDG&E continues to maintain partnerships in 2023 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. The below partners will provide support for 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 CBOs, for distribution as part of their emergency preparedness efforts. In Q2 approximately 150 medical cooler bags were distributed to potentially vulnerable customers through partner CBO events and to seniors in need through You Are Not Alone (YANA) wellness checks. Opportunities continue to be explored to provide targeted resiliency items to those most at risk of a PSPS.

1.4 Customer Resiliency Programs and Continuous Power Solutions

1.4.1 Back-Up Power

SDG&E offers several 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.

Q2 activities included:

- Execution of vendor contracts for 2023 program year
- Marketing and customer outreach materials updated in preparation for program launch in July
- Eligible customer list finalized
- Customer outreach and education at Wildfire Safety Fair

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.

Q2 activities included:

- Execution of vendor contracts for 2023 program year

- Marketing and customer outreach materials updated in preparation for program launch in July
- Eligible customer list and qualified product list finalized
- Customer outreach and education at Wildfire Safety Fair

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

The Resiliency Audit is an online survey that engages with all customers in the HFTD to help them increase overall resiliency and prepare for PSPS events. The 2023 offering will launch in Q3 and will be promoted through direct customer invitations, wildfire safety fairs, and SDG&E's annual wildfire newsletter. Customers will be encouraged to answer a brief series of questions to assess and enhance their knowledge about how to stay up to date on preparedness essentials. Upon answering the questions, customers will receive personalized resources that are customized to their survey responses. Resources include emergency and vehicle supply lists, information on backup power solutions, guidance on how to sign up for

access and functional needs communications, and helpful community resources from the Red Cross, 211 San Diego, and the County Office of Emergency Services. Additionally, the survey will continue to support customers with various access and functional needs by providing specific resources and information on how to subscribe for additional programs and emergency notifications.

1.5 Customer Assistance Programs

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

1.5.1 Medical Baseline Allowance Program (MBL)

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

As of April 2023, SDG&E had approximately 69,000 customers enrolled in the Medical Baseline Allowance program. Communication and outreach continues to identify and enroll customers into the Medical Baseline Program.

During Q2, SDG&E collaborated with Sharp Grossmont Hospital Care coordinators to identify and assist qualifying patients with completing the MBL application, before discharging the patient from their hospital facility. MBL applications have a customized code for SDG&E to measure effectiveness and participation of submitted applications.

1.5.2 California Alternate Rates for Energy Program (CARE)

The CARE program provides a 30% or greater discount on natural gas and electricity bills to low-income residents, non-profit group living facilities, and agricultural housing facilities. Customers must meet eligibility guidelines to qualify for the CARE program. As of the end of June, approximately 349,000 customers were enrolled in CARE.

1.5.3 Family Electric Rate Assistance Program (FERA)

The FERA program provides qualified households with an 18% discount on electric usage every month. Households of 3 or more may qualify for the FERA program. Household size and total household income guidelines apply. As of the end of June, approximately 11,000 customers were enrolled in FERA.

1.5.4 Energy Savings Assistance Program (ESA)

The ESA program provides no-cost weatherization services to low-income households who meet the CARE income guidelines. Services provided include attic insulation, energy efficient refrigerators, energy efficient furnaces, weather stripping, caulking, low-flow showerheads, water heater blankets, and door and building envelope repairs which reduce air infiltration. As of June, the ESA program has provided in-home energy education to 3,684 customers and treated 1,827 households.

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 second quarter of 2023, there were 2,163 LIHEAP pledges totaling \$1,981,084.02.

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 SAFE San Diego grant program by supporting more than 50 organizations focused on regional fire safety, emergency response and community preparedness. In May, SDG&E, the Fire Safe Council of San Diego County and San Diego Regional Fire Foundation issued grants to 19 local fire safe councils to initiate or expand programs. The majority of funding for the roughly \$125,000 in grant awards came from SDG&E, with additional funding from San Diego Regional Fire Foundation and the San Diego River Conservancy through the governor's Wildfire Early Action Plan.

SDG&E supported the National Community Emergency Response Team (CERT) Conference, which was held in the San Francisco Bay Area in June. Financial support provided scholarships for local CERT members to attend the conference with limited out-of-pocket expenses. Pre-conference training included several AFN-focused sessions, and SDG&E facilitated a session that discussed best practices for private sector partnerships and collaboration with response organizations. Local CERTs were recently invited to submit funding requests through SDG&E's partnership with the Burn Institute. Grants from \$2,000 - \$2,500 will be awarded to more than a

dozen local CERTs to support quarterly training, full-scale exercises, CERT Academy and other efforts. These CERTS provide support for AFN populations during an emergency, disaster, and PSPS. SDG&E also provided support to the Community Information Exchange (CIE) Virtual Summit through 211 San Diego. The event allowed local service providers to learn from organizations across the nation about best practices for coordinated care with a data-informed approach.

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 June 26, 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 – June 26, 2023 (Special CEO Session/AFN Executives)

Meeting Goal: Provide a forum for open conversation and collaboration on current resources, processes and community outreach measures.

Meeting Summary

- AFN Education and Engagement: Develop a path forward to collaboratively educate the community about available PSPS mitigation resources and work to further the distribution of resources prior to PSPS.
- Robust conversation surrounding status of [PrepareforPowerDown.com](https://www.prepareforpowerdown.com) which culminated in Collaborative Council recommendation to conduct demo of current site to ultimately align on potential beta launch in advance of Phase 2 enhancement completion.
- Joint IOUs requested additional avenues for consideration to improve community outreach for Energy Dependent Households through expanding relationships.

- The Collaborative Council recommended sponsoring events such as conferences and providing AFN Leadership with marketing materials to share IOU work from trusted resources.
- PSPS In-Event AFN Support: Discuss how the IOUs can support Californians with AFN in real-time during PSPS.
- IOUs confirmed PSPS mitigation resources can be provided in real-time to customers with AFN during PSPS and beforehand in preparation for these PSPS.
- PG&E partners with DDAR and 211 to provide support before, during and after PSPS. Though the DDAR has an application process, this is secondary during a PSPS. Furthermore, PG&E provides an AFN Liaison team in the EOC during PSPS activation.
- SDG&E offers services through 211 and supplemental services similar the DDAR program, has a dedicated AFN on-call representative for requested support 24/7 and AFN EOC position that reports directly to the Officer in Charge.
- SCE offers services through 211, provides an AFN supervisor in EOC during PSPS activation and are in the process of a new DDAR contract.

Feedback

- The Collaborative Council would like to have a future meeting hosted in-person.
- The Collaborative Council requested a walkthrough of the current [PrepareforPowerDown.com](https://www.prepareforpowerdown.com) website and a timeline of upcoming updates for Phase 2.
- The Collaborative Council would like to partner with the Joint IOUs to amplify messaging and awareness of the work being completed together regarding [PrepareforPowerDown.com](https://www.prepareforpowerdown.com).
- IOUs will benefit from continuing to build access and credibility to increase their engagement and program enrollments through enhanced outreach and engagement.
- The application process to receive resources in advance of an event is easy to navigate and process, however, during an event, there has been issues with people receiving resources.
- Questions were raised surrounding a process to receive resources prior in preparation for an event.

Action Items

Completed

- SDG&E to provide full PSPS survey deck.
- Joint IOUs hosted Q2 AFN/Joint IOU Collaborative Council meeting with a more strategic and collaborative approach.

On-Going Actions: N/A

Future Actions:

- Explore options for an in-person Collaborative Council meeting, including timing and location.
- Provide a [PrepareforPowerDown.com](https://www.prepareforpowerdown.com) walkthrough and description of Phase 2 additional enhancements on August 8th.
- Disability Rights California to introduce the IOUs to staff advocates for veterans with disabilities.
- Identify emergency response conference opportunities to potentially engage through sponsorship, best practice presentations for other utilities and co-presentations with disability community members.
- CPUC representative to identify additional opportunities to jointly present AFN/Joint IOU progress to the CPUC.
- Provide MBL program numbers for the council to review.
- Extend meeting invite to CFLIC and DDAR representative and determine interest in a briefing.
- Collaborative Council to coordinate potential guest speaking opportunity during respective upcoming meetings, including:
 - Disability Rights California monthly staff meeting
 - Statewide AFN Community Advisory Committee
 - State Council on Developmental Disabilities July/September/October meetings
- Collaborative Council to provide names of statewide disability leaders with capacity and networks to connect with the IOUs.

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 June 21, 2023. The meeting's 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 – June 21, 2023

Meeting Goal: Provide overview of 2023 meteorology outlook and discuss the status of the expected wildfire season.

Meeting Summary

- 2023 Meteorology Outlook
- Joint IOU representatives provided a recap on the 2023 winter weather impacts and forward outlooks on summer weather and fire potential.
- Joint IOU representatives discussed how fire risk is determined by each IOU.

Feedback

- 2023 Meteorology Outlook
- Presenters responded to questions regarding:
- How shutoff impacts are included in the risk analysis conducted before a Public Safety Power Shutoff (PSPS).
- Preparation for flooding risk from 2023 snowpack.
- PSPS and Enhanced Powerline Safety Setting outlook for 2023.

1.6.3 Wildfire Safety Community Advisory Council (WSCAC)

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

In 2023, SDG&E WSCAC meetings have occurred on February 3 and May 5, and are scheduled to occur in August and November. Recent topics have included: Winter Weather Overview, SDG&E General Rate Case, Wildfire Mitigation Plan Overview & Updates, Long-Term Strategic System Hardening, Winter Recap & Fire Season Outlook, Fire Hardening Project in Valley Center, and SDG&E's Public Safety Partner Portal (mobile application) Enhancements. 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. A

1.6.4 Tribal Communities

SDG&E has a Tribal Relations team that includes a dedicated manager to engage and coordinate with tribal leaders, staff and community members to understand their greatest challenges with PSPS. Through these collaborations, challenges identified include the impacts to elders and vulnerable community members, connecting tribal members to generators and battery, impacts to water sources not having back-up energy, food insecurity, integrating indigenous conversations around climate adaptation and ancestral wisdom into SDG&E-led conversations, the loss of large amounts of food in freezers due to limited trips to stores, and last to be reenergized due to remoteness. Tribes are telling us elected leadership and their staff have limited resources and cannot always provide feedback. In response, SDG&E established support systems with Indian Health Councils to provide generators, resiliency items, information, and resources in advance of wildfire season and support with emergency food distribution during PSPS. In May 2023, SDG&E facilitated a focus group to better understand how to better support tribal communities from the context of climate change vulnerabilities and sought ways to insert tribal members into leadership/advisory roles as we look toward a future of extreme temperatures and events. Additionally, SDG&E executive leadership are participating in tribal events to provide one-on-one outreach and create momentum for SDG&E teams to incorporate and support where they have resources to do so. Some results include SDG&E providing training for tribal fire departments, weather data sharing that will inform tribal climate adaptation plans and incorporate "good fire" conversations into the SDG&E Wildfire Safety Fairs. Finally, new this year is a focus on smaller community events within areas where there are higher low-income and vulnerable populations.

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, 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 June 06, 2023, reviewing lessons learned from the May 2023 PSPS exercises, multi-family dwelling and mobile home park outreach, and accessible communication strategies. The next PSPSWG meeting will be on September 20, 2023.

1.7 AFN Public Education & Outreach

The AFN Public Education campaign has been refreshed for 2023. The creative design and messaging has been updated to reflect SDG&E's updated brand (newly designed logo, graphics and colors). The refreshed campaign will launch in 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 marketing 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. The mobile app is also promoted as a resource that provides PSPS notifications to residents without an SDG&E account. Additionally, SDG&E collaborated with Center for Accessible Technology (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 (www.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, including the ability to self-identify as an AFN customer.

1.7.1 Statewide Website for AFN Solutions

Prepare For Power Down (P4PD) is a Joint IOU [website \(prepareforpowerdown.com\)](http://prepareforpowerdown.com), created as a centralized resource for statewide CBO's and agencies serving AFN communities, providing easy access to

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

Throughout 2022, the IOUs refreshed P4PD after receiving feedback from the AFN Collaborative Council expressing the need for a centralized place for Californians with AFN to prepare for a PSPS. Phase 1 of the website enhancements were completed in Q1 2023 and live in Q2 2023. Key enhancements to the website include:

- Emergency preparedness resources accessible from anywhere on the homepage
- New accessibility overlay that allows users to customize the site according to their needs
- Meeting WCAG 2.1 AA Compliance Standard
- Zip code tool to narrow program results and navigate users directly to their respective utility program pages

The Joint IOUs are currently working on a Scope of Work for Phase 2 enhancements and will be conducting a demo of Phase 1 to the AFN Collaborative Council in Q3.

1.7.2 Accessibility of Communications

Effective communication is important for the safety and well-being of customers of every ability and requires equitable access to SDG&E communication and notifications. Ensuring the accessibility of customer notifications is a top priority. SDG&E worked with stakeholders and experts to expand the accessibility of our notifications to customers. These include:

- Expansion of the Accessible Hazard Alert System (AHAS) for customized on-demand accessible alerts in real time (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 can be accessed 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 and our customer outreach teams. All CRC and Branch Office staff continue to have access to this communication platform. VRI provides the ability to have more complex conversations and share critical information in ASL and 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 (ESP) Network, which consists of approximately 200 CBOs, is leveraged to help prepare customers, especially those who may be vulnerable, for wildfires and other emergency situations. These partners, who receive financial compensation for their year-round support, leverage critical information and notifications through a variety of outreach tactics including presentations, events, meetings, and the amplification of emergency preparedness information through their respective social media platforms. SDG&E targets outreach based on the diverse needs of individuals with AFN and continues to seek opportunities to promote enrollment and awareness of support services available during a PSPS de-energization.

In 2023, SDG&E 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 Q2 2023, SDG&E added approximately 8 new partners to its portfolio including: 1) Urban Youth Collaborative; who creates pathways for our youth to make a difference in their local communities; 2) Support the Enlisted Project (STEP); who builds self-sufficiency for junior active duty enlisted members, veterans, and their families and; 3) Chaldean Community Council; who focuses on providing and enhancing access and support to those in most need in the Chaldean and Middle Eastern community.

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 Q2 of 2023, SDG&E provided training and collateral to the approximately 50 CBOs within its Energy Solutions Partner network to ensure they're prepared to provide support for the amplification of PSPS notifications. These CBOs 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) Adjoin; 2) San Diego Center for the Blind, and; 3) Julian Cuyamaca Resource Center.

SDG&E also provides outreach to local CBOs that may not be part of the ESP network, focusing on organizations with disabled and aging population constituents. These presentations and outreach efforts provide educational awareness of PSPS support services, emergency preparedness, and customer assistance programs. In Q2 SDG&E provided digital AFN/PSPS and Wildfire Safety Fair collateral to CBO members of Live Well San Diego Rural Community Group to amplify to constituents. Members include Aging and Independent Services, San Ysidro Health, and County Libraries. Examples of other organizations amplifying preparedness and programs include Access to Independence and the San Diego Senior Center Foundation.

In 2023, SDG&E continues to award key AFN organizations with shareholder grants who provide additional PSPS preparedness. SDG&E continues to work with these groups to identify PSPS support service educational trainings, shared AFN and PSPS materials, and other outreach opportunities. A few of these organizations include Access to Independence, ARC of San Diego and 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 contracted with a local communications firm to advise on strategic communication channels and

tactics to expand educational outreach to targeted AFN segments in 2023. They will be exploring additional opportunities for AFN tactical outreach and communications with a focus on preparedness and AFN Self Identification in the HFTD.

1.7.4 Participation in Community Events

To 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, CERT, and others to learn more about ways they can better prepare themselves and the services they provide to protect them and their loved ones for the unexpected loss of power due to PSPS and other possible weather driven emergencies. By Q3, SDG&E will have hosted 5 WSFs in Mountain Empire, Ramona, Alpine, Julian and Valley Center. To date, we have exceeded the number of customer participation at the fairs we have hosted with Alpine, bringing in 754 people, now better prepared for the upcoming season. In addition, for the second year, SDG&E is continuing its newly launched customers, continued education on PSPS, 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, Poway Neighborhood Emergency Corps and the Southern Indian Health Council). As of the end of Q2, SDG&E has hosted ~26 mini-wildfire safety fairs, in partnership with the organizations referenced above, with ~15 focused on tribal.

1.7.5 Collaboration with Partners and State Agencies

Healthcare Industry and State Agencies

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

In Q2, SDG&E collaborated with Sharp Grossmont Hospital Care Coordination Department to identify and assist qualifying patients with completing the MBL application, before discharging the patient from their hospital facility. Grossmont Hospital patients including those residing in rural and HFTD communities. PSPS preparedness information will be shared with patients as well. The MBL and preparedness support will be expanded in Q3 to include the Rural Community Outreach program.

The Joint IOUs continued conducting targeted outreach to various organizations including healthcare agencies, hospital associations, and local veterans' non-profits to establish new statewide partnerships. The purpose of these partnerships is to expand awareness and utilization of resiliency resources among customers with access and functional needs. The IOUs are developing statewide educational materials for public distribution through these new partnerships.

Paratransit Service Engagement

SDG&E continues to provide FACT, SDG&E's Paratransit Support Partner, (see section 1.3 under AFN Support Services) with PSPS preparedness education and outreach information to share with their transportation partners.

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/offerings 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 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 and updating notifications in 2023 for clarity and is making refinements to make messaging clearer and more accessible. Additionally, SDG&E conducted live notification testing with customers in Q2. This provided an opportunity to test the Enterprise Notification System (ENS). SDG&E also plans to solicit feedback from customers who are affected by PSPS as part of annual post-season research efforts later in the year. Updated PSPS notifications were translated and recorded into 21 prevalent languages spoken in the region, and any 2023 updates will also be translated, voice messages will be recorded, and American Sign Language videos will be updated accordingly. Every year the SDG&E public-education campaign includes messaging about signing-up for notifications prior to the start of peak fire season.

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 applications. The company takes a proactive approach to meet Americans with Disabilities Act (ADA) and the Web Content Accessibility Guidelines (WCAG) 2.1AA global web standards for accessibility. SDGE.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 AFN, as well as AFN resources. Optimized Drupal (content management system) includes accessibility features such as search engine form and presentation, color contrast and intensity, image handling and form labeling. Implementation of the AudioEye services continuously tests and remediates accessibility issues automatically and sends alerts for issues requiring manual remediation and other potential issues. SDG&E also works with the Center for Accessible Technology (C4AT) on testing and remediation of the company's mobile applications.

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

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 conducted them during the spring of 2023. This research effort is more in line with Pre-season Research activities, and tested PSPS communications leading up to PSPS season. Results were compared to 2022 Pre-season Research results and final conclusions and recommendations were also provided in the 2023 Pre-season Report.

Under advisement of the CPUC, the post-season research was modified and conducted in April 2023. The objectives related to that research assessed language preference, language of wildfire/PSPS communications received, and the usefulness of those communications. Additional goals gauged the level of preparedness for PSPS events and satisfaction with SDG&E wildfire/PSPS communication efforts. This was consistent with the pre-season research to measure the communications that took place at the end of 2022.

Survey results indicated a slight decrease in awareness of wildfire and PSPS communications. SDG&E believes this may be due in part to the time of year the survey was conducted, which was three to four months after the 2022 communications campaign ended and is much later than usual to conduct post-season research, which we believe led to a decrease in recall. Additionally, SDG&E's service territory experienced wet and stormy winter weather that increased fuel moisture and was not typical wildfire weather.

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 this customer segment, the sample size of the AFN Power Panel is currently small (n=~350), so results from these surveys are interpreted with caution

June AFN Power Panel Survey

- ~50% of respondents are adequately prepared with an emergency plan in the event of a 24–48-hour power outage
- Of those who are less prepared, 91% responded they would likely create a plan if guidance was available
- 77% of the respondents are enrolled in MyAccount
- The top resources used on MyAccount by respondents.
 - ~ 75% Review of bill and energy use
 - ~ 65% Bill payment
 - ~25% Energy saving tips and resources
 - ~ 15% Update contact information
- ~50% of respondents have difficulty participating at work, school and housework due to a physical or cognitive disability.
- 55% of respondents rated SDG&E excellent or good in providing resources to accommodate customers with disabilities.

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
Adam	Willoughby	California Department of Aging (CDA)	Asst. Director of Legislation and Public Affairs
Ally	Bartz	CA Department of Social Services Adult Program Division - CDSS	unknown
Ana	Acton	Department of Rehabilitation - (DOR)	Deputy Director Independent Living and Community Access Division
Annette	Rogers	Central Valley Regional Center (CVRC)	Fresno NVRC Representative
Bonny	Wolf	California Department of Social Services Disaster Unit (DSS)	Disaster Unit
Brian	Weisel	State Council on Developmental Disabilities	Legal Counsel
Dan	Heller	Deaf Link, Inc.	President
Dan	Okenfuss	California Foundation for Independent Living Centers (CFLIC)	Public Policy Manager
Desiree	Robedeaux	Disability Rights California (DRC)	Equal Justice Works Disaster Resilience Student Fellow

Elizabeth	Basnett	California Health & Human Services	Assistant Secretary
Fred	Keplinger	Redwood Coast Regional Center	Emergency Management Coordinator
Gabby	Esharati	North Los Angeles County Regional Center	Consumer Services Director
Hewitt	Matanari	Alta California Regional Center	Emergency Response Coordinator
James	Collins	CA Council of the Blind	Community Educator
Joanne	Brandani	California Department of Social Services (DSS)	Deputy Chief, Disaster Services Branch
John	Barnett	California Department of Social Services (DSS)	Manager, Response and Redirect Unit
Joseph	Grounds	Kern Regional Center (KERNRC)	Emergency Response Coordinator
Josh	Gleason	California Department of Social Services Disaster Unit (DSS)	
June	Isaacson Kailes	Disability Policy Consultant	Disability Policy Consultant
Kay	Chiodo	Deaf Link, Inc.	Chief Executive Officer
Kelly	Brown	211	Director, Interface 2-1-1
Kendall	Skillicorn	California Department of	Bureau Chief, Department

		Social Services Disaster Unit (DSS)	Operations Bureau
Larry	Grable	Service Center for Independent Living - SCIL	Executive Director
Lauren	Giardina	Disability Rights California (DRC)	Executive Director Managing Attorney
Mark	LaBeau	CA Indian Rural Health Board (CIRHB)	CEO
Mary Ellen	Ittner	Keadjian	Senior Advisor
Melissa	Kasnitz	Center for Accessible Technology	Legal Director
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Rick	Yrigoyen	CA Department of Social Services Adult Program Division - CDSS	Staff Services Manager
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
Sutep	Laohavanich	California Department of Aging (CDA)	Program Director
T.	Abraham	Hospital Council	Regional Vice President
Tamara	Rodriguez	California Department of Development Services (DDS)	Officer, Emergency Preparedness & Response
Tracey	Singh	American Red Cross	Pacific Division Disability Integration Advisor
Yenter	Tu	No Barriers Communications	National Liaison