

**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)
2022 PLAN TO SUPPORT ACCESS AND FUNCTIONAL NEEDS POPULATIONS
DURING PUBLIC SAFETY POWER SHUTOFFS**

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January 31, 2022

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Pursuant to Conclusion of Law 36 and Ordering Paragraph 1 of the California Public Utilities Commission's (Commission) Phase 2 De-Energization Decision (D.) 20-05-051 and Phase 3 De-Energization D. 21-06-034, San Diego Gas & Electric Company (SDG&E) submits its 2022 Access and Functional Needs (AFN) Plan which describes its efforts to address the AFN and vulnerable population during Public Safety Power Shutoffs (PSPS). SDG&E's 2022 AFN Plan is attached hereto as Attachment A.

Respectfully submitted,

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Attachment A

**San Diego Gas & Electric Company's 2022
Plan to Support Populations with Access and Functional
Needs During Public Safety Power Shutoffs**

January 31, 2022



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EXECUTIVE SUMMARY

During extreme weather conditions, utilities may temporarily turn off power to specific areas, enacting a Public Safety Power Shutoff (PSPS) when there are no other alternatives to reduce wildfire risk and protect the safety of our customers and communities. In order to support individuals with Access and Functional Needs (AFN) during a PSPS, the Investor-Owned Utilities (IOUs) develop an annual support plan with assistance from regional and statewide AFN stakeholders from a broad spectrum of expertise. Beginning in 2022, that plan will leverage Federal Emergency Management Administration's (FEMA) Comprehensive Preparedness Guide 6 Step Process. To measure progress on the implementing the Plan, the IOUs will continue to provide quarterly updates to AFN stakeholders at Council meetings and a quarterly report to the CPUC.

In collaboration with AFN stakeholders, the IOUs identified the main risk that this plan is intended to mitigate:

“Individuals with AFN are unable to use power for devices/equipment for health, safety, and independence due to an unexpected PSPS or are unprepared for a PSPS.”

The IOUs have worked closely with the AFN Collaborative Planning Team to address “Who,” “What,” and “How” to support individuals with AFN during PSPS activations and mitigate this risk. While initial efforts are reflected in this Plan, work is ongoing and will continue evolving. The IOUs are committed to the importance of continuously working to address the needs of individuals with AFN before, during, and after a PSPS.

To date, the IOUs have had several executive-level meetings involving IOU Vice Presidents and Executives of AFN organizations, including one all-day meeting on January 6, 2022, with at least two more meetings planned. The AFN Executives welcome the opportunity to provide input and guidance and are optimistic for further progress on implementation of the strategies discussed with the IOUs for future PSPS.

The IOUs would like to acknowledge and give sincere thanks to the group for all the hard work and tireless commitment in developing the 2022 AFN Plan

and will continue to partner with key AFN stakeholders to refine and expand efforts throughout 2022.

Who

The Joint IOU Statewide AFN Advisory Council and AFN Core Planning Team have developed a definition of electricity dependent individuals who are the main target population this Plan seeks to support.

Electricity Dependent Definition¹: Individuals who are at an increased risk of harm to their health and safety, during a Public Safety Power Shutoff.

Including, but not limited to:

- *Medical and Non-Medical*
- *Behavioral, Mental and Emotional Health*
- *Mobility and Movement*
- *Communication*
- *Individuals who require devices for health, safety, and independence*

The IOUs have made strides in identifying individuals with AFN, collectively identifying 4.65 million² people across the State through defining, mapping, and enabling self-identification. Recognizing more work needs to be done in 2022, the IOUs will continue to work with the AFN Core Planning Team to identify opportunities to further operationalize the Electricity Dependent definition.

What & How

Over the last year, the IOUs have been creating consistent statewide outreach and developing effective, comprehensive new support programs that focus on providing direct support during PSPS via portable batteries, generators, hotel stays, accessible transportation, food support and more. The IOUs have been working to identify and close gaps in services and resources provided, for example, Southern California Edison (SCE) and Pacific Gas and Electric (PG&E) have joined San Diego Gas & Electric (SDG&E) in creating a statewide support model through a partnership with 211. Through the 2022 planning process the IOUs worked with the Core Planning Team to identify the goals, objectives, and potential opportunities for enhancements that are outlined in the Plan.

¹ IOUs will strive to implement this proposed definition contingent on operational feasibility and in alignment with AFN identification requirements with the CPUC's PSPS decisions. See e.g. D.21-06-034, pp. A8 – A9, D.20-05-051, p. A8 and D.19-05-042, pp. A12-A14, A20-A21. The IOUs will continue to collaborate with AFN stakeholders to refine this definition as appropriate.

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

The key objectives have been identified as follows:

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

Additional in-depth discussions are planned for Q1 with the AFN Collaborative Planning Team to further identify “What” is needed to effectively mitigate PSPS impacts and “How” to achieve this.

The success of these efforts should be judged by applying measurable, objective, well-defined and consistent standards. The following Key Performance Indicators have been identified as a starting point to measure the mitigation of impacts to individuals with AFN and identify any gaps.

Key Performance Indicators to measure the impact:

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

Additionally, the IOUs are working with the AFN Collaborative team to identify any additional Key Performance Indicators needed.

INTRODUCTION

As climate conditions change, California is facing drier and hotter weather making wildfires a year-round threat. The Investor-Owned Utilities (IOUs) continually monitor weather and other climate conditions to detect potential fire threats. When wildfire risk conditions present a safety threat to our customers and communities, electric utilities may call for a Public Safety Power Shutoff (PSPS) as a measure of last resort for safety. PSPS activations impact the lives of the utilities' customers. This 2022 AFN PSPS plan focuses primarily on individuals and communities with AFN, as PSPS activations may significantly impact these individuals. The plan was developed collaboratively with the AFN Core Planning Team comprised of leaders in the AFN community and the utilities.

Leveraging the Federal Emergency Management Administration's (FEMA) Developing and Maintaining Emergency Operations Plans Comprehensive Preparedness Guide (CPG) 101 6 Step Process, and in accordance with the California Public Utilities Commission (Commission or CPUC) Decision (D.) 20-05-051 Phase 3 OIR Decision Guidelines, SDG&E, SCE, and PG&E worked collaboratively with the AFN Core Planning Team and engaged the "whole community approach" to develop an overarching Joint IOU Statewide template to meet the diverse needs of the individuals with AFN.

The IOUs will file their respective 2022 AFN plans with the CPUC by January 31 of each year regarding its planned efforts to address people/communities with AFN during PSPS. The comprehensive plans will reflect the geographical differences as well as the diverse needs of communities with AFN. Additionally, the IOUs will provide AFN stakeholders and the CPUC with quarterly updates regarding the progress towards meeting the established plans and the impact of its efforts to address this population during PSPS, while optimizing opportunities for consistency statewide.

The IOUs have previously described their approach for supporting and communicating with individuals with AFN in their respective 2021 AFN

Plans and 2020-2022 Wildfire Mitigation Plans and updates (WMP). This plan, however, is focused on the specific IOUs' approach for serving individuals with AFN leading up to and during PSPS. Specifically, it provides a summary of the research, feedback, and external input that has shaped its support strategy for populations with AFN, the programs that serve these individuals, the preparedness outreach approaches that are focused on populations with AFN, and the in-activation customer communications, which serve populations with AFN.

Subject Matter Experts (Engage the Whole Community) | WHO

Each of the IOUs have engaged regional and statewide AFN stakeholders possessing a broad spectrum of expertise to develop this plan in alignment with Step 1 of the FEMA Process:

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

The IOUs began by soliciting engagement from its AFN Statewide Council and AFN Collaborative Planning Team (identified by the Commission in the Phase 3 De-energization Decision) for the development of their respective plans. The IOUs collaborated with the AFN Core Planning Team of approximately ~20 organizations volunteered their expertise in supporting individuals with AFN from many diverse perspectives.

On September 24, 2021, the IOUs introduced this effort at the broader AFN Statewide meeting and invited participation, and they subsequently held a kick-off meeting with Core Planning Team members on October 29, 2021.

To date, the IOUs have had several executive-level meetings between IOU Vice Presidents and Executives of AFN organizations, including one all-day meeting on January 6, 2022, with at least two more meetings planned. The AFN Executives welcomed the opportunity to provide input and guidance and are optimistic for further progress on implementation of the strategies discussed with the IOUs for future PSPS events. That work remains ongoing.

Statewide AFN Core Planning Team (See Appendix A)

Participating Utilities	Named parties to include per the Phase 3 OIR PSPS Decision	Overarching Core Planning Team Representatives with AFN expertise
<ul style="list-style-type: none"> • SDG&E • SCE • PG&E • Liberty Utilities • PacifiCorp • Bear Valley Electric Service 	<ul style="list-style-type: none"> • State Council on Developmental Disabilities (SCDD) • California Health & Human Services (CHHS) • California Foundation for Independent Living Centers (CFILC) • California Office of Emergency Services (CaOES) • Disability Rights California (DRC) • Disability Rights Education & Defense Fund (DREDF) 	<ul style="list-style-type: none"> • Alta California Regional Center (ACRC) • American Red Cross (ARC) • California Council of the Blind (CCB) • California Department of Developmental Services (CDDS) • California Department of Social Services (CDSS) • Central Valley Regional Center (CVRC) • Deaf Link, Inc. • Disability Policy Consultant • Interface 211 • Kern Regional Center (KERNRC) • No Barriers Communications (NOBACOMM) • Redwood Coast Regional Center (RCRC)

The IOUs’ collaborative working group sessions on January 6, 2022, focused on identifying “Who”:

- “Who” the IOUs can identify as individuals with AFN in their systems, including who is at greatest risk during a PSPS
- “Who” the IOUs may not be able to identify but should still design support and resources for, to mitigate the impact of PSPS.

Subsequent sessions are planned for Q1 to address “What” and “How” the utilities plan to support individuals with AFN.

As a key component to engage the whole community in planning, the IOUs will continue to solicit feedback from the Joint IOU Statewide AFN Advisory Council, their respective Regional PSPS Working Groups and other AFN experts. These groups serve as a sounding board and offer insights, feedback, and input on the IOUs’ customer strategy, programs, and priorities. Regular meetings are scheduled to actively identify issues, opportunities, and challenges related to the IOUs’ ability to mitigate the impacts of Wildfire Safety strategies, namely PSPS, and other emergencies throughout California over the long term.

Outcomes from the planning process are outlined here and the details are included in the specific IOU plans. The ongoing work will continue as the collaboration continues. Some of these topics include exploring a “one-stop” statewide website, expanding market research efforts, simplifying program sign-up process and expanding safe, reliable accessible transportation.

1. PURPOSE, SCOPE, SITUATION OVERVIEW, AND ASSUMPTIONS | WHAT

1.1 Purpose/Background | WHY

The Plan focuses on mitigating the significant impacts of PSPS for individuals with AFN. This Plan was developed collaboratively with the AFN Core Planning Team comprised of leaders in the AFN community and the IOUs.

The IOUs intend to build on this Plan and strive for continuous improvement based on insights from the experts and feedback channels outlined in this Plan.

Each IOU’s respective 2022 AFN Plan addresses the following:

- Who we need to communicate with
- How we communicate with them

- What resources and services are needed during PSPS activations

1.2 Scope

Leveraging the FEMA CPG 6 Step Process PG&E, SCE, and SDG&E have partnered collaboratively with the AFN Core Planning Team, worked to engage the whole community and develop an overarching Statewide approach that meet the diverse needs of the individuals with AFN.

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

Recognizing this is a very broad audience this Plan will focus on mitigating the impact of a PSPS on “electricity dependent” individuals with AFN. To understand these impacts, the Joint IOU AFN Advisory Council identified the need to align on a common definition of “electricity dependent” as it varies across state agencies and other organizations. Therefore, developed this preliminary definition is intended to help inform new/enhancements to the programs and resources that are currently available. **See section 1.3 below.**

Electricity Dependent: Individuals who are who are at an increased risk of harm to their health, safety, or independence during a Public Safety Power Shutoff. Including, but not limited to, the following:

Table 3: Electricity Dependent Examples

Medical & Non-Medical	Behavioral, Mental & Emotional Health	Mobility	Communication
Respiratory equipment: oxygen, respirator, inhalation therapy, apnea monitoring, suction machines, airway clearance vests, cough assistive devices, Hemodialysis	Powered equipment that supports an individual to self-regulate emotional behaviors (e.g., sensory lights)	Positioning equipment: Lift, mobility track system, power wheelchairs, in home chair lift, electric beds	Augmentative communication devices (e.g., iPad, iWatch, eye gaze), alert systems
Nutritional equipment: gastric feed tube, specialized diet meal preparation equipment (e.g., feeding pumps, blenders)		Other mobility considerations that rely on power (e.g., garage door openers, elevator)	Powered equipment for hearing or vision support
Heating/cooling equipment: refrigeration, body temperature regulation			

The IOUs will file individual versions of their 2022 AFN plans to include territory specific details for meeting the needs identified by the Core Planning Team. The comprehensive plans reflect the geographical differences as well as the diverse needs of the AFN community, while optimizing opportunities for consistency statewide.

1.3 Situation Overview

1.3.1 Hazard Analysis Summary – Definition of Risk

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

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

The key risk identified by the Core Planning team is “Individuals with AFN are unable to use power for devices/equipment for health, safety, and independence due to an unexpected PSPS or are unprepared for a PSPS.”

Disruption in power can have a significant impact on individuals with AFN. Power dependence is dynamic, on a continuum and may rapidly intensify over time.

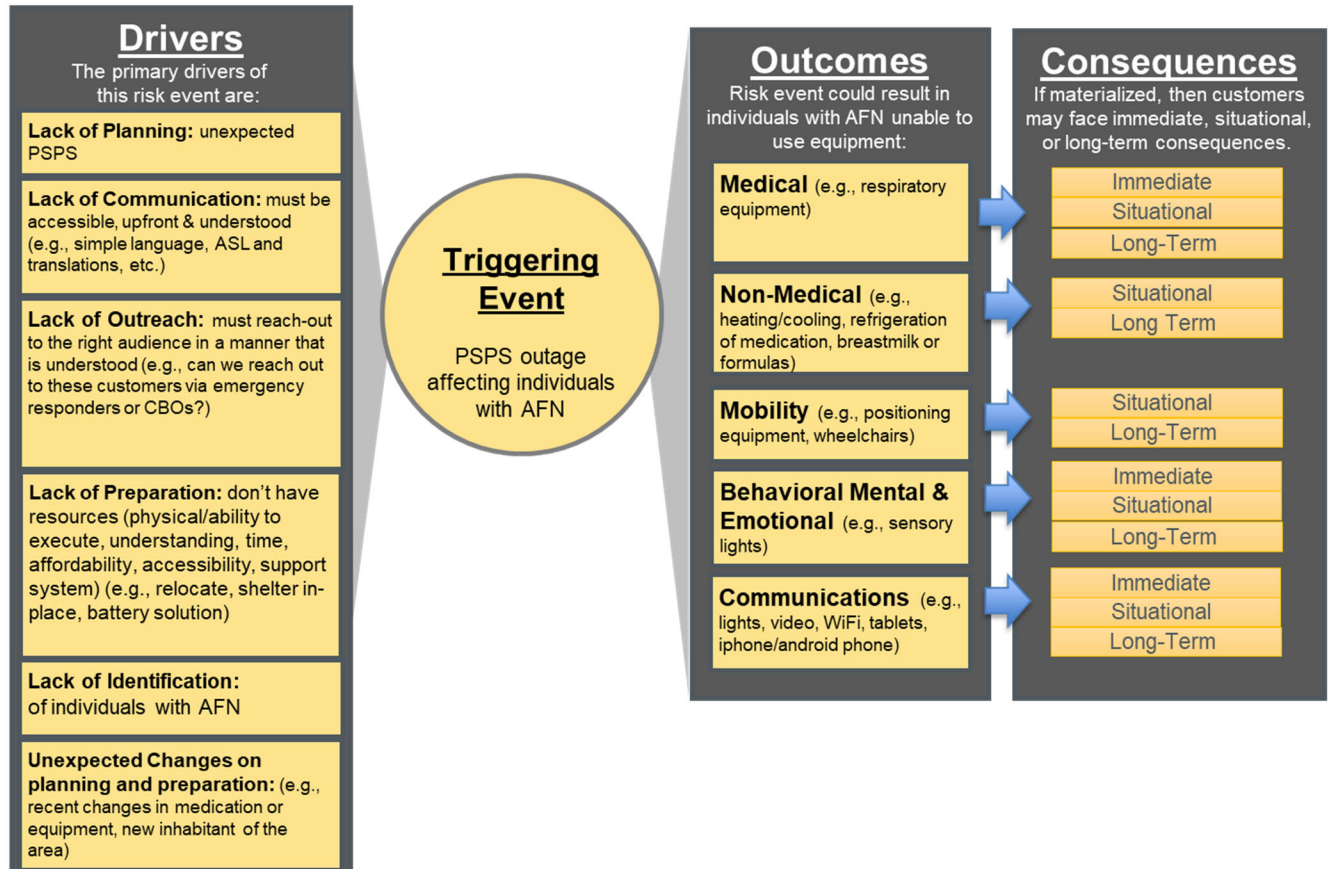
- Immediate – Power dependency quickly becomes a crisis in <2 hours (e.g., breathing equipment, someone dependent on critical respiratory equipment).
- Situational – Secondary emergency that quickly becomes a crisis (e.g., elevators to exit their home, someone trapped, and a fire starts and cannot get out. Also, when the power gets shutoff might be a factor (e.g., in the evening for someone dependent on CPAP/BiPAP equipment for 8 hours).
- Longer term – Power dependency becomes a crisis in ~6 – 12 hours (e.g., temperature-controlled medication and environments, someone dependent on insulin that needs to be kept refrigerated).

This assessment helps the planning team decide what hazards or threats merit special attention, what actions must be planned for, and what resources are likely to be needed.

List of Risks and Hazards – Potential Consequences

To further understand the risks and hazards, the AFN Core Planning Team conducted a Bowtie Risk Analysis Working Session to identify the drivers, outcomes, and consequences of an unexpected PSPS activation or outage on the health, safety, and independence of individuals with AFN. Table 1 below depicts the output of the working session. This work product helps to illustrate the needs of the individuals with AFN extend well beyond medical devices alone and the list of risks and are as diverse as the population and that the consequences can quickly change. **(See Table 1 below)**

Table 1: Bowtie Analysis



1.3.2 AFN Population and Identification

The IOUs have made significant strides in identifying Electricity Dependent individuals with AFN through defining, mapping, and enabling self-identification. Each IOU has mapped their respective databases to flag customers with the following fields as “AFN”:

- Customers enrolled in the following programs:
 - California Alternate Rates for Energy (CARE)
 - Family Electric Rate Assistance (FERA)
 - Medical Baseline (MBL), including Life-Support (Critical Care)
- Customers with disabilities
- Customers who receive their utility bill in an alternate format (e.g., Braille, large font)
- Customers who have identified their preferred language as a language other than English
- Older adults / seniors

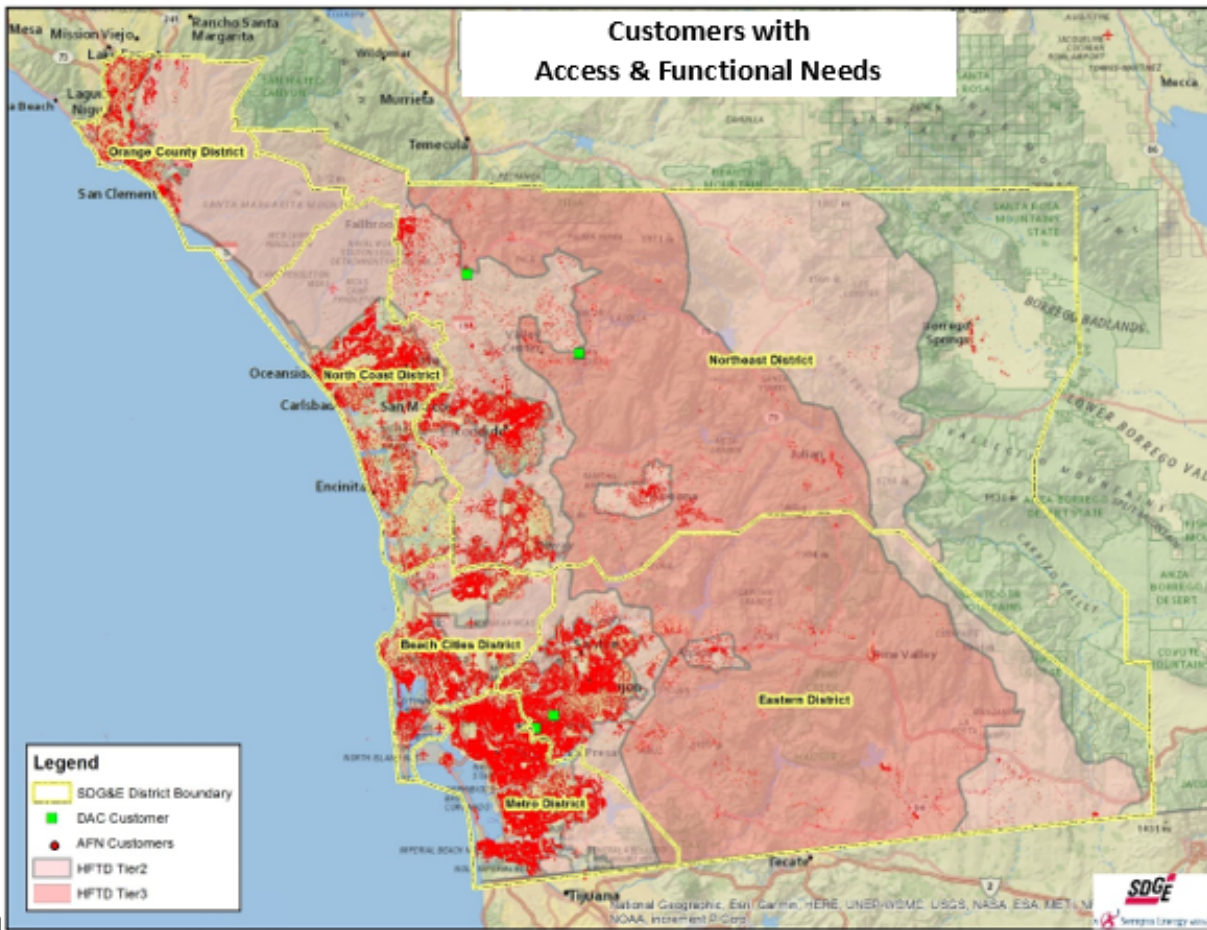
As a part of the planning process, the IOUs worked to identify the targeted individuals and benchmark with state agencies to create an informed estimate of the number and types of individuals with disabilities and others with AFN in the community. The California Department of Developmental Services (CDDS) for In-Home Support Services (IHSS) clients and the California Department of Social Services (CDSS) for Regional Center clients provided the IOUs data through aggregated zip code counts for a total of approximately 215,000 electricity dependent clients in the IOU service territories. Through 2021 the IOUs had defined “electricity dependent” as Medical Baseline program participants (Utility MBL). **See Table 2.** However, the IOUs acknowledge that more work is needed and that none of these programs identify the full spectrum of individuals who are at an increased risk of harm to their health, safety, and independence during PSPS.

Table 2: CA Electricity Dependent Clients

Service Areas	Regional Centers	IHSS	Medicare	Total*	Utility MBL
PG&E	~5,300	~13,800	~73,950	~93,000	~253,650
SCE	~7,400	~14,400	~77,300	~99,000	~112,500
SDG&E	~1,500	~1,650	~13,000	~16,150	~71,000
Total	~16,100	~34,400	~164,250	~214,750	~437,150

*May include duplication within the column counts of clients receiving more than one state agency service

Table 3: SDG&E Service Territory Map of Customers with AFN



This map displays SDG&E customers with Access and Functional Needs who reside in the HFTD⁽²⁾.

² DACs defined based on CalEnviro 4.0

In 2022, the IOUs will focus on further identifying Electricity Dependent individuals through self-identification, market research and CBO collaboration. Additionally, IOUs will leverage community partners to reach Electricity Dependent individuals that cannot feasibly be identified in its own database such as pregnant and nursing women, individuals experiencing homelessness, transportation disadvantaged etc.

1.3.3 Capability Assessment

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

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

The key objectives have been identified as followed:

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

In order to prioritize the key considerations, the team developed and utilized the criteria to determine the operational priorities. **See Prioritization Details in Appendix B.**

- Aligns to Goals and objectives: Does this resource mitigate the impacts of PSPS for electricity dependent individuals with AFN? Does this resource fall within the definition of individuals that require power for health, safety, and independence?
- Actionable/Feasible: Are there opportunities for action to address the critical issue? Is there room to make meaningful improvement on the issue?
- Effective: Is this resource effective in addressing the risk, for example mitigates the drivers (why?) or outcomes (what?)
- Creates Positive Customer Experience: Is it likely that addressing this issue will have positive customer impact or minimize the PSPS experience? Will customers be satisfied with this resource or program?
- Urgency: Is this a priority issue that needs to be addressed in the next year?
- Unique: Are these resources unique? Would there be a major gap if these resources were non-existent?
- Efficient and Affordable: Does it achieve the desired goal in an efficient way? Inefficient use of manpower and funds reduces the total number of people who can be effectively assisted.

FEMA: Step 4: Plan Development - Develop and Analyze Courses of Action – This step is a process of generating, comparing, and selecting possible solutions for achieving the goals and objectives identified in Step 3. Planners consider the requirements, goals, and objectives to develop several response alternatives. The art and science of planning helps determine how many solutions or alternatives to consider; what works in one territory might not be available and/or relevant in another territory. While there is a desire to have a consistent response across all the IOUs, it is not entirely possible.

The IOUs have worked to deliver consistent services and resource offerings; however, the delivery and eligibility will likely be different in the various territories.

As part of the planning process the Core Planning Team reviewed the existing resources offered by the IOUs and suggested potential enhancements to consider in 2022. (See IOU Resource Matrix in Appendix C)

Table 4: Potential Enhancements

Resource	Potential Enhancements
Communications	<ul style="list-style-type: none"> • Enhanced and targeted AFN communication plans for preparedness, during and after a PSPS (e.g., ASL, simplified, plain language, pictures, multi-channel) • Explore simplifying program sign up – (e.g., initiative to create a “one stop” application process currently identified for CARE/FERA and ESA programs) • Expand the resiliency webinar trainings (e.g., SCDD/Red Cross) • Develop targeted tips for individuals with AFN (e.g., charge devices in advance, keeping food safe during a PSPS, post PSPS actions) • One stop shop approach to sign up for utility programs (e.g., single website) • Ensure website content is accessible
Training/Community Meetings/Webinars	<ul style="list-style-type: none"> • Enhance training with targeted CBOs that support individuals with AFN to include both caregivers and customers (solicit input from Advisory Council members to ensure greatest success) • Targeted outreach to the diverse needs of the individuals with AFN. Look for ways to enroll individuals in IOU programs during these power shutoffs (e.g., sign up for self-certification)
PSPS Notifications/ PSPS Contact	<ul style="list-style-type: none"> • Conduct a review of the notification process to the individuals with AFN to identify enhancements and ensure accessibility (e.g., ASL) • Potentially coordinate wellness efforts with 3rd parties (e.g., CERTS)

Resource	Potential Enhancements
Resource Centers/ Cooling Centers	<ul style="list-style-type: none"> • Address privacy/quiet space considerations for individuals with AFN at indoor, outdoor, and mobile CRCs • Provide ASL information to inform, locate, and leverage the resource • Leverage supplemental resources during a PSPS for individuals with AFN (e.g., CBOs, The ARC local chapters) • Potentially coordinate wellness efforts with 3rd parties (e.g., CERTS) • Consistency of locations across the state • Rural areas • Medical device charging (replacements, leave while charging?) • See Cal OES Inclusive Blueprint for Addressing Access and Functional Needs at Mass Testing/Vaccination Sites for reference
Resiliency Items	<ul style="list-style-type: none"> • Leverage CBOs to provide targeted resiliency items to households with individuals with AFN (e.g., lights, sensors, cooler bags, gas cards, emergency blankets, battery powered blenders) through a partnership program with CBOs (learn from the past on what works) • Resiliency items for pets and service animals
Backup Power	<ul style="list-style-type: none"> • Review/expand eligibility of generator programs to facilities that support individuals with AFN (e.g., Food Banks, The ARC, Regional Centers) • Review eligibility requirements for the various programs • Leverage partners to help identify individuals with AFN who need generators (e.g., similar to the Tribal community example from SDG&E) • Regional Centers as trusted partner to help customers qualify for programs/resources • Provide more options for rural communities
Food	<ul style="list-style-type: none"> • Screening for specific dietary needs (low sugar, salt, culturally relevant)

Resource	Potential Enhancements
	<ul style="list-style-type: none"> • Considerations for zero waste/sustainability • Considerations for pets • Partner with Department of Social Services, Red Cross • Consider that food options have real world barriers (e.g., location, hour of day, who is open) • Partner with local school districts • Replacement
Transportation	<ul style="list-style-type: none"> • Expand education with the transportation organizations to discuss the needs of individuals with AFN and the impacts of PSPS (e.g., paratransit organizations, public transportation) • Coordinate efforts with emergency management resources • Considerations for expanding resources (accessible, car seats, pets) • Egress from a building with elevators
Temporary Lodging/Hotel	<ul style="list-style-type: none"> • Considerations in rural areas might need to coordinate efforts with emergency management resources when hotel accommodations are not available • Screening for specific needs for individuals with AFN (e.g., accessibility, refrigeration)

Additionally, the IOUs have in-depth sessions planned in Q1 with the AFN Collaborative Team to further enhance this section. Actions identified will be reflected in future quarterly updates.

Research and Surveys

In 2022, the IOUs will continue to collaborate and share best practices as they solicit and evaluate customer feedback about the PSPS program, including support, services, and resources offered to individuals with AFN and local communities, as well as the implementation of the PSPS protocols. The IOUs will solicit feedback through a variety of channels, including consultation with various Advisory Councils.

The IOUs have research efforts planned in 2022, potentially including: listening sessions and working groups planned in 2022 with local governments, tribes, and critical facilities; webinars for customers and communities; wildfire and PSPS awareness studies; feedback via digital channels; co-creation sessions with customers, partners, and IOU employees; notification message testing ; and real-time event feedback on the PSPS updates webpage including a review of the notification process to individuals of AFN to identify enhancements and ensure accessibility such as ASL.

The IOUs annually conduct a pre and post PSPS Wildfire Mitigation survey to measure customers' awareness and understanding of wildfire safety communications among residents and businesses. The survey is available to take in all prevalent languages in respective service territories. Results from these surveys will be incorporated into processes and plans.

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

1.3.4 Success Measures and Metrics

The success of these efforts should be judged by applying measurable, objective, well-defined and consistent standards. AFN leaders and the Joint IOUs have aligned on what the AFN Plan needs to address and identified the following starting Key Performance Indicators to measure impact of PSPS Activations on individuals with AFN and identify any gaps.

Key Performance Indicators to measure the impact:

1. The percentage of individuals with AFN who were aware of what support and resources were available to them during a PSPS
2. The percentage of individuals with AFN who were able to use necessary medical equipment to maintain necessary life functions for the duration of any PSPS event that affected them

3. The percentage of individuals who utilized mitigation services who reported they were satisfied with the level of support

Additionally, the IOUs are working with the AFN Collaborative team in Q1 to identify any additional Key Performance Indicators needed.

1.4 Planning Assumptions

- For most PSPS notifications are provided in advance of power shutoff
- The scope of PSPS can expand or contract rapidly in a short period
- Effective support of individuals with AFN requires a whole community (i.e., utilities, CBOs, non-profits organizations, government agencies) approach
- PSPS may occur concurrently with unrelated emergencies (e.g., active wildfires, cyber-attacks, technological hazard incidents)
- The IOUs will continue to work to create a consistent statewide response to PSPS acknowledging that there are different needs based on geographic areas.

While this is a high-level overview of the IOU's shared vision, the details for each of the IOUs can be found in sections 2-4 of the IOU specific plans. Continued work will be done for the IOUs to align and create a consistent response across the three IOU territories where possible recognizing that resources may not be available consistently across the state (e.g., the paratransit resource Facilitating Access to Coordinated Transportation (FACT) limited geographic reach) and/or different partnerships/approaches have already been established to address the needs within the territory (e.g. Disaster Access and Resources Program (DDAR program)). Additionally, the Core Planning Team has identified some key areas where further collaborative discussions are needed to refine the consideration to make it feasible and actionable. The Joint IOU Statewide AFN Advisory Council meetings will be leveraged to validate and align on the desired outcomes.

Planning efforts will focus on achieving the following objectives:

Objectives	Potential Additions to Current State/Enhancement
<p>Identification of individuals who are Electricity Dependent</p>	<ul style="list-style-type: none"> • Collaborate with State and Community Based Organizations (CBOs) to leverage the common definition and identify targeted outreach opportunities • Care Coordination screening outreach efforts conducted by 211 • Continue to deploy and expand strategies to enhance identification of individuals with AFN: <ul style="list-style-type: none"> ○ Partner with state agencies, hospital associations, healthcare providers, and CBOs to identify targeted audiences ○ Comprehensive IOU marketing campaigns (direct mail and digital media) to promote beneficial programs like MBL, CARE, FERA, to reach the individuals with AFN ○ Marketing and outreach campaigns to encourage customers to self-identify as individuals with AFN ○ Leverage market research to qualify individuals with AFN from internal and external sources ○ Continue to promote the ability for customers to “self-certify/identify” as individuals with AFN/Vulnerable Customer status across new channels including websites ○ Explore options to conduct an inventory of CBOs (e.g., convent-type housing) in the High Fire-Threat Districts (HFTD)
<p>Establish communication plan that reaches all AFN segments</p>	<ul style="list-style-type: none"> • Provide communications in prevalent languages and preferred formats, including ASL communications (e.g., notifications, programs and resources information) • Develop comprehensive joint IOU and IOU specific multichannel marketing campaigns to promote services and resources available before, during and after a PSPS activation leveraging simplified, easy to understand/plain language

Objectives	Potential Additions to Current State/Enhancement
	<ul style="list-style-type: none"> • Partnering with state agencies, hospital associations, healthcare providers, durable medical equipment companies, multifamily dwellings, paratransit companies, and community-based organizations to further promote IOU assistance programs • Leverage a statewide approach where possible to cost effectively develop materials that are accessible to the Deaf and/or the Deaf/Blind communities as well as the intellectually disabled communities, that are user friendly for the targeted outreach, and for CBOs and State Agencies to distribute
<p>Continuously improve tools that are easy to understand and navigate for individuals and external organizations to access information</p>	<ul style="list-style-type: none"> • Establish IOU website as a centralized resource for State and CBOs to easily locate programs and resources available – further collaborations to identify needs are planned for Q1 • Explore simplifying program sign-up – (e.g., initiative to create a “one stop” application process currently identified for CARE/FERA and ESA programs) • Utilize 211 Care Coordinators to assist with enrollments into IOU program and services through outbound and inbound (leveraging an appointment scheduler system) efforts • Medical Baseline electronic features • Maximize ease of navigating IOU websites, especially those geared towards information for individuals with AFN (e.g., reads page aloud) • Explore way to make it as simple as possible to apply for advance warnings of shutoffs

Objectives	Potential Additions to Current State/Enhancement
<p>Identification of new enhancements to programs and resources needed to mitigate impacts</p>	<ul style="list-style-type: none"> • Work to expand program eligibility to state and local agencies that have centers for individuals with AFN to access (e.g., engage The Arc local chapters as CRC to support during PSPS, backup power program eligibility for Regional Centers living centers) • Develop potential Tiers of the programs and resources to address and help prioritize the needs of individuals with AFN • Continue to identify assistive technologies that could help mitigate impacts of PSPS activations on individuals with AFN • Expand resiliency items where possible for pets and service animals • Accessibility enhancements to CRCs (e.g., privacy screens) • Consider ways to accommodate individuals with AFN to leave medical devices to charge at CRCs and/or provide replacements • Explore enhancements for warm food support (e.g. screening/delivery of specific dietary needs (low sugar, salt, culturally relevant and considerations for zero waste/sustainability)), while recognizing food options have real world barriers (e.g., location, hour of day, who is open) • Work to align information about IOU programs like MBL to be consistent • Explore options to simplify the MBL sign-up process to streamline the medical provider signature requirement (e.g., could other trusted partners provide the verification such as Regional Centers, IHSS care providers)
<p>Cultivate new partnerships and expand existing partnerships with the whole community</p>	<ul style="list-style-type: none"> • Develop and expand compensation structure for CBOs to provide educate individuals with AFN about emergency preparedness and provide support active support during PSPS • Work to cultivate new partnerships (e.g., Tribal Communities, Veteran organizations and hospitals,

Objectives	Potential Additions to Current State/Enhancement
	<p>Senior organizations, healthcare agencies, durable medical equipment companies)</p> <ul style="list-style-type: none"> • Identify and explore opportunities to have partners help identify individuals with AFN who need generators (e.g., similar to the Tribal community example from SDG&E, Regional Centers, ILCs, CFILCs) • Partner with emergency management services on egress from buildings with elevators and on paratransit transportation • Explore expanded relationships to assist with wellness checks during a PSPS activation (e.g., CERTs, Wildfire Safety Council volunteers)
<p>Coordinate and integrate resources with state, community, and utility</p>	<ul style="list-style-type: none"> • Conduct a review of resources and support network for individuals with AFN to develop a coordinated response that closes gaps vs duplicating efforts (e.g., Regional Center battery program, Council for the Blind emergency bags, wellness checks/efforts, IHSS, American Red Cross)

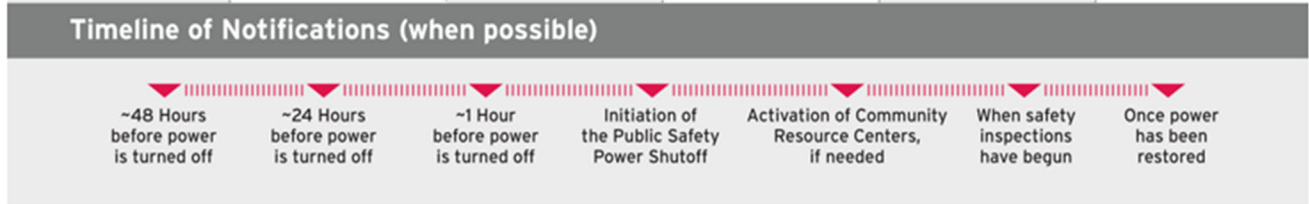
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2. CONCEPT OF OPERATIONS | HOW

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. Table 5 shows a general example sequence for a potential PSPS.

Table 5: SDG&E PSPS Timeline Example



2.1 Preparedness/ Readiness (Before Power Shutoff)

2.1.1 Emergency Operations Center

Leading up to the PSPS season, the 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 forms of communication throughout the year. In 2021, impacted public safety partners were directed to the new SDG&E Public Safety Partner Portal to receive the latest situational updates. Impacted critical facility and infrastructure customers were communicated to directly by their SDG&E account executive via phone and/or email communication. These impacted critical facility and infrastructure customers were provided a list of their potentially impacted meters and situational updates.

SDG&E collaborates in advance with community partners at the 11 Community Resource Centers to help protect the health of our employees and community members. During SDG&Es PSPS activation in Q4 of 2021, SDG&E activated three CRCs in accordance with CDC guidelines and provided a drive-thru configuration while wearing masks and social distancing for safety while incorporating accessibility upgrades from the AFN “Go Kits” (signage, privacy screens, as needed, etc.). Outage updates were posted on large informational boards, clearly visible while safely parked in the drive-through line and along the path leading to the CRCs.

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:

- Tabletop & full-scale exercises
- 2021 Outreach and engagement with Public Safety Partners, Community Partners and local jurisdictions, including tribes
- Virtual EOC tours for external stakeholders
- Joint planning with County OES, CalOES, CAL FIRE, emergency managers and Regional Fire Chiefs
- AFN Liaison Officer training on the process and protocols for communication and AFN CBO services
- Training on IOU programs and services to in home workers, social service staff, CBOs, tribal orgs, CERTS etc.
- Hold PSPS webinars for Safety and Community Partners

EOC AFN Liaison Role

In 2021, SDG&E doubled the staffing to support a new position of AFN Liaison in its EOC specifically dedicated to supporting customers with AFN during PSPS. This seat collaborates extensively with SDG&E's support partners including 211, FACT, Salvation Army, and other CBOs to provide up-to-date information on PSPS activations and to address the needs of customers reaching out for assistance. In Q4 of 2021, the AFN Liaison Officer position was elevated to directly advise the Utility Incident Commander within the SDG&E EOC command structure. Training and mentoring opportunities will be held for all AFN Liaison Officer personnel prior to staffing the EOC during an activation.

Customer Care Support

In 2022, SDG&E will continue to support individuals and households with AFN, including during PSPS. When concerned customers call and speak with an agent, 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 Contact Center representatives are trained to speak with customers experiencing challenges and if it is the customers' preference, flag them in SDG&E's system as having a self-identified disability for additional consideration of tools, programs, and services.

2.1.2 AFN Identification Outreach

Building on Section 1.3.2 above, SDG&E has been enhancing its ability to identify individuals with AFN. SDG&E has identified approximately 420,000, or roughly 32% of residential customers as AFN. Approximately 185,000 of these customers reside in the HFTD.

Additionally, SDG&E added a new field in its system enabling customers to self-identify as having an AFN. Campaigns to promote this capability began in 2021 and will expand in 2022. In Q4, SDG&E worked with the AFN Collaborative Team and stakeholders to review and align the AFN language and online content to be more inclusive and accessible and will include in language options to the online self-identification form.

In Q1 of 2022, SDG&E plans to leverage market research data to identify individuals likely to have an AFN and will target those individuals via direct mail and email to enable self-identification. SDG&E has included the self-identification form prominently on the AFN landing page (sdge.com/afn), to which AFN communications drive customers. Also, in Q1 2022, SDG&E plans to promote the AFN Self-Identification campaign via a bill insert promotion in addition to promoting on social media and through CBO outreach channels with the Regional PSPS Working Group and the Energy Solutions Partners network.

SDG&E is continuing to work with the AFN Collaborative Team to identify opportunities to enhance AFN identification.

2.1.3 AFN Support Resources

In 2022, SDG&E will continue its robust support services for individuals with AFN. SDG&E continues to identify organizations with quick response capacity that can meet the needs of customers across the region during PSPS activations. In 2021, SDG&E expanded food resource options with the San Diego Food Bank (a Community Information Exchange partner of 211 San Diego) and resiliency solutions for those impacted in the HFTD during PSPS. Additionally, SDG&E launched a marketing and outreach campaign in 2021 to increase awareness of available support solutions to individuals with AFN via web and social media.

OUR COMMITMENT TO SUPPORTING ACCESSIBILITY



SDG&E is committed to supporting all of our customers and making sure that everyone is offered equal access to information, resources and services.

We have partnered with 211 San Diego and 211 Orange County to offer helpful community resources during a Public Safety Power Shutoff (PSPS). 211 is free, confidential and available to take your call 24 hours a day, 7 days a week, in over 200 languages.

Dial 211 for help.



211 – Centralized Resource Hub

SDG&E has extended its partnership with 211 San Diego and 211 Orange County into 2022 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, in Q4 of 2021 SDG&E worked with the following businesses and organizations to provide support during an activated PSPS on Thanksgiving Day.

211 serves as 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 enhanced partnership with Facilitating Access to Coordinated Transportation (FACT) in 2022, 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 trainings 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. 2022 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 2022, 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 2022, 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 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' home or other requested location. Salvation Army has been able to facilitate all requests received 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 trainings and materials for CBOs. Additionally, SDG&E will work with 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 to support vulnerable, rural, and tribal communities year-round and during PSPS activations. Food support is available at many locations, including on tribal lands through the whole community approach. New this year, the San Diego Food Bank added additional mobile food pantries to the suite of food support offerings and signed-on to partner to support communities impacted by PSPS. The San Diego Food Bank and Feeding America have mobile food pantries to support impacted communities post PSPS both with a rural and tribal focus. In 2021, the San Diego Food Bank provided an additional resource with food support cards during PSPS on Thanksgiving Day and will expand food bank partnership outreach throughout the year in rural, tribal and high-fire threat district communities in 2022.

Additionally, in 2021 SDG&E added warm food at Community Resource Centers as needed and to significantly impacted areas during PSPS. As Thanksgiving 2021 was the first time this service was utilized, SDG&E identified a key lesson. While it had two caterers contracted, it was very challenging to get food prepared and delivered on Thanksgiving. SDG&E was able to achieve this through other partnerships, but going forward SDG&E will expand to several more catering partners. Additional considerations in 2022 include looking at screening for specific dietary needs, considerations for zero waste/sustainability and considerations for

pets while recognizing real world barriers (e.g., location, hour of day, who is open).

Resiliency Items

In 2021, SDG&E offered resiliency items including power banks, hand crank flashlight/radios, portable cell-phone charging batteries, vehicle power inverters, blankets, hand warmers, radios, bottled water, ice and water for live-stock. These were provided at various events, Community Resource Centers and through deliveries facilitated through Indian Health Councils for tribal communities. In 2022, SDG&E plans to explore opportunities to provide for targeted resiliency items to households with individuals with AFN (e.g., lights, sensors, cooler bags, gas cards, battery powered blenders.) Additionally, SDG&E is looking to expand resiliency items where possible for pets and service animals.

Additional Enhancements

Additional enhancements planned in 2022 include:

- Explore a statewide website to simplify access to available support services for individuals
- Explore expanded relationships to assist with wellness checks during a PSPS activation (e.g., Community Emergency Response Teams (CERTS), Deputy Sheriff's Association – You are Not Alone (YANA) Program, Wildfire Safety Council volunteers)
- Identify new programs and resources needed to mitigate the impacts of PSPS, including assistive technologies

SDG&E, along with the other IOUs, has further workshops scheduled with the AFN Collaborative team to further identify opportunities to enhance support. Additionally, the IOUs plan to explore a risk-based tiering of support for individuals with AFN. The utilities will continue to work with the Statewide Collaborative team to identify and operationalize appropriate tiers.

SDG&E Resource Planning and Partnerships

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

CBO	Counties Served	Resources
<ul style="list-style-type: none"> • Meals on Wheels • Craft Food • Eurest • Terra San Diego Bistro 		<ul style="list-style-type: none"> • Food support cards will be available for individuals and households with AFN as needed • Support funding from shareholder/community relations • Meals on Wheels <ul style="list-style-type: none"> ◦ Additional meal to impacted PSPS seniors per day of shutoff ◦ support funding from shareholder/community relations Feeding America <ul style="list-style-type: none"> • Support services during emergencies; will stand-up mobile food pantries post-PSPS in impacted communities • 17 mobile food pantries • Partnership with Indian Health Council • Support funding from shareholder/community relations • Warm Food Support • Craft Food, Eurest and Terra San Diego Bistro catering service contracted to support at local CRCs when needed
Facilitating Access to Coordination Transportation (FACT)	San Diego County & Orange County	<ul style="list-style-type: none"> • Provides accessible transportation to customers' location of choice (hotels, CRCs, etc.) • Paratransit accessible transit broker • Provides accessible transportation 5:30am-11pm
Salvation Army	San Diego and Orange County	<ul style="list-style-type: none"> • Provides no-cost hotel stays

CBO	Counties Served	Resources
Indian Health Councils	San Diego County - 17 Tribal Communities	<ul style="list-style-type: none"> • Provides back-up batteries to tribal members with AFN in advance of PSPS • Provides requested resiliency items (e.g. power banks, hand crank flashlight/radios, blankets, emergency backpacks and bottled water) to tribal members in advance of and during PSPS
Community Resource Centers (11 CBOs)	San Diego County - High Fire Threat Communities (HFTD) Orange County - High Fire Threat Communities (HFTD)	<ul style="list-style-type: none"> • Activated during PSPS in communities most impacted • Resources include ice, water for livestock, vehicle power inverters, portable cell-phone charging batteries, blankets, hand warmers and radios • Providing Disability Cultural Competency Training to our CRC and Branch office staff • ADA Accessibility and Disability Integration training • Adapted the CalOES Access and Inclusion Tips for Vaccine sites for the CRC's
San Diego County's Aging and Independence Services (AIS)	San Diego County	<ul style="list-style-type: none"> • 100+ Cool Zones sites that provide service to some of the hottest areas in the San Diego region • San Diego County's Aging and Independence Services (AIS) coordinates these sites at senior centers and public buildings, including libraries in partnership with the Health and Human Services Agency (HHS) Live Well Network

CBO	Counties Served	Resources
San Diego County CERT	San Diego County	Wellness checks
Partner Relay Network (County Office of Emergency Services) In-Language	San Diego County	Network of 700+ CBOs and Public Safety Partners Languages Supported: <ul style="list-style-type: none"> • 200 + languages • Accessible formats

AFN Resources Before, During, and After 2021 PSPS	2021 Total
Accessible Transportation Trips	4
Over Night Hotel Stays	11
Warm Meals Served at CRC/tribal support	1,550
Generator Requests	0
\$50 Gift Cards distributed	51
CRCs Activated	3

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

In 2022, SDG&E will continue to partner with 211 to showcase the partnership and resources and explore opportunities for enhancement.

2.1.4 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.

Portable Battery Program (Generator Grant Program)

The Generator Grant Program (GGP) provides no-cost backup batteries to customers. In 2021, 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. To date, 3,795 customers have received batteries, with 73% of the eligible population having participated. For customers who participated in the 2020 GGP program, 81% were able to use the battery during a PSPS event, and 96% of customers state that they now feel "very" or "extremely" prepared for a future PSPS event. Customer satisfaction data for 2021 will be available in early 2022.

For 2022 and beyond, the program will continue to prioritize MBL and Life Support customers in the HFTD with a high likelihood of PSPS, and expand to include a broader audience of AFN customers in the following categories:

- Individuals with disabilities
- Temperature-sensitive
- AFN self-identified

SDG&E plans to continue partnerships with Indian Health Councils to support the direct distribution of batteries to tribal communities in 2022.

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.

The planned target for 2022 is approximately 3,000 customers, representing an increase of at least 700 customers over 2021 (35% increase). 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.

A competitive solicitation is planned for Q1 2022 to evaluate additional backup battery options available. Battery supply proposals will be scored based on portability, charging options, safety record, capacity cost, and

other factors. Additionally, the California IOUs are jointly participating with Electric Power Research Institute in a study on portable batteries to identify other options in the market.

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. This enhanced rebate is equivalent to a 70– 90% discount on the average portable generator models for lower-income customers. The 2022 program will target customers in the HFTD who have experienced previous PSPS events and will include enhanced rebates for low-income individuals with AFN on portable generators and portable power stations.

2021 Battery and Generator Rebate Program

Rebates Provided to Customers Before, During, and After 2021 PSPS	2021 Total
Generator Grant Program	2,310
Generator Assistance Program	735

*The same data will be shown by census tract in Appendix E.

Resiliency Surveys

In 2021, 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. Over 2,400 customers responded, of which 1,000 individuals self-identified as having an AFN. Many of these individuals also expressed a specific request (i.e., generator eligibility, PSPS processes, how to locate 211). In 2022, SDG&E’s plans to enhance the survey to include additional preparedness resources, partnering with CBOs to conduct the surveys, and begin researching new program offerings based on customers’ most-mentioned requests and needs.

Community Support

In December 2021, SDG&E accelerated the Safe San Diego Giving initiative which will support more than 30 local Community Emergency Response Team and 10 Tribal Emergency Response Teams annual trainings, and 2022 programs and services that support AFN populations during an emergency, disaster, and PSPS. SDG&E also provided a grant award to the San Diego County Fire Protection (SDCF) CERT, to support the San Diego County Fire Protection District and the SDCF CERT Program 2022 Prepare in a Year campaign. The program launched in January and included monthly safety tips, links and reference documents on how to create individual action plans, that can be posted on Facebook pages, NextDoor apps, and community bulletin boards. The campaign also includes quarterly pop-up events at local Fire Stations, in hard-to-reach and underserved communities.

Another program that SDG&E is supporting in 2022 is 211 San Diego's CIE (Community Information Exchange) Summit. The summit brings together San Diego and other communities working to transform their social service delivery systems into an agile, efficient, resilient and digitally networked system, focusing on equitable access to healthcare and community resources that ultimately offer greater resilience against disasters for the entire community.

SDG&E also provided a grant to Access to Independence. The grant will help support 2022 Emergency Preparedness training and workshop for 600 individuals with disabilities. Each attendee will receive an emergency kit that they put together based on individual needs and disabilities.

2.1.5 Customer Assistance Programs

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

The IOUs worked together in 2021 to provide a joint messaging and training to promote Medical Baseline Allowance (MBL) program and programs to help households with individuals with AFN. As part of the strategy for 2022, the IOUs will continue to engage with community partners and provide a coordinated one-stop marketing and education outreach program for CARE, FERA, ESA and pandemic assistance programs to streamline the efforts and share best practices.

In 2022, SDG&E plans to expand promotion of these programs to customers identified as AFN, explore opportunities to include in a statewide website, as well as opportunities to streamline and simplify the enrollment process.

2.1.6 PSPS Preparedness Outreach and Community Engagement

AFN Public Education & Outreach

SDG&E will continue to execute a customized and enhanced Safety and AFN Public Education campaign in 2022. This territory-wide, mass-market communications effort aims to achieve increased customer awareness and education. The paid advertising campaign, in combination with direct communications and outreach, ensures SDG&E reaches its AFN audience broadly and promote message consistency across the service territory. Outreach tactics supporting the public education campaign include, but is not limited to, community events such as wildfire safety fairs and webinars, direct outreach to vulnerable populations in high-risk areas, promotional communications for support services such as generator programs and resiliency surveys, emails to customers, bill inserts, wildfire safety newsletters and wildfire-related customer notifications in accessible formats.

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

Potential Tactics being explored include:

- TV – Broadcast | 10 second ads to allow for a high frequency campaign during key programming. The News Billboards and Sponsorships may be complemented with longer 1-2 vignette segments.
- Print | Target senior publications, hard-to-reach areas such as the HFTD and various multi-cultural publications in-language
- Digital | Banner ads, paid search, and paid social ads possible for more targeted outreach through various digital channels and social media platforms
- Collateral | Develop enhanced printed and electronic collateral that is based on 2021 customer feedback that can be distributed through multiple diverse channels such as medical offices, CBOs, schools, community events, etc. Additional communication methods will be utilized to continue to increase reach across the entire region.

Public education materials, including wildfire safety notifications, are offered made available in the 21 prevalent languages identified in SDG&E's service territory including print and digital collateral and the wildfire safety section of the company website (sdge.com/wildfire-safety). The website undergoes consistent review to ensure it meets accessibility needs. Clear, simplified, plain and inclusive language along with diverse AFN imagery is used to communicate information in a meaningful manner.

SDG&E maintains a robust website focused specifically on wildfire preparedness and safety. Customer research indicates that this website is heavily utilized before and during high wildfire risk events. Additionally, this website links to other SDG&E general safety preparedness webpages that include safety information related to natural gas, electricity, vegetation

management, generator use, emergency preparedness and power outages (sdge.com/safety).

SDG&E's overarching Wildfire Safety Public Education efforts direct customers and the public to a dedicated and updated wildfire safety webpage (sdge.com/wildfire-safety). Communications tactics and materials that direct to the webpage include, but are not limited to print collateral, broadcast media, newspaper advertising, digital and in-community communications. The wildfire safety webpage serves as the company's one-stop shop for wildfire preparedness, PSPS, safety information and available resources. Power outage safety and resiliency is emphasized throughout this section of the website. Also included are updated safety tip videos and wildfire safety webinar content. Additionally, the section includes information about the extensive partnerships and systems used to ascertain fire-science data. A primary call-to-action on the wildfire-safety section of the website and company's public-education campaign materials will continue to encourage customers and the public to sign up for wildfire-related notifications, coupled with wildfire safety and PSPS preparedness, safety and resiliency tips. A dedicated landing page will continue to provide resources to assist AFN communities, particularly for PSPS (sdge.com/AFN). The page provides extensive information and resource links which include but are not limited to notification sign-up, emergency plan/kit checklists, generator safety, the Medical Baseline program and application, CARE, FERA and ESA, as a representative sample of some of the information available to the viewer.

In 2022, SDG&E will enhance and expand tribal education and outreach to support effective customized and culturally appropriate communications. In response to 2021 feedback received from the Southern California Tribal Chairmen's Association. SDG&E will survey tribal leaders to identify additional areas of opportunity which will build on the 2021 foundation set to meet tribal public education needs.

Statewide Website for AFN Solutions

PrepareforPowerdown.com is a website that was refreshed in Q4 of 2021 by SDG&E, PG&E and SCE, as a centralized resource for statewide

community-based organizations and agencies of AFN constituents, to easily access joint IOU PSPS information before and during a PSPS. Available downloads include the 2021 joint utility MBL flyers in 11 languages, joint utility CBO training presentations, PSPS social media graphics and PSPS support services materials. New materials and available resources will be updated as they are developed in 2022. In 2022, the IOUs plan to explore enhanced functionality to identify available support solutions across the State. The IOUs have in-depth working sessions scheduled with the AFN Collaborative Team to identify further needs.

Communication and customer engagement is fundamental to ensuring wildfire preparedness and safety in the HFTD communities. In 2021, SDG&E is dedicated to meeting customers' needs and has established multiple channels of communication:

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

Accessibility of Communications

Effective communication is important for the safety and well-being of customers of every ability and that requires accessibility. Enhancing accessibility was a top priority in 2021 and will continue to be a top priority in 2022. SDG&E plans to build on recent enhancements to accessible notifications and its websites and expand further.

SDG&E will continue to work with stakeholders and experts to identify accessibility enhancement opportunities, and has the following enhancements planned for 2022:

- Implement an Accessible Hazard Alert System (AHAS), that will provide 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

unforeseen emergencies. These notifications are also in accessible formats to be shared on social media and web platforms.

- SDG&E will implement Video Remote Interpreting (VRI) resource and training to all CRC and Branch Office staff, allowing for complex conversations and information sharing 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.
- Maintain compliance with WCAG 2.1 AA guidelines via ongoing review and scoring through new 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.
- Review customer program application processes and forms to identify opportunities to make more accessible and easier to for customers to navigate.
- Conduct 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 is exploring training for marketing and web contact contributors in creating accessible documents.

Community Based Organization Outreach

CBOs are a key channel and support network, and these partnerships provide insight and engagement across various segments of AFN. In many cases, these groups are considered trusted partners and experts by the customers they serve and provide valuable feedback to SDG&E on the needs of their constituents. Additionally, these partners amplify SDG&E's wildfire preparedness and notification messaging to hard-to-reach customers.

SDG&E partners directly with approximately 200 organizations, who are members of SDG&E's Energy Solutions Partner Network and receive financial resources to support collaboration opportunities. SDG&E works with these organizations year-round to help prepare customers, especially those who may be vulnerable, for wildfires through presentations, events, meetings, and the amplification of emergency preparedness information. SDG&E targets outreach to the diverse needs of the individuals with AFN and will continue to seek opportunities to promote enrollment and awareness of support services available during PSPS. In 2021, SDG&E added approximately 15 new partners including: 1) the San Diego Hunger Coalition, whose mission is to end hunger in San Diego County; 2) the Mitchell Thorp Foundation, which provides support to families whose children suffer from life threatening illnesses, diseases, and disorders; and 3) the Alzheimer's Association who provides funding for research and quality care services for those affected by Alzheimer's; and 4) Noah Homes who provides residential care for people with disabilities.

In 2022, SDG&E will continue to partner with CBOs and will especially focus on strengthening existing partnerships and building new partnerships with organizations that represent the needs of customers with AFN, and in particular the deaf and blind communities, seniors and the non-English speaking population. We have identified these segments as having an increased need for accessibility and will be targeted for program and PSPS awareness education.

In 2021, SDG&E developed an enhanced compensation structure for CBOs to provide education and outreach to individual with AFN to amplify the preparedness and active PSPS support by strategically identifying approximately 40 CBOs within its Energy Solutions Partner network, that serve customers in the HFTD. As part of this enhanced process, CBOs received additional funding as well as comprehensive training and materials. Prior to a PSPS, SDG&E provides notifications and updates to these organizations who then serve as a critical channel to amplify messaging and communicate to customers who may not utilize traditional channels. They also reach a wider range of demographics including diverse, multicultural, multilingual, senior, disadvantaged and AFN communities. 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 Deaf Community Services, Lawrence Family Jewish Services, CREER

Comunidad Y Familiar, The Arc of San Diego and Foundation for Senior Care. In 2022, SDG&E plans to continue this enhanced engagement effort while adding additional CBOs to provide this PSPS notification support.

Additionally, in 2021 SDG&E provided key AFN organizations with shareholder grants to provide additional PSPS support. SDG&E will work with these groups to identify staff and trainings, shared AFN and PSPS materials, and other outreach opportunities. These groups include the Home of Helping Hands, Options for All Independent Living Centers, ARC of San Diego, Alzheimer's Association, and the San Diego Hunger Coalition.

Collaboration with Partners and State Agencies

In 2021, the Joint IOUs collaborated to partner and 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). The Joint IOUs also produced an on-demand training video for the California Hospital Association/California Hospital Council. The training sessions covered:

- Emergency preparedness and planning
- PSPS Support Services through 211
- Generator and back-up battery programs
- Medical Baseline Allowance Program and Self-Identified Vulnerable Customer Program
- Other resources and offerings provided to customers before and during a PSPS (e.g., PSPS notifications sign-ups, Community Resource Centers, food support, etc.)

Additionally, the IOUs have executed joint marketing campaigns with the Department of Developmental Services (DDS) and the Department of Social Services (DSS), Department of Rehabilitation (DOR), the Council for the Blind, the CA Hospital Council / Associations (e.g. Hospital Association of Southern California, etc.) to more broadly communicate IOU programs and services that mitigate the impacts of PSPS to these agency clients. The utilities will continue to identify opportunities to develop comprehensive

joint IOU and IOUs specific multichannel marketing campaigns to promote services and resources available before, during and after a PSPS.

In 2021, SDG&E also provided presentations to local CBO's including Pacific ADA Coordinators, San Diego People First, Council on Access and Mobility, State Council on Developmental Disabilities San Diego Imperial Office, and the American Red Cross. These trainings provide educational awareness of PSPS support services, emergency preparedness, customer assistance programs and collaboration opportunities to enhance outreach efforts.

Key Outreach Segments

Healthcare Industry

With the various impacts the healthcare industry has endured, it is even more important, and more challenging, to identify and reach customers, caseworkers and caregivers with program awareness and PSPS resources. In 2022, the Joint IOUs will work to cultivate new partnerships to help amplify the IOU PSPS outreach efforts to increase preparedness and drive enrollment in the Medical Baseline Program. Joint IOUs will continue to engage with healthcare practitioners, medical associations, managed care program providers, and durable medical equipment (DME) suppliers to provide information to customers on our program and services that mitigate the impacts of PSPS. From a statewide strategic approach, the IOUs will continue to jointly engage and train IHSS, DDS Regional Centers, CRIHB, CA Hospital Council/Hospital Association, DOR, and look for opportunities to engage new healthcare industry providers, state medical associations and state agencies in 2022. SDG&E will also focus on the disabled veterans hospitals, organizations as partnership opportunities to reach this population.

In 2021, SDG&E focused on enhancing awareness around the Medical Baseline Allowance Program (MBL) to individuals who may use durable medical equipment. SDG&E's Outreach Advisors partnered with 7 medical supply stores in its service territory to provide MBL program applications to eligible customers and will expand into 2022 to include PSPS support services materials. Examples of partnering stores include A-1 Healthcare

Center, Rancho Bernardo Medical Supplies, At Home Medical Supply and Alternative Mobility.

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 including impacted zip codes leading up to, and during a PSPS to FACT, who amplified the notification to approximately 160 paratransit service provider's network. SDG&E will explore adding paratransit agencies in 2022 that may reside outside of the FACT network for a comprehensive approach.

Multi-Family Unit Outreach

In 2021, SDG&E leveraged a 3-pronged approach to educate and inform HFTD multifamily property managers and tenants of PSPS preparedness and support services:

- 1) Direct mail campaign around PSPS preparedness and 211 support flyers for posting and distribution to tenants
- 2) Email campaign to multi-family tenants, and new partnerships with Community Housing Network and the San Diego Housing Federation amplifying PSPS notifications
- 3) Outreach through CBOs representing multi-family buildings in HFTD

SDG&E will continue to deepen existing partnerships for added trainings and notifications, expand reach to building owners, and identify new areas of opportunities for education on emergency preparedness (e.g., egress for buildings with elevators) with property managers and PSPS support services including emergency services with San Diego County OES.

Mobile Home Park Outreach

SDG&E sent PSPS safety information packets to Mobile Home Park Managers to distribute to Mobile Home Park residents. These information packets include information on wildfire preparedness, PSPS notifications

and AFN support services available before and during a PSPS. The information also included referral to SDG&E's AFN landing page (sdge.com/AFN) as an ongoing resource for access to additional services and 211 support.

Advisory Councils

Wildfire Safety Community Advisory Council (WSCAC)

SDG&E participates in numerous local government advisory councils and working groups which include efforts related to populations with AFN. SDG&E will continue to conduct quarterly Wildfire Safety Community Advisory Council (WSCAC) meetings in 2022. WSCAC meetings are led by SDG&E's Chief Executive Officer and are attended by members of SDG&E's Safety Committee of the Board of Directors. These meetings are an effective means to present SDG&E's annual Wildfire Mitigation Plan (WMP) and subsequent updates for discussion, suggestions, and recommendations by WSCAC members. The meetings also provided constructive input, feedback, and recommendations, to communicate better to populations with AFN, for Public Safety Power Shutoffs and planned outages, especially in light of the ongoing challenges of COVID-19.

Tribal Engagement

In 2021, SDG&E hired 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 will continue to seek feedback and survey tribal leaders to enhance support.

2.2 PSPS Activation (During – Emergency Operation Center Activated)

2.2.1 PSPS Communications

Before PSPS Paid Media/Advertising

SDG&E maintains a robust Wildfire Safety Community Awareness campaign to educate customers and the general public throughout its service territory. This campaign helps the community prepare for the risk of wildfires and PSPS and encourages customers and the public to take preparedness measures such as updating their profile contact information and signing up for SDG&E notifications. Fundamental to the campaign's success is its collaborative framework – local public safety and community partnerships such as 211 San Diego, 211 Orange County, the San Diego County AFN Working Group and American Red Cross help disseminate important information to potentially impacted and vulnerable communities.

Communication efforts also focus on AFN populations and other hard-to-reach communities. A dedicated paid AFN public-education campaign is activated every year leading up to and during peak wildfire season. The campaign informs customers and the public about available services through SDG&E's collaboration with local community-based organizations (CBOs) including 211 San Diego, 211 Orange County, FACT, and others. Key materials are produced in prevalent languages spoken in the region.

Some potential paid communications include:

- Promotion of community engagement events, emergency preparedness workshops, safety fairs and public participation meetings
- General Market TV
- Streaming TV
- General Market Radio
- Streaming Radio
- Radio Sponsorships (Traffic, News, Weather)
- Out-Of-Home (Bulletins/Posters/Transit)

- Digital (Banner Ads, Mobile Phone Ads, Online Video, Paid Search, Paid Social)
- Print Advertising
- Community newspapers in the HFTD and the service territory (Back Country, Spanish, Asian, African American, General Market)
- Educational information disseminated through a bill newsletter or special insert included in customer bills
- A series of wildfire safety and preparedness videos and new vignettes to help customers and the public prepare for wildfire and PSPS
- Distribution of an annual Wildfire Safety newsletter that is mailed to customers in the HFTD
- Promotion of weather information and system-outage status on SDGE.com
- Paid and organic social media messaging that includes platforms like Twitter, Facebook and Nextdoor
- Partnership with a network of over 400 non-profit and community-based organizations who share fire safety and emergency communications with their networks

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

Communications During PSPS

During PSPS, SDG&E uses notifications, media updates, in-community signage and situational awareness postings across social media and shares social media kits with community partners to reach a broad audience. Additionally, SDG&E activates communications to provide affected customers and the public with the latest real-time updates during a PSPS. Key communications are available in 21 prevalent languages.

During PSPS, SDG&E has a dedicated AFN liaison, who is responsible for conveying real-time updates and talking points to AFN community partners. SDG&E also uses communication platforms, including social media channels, broadcast and print media, and the SDG&E NewsCenter and website, to share enhanced support services available for individuals with

AFN. SDG&E also produces and distributes a digital document that lists communities affected by a PSPS and shares it with local municipalities and agencies. This effort is intended to give additional context about PSPS events and help communities prepare.

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

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). In 2021, SDG&E worked with Deaf Link to convert all notifications 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-accountholders. SDG&E 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. During 2021, updated PSPS notifications were translated and recorded into 21 prevalent languages spoken in the region. Every year the SDG&E public-education campaign includes messaging about signing-up for notifications prior to the start of peak fire season.

For MBL and Live Support Customers, SDG&E reviews the results of each Enterprise Notification System campaign to determine if a positive confirmation for MBL customers was received through a voice contact (landline or cell phone, based on the customer's preferred contact number). For any MBL customers that SDG&E does not reach by voice contact, a list is provided to SDG&E's Customer Contact Center, who proactively call

customers that have not been contacted. If they are unsuccessful in contacting the customer, SDG&E will then send a Customer Service Field representative to the customer's service address to notify them. SDG&E trains Customer Service Field representatives on the County of San Diego's First Responder AFN Training Series to promote an empathetic and supportive approach for customers with AFN.

Accessible Media Engagement

SDG&E has prioritized accessibility for its websites and mobile apps. The company has taken a proactive approach to meet Americans with Disabilities Act (ADA) and Web Content Accessibility Guidelines (WCAG) global web standards for accessibility.

2021 highlights include:

- Creation of an AFN landing page to allow customers to self-identify, as well as a one-stop location to get personified resources for AFN customers.
- Optimized Drupal (content management system) accessibility features including, search engine form and presentation, color contrast and intensity, image handling and form labeling.
- Implementation of AudioEye, service that continuously tests and remediates accessibility issues automatically and sends alerts for other potential issues.
- Work with the Center for Accessible Technology (CforAT) on testing and remediation of our digital properties.

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

In 2022, 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, in 2021 SDG&E expanded its marketing and communications team with the addition of a dedicated Spanish communications manager and 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.

2.2.2 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 adverse weather events. Currently, SDG&E has identified 11 customer-owned facilities located within the HFTD to serve as CRCs during adverse weather events and 3 mobile units. The CRC locations selected by SDG&E were identified through a rigorous process, which included input from fire and meteorological experts, as well as consideration of those areas most prone to adverse weather, as indicated by historical data.

Customers at CRCs are provided:

- Bottled water

- Light snacks
- Cell phone 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.

For 2022, SDG&E is exploring enabling medical device drop-off for charging, as well as a back-up battery swap option for individuals AFN 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.

2.3 Recovery (After – Power has been restored)

2.3.1 AFN Support

After Action Reviews and Reports

SDG&E will continue to follow the established emergency management After Action Review (AAR) process for all events in 2022. This process includes bring together key internal personnel that participated in the event in any way. Other AAR's are held with external partners and a joint report is then produced to combine all findings to understand our strengths, opportunities to improve and lessons learned into an AAR Improvement Plan for implementation.

Lessons Learned and Feedback

Closer coordination and more advanced notice to AFN support model partners and vendors is essential leading up to and during holidays where staffing and access to supplies may be limited. The nature of a PSPS does not lend itself to extended advance notice, however, SDG&E will notify partners and vendors when there are early indications of weather conditions that may trigger a PSPS. SDG&E AFN Liaison Officers will provide regular situation reports with the same cadence in 2021, as requested by AFN support model partners.

Customer Surveys

A post PSPS Wildfire Survey is conducted once a year at the end of Wildfire Season. The 2021 post season survey will be conducted early 2022. Results of the survey will be evaluated and compared to pre – season results and incorporated into the AFN plan as additions may be identified.

3. INFORMATION COLLECTION, ANALYSIS AND DISSEMINATION

3.1 Customer Privacy

In order to better serve our customers and individuals with AFN, SDG&E may need to communicate via email and mail with account holders from time to time to update their account information, especially for those with an AFN for their health and safety. Additionally, SDG&E enables customers to self-identify as having an AFN. SDG&E does not collect or store specific information other than blind/low vision, deaf/hard of hearing or general disability status.

San Diego Gas & Electric Company takes the privacy and security of personal information seriously. This Privacy Policy describes how we collect, use, and disclose personal information relating to California residents under the California Consumer Privacy Act of 2018 (“CCPA”) and can be located at sdge.com/ccpa-policy.

4. AUTHORITIES AND REFERENCES

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

SDG&E updated the Company Emergency and Disaster Preparedness Plan and was approved and signed by the company CEO on 11/8/2021. All updates are in compliance with GO 166.

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

G.6. Each electric investor-owned utility’s annual Access and Functional Needs plans and quarterly updates must incorporate, at minimum, the six steps outlined in the [Federal Emergency Management Administration’s Comprehensive Preparedness Guide \[ready.gov\]](https://www.federalregister.gov/documents/2018/07/26/2018-14681/federal-emergency-management-administrations-comprehensive-preparedness-guide):

- forming a collaborative planning team
- understanding the situation
- determining goals and objectives
- developing the plan
- plan preparation and approval
- plan implementation and maintenance

As part of forming a collaborative planning team, utility representatives at the Senior Vice President level, or with comparable decision-making power over development and implementation of the Access and Functional Needs plans, must meet at least quarterly with representatives of state agencies and community-based organizations that serve and/or advocate on behalf of persons with access and functional needs. The purpose of these meetings will be to develop, implement, and review each IOU's annual Access and Functional Needs plans in accordance with the [Comprehensive Preparedness Guide \[ready.gov\]](#).

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

APPENDIX A – F

Appendix A:
Core Planning Team Participants

Core Planning Team 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
Sutep	Laohavanich	California Department of Aging (CDA)	Program Director
Adam	Willoughby	California Department of Aging (CDA)	Asst. Director of Legislation and Public Affairs
Tamara	Rodriguez	California Department of Development Services (DDS)	Officer, Emergency 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
Christina	Mills	California Foundation for Independent Living Centers (CFLIC)	Executive Director
Dan	Okenfuss	California Foundation for Independent Living Centers (CFLIC)	Public Policy Manager
Elizabeth	Basnett	California Health & Human Services	Assistant Secretary
Vance	Taylor	California Office of Emergency Services (CalOES)	Chief, Office of Access and Functional Needs
Anne	Kim	California Public Utility Commission (CPUC)	Public Utilities Regulatory Sr. Analyst
Annette	Rogers	Central Valley Regional Center (CVRC)	Fresno NVRC Representative
Kay	Chiodo	Deaf Link, Inc.	Chief Executive Officer
Dan	Heller	Deaf Link, Inc.	President
June	Isaacson Kailes	Disability Policy Consultant	Disability Policy Consultant
Lauren	Giardina	Disability Rights California (DRC)	Executive Director Managing Attorney
Andy	Imparato	Disability Rights California (DRC)	Executive Director
Susan	Henderson	Disability Rights Education & Defense Fund	Executive Director
Joseph	Grounds	Kern Regional Center (KERNRC)	Emergency Response Coordinator
Yenter	Tu	No Barriers Communications	National Liaison
Fred	Keplinger	Redwood Coast Regional Center	Emergency Management Coordinator
Aaron	Carruthers	State Council on Developmental Disabilities (SCDD)	Executive Director

Appendix B:
2022 Joint IOU AFN Plan – Prioritization Tool

2022 Joint IOU AFN Plan – Prioritization Tool

Ranking Cheat Sheet		
Key Criteria	Description	Notes
Aligns to Goals and objectives	<p>Does this resource mitigate the impacts of PSPS for Electricity Dependent individuals with AFN?</p> <p>Does this resource fall within the definition of individuals that require power for health, safety, and independence?</p> <p>1 = yes 0 = no 1 = I don't know</p>	Multiplier. If does not align with goals and objectives, then no point in doing this project and it is assigned a value of zero
Actionable/ Feasible	<p>Are there opportunities for action to address the critical issue? Is there room to make meaningful improvement on the issue?</p> <p>10 = yes 1 = no 5 = I don't know / maybe</p>	
Effective	<p>Is this resource effective in addressing the risk, for example mitigates the drivers (why?) or outcomes (what?)</p> <p>10 = works 100% of the times 5 = works 50% of the times 1 = Doesn't work at all</p>	
Creates Positive Customer Experience	<p>Is it likely that addressing this issue will have positive customer impact or minimize the PSPS experience? Will customers be satisfied with this resource or program?</p> <p>10 = Exceptionally satisfied 5 = Neutral 1 = Very dissatisfied</p>	

Ranking Cheat Sheet		
Key Criteria	Description	Notes
Urgency	<p>Is this a priority issue that needs to be addressed in the next year?</p> <p>10 = Immediate (Life Safety)</p> <p>7 = Situational</p> <p>5 = Long Term</p> <p>1 = Not needed in 2022</p>	
Unique	<p>Is this resource unique? Would there be a major gap if this resource was non-existent?</p> <p>10 = This is the only resource or program offered of its kind</p> <p>5 = Some other programs or resources can solve same issue</p> <p>1 = There are many programs and resources available to individuals with AFN to address issue</p>	
Which needs are addressed	<p>This category is given a priority weighing of 2</p> <p>10 = Life Safety</p> <p>7 = Food, Resource Center, and/or transportation</p> <p>7 = Lodging</p> <p>5 = Communications</p> <p>3 = Comfort</p>	
Efficient and affordable	<p>Efficient and affordability Does it achieve the desired goal in an efficient way? Inefficient use of manpower and funds reduces the total number of people who can be effectively assisted.</p> <p>Ultimate goal and end-state. Will be informed by factors from this exercise and affordability analysis.</p> <p>(yes, no, I don't know)</p>	Flag to double check our work, not scored

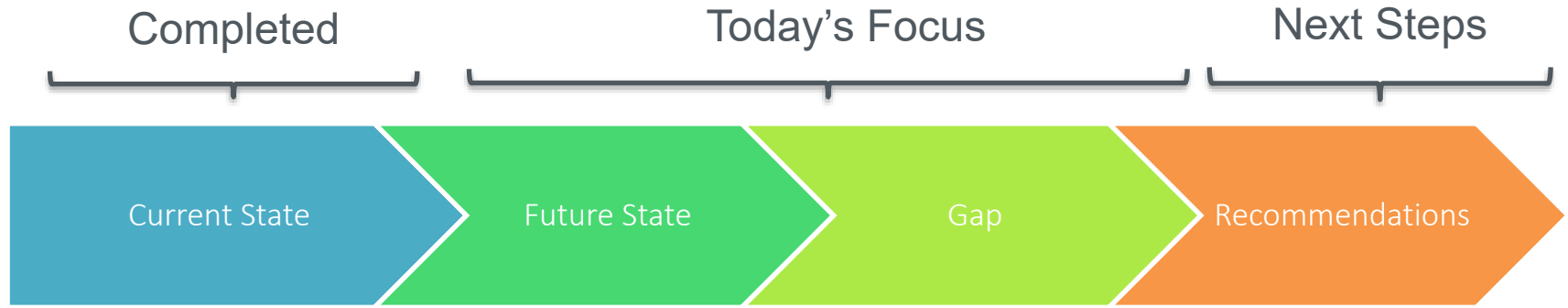
Key Considerations - Ranked Highest Priority to Lowest	
1	CRC/CCV considerations: <ul style="list-style-type: none"> - Available in rural areas - Consistency of locations across the state (CRC) Consider potential changes in weather conditions when moving locations
2	Considerations in rural areas <ul style="list-style-type: none"> - Might need to coordinate efforts with emergency management resources when hotel accommodations are not available - Transportation is a big concern - Provide more options for rural communities (backup power)
3	Enhanced and targeted communication plans for individuals with AFN regarding preparedness, during and after a PSPS (e.g., ASL, simplified, plain language, pictures, multi-channel) <ul style="list-style-type: none"> - Consider review of notification process for accessibility and identify enhancements
4	Screening for specific needs for individuals with AFN (e.g., accessibility, refrigeration)
5	One stop shop approach to sign up for utility programs (e.g., single website)
6	Ensure website content is accessible
7	Review/expand eligibility of the essential Small Business Generator programs to facilities that support individuals with AFN (e.g., Food Banks, The ARC, Regional Centers)
8	Leverage supplemental resources during a PSPS for individuals with AFN (e.g., CBOs, The ARC local chapters) Consider backup power during PSPS
9	Provide ASL information to inform, locate, and leverage the resource
10	Explore simplifying program sign up – (e.g., initiative to create a “one stop” application process currently identified for CARE/FERA and ESA programs)
11	Regional Centers as trusted partner to help clients qualify for programs/resources <ul style="list-style-type: none"> -Evaluate what other partners do we leverage?
12	Coordinate efforts with emergency management resources
13	Develop targeted tips for individuals with AFN (e.g., charge devices in advance, keeping food safe during a PSPS, post PSPS actions)
14	Leverage CBOs to provide for targeted resiliency items to households with individuals with AFN (e.g., lights, sensors, cooler bags, gas cards,

Key Considerations - Ranked Highest Priority to Lowest	
	<p>emergency blankets, battery powered blenders) through a partnership program with CBOs</p> <ul style="list-style-type: none"> - Learn from the past on what works - American red cross might have resiliency items
15	<p>Expand partnerships with the transportation organizations to discuss the needs of individuals with AFN and the impacts of PSPS (e.g., paratransit organizations, public transportation)</p> <ul style="list-style-type: none"> - Explore metro micro and call the car to expand on accessible technology and metropolitan transportation services - Other considerations: accessible, car seats, and pets
16	<p>Food Replacement (partnering with Meals on Wheels, food pantries, or 211 food delivery)</p> <ul style="list-style-type: none"> -Consider partnerships with local school districts
17	<p>Targeted outreach to the diverse needs of the individuals with AFN. Look for ways to enroll individuals in IOU programs during PSPS (e.g., sign up for self-certification)</p>
18	<p>Egress from a building with elevators through partnership with emergency services</p>
19	<p>Leverage partners to help identify individuals with AFN that need batteries (e.g., similar to the Tribal community example from SDG&E)</p>
20	<p>Medical device charging (replacements, leave while charging)</p>
21	<p>Partner with Department of Social Services, Red Cross, or other CBOs (awareness, education, and training on food safety)</p>
22	<p>Address privacy/quiet space considerations for individuals with AFN at indoor, outdoor, and mobile CRCs</p>
23	<p>Potentially coordinate wellness efforts with 3rd parties (e.g., CERTS, deputy sheriffs)</p> <p>Potentially leverage 211 through care coordination or other CBOs (e.g., Regional Centers, IHSS, ILCs)</p>
24	<p>Screening for specific dietary needs (low sugar, salt, culturally relevant)</p> <ul style="list-style-type: none"> -Considerations for zero waste/sustainability -Food options have real world barriers (e.g., location, hour of day, who is open)
25	<p>Enhance training with targeted CBOs that support individuals with AFN to include both caregivers and clients</p> <ul style="list-style-type: none"> - Solicit input from Advisory Council members - Expand resiliency webinar trainings (e.g., SCDD/Red Cross)
26	<p>Resiliency items for pets and service animals (e.g., water)</p>

Appendix C:
2022 Joint IOU AFN Plan – IOU Resource Matrix

Step 4: Future State Working Sessions

What actions are needed to be included in the 2022 AFN plan?



- Resource Centers/Cooling Centers
- Resiliency Items
- Backup Power
- Food
- Transportation
- Temporary Lodging/Hotel
- Training
- IOU Communications
- Community Meetings/Webinars
- PSPS Notifications
- PSPS Event Contact

What should the ideal state be?

Gaps between the current and ideal state?

What are the actions needed to get to the ideal state?

Questions for consideration:
Are there things that your organizations are offering?
Are there other resource that should be included?
Who should provide them?

PSPS IOU Resources – worksheet

Current state as of 12/13/21

Overview of the current resources provided by each IOU. Programs and resources vary based on the needs of the territory.

	Current State			Future State
	PG&E	SCE	SDG&E	
Resource Centers/ Cooling Centers	<ul style="list-style-type: none"> 370 available Community Resource Center (CRC) locations; a combination of indoor and outdoor sites Cooling centers administered by cities and counties during hot months <p>Community members can access basic resources and up to date information</p> <ul style="list-style-type: none"> Wi-fi ADA-accessible restroom Bottled Water/Snacks Device charging Cooling/heating* Seating* Ice* Privacy Screenings (indoor locations) Mobile battery chargers *(indoor locations only) Language Line Solutions for VRI (video rely interrupting of ASL) on Service Representative's Computer Phone Number offered Multi-lingual interruption Signage available in multiple languages & available for print on demand 	<ul style="list-style-type: none"> 63 CRC locations & 8 mobile Community Crew Vehicles (CCVs) Cooling centers administered by cities and counties during hot months (SCE provides battery operated fans; snacks, water) <p>Community members can access basic resources and up to date information</p> <ul style="list-style-type: none"> Wi-fi Bottled water, light snacks, and pending weather and locations: firewood, blankets, bulk water, ice Mobile charging for devices such as cell phones or medical equipment available pending social distancing Indoor CRCs only (pending COVID-19 safety): cooling/heating , seating, refrigeration to store medicines in some locations only, and ADA accessible restroom interpreting service, including ASL Warm food and grocery gift cards (as needed) Privacy screens will be available in 2022 Private room available in some locations only upon request 	<ul style="list-style-type: none"> 11 indoor CRC locations & 3 mobile CRCs that can be dispatched to areas in need Cool Zones/Cooling centers administered by cities and counties during hot months (SDG&E provides battery operated fans) <p>Community members can access basic resources and up-to-date information</p> <ul style="list-style-type: none"> Wi-fi ADA-accessible restroom Bottled water, light snacks, cell phone charging, chairs, restrooms, ice, water trucks (for large animals), and up-to-date outage event information Warm food (as needed) Gift cards Safety supply kits for customer comfort and safety while visiting the CRC location during PSPS Informational & Directional Signs Privacy Screens ASL and language communication aids and interpreting service Additional outreach and education materials 	<ul style="list-style-type: none"> What else is needed at CRC locations? ADA enhancements? Hours of operation Accessible transportation Time and distance to get there from the geographic area Correct penetration of use and what are the outcomes Who cannot use these centers and why? Standardization for staffing regarding to safety, first aid, security? (need to advertise?) Consider other CBOs or orgs that may allow for charging of equipment - local medical clinic or the ILC allowed and encouraged individuals to power devices if they had power Information- Multiple Channels to find CRCs or get information about the PSPS activation ASL Communication at CRCs Data needed/Survey feedback Privacy Screens Comfortable seating

PSPS IOU Resources – worksheet (continued)

Current state as of 12/13/21

	Current State			Future State
	PG&E	SCE	SDG&E	
Back-up Power Programs	<ul style="list-style-type: none"> • DDAR Centers to provide qualifying customers who use electric medical devices with access to portable batteries (CFILC) • Portable Battery Program (PBP) distributed through LIHEAP providers to low-income medical baseline customers in HFTD or who experienced 2 or more events • \$300 rebate for portable generators for water pumping dependent customers in HFTDs • \$500 rebate for CARE/FERA enrolled HFTDs customers for portable generators for water • Statewide Self-Generation Incentive Program (SGIP) 	<ul style="list-style-type: none"> • Critical Care Battery Back-up (CCBB) program provides to eligible customers right-sized, fully subsidized back-up battery with a solar panel for charging and a 3-year warranty. Expanded in 2021 to more customers • \$75 rebate for portable batteries for customers in HFTDs to power devices and appliances • \$200 rebate for portable generators for customers in HFTDs • \$500 rebate for portable generators for customers in HFTDs and enrolled in CARE/FERA or Medical Baseline • Statewide Self-Generation Incentive Program (SGIP) • (On 7/1: removed water pumping dependency and include Medical Baseline for \$500 rebate; \$300 rebate for non-low income changed to \$200) 	<ul style="list-style-type: none"> • All Medical Baseline (MBL) customers previously impacted by PSPS offered no-cost back-up battery with solar panel charging • Nearly doubled the size of the program in 2021 & expanded to some individuals with AFN beyond MBL • Increased tribal coordination in 2021 w/ Indian Health Council partners (reserved units) • Emergency back-up generator program available for critical medical situations during PSPS events • Generator rebates of \$300+ offered to customers in the HFTD who have been impacted by PSPS • \$50 rebates for Portable Power Stations • Statewide Self-Generation Incentive Program (SGIP) 	<ul style="list-style-type: none"> • Who else provides back-up power programs? • What other type of devices/assistive technologies could be used? (e.g., Battery powered ice chest) • CA State Northridge (Technology Forum) • CSUN Conference Link (James will drop in chat) • Cost of generator be covered CBO at no cost (I.e. Regional Centers) • Yeti- Once they are exhausted. Can't be charged during PSPS • Cost of fuel/gas for generator • Basic video on how to use- ASL • Simplified language
Resiliency Items	<ul style="list-style-type: none"> • Go bags with water, mobile battery charges, and snacks distributed at CRCs 	<ul style="list-style-type: none"> • Resiliency kits are provided in CRC/CCV locations. These resiliency kits are in a tote bag with program fact sheets, ice voucher, resiliency items (e.g., LED backup lightbulb or flashlight, pre-charged solar phone charger), PPE (hand sanitizer, mask) • Blanket, fire-wood (for cold weather PSPS activation) • Thermal insulated bags (for medication, formulas, or breast milk) 	<ul style="list-style-type: none"> • Resiliency items provided at CRCs (Bottled water, light snacks, ice, water for livestock) • Emergency back-packs include a hygiene kit with a mask, hand sanitizer, soap, and PPE items, pre-charged solar phone charger, solar light bulb, burn kit, warmer kit, snap light stick, and a waterproof wet/dry bag. • Hand power bank batteries, flashlights, blankets, food (distributed via AFN partners including Indian Health Councils) 	<ul style="list-style-type: none"> • Who else provides resiliency items? • What else is needed? • CA Council for the Blind – N.CA partner (Grab & Go location, MREs, charger, EMT kit) • Leverage CBOs to provide Go Kits • Emergency supply kits for animals/pets • SCDD, Red Cross (Go Kits) • Items for expectant mothers (pumps, privacy screens, comfortable seating, etc.)

PSPS IOU Resources – worksheet (continued)

Current state as of 12/13/21

	Current State			Future State
	PG&E	SCE	SDG&E	
Food	<ul style="list-style-type: none"> • Food Bank Resource Partnership – Provides charitable grant to Food Banks to support the services they provide during emergencies <ul style="list-style-type: none"> • Agreements with 23 food banks serving 38 counties • Also provides customers experiencing food loss with replacement • 211 Partnership – Provide meal delivery services / solutions • Meals on Wheels – additional meal to impacted PSPS seniors per day of shutoff <ul style="list-style-type: none"> • Agreements with 25 providers to support 22 counties \$15 per meal • The following will provide food replacement up to 3 days after PSPS restoration: <ul style="list-style-type: none"> • Grocery Delivery for homebound individuals due to medical conditions • Grocery Gift Cards • Fresh produce, vegetables, and fruits 	<ul style="list-style-type: none"> • Food Banks – SCE provides charitable grants to support workforce development / education programs • 211 CBO Partnership — Provide food delivery available through 211 CBO partnerships • CRCs – In 2020, SCE provided hot meals for Thanksgiving and grocery gift cards on the week of Christmas as ad-hoc services. In 2021, SCE provided grocery gift cards for Thanksgiving. The meals and grocery cards were given out at the Community Resource Centers and Community Crew Vehicles 	<ul style="list-style-type: none"> • Food Bank Partnership – Provides charitable grants to regional Food Banks including the San Diego Food Bank, North County Food Bank, and Feeding America to support the services they provide during emergencies and will standup mobile food pantries post PSPS in impacted communities • Food support gift cards available for individuals with AFN • SD Food Bank holds additional food distributions following PSPS in impacted areas • 211 CBO Partnerships – Provide food delivery available through 211 CBO partnerships • Meals on Wheels – additional meal to impacted PSPS seniors per day of shutoff • Warm Food options: Several catering services contracted to support at local CRCs when needed 	<ul style="list-style-type: none"> • Who else provides food services? • What other food services can be provided? • ADA/Allergies • Zero Waste/Sustainability • Low sugar/low salt/heart health • Culturally relevant meals • Low/No Diets • Education on how to make food last longer • Themometer for someone who may have low vision • Safety guidelines/education • Texture of food • Food safety message from utility?

PSPS IOU Resources – worksheet (continued)

Current state as of 12/13/21

	Current State			Future State
	PG&E	SCE	SDG&E	
Transportation	<ul style="list-style-type: none"> Disability Disaster Access and Resources Program (DDAR) in partnership with CFLIC provides accessible transportation to Community Resource Centers or hotels 211 Partnership: transportation services/solutions including service to CRC, hotels, safe locations 	<ul style="list-style-type: none"> 211 AFN PSPS Resource: Transportation services / solutions including transportation to CRC / CCV, hotels, or other safe locations 	<ul style="list-style-type: none"> 211 AFN PSPS Resource: Accessible transportation available via direct contract with Facilitating Access to Coordination Transportation (FACT) to hotels, CRCs, or other safe locations 	<ul style="list-style-type: none"> Are there other options for accessible transportation? Pick Up/Delivery services for necessities during PSPS Needs for pets Uber/Lift for non-accessible Response time for accessible transportation Non-English, Hard of Hearing/Deaf- not aware of resources Education on Transportation- most customers are unaware
Temporary Lodging/Hotel	<ul style="list-style-type: none"> Disability Disaster Access and Resources Program (DDAR) in partnership with CFLIC provides temporary lodging resources 211 Partnership: temporary lodging services / solutions 	<ul style="list-style-type: none"> Discounted hotel options available www.sce.com/hotel-discounts 211 AFN PSPS Resource: Temporary lodging services / solutions 	<ul style="list-style-type: none"> 211 AFN PSPS Resource: No-cost hotel stays provided through direct partnership with Salvation Army 	<ul style="list-style-type: none"> Zero Waste/Sustainability Convenient locations vs long distance Tailored to meet the individual's accessibility considerations Rural areas- lack of hotels

PSPS IOU Resources – worksheet (continued)

Current state as of 12/13/21

	Current State			Future State
	PG&E	SCE	SDG&E	
Training	<ul style="list-style-type: none"> • Training on IOU programs and services to in home workers and social service staff (e.g. groups like IHSS, ILCs, CBOs, Regional Centers and Tribal Communities) • Tabletop & full-scale exercises 	<ul style="list-style-type: none"> • Training on IOU programs and services to in home workers and social service staff (e.g. groups like IHSS, Regional Centers, ILCs, CBOs, and tribal nations) • Tabletop & full-scale exercises (Independent Living Centers and 211 participated in these exercises) 	<ul style="list-style-type: none"> • Training on IOU programs and services to in home workers and social service staff (e.g. groups like IHSS, Regional Centers, SCDD, ILCs, CBOs, tribal orgs, and CERTS) • Tabletop & full-scale exercises 	<ul style="list-style-type: none"> • Who else can IOUs provide training to? • Kay's organization? • Full Scale Exercises- use real people with disabilities not 'actors' • Education to Disability org • Training on those who may Deaf/Blind • Other agencies outside of IHSS that provide in-home care • Targeted Outreach Efforts
Community Meetings & Webinars	<ul style="list-style-type: none"> • Information on the Community Wildfire Safety Program including System Hardening, Veg Management, PSPS notifications, customer programs, back-up power programs and resources to help customers prepare • Local CWSP Webinars, Regional Working Groups, Safety Town Halls, PSPS Advisory Council 	<ul style="list-style-type: none"> • Information on PSPS, grid hardening, notifications, customer programs, back-up power programs and resources to help customers prepare • Meeting / Webinars with Counties, Communities, local & tribal governments, critical infrastructure customers, customer Power Talks, CBOs, Advisory Boards, Working Group, and Consumer Advisory Panel 	<ul style="list-style-type: none"> • Information on notifications, PSPS support, back-up power programs and resources to help customers prepare across webinars, drive-thru safety fairs, community meetings etc. • Meeting / Webinars with Counties, Communities, local & tribal governments, critical infrastructure customers, CBOs, Advisory Boards, AFN PSPS Working Group, Safety Townhalls 	<ul style="list-style-type: none"> • Who else should IOUs meet with? • Information that needs to be provided? • CA Council of the Blind • Archive • Caption/Interpreter • Track who is attending/viewing after • PSPS webinars specific for deaf community, blind community etc.

Appendix D:
AFN Q4 2021 YTD Recap

**San Diego Gas & Electric Company's
Quarterly Update to 2021 Plan to Support
Populations with Access and Functional Needs
During Public Safety Power Shutoffs**

January 31, 2022



Introduction

On February 1, 2021, San Diego Gas & Electric Company (SDG&E or Company) submitted its 2021 plan regarding its planned efforts to address people and communities with access and functional needs (AFN) during de-energization events (2021 AFN Plan) in accordance with California Public Utilities Commission (Commission or CPUC) Decision (D.) 20-05-051. SDG&E's 2021 AFN Plan outlined its approach for serving AFN and vulnerable customers leading up to and during de-energization events. Per D.20-05-051, SDG&E provides this quarterly update regarding its progress toward meeting its 2021 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 2021 AFN Plan¹ for ease of reference and builds upon the efforts described therein. Specifically, rather than repeat the activities SDG&E describes in its 2021 AFN Plan that were already taken, this update provides the incremental efforts taken since October 29, 2021.

Identification of Customers with Access and Functional Needs

AFN Identification

SDG&E has been enhancing its ability to identify individuals with AFN. SDG&E has identified approximately 420,000, or roughly 32% of residential customers as AFN. Approximately 185,000 of these customers reside in the HFTD.

Additionally, SDG&E added a new field in its system enabling customers to self-identify as having an AFN. Campaigns to promote this capability began in 2021 and will expand in 2022. In Q4, SDG&E worked with the AFN Collaborative Team and stakeholders to review and align the AFN language and online content to be more inclusive and accessible and will include in language options to the online self-identification form.

External Feedback and Consultation

Statewide AFN Advisory Council

AFN Core Planning Team Meetings		
Meeting	Summary of Engagement and Feedback	Actions Guided by Feedback
<p>Date: October 29, 2021</p> <p>Location: Virtual</p> <p>Purpose: AFN Core Planning Team Meeting – 2022 Plan development</p>	<ul style="list-style-type: none"> • Provided an overview of the FEMA 6 Step Plan Development approach <ol style="list-style-type: none"> 1. Forming a collaborative planning team 2. Understanding the situation 3. Determining goals and objectives 4. Developing the plan 5. Plan preparation and approval 6. Plan implementation and maintenance <p>Meeting Focus:</p> <ul style="list-style-type: none"> • Step 1 – Collaborative Planning Team <ul style="list-style-type: none"> – Align on Core Planning Team Expectations – Solicited input on the Core Planning Team Members • Step 2 – Understand the Situation <ul style="list-style-type: none"> – Provided an overview of the Facts & Assumptions that will be included in the 2022 AFN Plan including: <ul style="list-style-type: none"> • Reviewed the California Government Code §8593.3 AFN definition, with a specific focus on identifying individuals who are “electricity dependent” • Identified the main risk as: Individuals with AFN who are unable to use power for devices/equipment for health, safety and independence due to PSPS • Aligned on the approach to identify and track individuals with AFN based on available data • Benchmarked with IHSS, Regional Centers, and Medicare electricity dependent data to 	<p>Completed Actions this Quarter</p> <ul style="list-style-type: none"> • Identified drivers, outcomes and consequences to PSPS outage that affect individuals with AFN • Aligned on the preliminary definition of “electricity dependency”
		<p>On-Going Actions</p> <ul style="list-style-type: none"> • Continue to work through the FEMA 6 step process to develop the joint IOU 2022 AFN plan
		<p>Future Actions</p> <ul style="list-style-type: none"> • Step 3 –

AFN Core Planning Team Meetings		
Meeting	Summary of Engagement and Feedback	Actions Guided by Feedback
	<p>understand the potential population volume of individuals with AFN reliant on power by zip code</p> <ul style="list-style-type: none"> • Leveraged data to create heat maps of AFN geographic density • Aligned on statewide preliminary definition of individuals with AFN for purposes of identifying individuals potentially impacted by power outages to better target outreach, preparedness and in-event programs and services • Reviewed current strategies executed to continue to enhance identification of individuals with AFN • Reviewed the current resources offered by each IOU <p>– Conducted Risk Bowtie Working Session and solicited feedback on the drivers, outcomes and consequences of PSPS outage on individuals with AFN</p>	Determine goals and objectives
<p>Date: November 5, 2021</p> <p>Location: Virtual</p> <p>Purpose: AFN Core Planning Team Meeting – 2022 Plan development</p>	<p>Meeting Focus:</p> <ul style="list-style-type: none"> • Step 3 – Determine Goals and Objectives • Conducted working sessions to gain alignment on the DRAFT overarching goal and objectives <p>Goal: IOU plans will minimize the impacts of PSPS on individuals with AFN served by the utilities through improved customer outreach, education, assistance programs and services.</p> <p>Plan Objectives: Identify individuals who are electricity dependent</p>	<p>Completed Actions this Quarter</p> <ul style="list-style-type: none"> • Identified the goals and objectives for the 2022 AFN PPS plan

AFN Core Planning Team Meetings		
Meeting	Summary of Engagement and Feedback	Actions Guided by Feedback
	<p>Establish a communication plan that reaches all AFN segments</p> <p>Continuously improve tools to make them easier to understand and navigate, while making it easier for external organizations to access information</p> <p>Identify new programs and resources needed to minimize the impacts of PSPS</p> <p>Enhance existing programs and resources to minimize the impacts of PSPS</p> <p>Cultivate new partnerships and expand existing partnerships with whole community to reach individuals with AFN</p> <p>Coordinate and integrate resources with State, community and utility to minimize duplication</p> <p>Establish measurable metrics and consistent service levels</p> <p>Effectively serve and adapt to the needs of individuals with AFN before, during, and after any PSPS</p> <ul style="list-style-type: none"> • Developed the key criteria to determine the operational priorities • Identified a prioritization tool to score and rank operational priorities leveraging key criteria 	<p>On-Going Actions</p> <ul style="list-style-type: none"> • Continue to work through the FEMA 6 step process to develop the joint IOU 2022 AFN plan <p>Future Actions</p> <ul style="list-style-type: none"> • Confirm goals and objectives • Finalize the prioritization tool
<p>Date: November 10, 15, and December 16, 2021</p> <p>Location: Virtual</p> <p>Purpose: AFN Core</p>	<p>Meeting Focus:</p> <ul style="list-style-type: none"> • Step 4 – Plan Development • Reviewed matrix of current resources available from the 3 IOUs before, during and after PSPS • Conducted two AFN Core Planning Team workshops to identify key considerations to define future state (11/15 & 12/16) 	<p>Completed Actions this Quarter</p> <ul style="list-style-type: none"> • Working to complete future state needs <p>On-Going Actions</p> <ul style="list-style-type: none"> • Continue to

AFN Core Planning Team Meetings		
Meeting	Summary of Engagement and Feedback	Actions Guided by Feedback
Planning Team Meeting – 2022 Plan development	<ul style="list-style-type: none"> Aligned on future state outcomes and conducted gap analysis working session to identify recommendations 	work through the FEMA 6 step process to develop the joint IOU 2022 AFN plan
		<p>Future Actions</p> <ul style="list-style-type: none"> Prioritize recommendations Identify additional resources and intelligence needs Establish measurable metrics to track success

Wildfire Safety Community Advisory Council (WSCAC)

As part of SDG&E’s wildfire management program, SDG&E conducted its fourth quarter Wildfire Safety Community Advisory Council meeting on November 19, 2021. A key topic of discussion was Customer Programs and Outreach with a focus on the following:

- Wildfire PSPS Research (awareness, preparation, and advance notification)
- Generator Programs (medical baseline and AFN customers, mobile home park project, generator program for low-income customers, fixed back-up power for prone PSPS customers)
- Community Support (Community Resource Centers and Access and Functional Needs Planning and Collaboration), and

- Outreach and Feedback

SDG&E's 2022 Wildfire Safety Community Advisory Council meetings will be held on February 10, May 6, August 19, and November 11.

Tribal Communities

In Q4, SDG&E Tribal liaisons met with Pala Vice Chair and Fire Chief and presented AFN Resource offerings, customer assistance and offered generator support. SDG&E continued to work with the Indian Health Councils to provide back-up battery support and offered 100 additional units to the AFN and vulnerable community. The year wrapped up with a briefing to the Southern California Tribal Chairmen's Association on the AFN Plan for 2022 to garner feedback and suggestions. One outcome suggested will be a survey in Q1 of 2022 for additional feedback on community interest and needs.

Customer Research and Feedback

The pre PSPS wave, conducted in September, measured awareness of safety-related communications, sources of information, awareness of PSPS and emergency preparedness.

This survey included questions that will allow SDG&E to isolate responses of customers who identified as having AFN. SDG&E analyzed the responses, as well as compared to those of non-AFN households, to better understand their unique level of awareness, understanding and preparedness. Some of the analyzed findings include:

- Seniors are more aware of wildfire communications and the PSPS programs than are younger respondents.
- Non- English speaking were ranked lowest for wildfire communication and will be an outreach focus in 2022
- Households with disabilities are generally better prepared than those without disabilities

The post PSPS Wildfire Survey will be conducted early next year at the end of wildfire season. Results will be evaluated and compared to pre – season results and incorporated into the AFN plan as additions may be identified. SDG&E has continued to utilize surveys to gather and incorporate feedback into processes and solutions. One example this quarter is the pre PSPS Wildfire Mitigation Survey. SDG&E annually conducts a pre and post PSPS Wildfire Mitigation survey to understand customers’ awareness and understanding of wildfire safety communications among residents and businesses. The survey is available to take in all prevalent languages in SDG&E’s service territory. In December 2021 a study with the Residential Customer Insights Panel was conducted to better understand customer’s preference and comfortability on sharing information regarding their access and functional needs identification and accommodations for utility service providers. The study revealed on average, approximately 25% of residential customers with one or more AFN conditions would be uncomfortable with utilities knowing their AFN status. SDG&E plans to further discuss the findings internally as it relates to the self-identification of these customers.

AFN Support Resources and Customer Resiliency Programs

AFN Support Resources

Thanksgiving 2021 PSPS – 11/22-11/27

- Dedicated AFN Unit Position in the EOC
- Close collaboration across key AFN Resource partners including 211 San Diego, Facilitating Access & Coordinated Transportation (FACT), & Salvation Army
- Provided frequent updates to over 725 CBOs and Access & Functional Needs partners for support, coordination and amplification
- Accessible transportation to CRCs or hotel
- No cost hotel stays for all impacted customers
- Generators delivered on-demand
- Turkey dinners, warm meals & pies at Community Resource Centers, and support to Pauma/Pala
- \$50 food support gift cards for assistance
- Resiliency items (e.g. blankets, car charger inverters, solar lamps)
- Zero Waste/Sustainability Effort – Meal donations

- Meals to the Filipino American Veterans Association Hall and Bay Terraces Senior Center food distribution
- Pies to San Diego Food Bank Super Food pantries

In addition to enhanced identification of Customer with AFN, assessment of AFN population needs, hotel stays, assisted transportation, food security and delivery of resiliency items, in Q4 SDG&E worked with the following businesses and organizations to fill gaps during an activated PSPS on Thanksgiving Day.

211 San Diego and 211 Orange County

In Q4, SDG&E continues to leverage the referral and resource hub at 211. 211 provided preparedness, notification sign ups and 211 support services information to the San Diego Department of Developmental staff who amplified the information to over 800 local agencies and partners.

Facilitating Access to Coordinated Transportation San Diego (FACT)

Facilitating Access to Coordinated Transportation (FACT) provides accessible transportation to those in need. In Q4 FACT transportation services were utilized during the Thanksgiving Day PSPS providing 4 transportations to hotels during activation through the 211 referral network.

SDG&E will continue to partner with FACT in 2022. SDG&E's partnership with FACT includes enhanced ambulatory (regular) and wheelchair (accessible) transportation for people with AFN before and during PSPS events. This partnership provides extended hours of operation during PSPS events from 5:30 a.m. to 11 p.m. daily. Customer service calls are coordinated through the 211-referral network

Customer Resiliency Programs - Resiliency Grant Program

SDG&E delivered more than 2,300 units in 2021, exceeding the program goal for the year, with a total of 3,795 units delivered since the start of the program. SDG&E has also focused support for tribal communities and worked closely with the Indian Health Councils to create a new streamlined process to coordinate delivery of the battery backup units to vulnerable customers. SDG&E also reserved 100 units specifically for tribal

communities.

Additionally, in 2021, SDG&E expanded the pilot Emergency Generator Grant Program launched in 2020 that enables “real-time” dispatch of a battery generator during a PSPS event to customers experiencing a medical emergency that cannot be transported. Approximately 40 battery back-up units are available for this program and will be delivered within 1 to 4 hours.

Resiliency Assistance Program

In 2021, more than 1,800 customers redeemed coupons for portable generator rebates, and approximately 730 customers redeemed coupons for verified purchases. SDG&E promoted these rebates heavily to customers in the HFTD with the goal of increasing for potential PSPS events. The program is also focused on raising awareness and participation among tribal nations.

Community Resource Centers

In 2021, SDG&E 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 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.

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. In order to enroll in the Medical Baseline program, the applicant must have an eligible medical condition verified by a licensed physician along with a completed application form certified by a licensed Medical Doctor (M.D.), Doctor of Osteopathy (D.O.), Nurse Practitioner or Physician Assistant. The equipment is for home use only and must have a medical purpose to qualify. In 2021, in response to the pandemic customer impacts, changes were made to ease program enrollment including providing up to 12 months for the enrollee to provide signed medical authorization and suspending recertifications through August 2021. Customers may apply for the Medical Baseline program via mail, fax, email, or over the phone through SDG&E's Customer Contact Center. Details of SDG&E's marketing and outreach plans for program years 2021–2026 can be found in SDG&E Advice Letter 3589–E / 2890–E, dated August 17, 2020.

- As of December 2021, SDG&E has 55,802 enrollees in the MBL Allowance program, representing an 11.2% decrease from the end of 2020.
- The reason for the decrease in participation is due to the expiration of COVID protections and the reinstatement of the recertification requirement.

California Alternate Rates for Energy Program (CARE)

The CARE program provides a 30% or more discount on natural gas and electricity bills to low-income residents, qualified nonprofit homeless shelters, and qualified group living facilities. Residents must meet household income guidelines (based on number of people in house and total household income).

Family Electric Rate Assistance Program (FERA)

The FERA program provides qualified households with a 18% discount on electric every month. Families whose household income slightly exceeds the other low-income energy program allowances, may qualify to receive

FERA discounts, which bills electricity usage at a lower rate. Household size and total household income guidelines apply.

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.

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 211sandiego.org for information.

Pandemic Support/Financial Assistance

Arrearage Management Plan (AMP)

In 2021, 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. While this is not an SDG&E program, the availability of this offering is pending funding availability to offer to customers in 2022.

PSPS Preparedness Outreach & Community Engagement

PrepareforPowerdown.com is a website that was refreshed in Q4 by SDG&E, PG&E and SCE, as a centralized resource for statewide community-based organizations and agencies of AFN constituents, to easily access joint IOU PSPS information before and during a PSPS.

CBO Engagement and Community Partnerships

To reach customer who use durable medical equipment and may be eligible for medical baseline, SDG&E Outreach Advisors partnered with 7 Medical equipment companies providing MBL applications to customers.

Customer Assistance AFN EOC Liaison Role

SDG&E doubled the staffing to support a new position of AFN Liaison in its EOC specifically dedicated to supporting customers with AFN during PSPS. This seat collaborates extensively with SDG&E's support partners including 211, FACT, Salvation Army, and other CBOs to provide up-to-date information on PSPS activations and to address the needs of customers reaching out for assistance. In Q4, the AFN Liaison Officer position has been elevated to directly advise the Utility Incident Commander within the SDG&E EOC command structure. Training and mentoring opportunities will be held for all AFN Liaison.

In-Event PSPS Customer Communications

In 2021, SDG&E is dedicated to meeting customers' needs and has established multiple channels of communication:

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

Enhancing accessibility was a top priority in 2021 and will continue to be a top priority in 2022. SDG&E plans to build on recent enhancements to accessible notifications and its websites and expand further.

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

SDG&E Generator Grant Program (GGP)

Census Tract	AFN	Medical Baseline	Non-MBL/AFN Tribal Customer	2021 Total
83.33	1	1	0	2
83.35	0	14	0	14
83.48	1	0	0	1
83.54	0	3	0	3
95.04	0	36	0	36
101.06	0	1	0	1
133.14	1	0	0	1
155.01	2	2	0	4
155.02	0	10	0	10
168.02	1	11	0	12
169.01	0	120	0	120
169.02	0	70	1	71
170.1	0	3	0	3
170.2	0	16	0	16
170.21	0	21	0	21
170.29	0	4	0	4
170.3	0	5	0	5
170.32	0	10	0	10
170.33	0	1	0	1
170.34	1	0	0	1
170.35	0	2	0	2
170.37	1	1	0	2
170.4	0	4	0	4
170.41	0	1	0	1
170.46	0	3	0	3
170.5	0	4	0	4
171.06	0	5	0	5
171.1	0	64	0	64
176.04	0	1	0	1
186.08	0	1	0	1
186.11	1	23	0	24
186.14	0	1	0	1
188.01	0	10	0	10
188.02	1	34	0	35
188.03	0	1	0	1
189.03	0	59	0	59
189.04	0	8	0	8
189.05	0	1	0	1
189.06	0	12	0	12
190.01	2	46	0	48
190.02	0	14	0	14
191.01	1	35	0	36
191.03	1	30	0	31

SDG&E Generator Grant Program (GGP)

Census Tract	AFN	Medical Baseline	Non-MBL/AFN Tribal Customer	2021 Total
191.05	3	89	0	92
191.06	0	144	0	144
191.07	0	15	0	15
192.07	1	0	0	1
194.03	0	1	0	1
195.01	0	1	0	1
200.21	0	1	0	1
200.22	1	0	0	1
200.23	0	1	0	1
200.25	0	1	0	1
200.26	0	31	0	31
200.27	2	87	0	89
201.03	0	88	0	88
201.05	0	1	0	1
202.11	0	1	0	1
203.04	2	0	0	2
203.06	0	18	0	18
203.07	0	6	0	6
204.01	0	10	0	10
204.04	0	11	0	11
207.06	0	2	0	2
207.09	0	15	0	15
207.1	0	2	0	2
208.01	1	63	0	64
208.05	1	51	0	52
208.06	0	43	0	43
208.07	0	41	0	41
208.09	0	24	0	24
208.1	0	4	0	4
208.11	1	30	0	31
209.02	1	28	0	29
209.03	0	41	0	41
209.04	2	45	0	47
210	0	6	0	6
211	10	144	2	156
212.02	1	26	2	29
212.04	1	82	0	83
212.05	1	90	0	91
212.06	1	46	0	47
213.02	0	112	0	112
213.03	2	83	0	85
213.04	0	77	0	77
215	1	8	0	9

SDG&E Generator Grant Program (GPP)

Census Tract	AFN	Medical Baseline	Non-MBL/AFN Tribal Customer	2021 Total
320.31	1	0	0	1
423.24	0	1	0	1
Total	47	2,258	5	2,310

SDG&E Generator Assistance Program

Census Tract	Non-CARE Rebates	CARE Additional Rebate	2021 Total
83.35	4	0	4
83.54	1	0	1
85.09	1	0	1
95.04	4	0	4
155.02	2	0	2
168.02	2	1	3
168.04	1	0	1
169.01	22	2	24
169.02	18	2	20
170.2	3	0	3
170.21	14	1	15
170.3	0	1	1
170.32	5	0	5
170.43	1	0	1
170.49	1	0	1
170.5	2	0	2
171.06	3	0	3
171.1	21	2	23
186.11	11	0	11
188.01	6	0	6
188.02	6	1	7
189.03	14	4	18
189.04	2	2	4
189.05	0	1	1
189.06	1	0	1
190.01	20	2	22
190.02	10	0	10
191.01	9	2	11
191.03	7	2	9
191.05	26	3	29
191.06	33	6	39
191.07	6	1	7
200.26	4	0	4
200.27	26	1	27
201.03	26	4	30
203.06	6	0	6
203.07	3	0	3
204.01	5	0	5
204.04	1	1	2
207.09	4	0	4
207.1	1	0	1
208.01	27	3	30

SDG&E Generator Assistance Program

Census Tract	Non-CARE Rebates	CARE Additional Rebate	2021 Total
208.05	11	1	12
208.06	11	3	14
208.07	14	1	15
208.09	4	2	6
208.1	5	1	6
208.11	8	2	10
209.02	15	1	16
209.03	20	13	33
209.04	13	1	14
210	2	0	2
211	16	25	41
212.02	12	5	17
212.04	22	3	25
212.05	19	5	24
212.06	15	4	19
213.02	22	11	33
213.03	16	3	19
213.04	20	0	20
215	7	0	7
320.38	1	0	1
Total	612	123	735

Appendix F:
Survey Results and Metrics

2021 Pre-Season Wildfire Mitigation Survey

SDG&E annually conducts a pre and post PSPS Wildfire Mitigation survey to understand customers' awareness and understanding of wildfire safety communications among residents and businesses. The survey is available to take in all prevalent languages in SDG&E's service territory.

The pre-PSPS survey, conducted in September 2021, measures awareness of safety-related communications, sources of information, awareness of PSPS and emergency preparedness. This survey included questions that allowed SDG&E to isolate responses of customers who identify as having AFN. SDG&E analyzed the responses, as well as compared to those of non-AFN households to better understand their unique level of awareness, understanding and preparedness. Key findings from respondents with AFN in the 2021 Pre-Season Wildfire Mitigation Survey:

- An average of 57% of individuals with AFN were aware of what support and resources were available to them during de-energization
 - 66% Senior
 - 62% Disabled (includes mobility, deaf/hard of hearing, blind/low vision)
 - 56% MBL
 - 52% CARE
 - 50% non-English
- An average of 60% of individuals with AFN were aware that their utility may de-energize their system as a wildfire mitigation
 - 75% Senior
 - 74% Disabled (includes mobility, deaf/hard of hearing, blind/low vision)
 - 56% MBL
 - 52% CARE
 - 43% Non-English
- Seniors were ranked 75% (highest of all AFN segments) in awareness of wildfire communication and were identified as being more aware than younger respondents
- Non-English-speaking respondents were ranked lowest in awareness for wildfire communication at 50% and below
- Additionally, households with disabilities were identified as generally better prepared than those without disabilities

Public Safety Power Shutoff (PSPS) After Incident Survey

SDG&E would like to understand how effective the PSPS and notification process is from the customers' perspective. In December 2021 and January 2022, SDG&E fielded its second wave of after-incident research building on the first wave from 2019. Approximately 365 residential and small business customers were surveyed, of which approximately 300 were notified of potential PSPS but power was not shut off while approximately 65 were notified, power was shut off and re-energized.

Key findings from respondents include:

- 98% of notified customers were aware of PSPS
- 100% of impacted customers were aware of PSPS
- 83% recall receiving a notification message from both groups
- 49% of the Notified Only group feel positive about SDG&E's handling of the recent PSPS, while 23% feel neutral
- 37% of the Re-energized group feel positive about SDG&E's handling of the recent PSPS, while 28% feel neutral
- The most common ways people were impacted by the PSPS event relate to their electrical appliances not working, especially refrigerators
- The majority of participants are satisfied with the notification process (68% for Notified Only, 59% for Re-energized)
- Many are aware of the various resources, but few have been used
- The handful of customers that used the resources are generally satisfied with them (Satisfied/Extremely Satisfied ranges from 75%-100% by resource)
 - Language Preferences for alerts and communications - 83%
 - Medical Baseline Program – 75%
 - Portable Battery Program – 100%
 - Generator Grant Program – 86%
 - 211 – 75%
- A sizable minority of customers have someone in the household with a disability (especially among Re-energized households)
 - 21% Notified Only
 - 38% Re-energized
- Nearly all have access to personal transportation in case of an emergency
 - 94% Notified Only

- 95% Re-energized
- The vast majority with vital electrical equipment said that is easy to transport were able to use it during the PSPS event
 - 78% Notified Only
 - 92% Re-energized

Residential Customer Insights Panel

In December 2021, SDG&E conducted a study with the Residential Customer Insights Panel to better understand customer's preference and comfortability with sharing information regarding their access and functional needs with utility service providers. Of the ~700 respondents, ~125 self-identified as individuals with AFN based on the provided CPUC definition.

Key insights included:

- Approximately 25% of residential customers with one or more AFN conditions would be uncomfortable with utilities knowing their AFN status
- In particular, between 25%-29% customers were uncomfortable sharing developmental disabilities, chronic condition information and household income, even if resulting in customized solutions
- Customers mentioned the value of their privacy along with a fear of abuse of sharing personal information, including health or financial, with any utility based on other companies' failings of privacy protection
- Many respondents also stated sharing this information was not relevant to their electric service

Customer research and surveys continues to inform and drive SDG&E's efforts to remove barriers reaching, supporting and engaging customer of AFN. These planned surveys will be conducted in 2022.

- Pre-Season Wildfire Mitigation Survey
- Post-Season Wildfire Mitigation Survey
- Residential Customer Insights Panel
- AFN Customer Insights Review Panel (New)