

**2022 SDG& E PSPS Public Education & Communication Study
Pre-Season – Online Survey**QUOTASHigh Fire Risk

- 1 High Risk Fire Zip
- 2 Non-High Risk Fire Zip

Language of Survey

- | | |
|--------------|---------------|
| 01 English | 13 Korean |
| 02 Spanish | 14 Mandarin |
| 03 Arabic | 15 Mixtec |
| 04 Armenian | 16 Portuguese |
| 05 Cantonese | 17 Punjabi |
| 06 Farsi | 18 Russian |
| 07 French | 19 Somali |
| 08 German | 20 Tagalog |
| 09 Hindu | 21 Thai |
| 10 Hmong | 22 Vietnamese |
| 11 Japanese | 23 Zapotec |
| 12 Khmer | |

Wave

- 1 Pre-Wave (n=900)
- 2 During-Wave (n=TBD)

Age (Q.D)

- 1 18 – 44 (n= Max. 500)
- 2 45+ (n= Max. 500)

Methodology

- 1 Phone (n=270)
- 2 Online (n=630)

NOTE: Incentive changed from drawing for ten \$100 gift cards to individual \$10 gift cards for all respondents who complete the online survey beginning 9/27/22.

EMAIL INVITATION

TO: (Name of Respondent)

FROM: Travis Research on Behalf of San Diego Gas & Electric
(travissurvey@travisresearch.com)

SUBJECT: Important SDG&E Multi-Language Wildfire Study



Travis Research is conducting an important survey on behalf of San Diego Gas & Electric to understand the awareness of wildfire safety communications and preparedness among residents and businesses.

If you qualify and complete the survey, you will receive a **\$10 amazon.com gift card** as a small token of our appreciation for your cooperation.

You can take the survey in English or your preferred language including:

- Spanish (Español)
- Tagalog (Pilipino)
- Chinese (中文)
- Vietnamese (Tiếng Việt)
- Arabic (العربية)
- Korean (한국어)
- Russian (Русский)
- French (Français)
- German (Deutsch)
- Armenian (հայերեն)
- Farsi (فارسی)
- Japanese (日本語)
- Khmer (ខ្មែរ)
- Hmong (Lug Hmoob)
- Thai (ไทย)
- Hindi (हिंदी)
- Portuguese (Português)
- Punjabi (ਪੰਜਾਬੀ)
- Somali (Soomaali)

To take the survey, click on the link below or paste it into your browser window. To help ensure confidentiality and allow for your candid feedback, the research is being conducted by Travis Research, an independent research firm.

[http://travis-surveys.com/\(need unique ID sequence\)](http://travis-surveys.com/(need unique ID sequence))

This survey should take about 15 minutes to complete, and will only be available for a limited time, so please attempt to complete it within three days of receiving this message.

(OPT-OUT TEXT:) If you do not wish to receive emails from Travis Research, please click here (link to Travis website disclaimer). This does not unsubscribe you from SDG&E communications.

Introduction

[NEW SCREEN]

Thank you for taking time to complete this survey. Please note that you are now on a website hosted by Travis Research. Travis Research is not part of SDG&E®. The Terms and Conditions and Privacy Policy of this website will apply, which may be viewed here.

(Click here for Terms and Conditions and Privacy Policy)

Please be assured that your responses will be kept confidential and the survey should only take about 15 minutes to complete. Simply use your mouse to move ahead or scroll, and click the appropriate boxes to select your answers.

If you qualify and complete the survey, you will receive a **\$10 amazon.com gift card** as a small token of our appreciation for your cooperation.

Screening

A. In which language would you prefer to take the survey? ***(Please select one response)***

- (01) English
- (02) Spanish
- (03) Arabic
- (04) Armenian
- (05) Cantonese
- (06) Farsi
- (07) French
- (08) German
- (09) Hindu
- (10) Hmong
- (11) Japanese
- (12) Khmer
- (13) Korean
- (14) Mandarin
- (15) Mixtec
- (16) Portuguese
- (17) Punjabi
- (18) Russian
- (19) Somali
- (20) Tagalog
- (21) Thai
- (22) Vietnamese
- (23) Zapotec

[NEW SCREEN]

B. To confirm, are you currently a SDG&E customer for gas service, electric service, or both gas and electric? **(Please select one response)**

- (1) Gas customer
- (2) Electric customer
- (3) Both gas and electric customer
- (5) Community Choice Aggregate (CCA) customer
- (4) Not a SDG&E customer → **(THANK AND TERMINATE)**

~~C. Are you at least jointly responsible for reviewing and paying your household's utility bills?
(Please select one response)~~

- ~~(1) Yes~~
- ~~(2) No → **(THANK AND TERMINATE)**~~

F. Are you, or is anyone in your household, currently employed in any of the following industries or occupations? **(Please select all that apply)**

(RANDOMIZE)

- (1) Auto manufacturer
 - (2) Financial consulting
 - (3) Advertising or public relations
 - (4) Marketing or marketing research
 - (5) Energy-related products or services
- **(THANK AND TERMINATE)**
- (6) None of the above

(GO TO MAIN QUESTIONNAIRE)

MAIN QUESTIONNAIRE

Overall Favorability and Performance

[NEW SCREEN]

1.1 How favorable are you towards **San Diego Gas & Electric (SDG&E)** overall? **(Please select one response)**

Extremely Favorable				Extremely Unfavorable
(5)	(4)	(3)	(2)	(1)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

1.2 How well does the statement **“provides reliable electric service without frequent outages”** describe SDG&E? **(Please select one response)**

Describes SDG&E Extremely Well				Does Not Describe SDG&E at All
(5)	(4)	(3)	(2)	(1)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

AWARENESS & LANGUAGE PREFERENCE

[NEW SCREEN]

2. Over the past few months, have you personally seen or heard any communications (for example...mail, TV or radio ad, social media) from SDG&E about the threat of wildfires and how you can prepare for them? **(Please select one response)**

- (1) Yes
- (2) No
- (3) Not sure

[NEW SCREEN]

4. What is your preferred language for receiving public safety information like this from SDG&E?
(Please select one response)

- (01) English → **(SKIP TO INSTRUCTION BEFORE Q.6)**
- (02) Spanish
- (03) Arabic
- (04) Armenian
- (05) Cantonese
- (06) Farsi
- (07) French
- (08) German
- (09) Hindu
- (10) Hmong
- (11) Japanese
- (12) Khmer
- (13) Korean
- (14) Mandarin
- (15) Mixtec
- (16) Portuguese
- (17) Punjabi
- (18) Russian
- (19) Somali
- (20) Tagalog
- (21) Thai
- (22) Vietnamese
- (23) Zapotec
- (96) Other (please specify:) _____

[NEW SCREEN]

5. How do you feel about receiving wildfire communications from SDG&E in English only? **(Please select one response)**

- (1) I'm fine with that – I can understand English well
- (2) I'd rather have it in my preferred language, but I can also understand English
- (3) I need it in my preferred language – I do not understand English

(IF NO [2] OR NOT SURE [3] AT Q.2, SKIP TO Q.13)

[NEW SCREEN]

6. In which languages were the wildfire safety and preparedness information that you recall seeing or hearing from SDG&E? **(Please select all that apply)**

- (01) English
- (02) Spanish
- ~~(03) Arabic~~
- ~~(04) Armenian~~
- ~~(05) Cantonese~~
- ~~(06) Farsi~~
- ~~(07) French~~
- ~~(08) German~~
- ~~(09) Hindu~~
- ~~(10) Hmong~~
- ~~(11) Japanese~~
- ~~(12) Khmer~~
- ~~(13) Korean~~
- ~~(14) Mandarin~~
- ~~(15) Mixtec~~
- ~~(16) Portuguese~~
- ~~(17) Punjabi~~
- ~~(18) Russian~~
- ~~(19) Somali~~
- ~~(20) Tagalog~~
- ~~(21) Thai~~
- ~~(22) Vietnamese~~
- ~~(23) Zapotec~~
- ~~(96) Other (please specify:)~~ _____

(TABULATION INSTRUCTION: DETERMINE IF Q.4=Q.6 IN TABBING TO CALCULATE INCIDENCE OF DELIVERING INFORMATION IN PREFERRED LANGUAGE)

[NEW SCREEN]

6.1 Did you visit the SDG&E website to review the wildfire safety preparedness information in a language other than English or Spanish? **(Please select one response)**

- (1) Yes
- (2) No → **(SKIP Q.7)**

(IF SDG&E WEBSITE SELECTED AT Q.7, ASK Q.8. OTHERWISE, SKIP TO Q.9 INSTRUCTION)

[NEW SCREEN]

8. How satisfied were you with the information provided on the SDG&E website about preparing for wildfires? **(Please select one response)**

<i>Extremely Satisfied</i>					<i>Extremely Dissatisfied</i>	
(5)	(4)	(3)	(2)	(1)		
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

(IF ENGLISH [01] SELECTED AT Q.4, SKIP TO Q.10)

[NEW SCREEN]

9. Which, if any, of these sources provided information in English and which provided information in your preferred language? **(Please select all that apply per row)**

(ONLY SHOW THOSE SELECTED AT Q.7, RANDOMIZE)		<i>English (1)</i>	<i>[PREFERRED LANGUAGE FROM Q.4] (2)</i>	<i>Not Sure (3)</i>
a.	Email from SDG&E	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b.	Letter in the mail from SDG&E	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c.	Online news report	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d.	SDG&E advertising on TV, radio, or online	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e.	SDG&E billboards	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f.	SDG&E informational videos online or social media	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g.	SDG&E informational videos on TV	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h.	SDG&E community meetings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i.	SDG&E representative or employee	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j.	SDG&E website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k.	SDG&E wildfire preparedness webinar or online meeting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
l.	SDG&E social media post (Facebook, Twitter, Nextdoor, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
m.	SDG&E wildfire fairs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
n.	Telephone call from SDG&E	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
o.	Text message from SDG&E	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
p.	TV or radio news report	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
q.	SDG&E Alerts App for PSPS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

(SKIP TO Q.11)

[NEW SCREEN]

10. How useful were the wildfire communications that you saw or heard from SDG&E via...? *(Please select one response per row)*

(ONLY SHOW THOSE SELECTED AT Q.7, RANDOMIZE)		Extremely Useful				Not At All Useful
		(5)	(4)	(3)	(2)	(1)
a.	Email from SDG&E	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b.	Letter in the mail from SDG&E	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c.	Online news report	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d.	SDG&E advertising on TV, radio, or online	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e.	SDG&E billboards	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f.	SDG&E informational videos online or social media	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g.	SDG&E informational videos on TV	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h.	SDG&E community meetings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i.	SDG&E representative or employee	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j.	SDG&E website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k.	SDG&E wildfire preparedness webinar or online meeting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
l.	SDG&E social media post (Facebook, Twitter, Nextdoor, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
m.	SDG&E wildfire fairs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
n.	Telephone call from SDG&E	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
o.	Text message from SDG&E	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
p.	TV or radio news report	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
q.	SDG&E Alerts App for PSPS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

(SKIP TO Q.13)

[NEW SCREEN]

11. How useful were the wildfire communications in English that you saw or heard from SDG&E via...? *(Please select one response per row)*

(ONLY SHOW THOSE SELECTED FOR ENGLISH [-1] AT Q.9, RANDOMIZE)		Extremely Useful				Not At All Useful
		(5)	(4)	(3)	(2)	(1)
a.	Email from SDG&E	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b.	Letter in the mail from SDG&E	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c.	Online news report	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d.	SDG&E advertising on TV, radio, or online	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e.	SDG&E billboards	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f.	SDG&E informational videos online or social media	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g.	SDG&E informational videos on TV	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h.	SDG&E community meetings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i.	SDG&E representative or employee	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j.	SDG&E website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k.	SDG&E wildfire preparedness webinar or online meeting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
l.	SDG&E social media post (Facebook, Twitter, Nextdoor, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
m.	SDG&E wildfire fairs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
n.	Telephone call from SDG&E	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
o.	Text message from SDG&E	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
p.	TV or radio news report	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
q.	SDG&E Alerts App for PSPS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

[NEW SCREEN]

12. How useful were the wildfire communications in [INSERT PREFERRED LANGUAGE FROM Q.4] that you saw or heard from SDG&E via...? *(Please select one response per row)*

(ONLY SHOW THOSE SELECTED FOR PREFERRED LANGUAGE [-2] AT Q.9, RANDOMIZE)		Extremely Useful			Not At All Useful	
		(5)	(4)	(3)	(2)	(1)
a.	Email from SDG&E	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b.	Letter in the mail from SDG&E	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c.	Online news report	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d.	SDG&E advertising on TV, radio, or online	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e.	SDG&E billboards	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f.	SDG&E informational videos online or social media	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g.	SDG&E informational videos on TV	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h.	SDG&E community meetings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i.	SDG&E representative or employee	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j.	SDG&E website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k.	SDG&E wildfire preparedness webinar or online meeting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
l.	SDG&E social media post (Facebook, Twitter, Nextdoor, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
m.	SDG&E wildfire fairs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
n.	Telephone call from SDG&E	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
o.	Text message from SDG&E	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
p.	TV or radio news report	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
q.	SDG&E Alerts App for PSPS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

[NEW SCREEN]

ADDITIONAL INFORMATION SOURCES

13. Other than SDG&E’s communications, what other sources have you used to obtain information about wildfire safety and preparedness? *(Please select all that apply)*

- (01) 211 San Diego
- (02) CalFire
- (03) City or county government
- (04) Community-based organizations
- (05) Healthcare providers or medical device suppliers
- (06) Local fire department
- (07) Local news reports
- (08) Non-profit organizations
- (09) State government
- (96) Other (specify:) _____
- (97) Other (specify:) _____
- (98) None of the above → **(SKIP TO Q.18)**
- (99) Don't recall → **(SKIP TO Q.18)**

[NEW SCREEN]

(IF ENGLISH [01] SELECTED AT Q.4, SKIP TO Q.15)

14. Which, if any, of these sources provided information in English and which provided information in your preferred language? **(Please select all that apply per row)**

(ONLY SHOW THOSE SELECTED AT Q.13, RANDOMIZE)		English (1)	[PREFERRED LANGUAGE FROM Q.4] (2)	Not Sure (3)
a.	211 San Diego	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b.	CalFire	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c.	City or county government	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d.	Community-based organizations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e.	Healthcare providers or medical device suppliers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f.	Local fire department	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g.	Local news reports	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h.	Non-profit organizations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i.	State government	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

(SKIP TO Q.16)

[NEW SCREEN]

15. How useful was the wildfire information from...? **(Please select one response per row)**

(ONLY SHOW THOSE SELECTED AT Q.13, RANDOMIZE)		Extremely Useful				Not At All Useful
		(5)	(4)	(3)	(2)	(1)
a.	211 San Diego	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b.	CalFire	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c.	City or county government	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d.	Community-based organizations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e.	Healthcare providers or medical device suppliers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f.	Local fire department	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g.	Local news reports	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h.	Non-profit organizations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i.	State government	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

(SKIP TO Q.18)

[NEW SCREEN]

16. How useful was the wildfire information **in English** from...? *(Please select one response per row)*

(ONLY SHOW THOSE SELECTED FOR ENGLISH [1] AT Q.14, RANDOMIZE)		Extremely Useful			Not At All Useful	
		(5)	(4)	(3)	(2)	(1)
a.	211 San Diego	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b.	CalFire	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c.	City or county government	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d.	Community-based organizations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e.	Healthcare providers or medical device suppliers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f.	Local fire department	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g.	Local news reports	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h.	Non-profit organizations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i.	State government	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

[NEW SCREEN]

17. How useful was the wildfire information **in [INSERT PREFERRED LANGUAGE FROM Q.4]** from...? *(Please select one response per row)*

(ONLY SHOW THOSE SELECTED FOR PREFERRED LANGUAGE [2] AT Q.14, RANDOMIZE)		Extremely Useful			Not At All Useful	
		(5)	(4)	(3)	(2)	(1)
a.	211 San Diego	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b.	CalFire	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c.	City or county government	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d.	Community-based organizations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e.	Healthcare providers or medical device suppliers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f.	Local fire department	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g.	Local news reports	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h.	Non-profit organizations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i.	State government	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

[NEW SCREEN]

18. In what ways, if any, could SDG&E improve their communications about wildfire preparedness? *(Please be as specific as possible)*

[NEW SCREEN]

19. Below are a few statements about SDG&E. Please indicate how much you **AGREE** or **DISAGREE** with each statement. *(Please select one response per row)*

(RANDOMIZE)		Completely Agree			Completely Disagree	
		(5)	(4)	(3)	(2)	(1)
a.	Takes proactive measures to protect the electricity grid from wildfires	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b.	Is committed to restoring power to customers affected by wildfires	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c.	Makes an effort to communicate with all customers about wildfires	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d.	Is a company I trust to act in the best interest of its customers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e.	Shows care and concern for customers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f.	Is proactive in taking steps to address wildfire risks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g.	Is working to keep my community safe	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h.	Is committed to wildfire safety	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i.	Is helping me prepare for wildfire season	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

[NEW SCREEN]

20. How satisfied are you with SDG&E's overall wildfire safety and preparedness efforts? *(Please select one response)*

Extremely Satisfied				Extremely Dissatisfied
(5)	(4)	(3)	(2)	(1)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

[NEW SCREEN]

PUBLIC SAFETY POWER SHUTOFF (PSPS)

21. Public Safety Power Shutoff, or PSPS, is a precautionary safety measure where SDG&E may shut off power lines ahead of extreme fire danger conditions occurring, in order to help prevent wildfires. Before today, had you ever heard of the Public Safety Power Shutoff program? *(Please select one response)*

- (1) Yes
- (2) No
- (3) Not sure

→ (SKIP TO Q.28)

[NEW SCREEN]

22. Where have you heard about Public Safety Power Shutoffs? *(Please select all that apply)*

- 01 211 San Diego
- 02 CalFire or local fire department
- 03 Community-based organization
- 31 Digital voice assistants (such as Alexa or Google Assistant devices)
- 04 Email from SDG&E
- 05 Healthcare provider or medical device supplier
- 06 Letter in the mail from SDG&E
- 07 Local city or county government
- 30 Local newspaper or newsletter (print or online)
- 08 My power was shut off without notice
- 09 Non-profit organization
- 10 Online news report
- 40 Portable roadside signs
- 11 SDG&E advertising on TV, radio, or online
- 12 SDG&E billboards
- 13 SDG&E community meetings
- 14 SDG&E informational videos on TV
- 15 SDG&E informational videos on web and social media
- 16 SDG&E representative or employee
- 17 SDG&E website
- 18 SDG&E wildfire preparedness webinar or online meeting
- 19 SDG&E social media post (Facebook, Twitter, Nextdoor, etc.)
- 20 SDG&E wildfire fairs
- 21 State government
- 22 Telephone call from SDG&E
- 23 Text message from SDG&E
- 24 TV or radio news report
- 25 Word-of-mouth (such as friends or family)
- 26 SDG&E Alerts App for PSPS
- 96 Other (specify:) _____
- 97 Other (specify:) _____

- (99) Not sure → **(SKIP TO Q.28)**

(IF SDG&E WEBSITE [17] SELECTED AT Q.22, ASK Q.23. OTHERWISE, SKIP TO Q.24 INSTRUCTION)

[NEW SCREEN]

23. How satisfied are you with the **Public Safety Power Shutoff** information on the SDG&E website? *(Please select one response)*

<i>Extremely Satisfied</i>					<i>Extremely Dissatisfied</i>	
(5)	(4)	(3)	(2)	(1)		
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		

(IF ENGLISH [01] SELECTED AT Q.4, SKIP TO Q.25)

[NEW SCREEN]

24. Which, if any, of these sources provided information in English and which provided information in your preferred language? *(Please select all that apply per row)*

(ONLY SHOW THOSE SELECTED AT Q.22, RANDOMIZE)		<i>English</i> (1)	<i>[PREFERRED LANGUAGE FROM Q.4]</i> (2)	<i>Not Sure</i> (3)
a.	211 San Diego	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b.	CalFire or local fire department	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c.	Community-based organization	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
z.	Digital voice assistants (such as Alexa or Google Assistant devices)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d.	Email from SDG&E	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e.	Healthcare provider or medical device supplier	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f.	Letter in the mail from SDG&E	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g.	Local city or county government	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
aa.	Local newspaper or newsletter (print or online)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h.	Non-profit organization	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i.	Online news report	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
y.	Portable roadside signs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j.	SDG&E advertising on TV, radio, or online	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k.	SDG&E billboards	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
l.	SDG&E community meetings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
m.	SDG&E informational videos on TV	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
n.	SDG&E informational videos on web and social media	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
o.	SDG&E representative or employee	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
p.	SDG&E website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
q.	SDG&E wildfire preparedness webinar or online meeting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
r.	SDG&E social media post (Facebook, Twitter, Nextdoor, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
s.	SDG&E wildfire fairs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
t.	State government	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
u.	Telephone call from SDG&E	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
v.	Text message from SDG&E	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
w.	TV or radio news report	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
x.	SDG&E Alerts App for PSPS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

(SKIP TO Q.26)

[NEW SCREEN]

25. How useful were each of the following regarding **Public Safety Power Shutoffs**? *(Please select one response per row)*

(ONLY SHOW THOSE SELECTED AT Q.22, RANDOMIZE)		<i>Extremely Useful</i>				<i>Not At All Useful</i>
		(5)	(4)	(3)	(2)	(1)
a.	211 San Diego	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b.	CalFire or local fire department	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c.	Community-based organization	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
z.	Digital voice assistants (such as Alexa or Google Assistant devices)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d.	Email from SDG&E	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e.	Healthcare provider or medical device supplier	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f.	Letter in the mail from SDG&E	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g.	Local city or county government	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
aa.	Local newspaper or newsletter (print or online)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h.	Non-profit organization	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i.	Online news report	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
y.	Portable roadside signs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j.	SDG&E advertising on TV, radio, or online	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k.	SDG&E billboards	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
l.	SDG&E community meetings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
m.	SDG&E informational videos on TV	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
n.	SDG&E informational videos on web and social media	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
o.	SDG&E representative or employee	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
p.	SDG&E website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
q.	SDG&E wildfire preparedness webinar or online meeting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
r.	SDG&E social media post (Facebook, Twitter, Nextdoor, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
s.	SDG&E wildfire fairs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
t.	State government	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
u.	Telephone call from SDG&E	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
v.	Text message from SDG&E	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
w.	TV or radio news report	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
x.	SDG&E Alerts App for PSPS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

(SKIP TO Q.28)

[NEW SCREEN]

26. How useful was the information in English from...? *(Please select one response per row)*

(ONLY SHOW THOSE SELECTED FOR ENGLISH [1] AT Q.24, RANDOMIZE)		Extremely Useful			Not At All Useful	
		(5)	(4)	(3)	(2)	(1)
a.	211 San Diego	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b.	CalFire or local fire department	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c.	Community-based organization	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
z.	Digital voice assistants (such as Alexa or Google Assistant devices)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d.	Email from SDG&E	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e.	Healthcare provider or medical device supplier	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f.	Letter in the mail from SDG&E	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g.	Local city or county government	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
aa.	Local newspaper or newsletter (print or online)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h.	Non-profit organization	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i.	Online news report	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
y.	Portable roadside signs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j.	SDG&E advertising on TV, radio, or online	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k.	SDG&E billboards	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
l.	SDG&E community meetings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
m.	SDG&E informational videos on TV	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
n.	SDG&E informational videos on web and social media	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
o.	SDG&E representative or employee	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
p.	SDG&E website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
q.	SDG&E wildfire preparedness webinar or online meeting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
r.	SDG&E social media post (Facebook, Twitter, Nextdoor, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
s.	SDG&E wildfire fairs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
t.	State government	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
u.	Telephone call from SDG&E	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
v.	Text message from SDG&E	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
w.	TV or radio news report	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
x.	SDG&E Alerts App for PSPS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

[NEW SCREEN]

27. How useful was the information in [INSERT PREFERRED LANGUAGE FROM Q.4] from...?
(Please select one response per row)

(ONLY SHOW THOSE SELECTED FOR PREFERRED LANGUAGE [2] AT Q.24, RANDOMIZE)		Extremely Useful			Not At All Useful	
		(5)	(4)	(3)	(2)	(1)
a.	211 San Diego	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b.	CalFire or local fire department	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c.	Community-based organization	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
z.	Digital voice assistants (such as Alexa or Google Assistant devices)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d.	Email from SDG&E	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e.	Healthcare provider or medical device supplier	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f.	Letter in the mail from SDG&E	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g.	Local city or county government	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
aa.	Local newspaper or newsletter (print or online)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h.	Non-profit organization	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i.	Online news report	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
y.	Portable roadside signs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j.	SDG&E advertising on TV, radio, or online	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k.	SDG&E billboards	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
l.	SDG&E community meetings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
m.	SDG&E informational videos on TV	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
n.	SDG&E informational videos on web and social media	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
o.	SDG&E representative or employee	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
p.	SDG&E website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
q.	SDG&E wildfire preparedness webinar or online meeting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
r.	SDG&E social media post (Facebook, Twitter, Nextdoor, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
s.	SDG&E wildfire fairs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
t.	State government	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
u.	Telephone call from SDG&E	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
v.	Text message from SDG&E	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
w.	TV or radio news report	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
x.	SDG&E Alerts App for PSPS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

[NEW SCREEN]

28. A Public Safety Power Shutoff could last anywhere from 24 to 72 hours, or longer in some cases. How would you rate your level of preparedness for being without electricity for an extended period? Would you say you are...? *(Please select one response)*

- (1) Completely prepared
- (2) Somewhat prepared
- (3) Not very prepared, or
- (4) Not at all prepared

[NEW SCREEN]

29.1 **[ASK ALL]** SDG&E supports a number of resources that are available to the public during a Public Safety Power Shutoff (PSPS). Before today, were you aware that SDG&E supports the following resources during PSPS events? *(Please select one response per row)*

(RANDOMIZE)		Yes (1)	No (2)	Not Sure (9)
a.	Address Level Alerts: Both accountholders and non-accountholders can sign up for PSPS alerts for any and multiple addresses within SDG&E's service territory	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b.	PSPS Alert Language Preferences: PSPS alerts are available in 22 prevalent languages	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c.	Community Resource Centers (CRCs): SDG&E contracts with sites across high fire risk areas to serve as resource centers during PSPS events to provide customers with basic necessities like water, light snacks, blankets, ice, Wi-Fi access, device charging, etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d.	Wellness Checks: SDG&E partners with the San Diego Sheriff's Department to provide wellness checks on customers during PSPS events	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e.	CRC Language Preferences: Translation services are available at CRC locations in over 120 languages, including American Sign Language	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f.	211 Partnership: SDG&E is partnered with 211 to assist households with disabilities and other access and functional needs (AFN) with a single source of information and connection to available resources, both before and during a PSPS outage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g.	Generator Grant Program: SDG&E provides households located in the High Fire Threat District (HFTD), enrolled in Medical Baseline and/or meeting other qualifying AFN criteria, with a free, portable battery for backup during an outage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h.	Rebates: SDG&E offers rebates to customers in high fire risk areas for portable batteries or generators	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i.	Food: Food support through SDG&E's partnership with 211	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j.	Transportation: Transportation to Community Resource Centers hotels, or other safe locations through SDG&E's partnership with 211	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k.	Hotels: SDG&E offers no-cost hotel options through its partnership with 211	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

[NEW SCREEN]

29.2 **(LIST RESOURCES AWARE OF IN 29.1. IF NO/NOT SURE TO ALL ITEMS AT Q.29.1, SKIP TO Q.29.3)** Which, if any, of these SDG&E supported resources have you used during previous PSPS events? *(Please select one response per row)*

(RANDOMIZE)		Yes (1)	No (2)	Not Sure (9)
a.	Address Level Alerts: Both accountholders and non-accountholders can sign up for PSPS alerts for any and multiple addresses within SDG&E's service territory	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b.	PSPS Alert Language Preferences: PSPS alerts are available in 22 prevalent languages	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c.	Community Resource Centers (CRCs): SDG&E contracts with sites across high fire risk areas to serve as resource centers during PSPS events to provide customers with basic necessities like water, light snacks, blankets, ice, Wi-Fi access, device charging, etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d.	Wellness Checks: SDG&E partners with the San Diego Sheriff's Department to provide wellness checks on customers during PSPS events	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e.	CRC Language Preferences: Translation services are available at CRC locations in over 120 languages, including American Sign Language	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f.	211 Partnership: SDG&E is partnered with 211 to assist households with disabilities and other access and functional needs (AFN) with a single source of information and connection to available resources, both before and during a PSPS outage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g.	Generator Grant Program: SDG&E provides households located in the High Fire Threat District (HFTD), enrolled in Medical Baseline and/or meeting other qualifying AFN criteria, with a free, portable battery for backup during an outage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h.	Rebates: SDG&E offers rebates to customers in high fire risk areas for portable batteries or generators	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i.	Food: Food support through SDG&E's partnership with 211	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j.	Transportation: Transportation to Community Resource Centers hotels, or other safe locations through SDG&E's partnership with 211	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k.	Hotels: SDG&E offers no-cost hotel options through its partnership with 211	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

[NEW SCREEN]

29.3 If SDG&E had an important update during a Public Safety Power Shutoff, how would you like to be notified between 10pm and 6am? *(Please select one response per row)*

(RANDOMIZE)		Yes (1)	No (2)
a.	Phone call	<input type="checkbox"/>	<input type="checkbox"/>
b.	Text message	<input type="checkbox"/>	<input type="checkbox"/>
c.	Email	<input type="checkbox"/>	<input type="checkbox"/>

[NEW SCREEN]

30. What is your overall opinion of SDG&E's **Public Safety Power Shutoff** program as a last-resort prevention tool for wildfires? *(Please select one response)*

Extremely Positive					Extremely Negative	
(5)	(4)	(3)	(2)	(1)		
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

[NEW SCREEN]

31. **(FOR POST WAVE ONLY)** ~~In the past few months, have you had to evacuate due to wildfires in your area?~~ *(Please select one response)*

- ~~(1) Yes~~
 ~~(2) No~~

RESIDENTIAL DEMOGRAPHICS (IF BUSINESS, SKIP TO Q. 46) – NOTE: ORDER HAS CHANGED

These next questions are for classification purposes only. Your answers are voluntary and will be kept confidential.

[NEW SCREEN]

34. Do you identify as... *(Please select one response)*

- (1) Male
- (2) Female
- (3) Non-Binary
- (9) Prefer not to say

[NEW SCREEN]

40. Including yourself, how many people live in your household?

[NEW SCREEN]

33. What is your age? *(Please select one response)*

- (1) 18 to 24
- (2) 25 to 34
- (3) 35 to 44
- (4) 45 to 54
- (5) 55 to 64
- (6) 65 to 74
- (8) 75 or older

[NEW SCREEN]

41. **[ASK IF Q.40=2 OR MORE AND Q33=1-5. ELSE SKIP TO Q.42.]** Is anyone in your household 65 or older? **(Please select one response)**
- (1) Yes
 - (2) No
 - (9) Prefer not to answer

[NEW SCREEN]

42. **[ASK IF Q.40=2 OR MORE. ELSE SKIP TO Q.43]** Do you have children in your household under the age of 18? **(Please select one response)**
- (1) Yes
 - (2) No
 - (9) Prefer not to answer

[NEW SCREEN]

43. Which of the following best describes the area in which you live? **(Please select one response)**
- (1) Urban/Suburban
 - (2) Rural
 - (3) Not sure
 - (9) Prefer not to answer

[NEW SCREEN]

37. For classification purposes only, which of the following best represents your total household income last year before taxes. Was it... **(Please select one response)**
- (4) Less than \$50,000
 - (5) \$50,000 but less than \$100,000
 - (7) \$100,000 but less than \$150,000
 - (8) \$150,000 or more
 - (9) Prefer not to answer

[NEW SCREEN]

44. What is the highest level of education you have had the opportunity to complete? **(Please select one response)**
- (1) Some high school or less
 - (2) High school graduate, or GED
 - (3) Some college / Trade or technical school graduate / 2-year degree
 - (4) Undergraduate college degree
 - (5) Some graduate study
 - (6) Graduate degree or higher
 - (9) Prefer not to answer

[NEW SCREEN]

45. Are you, yourself, of Hispanic origin or descent? That is, Mexican, Puerto Rican, Cuban, Central American, South American, or some other Spanish background? **(Please select one response)**

- (1) Yes
- (2) No
- (9) Prefer not to answer

36. Are you...**(Please select one response)**

- (1) White or Caucasian
- (2) African American or Black
- (3) Asian
- (7) American Indian, Eskimo or Alaska native
- (8) Hawaiian or Pacific Islander
- (5) Some other ethnicity
- (6) Prefer not to answer

[NEW SCREEN]

32. Which of the following best describes your housing situation? **(Please select one response)**

- (1) Homeowner
- (2) Renter
- (3) Neither (don't own a home or pay rent)
- (9) Prefer not to say

[NEW SCREEN]

These last few questions will help SDG&E understand how successful they have been in reaching out to those most vulnerable during a Public Safety Power Shutoff. Again, your responses are voluntary and the information you provide is completely confidential.

31.1 Do you or does anyone in your household rely on electrical equipment that is required or needed for your health, safety or ability to live independently? **(Please select one response)**

- (1) Yes
- (2) No
- (9) Prefer not to say

[NEW SCREEN]

31.1.5 Do you or does anyone in your household have a serious illness or medical condition that could become life-threatening if the power is shut off? **(Please select one response)**

- (1) Yes
- (2) No
- (9) Prefer not to say

31.3 **(DELIBERATELY OMITTED)**

[NEW SCREEN]

31.2 Do you or does anyone in your household have a permanent disability, related to mobility, hearing, vision, cognitive, psychological or chronic disease? **(Please select one response)**

- (1) Yes
 - (2) No
 - (9) Prefer not to say
- **(SKIP TO Q.38)**

[NEW SCREEN]

31.2.1 What types of disabilities do you or household members have? **(Please select all that apply)**

- (01) Mobility
- (02) Hearing
- (03) Vision
- (04) Chronic disease
- (05) Developmental
- (06) Something else *(Please specify:)* _____
- (09) Prefer not to say

[NEW SCREEN]

31.2.2 Please answer yes or no regarding the specific type of disability for you or anyone in your household. **(Please select one response per row)**

(RANDOMIZE)		Yes (1)	No (2)	Prefer Not to Say (9)
a.	Are you or is anyone in your household blind or have serious difficulty seeing, even when wearing glasses?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b.	Are you or is anyone in your household deaf or have serious difficulty hearing?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c.	Do you or does anyone in your household have serious difficulty walking or climbing stairs?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d.	Because of a physical, mental, or emotional condition, do you or does anyone in your household have serious difficulty concentrating, remembering, or making decisions?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e.	Do you or does anyone in your household have difficulty dressing or bathing?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f.	Because of a physical, mental, or emotional condition, do you or does anyone in your household have difficulty doing errands alone such as visiting a doctor's office or shopping?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g.	Do you or anyone in your household rely on assistive technology (e.g., a screen reader or specialized meal device)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

(SKIP TO Q.38)

32.1 (DELIBERATELY OMITTED)

BUSINESS/FIRMOGRAPHICS

[NEW SCREEN]

46. Do you own or lease the location(s) for which you are responsible for the energy management decisions? ***(Please select one response)***

- (1) Own
- (2) Lease
- (9) Don't know

[NEW SCREEN]

47. What is your business's annual gross revenue? ***(Please select one response)***

- 01 Less than \$100,000
- 02 \$100,000 to less than \$250,000
- 03 \$250,000 to less than \$500,000
- 04 \$500,000 to less than \$1 million
- 05 \$1 million to less than \$2 million
- 06 \$2 million to less than \$5 million
- 07 \$5 million to less than \$10 million
- 08 \$10 million to less than \$100 million
- 09 \$100 million to less than \$1 billion
- 10 \$1 billion or more
- 98 Not applicable, Government agency
- 99 Prefer not to answer

[NEW SCREEN]

48. About how many full-time employees does your company have at the location(s) for which you are responsible for the energy management decisions? ***(Please select one response)***

- 01 4 or fewer
- 02 5 to 9
- 03 10 to 19
- 04 20 to 49
- 05 50 to 99
- 06 100 to 199
- 07 200 to 299
- 08 300 to 399
- 09 400 to 499
- 10 500 or More

[NEW SCREEN]

38. And finally, may we have your permission to share your individual responses to this survey with SDG&E? ***(Please select one response)***

- (1) Yes
- (2) No

Closing

39. On behalf of SDG&E, thank you very much for your cooperation!

Terms and Conditions/Privacy Policy

Privacy Statement

At this website we are dedicated to safeguarding and preserving your privacy when visiting our site, communicating electronically with us, when participating in surveys, or when we are conducting market research.

This Privacy Policy, together with our terms of use, explain what happens to any personal data that you provide to us, or that we collect from you when you are on this site or when you are participating in surveys.

Information We Collect

In operating our website we may collect and process the following data about you:

- Details of your visits to our website and the resources that you access, including, but not limited to, traffic data, location data, weblogs and other communication data.
- Information that you provide by filling in forms on our website, such as when you request additional information, download white papers, or ask that we contact you.
- Information provided to us when you communicate with us for any reason.
- Market Research Survey data for research purposes only.

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We may on occasion gather information regarding your computer while you are on our website. This enables us to improve our services and to provide statistical information regarding the use of our website.

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Similarly, we may gather information about your general internet use through the use of a cookie file. Where used, cookies are placed on your computer automatically. Cookies are stored on the hard drive of your computer and help us improve our website and the services that we provide you.

All computers have the ability to decline cookies. This can be done by activating the setting on your browser which enables you to decline the cookies. Please note that should you choose to decline cookies, you may be unable to access some parts of our website.

Use of Your Information

The information that we collect and store relating to you is primarily used to either provide services to you, if you are seeking market research services. Or, if you are taking part in a survey, to provide market research related information that will not result in a sales call. In addition, we may use the information for the following purposes:

- To provide you with the information you requested from us relating to our products or services.
- To provide information on other products which we feel may be of interest to you.
- To notify you about any changes to our website, such as improvements or service/product changes, that may affect our service
- The survey research we conduct and collect will never result in a sales call to research participants.

We do not share usage or tracking information with others. We will not reveal information about identifiable individuals to any organization or advertiser that is not associated with our organization and its affiliates.

Storing Your Personal Data

We may transfer data that we collect from you to locations outside of the United States should the sponsor of a Market Research Survey be located there. Data may be collected by staff located outside of the United States working for our organization or for one of its affiliates. By submitting your survey data, or a request for additional information, you agree to this potential transfer, storing or processing. We will take all reasonable steps to ensure that your data is treated securely and in agreement with this Privacy Policy.

Data that is provided to us on our website is stored on secure servers. In addition, details relating to any survey will be stored on secure servers to ensure its safety.

Disclosing Your Information

Research information will only be disclosed to the company sponsoring the research and will not be provided to third parties.

Disclose of your personal information, without notice, will only occur if required to do so by law or in the good faith belief that such action is necessary to: (a) conform to the edicts of the law or comply with legal process served on our organization or its affiliates, or this site, and, (b) protect and defend the rights or property of our organization and its affiliates.

**2022 SDG&E PSPS Public Education & Communication Study
Pre-Season –Telephone Survey**

QUOTAS

High Fire Risk

- 1 High Risk Fire Zip
- 2 Non-High Risk Fire Zip

Language of Survey

- 01 English
- 02 Spanish
- 03 Arabic
- 04 Armenian
- 05 Cantonese
- 06 Farsi
- 07 French
- 08 German
- 09 Hindu
- 10 Hmong
- 11 Japanese
- 12 Khmer
- 13 Korean
- 14 Mandarin
- 15 Mixtec
- 16 Portuguese
- 17 Punjabi
- 18 Russian
- 19 Somali
- 20 Tagalog
- 21 Thai
- 22 Vietnamese
- 23 Zapotec

Wave

- 1 Pre-Wave (n=900)
- 2 During-Wave (n=TBD)

Small Business

From Sample (n=30 max phone)

Age (Q.D)

- 1 18 – 44 (n= Max. 500)
- 2 45+ (n= Max. 500)

Methodology

- 1 Phone (n=270)
- 2 Online (n=630)

Respondent Name: _____ Phone: (_____) _____

City: _____ State: _____ Zip: _____

Interviewer: _____ Date: ____/____/____

INTRODUCTION (IF RESPONDENT KNOWN)

(IF LANGUAGE BARRIER, SKIP TO Q.D THEN RETURN TO Q.C IN LANGUAGE)

A. Hello, may I speak with _____?

- | | | | |
|--|---|---|--|
| <ul style="list-style-type: none"> -1 -2 | <ul style="list-style-type: none"> Yes, person answered phone Yes, and person available | <ul style="list-style-type: none"> → | <p>(GO TO Q.C)</p> |
| <ul style="list-style-type: none"> -3 -4 -5 | <ul style="list-style-type: none"> Yes, but person not available No such person No/refused | <ul style="list-style-type: none"> → → → | <p>(SCHEDULE CALLBACK)
(GO TO Q.B)
(THANK AND TERMINATE.
COUNT AS INITIAL REFUSAL.)</p> |

(IF NAME NOT KNOWN :)

(IF LANGUAGE BARRIER, SKIP TO Q.D THEN RETURN TO Q.C IN-LANGUAGE)

B. Hello, this is _____ with Travis Research. I'm conducting a public safety related survey on behalf of San Diego Gas and Electric, or SDG&E. Please be assured that **I AM NOT SELLING ANYTHING OF ANY KIND.**

(IF BUSINESS) May I please speak with someone at your company who reviews your utility bills or communications from SDG&E.

(IF RESIDENCE) May I please speak with an adult head of household? Would that be you?
(NOTE: A JOINT HEAD OF HOUSEHOLD OK. CLARIFY AS NECESSARY)

- 1 Continue with person who answered phone if qualified → **(SKIP TO Q.D)**
- 2 Ask for qualified respondent → **(GO TO Q.C)**
- 3 Respondent not available → **(SCHEDULE CALLBACK)**
- 4 No/Refused Referral → **(THANK AND TERMINATE. COUNT AS INITIAL REFUSAL)**

(ONCE RESPONDENT ON PHONE :)

(IF LANGUAGE BARRIER, SKIP TO Q.D THEN RETURN TO Q.C IN-LANGUAGE)

C. Hello, this is _____ with Travis Research. I'm conducting a public safety related survey on behalf of San Diego Gas and Electric, or SDG&E. Please be assured that **I AM NOT SELLING ANYTHING OF ANY KIND.**

(IF BUSINESS) I understand you are someone at your company who reviews your utility bills or communications from SDG&E.

(IF RESIDENCE) I understand that you are an adult head of household? Is this correct? **(NOTE: A JOINT HEAD OF HOUSEHOLD OK. CLARIFY AS NECESSARY)**

- 1 Yes
- 2 No → **(ASK FOR REFERRAL AND REPEAT Q.C)**
- 3 No, Refused Referral → **(THANK AND TERMINATE. COUNT AS INITIAL REFUSAL.)**

D.1 **(ASK IF RESPONDENT HAS HEAVY ACCENT OR SPEAKING LANGUAGE OTHER THAN ENGLISH. OTHERWISE, SKIP TO Q.E)**

Would you be comfortable continuing in English or would you prefer to speak with us in a different language?

- 1 Will continue in English → **(SKIP TO Q.E)**
- 2 Continue in Non-English language

SCREENER

D.2 In which language would you like to be interviewed? **(SWITCH TO APPROPRIATE LANGUAGE QUESTIONNAIRE. IF NECESSARY, SCHEDULE CALLBACK WITH BILINGUAL INTERVIEWER.)**

- 02 Spanish
- 03 Arabic
- 04 Armenian
- 05 Cantonese
- 06 Farsi
- 07 French
- 08 German
- 09 Hindu
- 10 Hmong
- 11 Japanese
- 12 Khmer
- 13 Korean
- 14 Mandarin
- 15 Mixtec → **(GET EMAIL AND SEND ONLINE QUESTIONNAIRE)**
- 16 Portuguese
- 17 Punjabi → **(GET EMAIL AND SEND ONLINE QUESTIONNAIRE)**
- 18 Russian
- 19 Somali → **(GET EMAIL AND SEND ONLINE QUESTIONNAIRE)**
- 20 Tagalog
- 21 Thai
- 22 Vietnamese
- 23 Zapotec → **(GET EMAIL AND SEND ONLINE QUESTIONNAIRE)**

D.3 **(IF D.2 = 15/17/19/23, ENTER EMAIL AND SEND APPROPRIATE ONLINE QUESTIONNAIRE)**

E. To confirm, are you currently a SDG&E customer for gas service, electric service, or both gas and electric? **(DO NOT READ)**

- 1 Gas customer
- 2 Electric customer
- 3 Both gas and electric customer
- 5 Community Choice Aggregate (CCA) customer
- 4 Not a SDG&E customer → **(THANK AND TERMINATE)**

F. Are you or is anyone in your household currently employed in any of the following industries or occupations? **(READ LIST)**

(RANDOMIZE)		Yes	No
a.	Auto manufacturer	-1	-2
b.	Financial consulting	-1	-2
c.	Advertising or public relations	-1	-2
d.	Marketing or marketing research	-1	-2
e.	Energy-related products or services	-1	-2
		(IF "YES" TO c/d/e, THANK AND TERMINATE)	

(GO TO MAIN QUESTIONNAIRE)

MAIN QUESTIONNAIRE

Overall Favorability and Performance

[NEW SCREEN]

- 1.1 Using a 5-point scale where “5” means **EXTREMELY FAVORABLE** and “1” mean **EXTREMELY UNFAVORABLE**, how favorable are you towards ***San Diego Gas & Electric (SDG&E)*** overall?

(IF NECESSARY:) You may use any number between 5 and 1.

<i>Extremely Favorable</i>					<i>Extremely Unfavorable</i>
-5	-4	-3	-2	-1	

- 1.2 Now using a 5-point scale where “5” means it **DESCRIBES SDG&E EXTREMELY WELL** and “1” means it **DOES NOT DESCRIBE SDG&E AT ALL**, how well does the statement “***provides reliable electric service without frequent outages***” describe SDG&E?

(IF NECESSARY:) You may use any number between 5 and 1.

<i>Describes SDG&E Extremely Well</i>					<i>Does Not Describe SDG&E at All</i>
-5	-4	-3	-2	-1	

AWARENESS & LANGUAGE PREFERENCE

[NEW SCREEN]

2. Over the past few months, have you personally seen or heard any communications (for example...mail, TV or radio ad, social media) from SDG&E about the threat of wildfires and how you can prepare for them? **(DO NOT READ)**

- 1 Yes
- 2 No
- 3 Not sure

3. What languages are often spoken in your (home/business)? **(READ LIST AS NECESSARY, PROBE AND CLARIFY. MULTIPLE RESPONSES ALLOWED)**

- 01 English
- 02 Spanish
- 03 Arabic
- 04 Armenian
- 05 Cantonese
- 06 Farsi
- 07 French
- 08 German
- 09 Hindu
- 10 Hmong
- 11 Japanese
- 12 Khmer
- 13 Korean
- 14 Mandarin
- 15 Mixtec
- 16 Portuguese
- 17 Punjabi
- 18 Russian
- 19 Somali
- 20 Tagalog
- 21 Thai
- 22 Vietnamese
- 23 Zapotec
- 96 Other (specify:)

4. What is your preferred language for receiving public safety information like this from SDG&E? **(DO NOT READ, SINGLE RESPONSE)**

- 01 English → **(SKIP TO INSTRUCTION BEFORE Q.6)**
- 02 Spanish
- 03 Arabic
- 04 Armenian
- 05 Cantonese
- 06 Farsi
- 07 French
- 08 German
- 09 Hindu
- 10 Hmong
- 11 Japanese
- 12 Khmer
- 13 Korean
- 14 Mandarin
- 15 Mixtec
- 16 Portuguese
- 17 Punjabi
- 18 Russian
- 19 Somali
- 20 Tagalog
- 21 Thai
- 22 Vietnamese
- 23 Zapotec
- 96 Other (specify:)

5. How do you feel about receiving wildfire communications from SDG&E in English only? **(READ LIST)**

- 1 I'm fine with that – I can understand English well
- 2 I'd rather have it in my preferred language, but I can also understand English
- 3 I need it in my preferred language – I do not understand English

(IF NO / NOT SURE AT Q.2 SKIP TO Q.13)

6. In which languages were the wildfire safety and preparedness information that you recall seeing or hearing from SDG&E? **(DO NOT READ)**

- 01 English
- 02 Spanish
- 03 ~~Arabic~~
- 04 ~~Armenian~~
- 05 ~~Cantonese~~
- 06 ~~Farsi~~
- 07 ~~French~~
- 08 ~~German~~
- 09 ~~Hindu~~
- 10 ~~Hmong~~
- 11 ~~Japanese~~
- 12 ~~Khmer~~
- 13 ~~Korean~~
- 14 ~~Mandarin~~
- 15 ~~Mixtec~~
- 16 ~~Portuguese~~
- 17 ~~Punjabi~~
- 18 ~~Russian~~
- 19 ~~Somali~~
- 20 ~~Tagalog~~
- 21 ~~Thai~~
- 22 ~~Vietnamese~~
- 23 ~~Zapotec~~
- 96 Other (specify:)

(TABULATION INSTRUCTION: DETERMINE IF Q4=Q6 IN TABBING TO CALCULATE INCIDENCE OF DELIVERING INFORMATION IN PREFERRED LANGUAGE)

6.1 Did you visit the SDG&E website to review the wildfire safety preparedness information in a language other than English or Spanish? **(Please select one response)**

- 1 Yes
- 2 No → **(SKIP TO Q.7)**

[NEW SCREEN]

6.2 In which language (other than English or Spanish) did you review the wildfire safety information on the website? (**DO NOT READ. MULTIPLE RESPONSES ALLOWED.**)

- 03 Arabic
- 04 Armenian
- 05 Cantonese
- 06 Farsi
- 07 French
- 08 German
- 09 Hindu
- 10 Hmong
- 11 Japanese
- 12 Khmer
- 13 Korean
- 14 Mandarin
- 15 Mixtec
- 16 Portuguese
- 17 Punjabi
- 18 Russian
- 19 Somali
- 20 Tagalog
- 21 Thai
- 22 Vietnamese
- 23 Zapotec
- 96 Other (specify:)

7. Where did you see or hear SDG&E’s communications about wildfire season safety and preparedness? **(DO NOT READ; PROBE AND CLARIFY AS NECESSARY. MULTIPLE RESPONSES ALLOWED)**

- 01 Email from SDG&E
- 02 Letter in the mail from SDG&E
- 03 Online news report
- 04 SDG&E advertising on TV, radio, or online
- 05 SDG&E billboards
- 06 SDG&E informational videos online or social media
- 07 SDG&E informational videos on TV
- 08 SDG&E community meetings
- 09 SDG&E representative or employee
- 10 SDG&E website
- 11 SDG&E wildfire preparedness webinar or online meeting
- 12 SDG&E social media post (Facebook, Twitter, Nextdoor, etc.)
- 13 SDG&E wildfire fairs
- 14 Telephone call from SDG&E
- 15 Text message from SDG&E
- 16 TV or radio news report
- 17 SDG&E Alerts App for PSPS
- 96 Other (specify:) _____
- 97 Other (specify:) _____
- 99 Don’t recall → **(SKIP TO Q.13)**

(IF SDG&E WEBSITE SELECTED AT Q.7, ASK Q.8. OTHERWISE, SKIP TO Q.9 INSTRUCTION)

8. Using a 5-point scale where “5” means **EXTREMELY SATISFIED**, and “1” means **EXTREMELY DISSATISFIED**, how satisfied were you with the information provided on the SDG&E website about preparing for wildfires?

(IF NECESSARY:) You may use any number between 5 and 1.

<i>Extremely Satisfied</i>					<i>Extremely Dissatisfied</i>
-5	-4	-3	-2	-1	

(IF ENGLISH [01] SELECTED AT Q.4, SKIP TO Q.10)

9. Which, if any, of these sources provided information in English and which provided information in your preferred language? **(READ LIST)**

(ONLY SHOW THOSE SELECTED AT Q.7, RANDOMIZE)		English	[PREFERRED LANGUAGE FROM Q.4]	Not Sure
a.	Email from SDG&E	-1	-2	-3
b.	Letter in the mail from SDG&E	-1	-2	-3
c.	Online news report	-1	-2	-3
d.	SDG&E advertising on TV, radio, or online	-1	-2	-3
e.	SDG&E billboards	-1	-2	-3
f.	SDG&E informational videos online or social media	-1	-2	-3
g.	SDG&E informational videos on TV	-1	-2	-3
h.	SDG&E community meetings	-1	-2	-3
i.	SDG&E representative or employee	-1	-2	-3
j.	SDG&E website	-1	-2	-3
k.	SDG&E wildfire preparedness webinar or online meeting	-1	-2	-3
l.	SDG&E social media post (Facebook, Twitter, Nextdoor, etc.)	-1	-2	-3
m.	SDG&E wildfire fairs	-1	-2	-3
n.	Telephone call from SDG&E	-1	-2	-3
o.	Text message from SDG&E	-1	-2	-3
p.	TV or radio news report	-1	-2	-3
q.	SDG&E Alerts App for PSPS	-1	-2	-3

(SKIP TO Q.11)

10. Using a 5-point scale where “5” means **EXTREMELY USEFUL**, and “1” means **NOT AT ALL USEFUL**, how useful were the wildfire communications that you saw or heard from SDG&E via...?

(IF NECESSARY:) You may use any number between 5 and 1.

(ONLY SHOW THOSE SELECTED AT Q.7, RANDOMIZE)		Extremely Useful				Not At All Useful
a.	Email from SDG&E	-5	-4	-3	-2	-1
b.	Letter in the mail from SDG&E	-5	-4	-3	-2	-1
c.	Online news report	-5	-4	-3	-2	-1
d.	SDG&E advertising on TV, radio, or online	-5	-4	-3	-2	-1
e.	SDG&E billboards	-5	-4	-3	-2	-1
f.	SDG&E informational videos online or social media	-5	-4	-3	-2	-1
g.	SDG&E informational videos on TV	-5	-4	-3	-2	-1
h.	SDG&E community meetings	-5	-4	-3	-2	-1
i.	SDG&E representative or employee	-5	-4	-3	-2	-1
j.	SDG&E website	-5	-4	-3	-2	-1
k.	SDG&E wildfire preparedness webinar or online meeting	-5	-4	-3	-2	-1
l.	SDG&E social media post (Facebook, Twitter, Nextdoor, etc.)	-5	-4	-3	-2	-1
m.	SDG&E wildfire fairs	-5	-4	-3	-2	-1
n.	Telephone call from SDG&E	-5	-4	-3	-2	-1
o.	Text message from SDG&E	-5	-4	-3	-2	-1
p.	TV or radio news report	-5	-4	-3	-2	-1
q.	SDG&E Alerts App for PSPS	-5	-4	-3	-2	-1

(SKIP TO Q.13)

11. Using a 5-point scale where “5” means **EXTREMELY USEFUL**, and “1” means **NOT AT ALL USEFUL**, how useful were the wildfire communications **in English** that you saw or heard from SDG&E via...?

(IF NECESSARY:) You may use any number between 5 and 1.

(ONLY SHOW THOSE SELECTED FOR ENGLISH [-1] AT Q.9, RANDOMIZE)		Extremely Useful				Not At All Useful
a.	Email from SDG&E	-5	-4	-3	-2	-1
b.	Letter in the mail from SDG&E	-5	-4	-3	-2	-1
c.	Online news report	-5	-4	-3	-2	-1
d.	SDG&E advertising on TV, radio, or online	-5	-4	-3	-2	-1
e.	SDG&E billboards	-5	-4	-3	-2	-1
f.	SDG&E informational videos online or social media	-5	-4	-3	-2	-1
g.	SDG&E informational videos on TV	-5	-4	-3	-2	-1
h.	SDG&E community meetings	-5	-4	-3	-2	-1
i.	SDG&E representative or employee	-5	-4	-3	-2	-1
j.	SDG&E website	-5	-4	-3	-2	-1
k.	SDG&E wildfire preparedness webinar or online meeting	-5	-4	-3	-2	-1
l.	SDG&E social media post (Facebook, Twitter, Nextdoor, etc.)	-5	-4	-3	-2	-1
m.	SDG&E wildfire fairs	-5	-4	-3	-2	-1
n.	Telephone call from SDG&E	-5	-4	-3	-2	-1
o.	Text message from SDG&E	-5	-4	-3	-2	-1
p.	TV or radio news report	-5	-4	-3	-2	-1
q.	SDG&E Alerts App for PSPS	-5	-4	-3	-2	-1

12. Using a 5-point scale where “5” means **EXTREMELY USEFUL**, and “1” means **NOT AT ALL USEFUL**, how **useful** were the wildfire communications **in [INSERT PREFERRED LANGUAGE FROM Q.4]** that you saw or heard from SDG&E via...?

(IF NECESSARY:) You may use any number between 5 and 1.

(ONLY SHOW THOSE SELECTED FOR PREFERRED LANGUAGE [-2] AT Q.9, RANDOMIZE)		Extremely Useful				Not At All Useful
		-5	-4	-3	-2	-1
a.	Email from SDG&E	-5	-4	-3	-2	-1
b.	Letter in the mail from SDG&E	-5	-4	-3	-2	-1
c.	Online news report	-5	-4	-3	-2	-1
d.	SDG&E Advertising on TV, radio, or online	-5	-4	-3	-2	-1
e.	SDG&E Billboards	-5	-4	-3	-2	-1
f.	SDG&E Informational videos online or social media	-5	-4	-3	-2	-1
g.	SDG&E Informational videos on TV	-5	-4	-3	-2	-1
h.	SDG&E community meetings	-5	-4	-3	-2	-1
i.	SDG&E representative or employee	-5	-4	-3	-2	-1
j.	SDG&E website	-5	-4	-3	-2	-1
k.	SDG&E wildfire preparedness webinar or online meeting	-5	-4	-3	-2	-1
l.	SDG&E social media post (Facebook, Twitter, Nextdoor, etc.)	-5	-4	-3	-2	-1
m.	SDG&E Wildfire fairs	-5	-4	-3	-2	-1
n.	Telephone call from SDG&E	-5	-4	-3	-2	-1
o.	Text message from SDG&E	-5	-4	-3	-2	-1
p.	TV or radio news report	-5	-4	-3	-2	-1
q.	SDG&E Alerts App for PSPS	-5	-4	-3	-2	-1

ADDITIONAL INFORMATION SOURCES

13. Other than SDG&E’s communications, what other sources have you used to obtain information about wildfire safety and preparedness? **(DO NOT READ; PROBE AND CLARIFY AS NECESSARY. MULTIPLE RESPONSES ALLOWED)**

- 01 211 San Diego
- 02 CalFire
- 03 City or county government
- 04 Community-based organizations
- 05 Healthcare providers or medical device suppliers
- 06 Local fire department
- 07 Local news reports
- 08 Non-profit organizations
- 09 State government
- 96 Other (specify:) _____
- 97 Other (specify:) _____
- 98 None of the above → **(SKIP TO Q.18)**
- 99 Don't recall → **(SKIP TO Q.18)**

(IF ENGLISH [01] SELECTED AT Q.4, SKIP TO Q.15)

14. Which, if any, of these sources provided information in English and which provided information in your preferred language? **(READ LIST)**

(ONLY SHOW THOSE SELECTED AT Q.13, RANDOMIZE)		<i>English</i>	<i>[PREFERRED LANGUAGE FROM Q.4]</i>	<i>Not Sure</i>
a.	211 San Diego	-1	-2	-3
b.	CalFire	-1	-2	-3
c.	City or county government	-1	-2	-3
d.	Community-based organizations	-1	-2	-3
e.	Healthcare providers or medical device suppliers	-1	-2	-3
f.	Local fire department	-1	-2	-3
g.	Local news reports	-1	-2	-3
h.	Non-profit organizations	-1	-2	-3
i.	State government	-1	-2	-3
j.	2-1-1 San Diego	-4	-2	-3

(SKIP TO Q.16)

15. Using a 5-point scale where “5” means **EXTREMELY USEFUL**, and “1” means **NOT AT ALL USEFUL**, how useful was the wildfire information from...?

(IF NECESSARY:) You may use any number between 5 and 1.

(ONLY SHOW THOSE SELECTED AT Q.13, RANDOMIZE)		<i>Extremely Useful</i>					<i>Not At All Useful</i>
a.	211 San Diego	-5	-4	-3	-2	-1	-1
b.	CalFire	-5	-4	-3	-2	-1	-1
c.	City or county government	-5	-4	-3	-2	-1	-1
d.	Community-based organizations	-5	-4	-3	-2	-1	-1
e.	Healthcare providers or medical device suppliers	-5	-4	-3	-2	-1	-1
f.	Local fire department	-5	-4	-3	-2	-1	-1
g.	Local news reports	-5	-4	-3	-2	-1	-1
h.	Non-profit organizations	-5	-4	-3	-2	-1	-1
i.	State government	-5	-4	-3	-2	-1	-1

(SKIP TO Q.18)

16. Using a 5-point scale where “5” means **EXTREMELY USEFUL**, and “1” means **NOT AT ALL USEFUL**, how useful was the wildfire information **in English** from ...?

(IF NECESSARY:) You may use any number between 5 and 1.

(ONLY SHOW THOSE SELECTED FOR ENGLISH [-1] AT Q.14, RANDOMIZE)		Extremely Useful				Not At All Useful
a.	211 San Diego	-5	-4	-3	-2	-1
b.	CalFire	-5	-4	-3	-2	-1
c.	City or county government	-5	-4	-3	-2	-1
d.	Community-based organizations	-5	-4	-3	-2	-1
e.	Healthcare providers or medical device suppliers	-5	-4	-3	-2	-1
f.	Local fire department	-5	-4	-3	-2	-1
g.	Local news reports	-5	-4	-3	-2	-1
h.	Non-profit organizations	-5	-4	-3	-2	-1
i.	State government	-5	-4	-3	-2	-1

17. Using a 5-point scale where “5” means **EXTREMELY USEFUL**, and “1” means **NOT AT ALL USEFUL**, how useful was the wildfire information **in [INSERT PREFERRED LANGUAGE FROM Q.4]** from...?

(IF NECESSARY:) You may use any number between 5 and 1.

(ONLY SHOW THOSE SELECTED FOR PREFERRED LANGUAGE [-2] AT Q.14, RANDOMIZE)		Extremely Useful				Not At All Useful
a.	211 San Diego	-5	-4	-3	-2	-1
b.	CalFire	-5	-4	-3	-2	-1
c.	City or county government	-5	-4	-3	-2	-1
d.	Community-based organizations	-5	-4	-3	-2	-1
e.	Healthcare providers or medical device suppliers	-5	-4	-3	-2	-1
f.	Local fire department	-5	-4	-3	-2	-1
g.	Local news reports	-5	-4	-3	-2	-1
h.	Non-profit organizations	-5	-4	-3	-2	-1
i.	State government	-5	-4	-3	-2	-1

18. In what ways, if any, could SDG&E improve their communications about wildfire preparedness? **(PROBE AND CLARIFY AS NECESSARY)**

19. Now I'll read you a few statements about SDG&E. Please indicate how much you agree with each statement using a 5-point scale where "5" means you **COMPLETELY AGREE** and "1" means you **COMPLETELY DISAGREE**.

(First/Next), SDG&E... **(READ EACH STATEMENT. REPEAT SCALE AS NECESSARY.)**

(RANDOMIZE)		<i>Completely Agree</i>			<i>Completely Disagree</i>	
		-5	-4	-3	-2	-1
a.	Takes proactive measures to protect the electricity grid from wildfires	-5	-4	-3	-2	-1
b.	Is committed to restoring power to customers affected by wildfires	-5	-4	-3	-2	-1
c.	Makes an effort to communicate with all customers about wildfires	-5	-4	-3	-2	-1
d.	Is a company I trust to act in the best interest of its customers	-5	-4	-3	-2	-1
e.	Shows care and concern for customers	-5	-4	-3	-2	-1
f.	Is proactive in taking steps to address wildfire risks	-5	-4	-3	-2	-1
g.	Is working to keep my community safe	-5	-4	-3	-2	-1
h.	Is committed to wildfire safety	-5	-4	-3	-2	-1
i.	Is helping me prepare for wildfire season	-5	-4	-3	-2	-1

20. Using a 5-point scale where "5" means **EXTREMELY SATISFIED** and "1" means **EXTREMELY DISSATISFIED**, how satisfied are you with SDG&E's overall wildfire safety and preparedness efforts?

(IF NECESSARY:) You may use any number between 5 and 1.

<i>Extremely Satisfied</i>				<i>Extremely Dissatisfied</i>
-5	-4	-3	-2	-1

PUBLIC SAFETY POWER SHUTOFF (PSPS)

21. Public Safety Power Shutoff, or PSPS, is a precautionary safety measure where SDG&E may shut off power lines ahead of extreme fire danger conditions occurring, in order to help prevent wildfires. Before today, had you ever heard of the Public Safety Power Shutoff program? **(DO NOT READ)**

-1	Yes
-2	No
-3	Not sure

 → **(SKIP TO Q.28)**

22. Where have you heard about Public Safety Power Shutoffs? **(DO NOT READ; PROBE AND CLARIFY AS NECESSARY. MULTIPLE RESPONSES ALLOWED)**

- 01 211 San Diego
- 02 CalFire or local fire department
- 03 Community-based organization
- 31 Digital voice assistants (such as Alexa or Google Assistant devices)
- 04 Email from SDG&E
- 05 Healthcare provider or medical device supplier
- 06 Letter in the mail from SDG&E
- 07 Local city or county government
- 30 Local newspaper or newsletter (print or online)
- 08 My power was shut off without notice
- 09 Non-profit organization
- 10 Online news report
- 40 Portable roadside signs
- 11 SDG&E advertising on TV, radio, or online
- 12 SDG&E billboards
- 13 SDG&E community meetings
- 14 SDG&E informational videos on TV
- 15 SDG&E informational videos on web and social media
- 16 SDG&E representative or employee
- 17 SDG&E website
- 18 SDG&E wildfire preparedness webinar or online meeting
- 19 SDG&E social media post (Facebook, Twitter, Nextdoor, etc.)
- 20 SDG&E wildfire fairs
- 21 State government
- 22 Telephone call from SDG&E
- 23 Text message from SDG&E
- 24 TV or radio news report
- 25 Word-of-mouth (such as friends or family)
- 26 SDG&E Alerts App for PSPS
- 96 Other (specify:) _____
- 97 Other (specify:) _____

- 99 Not sure → **(SKIP TO Q.28)**

(IF SDG&E WEBSITE [17] SELECTED AT Q.22, ASK Q.23. OTHERWISE, SKIP TO Q.24 INSTRUCTION)

23. Using a 5-point scale where “5” means **EXTREMELY SATISFIED**, and “1” means **EXTREMELY DISSATISFIED**, how satisfied are you with the **Public Safety Power Shutoff** information on the SDG&E website?

(IF NECESSARY:) You may use any number between 5 and 1.

<i>Extremely Satisfied</i>					<i>Extremely Dissatisfied</i>
-5	-4	-3	-2	-1	

(IF ENGLISH [01] SELECTED AT Q.4, SKIP TO Q.25)

24. Which, if any, of these sources provided information in English and which provided information in your preferred language? **(READ LIST)**

(ONLY SHOW THOSE SELECTED AT Q.22, RANDOMIZE)		<i>English</i>	<i>[PREFERRED LANGUAGE FROM Q.4]</i>	<i>Not Sure</i>
a.	211 San Diego	-1	-2	-3
b.	CalFire or local fire department	-1	-2	-3
c.	Community-based organization	-1	-2	-3
z.	Digital voice assistants (such as Alexa or Google Assistant devices)	-1	-2	-3
d.	Email from SDG&E	-1	-2	-3
e.	Healthcare provider or medical device supplier	-1	-2	-3
f.	Letter in the mail from SDG&E	-1	-2	-3
g.	Local city or county government	-1	-2	-3
aa.	Local newspaper or newsletter (print or online)	-1	-2	-3
h.	Non-profit organization	-1	-2	-3
i.	Online news report	-1	-2	-3
y.	Portable roadside signs	-1	-2	-3
j.	SDG&E advertising on TV, radio, or online	-1	-2	-3
k.	SDG&E billboards	-1	-2	-3
l.	SDG&E community meetings	-1	-2	-3
m.	SDG&E informational videos on TV	-1	-2	-3
n.	SDG&E informational videos on web and social media	-1	-2	-3
o.	SDG&E representative or employee	-1	-2	-3
p.	SDG&E website	-1	-2	-3
q.	SDG&E wildfire preparedness webinar or online meeting	-1	-2	-3
r.	SDG&E social media post (Facebook, Twitter, Nextdoor, etc.)	-1	-2	-3
s.	SDG&E wildfire fairs	-1	-2	-3
t.	State government	-1	-2	-3
u.	Telephone call from SDG&E	-1	-2	-3
v.	Text message from SDG&E	-1	-2	-3
w.	TV or radio news report	-1	-2	-3
x.	SDG&E Alerts App for PSPS	-1	-2	-3

(SKIP TO Q.26)

25. Using a 5-point scale where “5” means **EXTREMELY USEFUL**, and “1” means **NOT AT ALL USEFUL**, how useful were each of the following regarding **Public Safety Power Shutoffs**?

(IF NECESSARY:) You may use any number between 5 and 1.

(ONLY SHOW THOSE SELECTED AT Q.22, RANDOMIZE)		Extremely Useful					Not At All Useful
a.	211 San Diego	-5	-4	-3	-2	-1	
b.	CalFire or local fire department	-5	-4	-3	-2	-1	
c.	Community-based organization	-5	-4	-3	-2	-1	
z.	Digital voice assistants (such as Alexa or Google Assistant devices)	-5	-4	-3	-2	-1	
d.	Email from SDG&E	-5	-4	-3	-2	-1	
e.	Healthcare provider or medical device supplier	-5	-4	-3	-2	-1	
f.	Letter in the mail from SDG&E	-5	-4	-3	-2	-1	
g.	Local city or county government	-5	-4	-3	-2	-1	
aa.	Local newspaper or newsletter (print or online)	-5	-4	-3	-2	-1	
h.	Non-profit organization	-5	-4	-3	-2	-1	
i.	Online news report	-5	-4	-3	-2	-1	
y.	Portable roadside signs	-5	-4	-3	-2	-1	
j.	SDG&E advertising on TV, radio, or online	-5	-4	-3	-2	-1	
k.	SDG&E billboards	-5	-4	-3	-2	-1	
l.	SDG&E community meetings	-5	-4	-3	-2	-1	
m.	SDG&E informational videos on TV	-5	-4	-3	-2	-1	
n.	SDG&E informational videos on web and social media	-5	-4	-3	-2	-1	
o.	SDG&E representative or employee	-5	-4	-3	-2	-1	
p.	SDG&E website	-5	-4	-3	-2	-1	
q.	SDG&E wildfire preparedness webinar or online meeting	-5	-4	-3	-2	-1	
r.	SDG&E social media post (such as Facebook, Twitter, Nextdoor)	-5	-4	-3	-2	-1	
s.	SDG&E wildfire fairs	-5	-4	-3	-2	-1	
t.	State government	-5	-4	-3	-2	-1	
u.	Telephone call from SDG&E	-5	-4	-3	-2	-1	
v.	Text message from SDG&E	-5	-4	-3	-2	-1	
w.	TV or radio news report	-5	-4	-3	-2	-1	
x.	SDG&E Alerts App for PSPS	-5	-4	-3	-2	-1	

(SKIP TO Q.28)

26. Using a 5-point scale where “5” means **EXTREMELY USEFUL**, and “1” means **NOT AT ALL USEFUL**, how useful was the information **in English** from...?

(IF NECESSARY:) You may use any number between 5 and 1.

(ONLY SHOW THOSE SELECTED FOR ENGLISH [-1] AT Q.24, RANDOMIZE)		Extremely Useful					Not At All Useful
a.	211 San Diego	-5	-4	-3	-2	-1	
b.	CalFire or local fire department	-5	-4	-3	-2	-1	
c.	Community-based organization	-5	-4	-3	-2	-1	
z.	Digital voice assistants (such as Alexa or Google Assistant devices)	-5	-4	-3	-2	-1	
d.	Email from SDG&E	-5	-4	-3	-2	-1	
e.	Healthcare provider or medical device supplier	-5	-4	-3	-2	-1	
f.	Letter in the mail from SDG&E	-5	-4	-3	-2	-1	
g.	Local city or county government	-5	-4	-3	-2	-1	
aa.	Local newspaper or newsletter (print or online)	-5	-4	-3	-2	-1	
h.	Non-profit organization	-5	-4	-3	-2	-1	
i.	Online news report	-5	-4	-3	-2	-1	
y.	Portable roadside signs	-5	-4	-3	-2	-1	
j.	SDG&E advertising on TV, radio, or online	-5	-4	-3	-2	-1	
k.	SDG&E billboards	-5	-4	-3	-2	-1	
l.	SDG&E community meetings	-5	-4	-3	-2	-1	
m.	SDG&E informational videos on TV	-5	-4	-3	-2	-1	
n.	SDG&E informational videos on web and social media	-5	-4	-3	-2	-1	
o.	SDG&E representative or employee	-5	-4	-3	-2	-1	
p.	SDG&E website	-5	-4	-3	-2	-1	
q.	SDG&E wildfire preparedness webinar or online meeting	-5	-4	-3	-2	-1	
r.	SDG&E social media post (such as Facebook, Twitter, Nextdoor)	-5	-4	-3	-2	-1	
s.	SDG&E wildfire fairs	-5	-4	-3	-2	-1	
t.	State government	-5	-4	-3	-2	-1	
u.	Telephone call from SDG&E	-5	-4	-3	-2	-1	
v.	Text message from SDG&E	-5	-4	-3	-2	-1	
w.	TV or radio news report	-5	-4	-3	-2	-1	
x.	SDG&E Alerts App for PSPS	-5	-4	-3	-2	-1	

27. Using a 5-point scale where “5” means **EXTREMELY USEFUL**, and “1” means **NOT AT ALL USEFUL**, how useful was the information in [INSERT PREFERRED LANGUAGE FROM Q.4] from...?

(IF NECESSARY:) You may use any number between 5 and 1.

(ONLY SHOW THOSE SELECTED FOR PREFERRED LANGUAGE [-2] AT Q.24, RANDOMIZE)		Extremely Useful					Not At All Useful
a.	211 San Diego	-5	-4	-3	-2	-1	
b.	CalFire or local fire department	-5	-4	-3	-2	-1	
c.	Community-based organization	-5	-4	-3	-2	-1	
z.	Digital voice assistants (such as Alexa or Google Assistant devices)	-5	-4	-3	-2	-1	
d.	Email from SDG&E	-5	-4	-3	-2	-1	
e.	Healthcare provider or medical device supplier	-5	-4	-3	-2	-1	
f.	Letter in the mail from SDG&E	-5	-4	-3	-2	-1	
g.	Local city or county government	-5	-4	-3	-2	-1	
aa.	Local newspaper or newsletter (print or online)	-5	-4	-3	-2	-1	
h.	Non-profit organization	-5	-4	-3	-2	-1	
i.	Online news report	-5	-4	-3	-2	-1	
y.	Portable roadside signs	-5	-4	-3	-2	-1	
j.	SDG&E advertising on TV, radio, or online	-5	-4	-3	-2	-1	
k.	SDG&E billboards	-5	-4	-3	-2	-1	
l.	SDG&E community meetings	-5	-4	-3	-2	-1	
m.	SDG&E informational videos on TV	-5	-4	-3	-2	-1	
n.	SDG&E informational videos on web and social media	-5	-4	-3	-2	-1	
o.	SDG&E representative or employee	-5	-4	-3	-2	-1	
p.	SDG&E website	-5	-4	-3	-2	-1	
q.	SDG&E wildfire preparedness webinar or online meeting	-5	-4	-3	-2	-1	
r.	SDG&E social media post (such as Facebook, Twitter, Nextdoor)	-5	-4	-3	-2	-1	
s.	SDG&E wildfire fairs	-5	-4	-3	-2	-1	
t.	State government	-5	-4	-3	-2	-1	
u.	Telephone call from SDG&E	-5	-4	-3	-2	-1	
v.	Text message from SDG&E	-5	-4	-3	-2	-1	
w.	TV or radio news report	-5	-4	-3	-2	-1	
x.	SDG&E Alerts App for PSPS	-5	-4	-3	-2	-1	

28. A Public Safety Power Shutoff could last anywhere from 24 to 72 hours, or longer in some cases. How would you rate your level of preparedness for being without electricity for an extended period? Would you say you are...? **(READ LIST)**

- 1 Completely prepared
- 2 Somewhat prepared
- 3 Not very prepared, or
- 4 Not at all prepared

29. Please tell me if you have taken any of the following actions to prepare for a Public Safety Power Shutoff in 2022? **(READ LIST)**

(RANDOMIZE A THROUGH Y)		Yes	No
a.	Acquired a back-up generator	-1	-2
b.	Acquired battery storage technology	-1	-2
c.	Activated your emergency plan	-1	-2
d.	Allowed access to property for SDG&E to trim trees	-1	-2
e.	Attended a community-based organization event	-1	-2
f.	Attended an SDG&E community meeting	-1	-2
g.	Checked the SDG&E mobile app	-1	-2
h.	Developed an emergency plan	-1	-2
i.	Followed SDG&E on Facebook	-1	-2
j.	Followed SDG&E on Twitter	-1	-2
k.	Have a place to go if without power for a prolonged period	-1	-2
l.	Notified others in area about potential power shutoff	-1	-2
m.	Performed a safety check on your generator for your (home/business)	-1	-2
n.	Prepared an emergency kit with food, water or medicine	-1	-2
o.	Prepared for multiple-day outage	-1	-2
p.	Purchased enough non-refrigerated food to last for several days without power	-1	-2
q.	Purchased enough water to last for several days without power	-1	-2
r.	Purchased new lanterns or flashlights	-1	-2
s.	Purchased/used a battery powered radio	-1	-2
t.	Removed vegetation from around your home	-1	-2
u.	Signed up for Medical Baseline Program	-1	-2
v.	Signed up for notifications from SDG&E	-1	-2
w.	Visited SDG&E Community Resource Center	-1	-2
x.	Went SDG&E's social media (follow up with Nextdoor/Facebook/Twitter, other)	-1	-2
y.	Went to the SDG&E website	-1	-2
z.	Some other action (please specify:) <u> </u>	-1	-2

29.1 **[ASK ALL]** SDG&E supports a number of resources that are available to the public during a Public Safety Power Shutoff (PSPS). Before today, were you aware that SDG&E supports the following resources during PSPS events? ~~which of the following resources have you heard of?~~ **(READ BOLDED LABEL ONLY UNLESS RESPONDENT ASKS FOR DESCRIPTION.)**

(RANDOMIZE)		Yes	No	Not Sure
a.	Address Level Alerts: Both accountholders and non-accountholders can sign up for PSPS alerts for any and multiple addresses within SDG&E's service territory	1	2	9
b.	PSPS Alert Language Preferences: PSPS alerts are available in 22 prevalent languages	1	2	9
c.	Community Resource Centers (CRCs): SDG&E contracts with sites across high fire risk areas to serve as resource centers during PSPS events to provide customers with basic necessities like water, light snacks, blankets, ice, Wi-Fi access, device charging, etc.	1	2	9
d.	Wellness Checks: SDG&E partners with the San Diego Sheriff's Department to provide wellness checks on customers during PSPS events	1	2	9
e.	CRC Language Preferences: Translation services are available at CRC locations in over 120 languages, including American Sign Language	1	2	9
f.	211 Partnership: SDG&E is partnered with 211 to assist households with disabilities and other access and functional needs (AFN) with a single source of information and connection to available resources, both before and during a PSPS outage	1	2	9
g.	Generator Grant Program: SDG&E provides households located in the High Fire Threat District (HFTD), enrolled in Medical Baseline and/or meeting other qualifying AFN criteria, with a free, portable battery for backup during an outage	1	2	9
h.	Rebates: SDG&E offers rebates to customers in high fire risk areas for portable batteries or generators	1	2	9
i.	Food: Food support through SDG&E's partnership with 211	1	2	9
j.	Transportation: Transportation to Community Resource Centers hotels, or other safe locations through SDG&E's partnership with 211	1	2	9
k.	Hotels: SDG&E offers no-cost hotel options through its partnership with 211	1	2	9

29.2 (LIST RESOURCES AWARE OF IN 29.1. IF NO/NOT SURE TO ALL ITEMS AT Q.29.1, SKIP TO Q.29.3) Which, if any, of these SDG&E supported resources have you used during previous PSPS events? ~~in the past?~~ (READ BOLDED LABEL ONLY UNLESS RESPONDENT ASKS FOR DESCRIPTION.)

(RANDOMIZE)		Yes	No	Not Sure
a.	Address Level Alerts: Both accountholders and non-accountholders can sign up for PSPS alerts for any and multiple addresses within SDG&E's service territory	1	2	9
b.	PSPS Alert Language Preferences: PSPS alerts are available in 22 prevalent languages	1	2	9
c.	Community Resource Centers (CRCs): SDG&E contracts with sites across high fire risk areas to serve as resource centers during PSPS events to provide customers with basic necessities like water, light snacks, blankets, ice, Wi-Fi access, device charging, etc.	1	2	9
d.	Wellness Checks: SDG&E partners with the San Diego Sheriff's Department to provide wellness checks on customers during PSPS events	1	2	9
e.	CRC Language Preferences: Translation services are available at CRC locations in over 120 languages, including American Sign Language	1	2	9
f.	211 Partnership: SDG&E is partnered with 211 to assist households with disabilities and other access and functional needs (AFN) with a single source of information and connection to available resources, both before and during a PSPS outage	1	2	9
g.	Generator Grant Program: SDG&E provides households located in the High Fire Threat District (HFTD), enrolled in Medical Baseline and/or meeting other qualifying AFN criteria, with a free, portable battery for backup during an outage	1	2	9
h.	Rebates: SDG&E offers rebates to customers in high fire risk areas for portable batteries or generators	1	2	9
i.	Food: Food support through SDG&E's partnership with 211	1	2	9
j.	Transportation: Transportation to Community Resource Centers hotels, or other safe locations through SDG&E's partnership with 211	1	2	9
k.	Hotels: SDG&E offers no-cost hotel options through its partnership with 211	1	2	9

29.3 If SDG&E had an important update during a Public Safety Power Shutoff, how would you like to be notified between 10pm and 6am? (READ LIST)

(RANDOMIZE)		Yes	No
a.	Phone call	-1	-2
b.	Text message	-1	-2
c.	Email	-1	-2

30. Using a 5-point scale where “5” means **EXTREMELY POSITIVE** and “1” means **EXTREMELY NEGATIVE**, what is your overall opinion of SDG&E’s Public Safety Power Shutoff program as a last-resort prevention tool for wildfires?

(IF NECESSARY:) You may use any number between 5 and 1.

Extremely Positive					Extremely Negative
-5	-4	-3	-2	-1	

31. **(POST WAVE ONLY)** In the past few months, have you had to evacuate due to wildfires in your area? **(DO NOT READ)**

- _____ -1 Yes
- _____ -2 No
- _____ -3 **(DO NOT READ) DK/NA** → *{First encourage response}*

RESIDENTIAL DEMOGRAPHICS (IF BUSINESS, SKIP TO Q. 46) – NOTE: ORDER HAS CHANGED

These next questions are for classification purposes only. Your answers are voluntary and will be kept confidential.

34. Do you identify as... **(READ LIST)**

- 1 Male
- 2 Female
- 3 Non-Binary
- 9 Or prefer not to say

40. Including yourself, how many people live in your household?

(NUMBER BETWEEN 1 AND 20, CODE 99 IF NOT SURE OR PREFER NOT TO ANSWER)

33. What is your age? **(READ LIST IF NECESSARY)**

- 1 18 to 24
- 2 25 to 34
- 3 35 to 44
- 4 45 to 54
- 5 55 to 64
- 6 65 to 74
- 8 75 or older
- 7 **(DO NOT READ) Refused**

41. **[ASK IF Q.40=2 OR MORE AND Q33=1-5 OR 7. ELSE SKIP TO Q.42.]** Is anyone in your household 65 or older? **(DO NOT READ)**
- 1 Yes
 - 2 No
 - 9 Prefer not to answer
42. **[ASK IF Q.40=2 OR MORE. ELSE SKIP TO Q.43]** Do you have children in your household under the age of 18? **(DO NOT READ)**
- 1 Yes
 - 2 No
 - 9 Prefer not to answer
43. Which of the following best describes the area in which you live? **(READ LIST)**
- 1 Urban/Suburban
 - 2 Rural
 - 3 **(DO NOT READ)** Not sure
 - 9 **(DO NOT READ)** Prefer not to answer
37. For classification purposes only, please stop me when I read the category that best represents your total household income last year before taxes. Was it... **(READ LIST)**
- ~~-1~~ _____
 - 4 Less than \$50,000
 - 5 \$50,000 but less than \$100,000
 - ~~-6~~ _____
 - 7 \$100,000 but less than \$150,000
 - 8 \$150,000 or more
 - 9 **(DO NOT READ)** Refused/DK/NA
44. What is the highest level of education you have had the opportunity to complete? **(READ LIST)**
- 1 Some high school or less
 - 2 High school graduate, or GED
 - 3 Some college / Trade or technical school graduate / 2-year degree
 - 4 Undergraduate college degree
 - 5 Some graduate study
 - 6 Graduate degree or higher
 - 9 **(DO NOT READ)** Prefer not to answer
45. Are you, yourself, of Hispanic origin or descent? That is, Mexican, Puerto Rican, Cuban, Central American, South American, or some other Spanish background? **(DO NOT READ)**
- 1 Yes
 - 2 No
 - 9 Prefer not to say

36. Are you... **(READ LIST)**

- 1 White or Caucasian
- 2 African American or Black
- 3 Asian
- 7 American Indian, Eskimo or Alaska native
- 8 Hawaiian or Pacific Islander
- 5 Some other ethnicity
- 6 **(DO NOT READ)** Refused/DK/NA

32. Which of the following best describes your housing situation? **(READ LIST)**

- 1 Homeowner
- 2 Renter
- 3 Neither (don't own a home or pay rent)
- 9 **(DO NOT READ)** Prefer not to say

These last few questions will help SDG&E understand how successful they have been in reaching out to those most vulnerable during a Public Safety Power Shutoff. Again, your responses are voluntary and the information you provide is completely confidential.

31.1 Do you or does anyone in your household rely on electrical equipment that is required or needed for your health, safety or ability to live independently? **(DO NOT READ)**

- 1 Yes
- 2 No
- 9 Prefer not to say

31.1.5 Do you or does anyone in your household have a serious illness or medical condition that could become life-threatening if the power is shut off? **(DO NOT READ)**

- 1 Yes
- 2 No
- 9 Prefer not to say

31.3 **(DELIBERAELY OMITTED)**

31.2 Do you or does anyone in your household have a permanent disability, related to mobility, hearing, vision, cognitive, psychological or chronic disease? **(DO NOT READ)**

- 1 Yes
 - 2 No
 - 9 Prefer not to say
- **(SKIP TO Q.38)**

31.2.1 What types of disabilities do you or household members have? **(READ LIST – MULTIPLE RESPONSES ALLOWED)**

- 1 Mobility
- 2 Hearing
- 3 Vision
- 4 Chronic disease
- 5 Developmental
- 6 Or something else **(SPECIFY:)** _____
- 9 Prefer not to say **(DO NOT READ)**

31.2.2 Please answer yes or no regarding the specific type of disability for you or anyone in your household. **(READ LIST)**

(RANDOMIZE)		Yes	No	Prefer Not to Say
a.	Are you or is anyone in your household blind or have serious difficulty seeing, even when wearing glasses?	1	2	9
b.	Are you or is anyone in your household deaf or have serious difficulty hearing?	1	2	9
c.	Do you or does anyone in your household have serious difficulty walking or climbing stairs?	1	2	9
d.	Because of a physical, mental, or emotional condition, do you or does anyone in your household have serious difficulty concentrating, remembering, or making decisions?	1	2	9
e.	Do you or does anyone in your household have difficulty dressing or bathing?	1	2	9
f.	Because of a physical, mental, or emotional condition, do you or does anyone in your household have difficulty doing errands alone such as visiting a doctor's office or shopping?	1	2	9
g.	Do you or anyone in your household rely on assistive technology (e.g., a screen reader or specialized meal device)?	1	2	9

(SKIP TO Q.38)

BUSINESS/FIRMOGRAPHICS

46. Do you own or lease the location(s) for which you are responsible for the energy management decisions? **(DO NOT READ)**

- 1 Own
- 2 Lease
- 9 Don't know

47. What is your business's annual gross revenue? **(READ LIST)**

- 01 Less than \$100,000
- 02 \$100,000 to less than \$250,000
- 03 \$250,000 to less than \$500,000
- 04 \$500,000 to less than \$1 million
- 05 \$1 million to less than \$2 million
- 06 \$2 million to less than \$5 million
- 07 \$5 million to less than \$10 million
- 08 \$10 million to less than \$100 million
- 09 \$100 million to less than \$1 billion
- 10 \$1 billion or more
- 98 Not applicable, Government agency
- 99 Prefer not to answer

48. About how many full-time employees does your company have at the location(s) for which you are responsible for the energy management decisions? **(READ LIST AS NECESSARY)**

- 01 4 or fewer
- 02 5 to 9
- 03 10 to 19
- 04 20 to 49
- 05 50 to 99
- 06 100 to 199
- 07 200 to 299
- 08 300 to 399
- 09 400 to 499
- 10 500 or More

38. And finally, may we have your permission to share your individual responses to this survey with SDG&E? **(DO NOT READ)**

- 1 Yes
- 2 No

Closing

39. That concludes our interview. **(VERIFY NAME AND PHONE NUMBER. READ:)** On behalf of SDG&E, thank you very much for your cooperation. Have a nice (evening/day)!

**SDG&E PSPS AFTER INCIDENT
Online Questionnaire
2021 Version**

Language
[-1] English
[-2] Spanish

Customer Type (from sample)
[-1] Residential
[-2] Small Business

PSPS Segment (from sample)
[-1] Notified Only (N=300)
[-2] Power Shut Off (N=300)

EMAIL INVITATION**(PROGRAMMER NOTE: HYPERLINK TO SURVEY CANNOT USE UTILITY NAME)**

TO: (Name of Respondent)
FROM: Travis Research on Behalf of San Diego Gas & Electric (travissurvey@travisresearch.com)
SUBJECT: Important safety study for SDG&E

Travis Research is conducting a customer survey on behalf of San Diego Gas & Electric (SDG&E®) regarding the recent Public Safety Power Shutoff and associated notifications (you/your business) may have received.

(NOTIFIED ONLY) If you qualify and complete the survey, you will be entered into a drawing to **win one of ten \$100 Amazon gift cards** that we will be giving away to participants.

(POWER SHUT OFF) If you qualify and complete the survey, you will receive a **\$20 Amazon gift card** that we will be giving away to participants.

Please take a few minutes to complete this survey by clicking on the link below or pasting it into your browser window. To help ensure confidentiality and allow for your candid feedback, the research is being conducted by Travis Research, an independent research firm.

For English: [http://travis-surveys.com/\(need unique ID sequence\)](http://travis-surveys.com/(need unique ID sequence))

This survey should take no more than 10 minutes to complete, and will only be available for a limited time, so please attempt to complete it within three days of receiving this message.

(OPT-OUT TEXT:) If you do not wish to participate in this research study you may click [here](#) to be removed.

(INSERT SPANISH INVITATION)

ONLINE SURVEY – ENGLISH

SCREENER

[NEW SCREEN]

Thank you for taking time to complete this survey. Please note that you are now on a website hosted by Travis Research. Travis Research is not part of SDG&E®. The Terms and Conditions and Privacy Policy of this website will apply, which may be viewed here.

(Click here for Terms and Conditions and Privacy Policy)

Please be assured that your responses will be kept confidential. Simply use your mouse to move ahead or scroll, and click the appropriate boxes to select your answers.

[NEW SCREEN]

A. Are you 18 years of age or older?

- (1) Yes
- (2) No → **(THANK AND TERMINATE)**

[NEW SCREEN]

A.1 The email address we used to reach you is the one at which notifications would be sent. Is this address most associated with your... ***(Please select one response)***

- (1) Home/residence with SDG&E service → **(CONTINUE AS RESIDENTIAL CUSTOMER)**
- (2) Business with SDG&E service → **(CONTINUE AS BUSINESS CUSTOMER)**
- (3) Home and Business, both with SDG&E service → **(CONTINUE AS RESIDENTIAL CUSTOMER)**

(IF QUALIFIED, GO TO MAIN QUESTIONNAIRE. DO NOT ALLOW RESPONDENT TO GO BACKWARDS IN SURVEY.)

MAIN QUESTIONNAIRE

Notification/Outage Awareness

[NEW SCREEN]

6. Have you ever heard of a Public Safety Power Shutoff (or PSPS)? This is when an energy utility may need to intentionally shut off power due to high winds or other high fire risk weather conditions to prevent wildfires from occurring.

- (1) Yes
- (2) No

[NEW SCREEN]

1. Do you recall receiving a **notification** or message from SDG&E recently regarding a Public Safety Power Shut Off (PSPS) at your (home/business)? These could have been through email, text, SDG&E App or a phone message.

- (1) Yes
- (2) No → **(SKIP TO Q.2)**

[NEW SCREEN]

12. **(MOVED FROM Q.12)** How did you receive notification(s) from SDG&E about the Power Shutoff? ***(Please select all that apply)***

(PROGRAMMER ALLOW MULTIPLE RESPONSES)

- (1) Text
- (2) Phone
- (3) Email
- (4) PSPS App

[NEW SCREEN]

2. Was the power actually shut off at your (home/business) recently?

- (1) Yes
- (2) No

Overall Favorability

[NEW SCREEN]

3. How would you rate SDG&E **OVERALL** on the below scale? The more favorable you generally feel toward SDG&E, the higher the number you would give.

<i>Very Favorable</i>							<i>Very Unfavorable</i>
(7)	(6)	(5)	(4)	(3)	(2)	(1)	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

4. **(DELIBERATELY OMITTED)**

[NEW SCREEN]

4.1 How would you rate SDG&E's handling of the most recent Public Safety Power Shutoff?

- (5) Very Positive
- (4) Somewhat Positive
- (3) Neither Positive nor Negative
- (2) Somewhat Negative
- (1) Very Negative
- (9) Did Not Experience a Recent Public Safety Power Shutoff →**(SKIP TO INSTRUCTION BEFORE Q.9)**

[NEW SCREEN]

4.2 Please describe how you were personally impacted by the Public Safety Power Shutoff? ***(Please be as specific as possible)***

5. **(DELIBERATELY OMITTED)**

(IF "NO" AT Q.2, SKIP TO INSTRUCTION BEFORE Q.9)

[NEW SCREEN]

7. Regarding the most recent Public Safety Power Shutoff, about how long was the outage in hours? Your best estimate is fine. ***(Please enter whole number – Enter 001 for one hour or less)***

___ ___ ___ (Number of hours)

DK/NA = 999

[NEW SCREEN]

8. When you experienced the outage, were you aware the power was shut off by SDG&E for public safety due to high winds or other high fire risk weather conditions?
- (1) Yes
 (2) No

Recall Notification

(IF “NO” AT Q.1, SKIP TO INSTRUCTION BEFORE Q.17.1)

[NEW SCREEN]

9. Thinking about the recent outage notification(s), how satisfied are you **OVERALL** with the Public Safety Power Shutoff notifications or messages that you received from SDG&E?

<i>Very Satisfied</i>						<i>Very Dissatisfied</i>
(7)	(6)	(5)	(4)	(3)	(2)	(1)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

[NEW SCREEN]

10. **(DELIBERATELY OMITTED)**

- 10.1 How would you rate SDG&E’s performance during the **most recent** Public Safety Power Shutoff on each of the following? **(Please select one response for each row)**

(RANDOMIZE)		(5) <i>Extremely Satisfied</i>	(4) <i>Satisfied</i>	(3) <i>Neither Satisfied Nor Dissatisfied</i>	(2) <i>Dissatisfied</i>	(1) <i>Extremely Dissatisfied</i>	(9) <i>Not Applicable</i>
a.	Amount of notifications	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b.	Usefulness of the PSPS app	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c.	Usefulness of the SDG&E website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d.	Accuracy of notifications and updates	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e.	Usefulness of social media updates (Facebook, Twitter)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

11. **(DELIBERATELY OMITTED)**

12. **(MOVED TO AFTER Q.1)**

13. **(DELIBERATELY OMITTED)**

[NEW SCREEN]

14. Which of the following messages do you recall receiving from SDG&E? **(Please select “yes” or “no” for each)**

(RANDOMIZE ALL EXCEPT “N”)		Yes (1)	No (2)
a.	Weather conditions may require a power shutoff for public safety	<input type="checkbox"/>	<input type="checkbox"/>
b.	Possible power shutoff	<input type="checkbox"/>	<input type="checkbox"/>
c.	Prepare to activate your personal family emergency plan	<input type="checkbox"/>	<input type="checkbox"/>
d.	Power is off	<input type="checkbox"/>	<input type="checkbox"/>
e.	Power should now be fully restored	<input type="checkbox"/>	<input type="checkbox"/>
f.	SDGE monitors weather conditions	<input type="checkbox"/>	<input type="checkbox"/>
g.	If power is turned off, it will stay off until we can safely restore it	<input type="checkbox"/>	<input type="checkbox"/>
h.	A Community Resource Center has opened	<input type="checkbox"/>	<input type="checkbox"/>
i.	When conditions improve, our crews will assess the safety of the electrical system and determine when power can be restored	<input type="checkbox"/>	<input type="checkbox"/>
j.	For more information visit SDG&E’s website	<input type="checkbox"/>	<input type="checkbox"/>
k.	Check our mobile app	<input type="checkbox"/>	<input type="checkbox"/>
l.	Follow us on Twitter	<input type="checkbox"/>	<input type="checkbox"/>
m.	Fire risk conditions decreased; power restored; PSPS risk continues	<input type="checkbox"/>	<input type="checkbox"/>
n.	Other (Please describe:)	<input type="checkbox"/>	<input type="checkbox"/>

[NEW SCREEN]

15. Please indicate how much you agree or disagree with the following statements regarding the notification(s) you received from SDG&E. **(Please select one response for each row)**

(RANDOMIZE B-E)		Agree Completely					Disagree Completely	
		(7)	(6)	(5)	(4)	(3)	(2)	(1)
a.	The information was helpful	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b.	The message(s) was received in a timely fashion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c.	The message(s) was clear and easy to understand	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e.	The message(s) helped make me feel well informed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f.	The message(s) provided me with enough information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

[NEW SCREEN]

16. Would you say the notification(s) sent to you about shutting off power due to public safety... **(Please select one response)**

- (1) positively impacted your opinion of SDG&E
- (2) had no impact on your opinion of SDG&E
- (3) negatively impacted your opinion of SDG&E

[NEW SCREEN]

17. Did you take any of the following actions **as a result** of receiving the Public Safety Power Shutoff notification(s)? **(Please select “yes” or “no” for each row)**

(RANDOMIZE ALL EXCEPT “L”)		Yes (1)	No (2)
a.	Prepared an emergency kit with food, water or medicine	<input type="checkbox"/>	<input type="checkbox"/>
b.	Had your emergency plan ready	<input type="checkbox"/>	<input type="checkbox"/>
c.	Performed a safety check on your generator for your (home/business)	<input type="checkbox"/>	<input type="checkbox"/>
d.	Purchased/used a battery powered radio	<input type="checkbox"/>	<input type="checkbox"/>
e.	Notified others in area about potential power shutoff	<input type="checkbox"/>	<input type="checkbox"/>
f.	Activated your emergency plan	<input type="checkbox"/>	<input type="checkbox"/>
g.	Visited a Community Resource Center	<input type="checkbox"/>	<input type="checkbox"/>
h.	Went to SDG&E's website	<input type="checkbox"/>	<input type="checkbox"/>
i.	Checked the SDG&E mobile app	<input type="checkbox"/>	<input type="checkbox"/>
j.	Follow(ed) SDG&E on Twitter	<input type="checkbox"/>	<input type="checkbox"/>
k.	Prepared for multiple-day outage	<input type="checkbox"/>	<input type="checkbox"/>
m.	Checked in on family, friend or neighbor	<input type="checkbox"/>	<input type="checkbox"/>
l.	Other (Please describe:)	<input type="checkbox"/>	<input type="checkbox"/>

(IF Q.2 = NO, SKIP TO Q.18)

[NEW SCREEN]

17.1 Have you experienced a Public Safety Power Shutoff (PSPS) prior to this most recent occurrence?

- (1) Yes
- (2) No → **(SKIP TO Q.17.3)**
- (3) Not sure → **(SKIP TO Q.17.3)**

[NEW SCREEN]

17.2 Compared to previous shutoffs, would you say that SDG&E's handling of the **most recent** Public Safety Power Shutoff was...?

- (1) Much worse
- (2) Somewhat worse
- (3) About the same
- (4) Somewhat improved
- (5) Much improved
- (9) Not sure

[NEW SCREEN]

17.3 SDG&E supports a number of resources that are available to our customers during Public Safety Power Shutoffs. Please indicate whether you were aware or have used each item below in relation to the **most recent** shutoff. *(Please select one answer in each row)*

(RANDOMIZE)		<i>Not Aware</i> (1)	<i>Aware But Did Not Use</i> (2)	<i>Used</i> (3)
a.	Multiple Address Alerts During a Public Safety Power Shutoff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b.	Community Resource Centers (CRCs)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c.	Disability Disaster Access & Resources (DDAR) program	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d.	County Food Bank Program	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e.	Language Preferences for alerts and communications	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f.	Portable Battery Program	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g.	Hotel Accommodations for People with Disabilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h.	Accessible Transportation for People with Disabilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i.	Call 2-1-1 for shutoff information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j.	Generator Rebate Program	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k.	Medical Baseline Program	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

[NEW SCREEN]

17.4 **(PROGRAMMER ONLY SHOW THOSE “USED” AT Q.17.3)** Please rate your satisfaction with the resource(s) you used during this most recent shutoff. *(Please select one answer for each row)*

(RANDOMIZE)		(5) <i>Extremely Satisfied</i>	(4) <i>Satisfied</i>	(3) <i>Neither Satisfied Nor Dissatisfied</i>	(2) <i>Dissatisfied</i>	(1) <i>Extremely Dissatisfied</i>
a.	Multiple Address Alerts During a Public Safety Power Shutoff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b.	Community Resource Centers (CRCs)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c.	Disability Disaster Access & Resources (DDAR) program	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d.	County Food Bank Program	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e.	Language Preferences for alerts and communications	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f.	Portable Battery Program	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g.	Hotel Accommodations for People with Disabilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h.	Accessible Transportation for People with Disabilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i.	Call 2-1-1 for shutoff information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j.	Generator Rebate Program	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k.	Medical Baseline Program	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

[NEW SCREEN]

18. In your opinion, what can SDG&E do to improve their communications with customers during a Public Safety Power Outage and after power has been restored? Please be specific. We welcome your suggestions.

[NEW SCREEN]

19. Please indicate how much you agree or disagree with the following statements regarding the Public Safety Power Shutoff. **(Please select one response in each row)**

(RANDOMIZE)		Agree Completely			Disagree Completely			
		(7)	(6)	(5)	(4)	(3)	(2)	(1)
a.	Shutting off power is necessary, as a last resort, to keep communities safe from wildfires	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b.	A priority for SDG&E is keeping their customers safe	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c.	Shutting off power is disruptive and does not prevent wildfires	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d.	I don't know much about public safety power shutoff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e.	(DELIBERATELY OMITTED)							
f.	(DELIBERATELY OMITTED)							
g.	I know how to find more information about a power outage on SDG&E's website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

[NEW SCREEN]

20. Just a few final questions about you and your (household/business)...

(BUSINESS SKIP TO Q.26)

Demographics

[NEW SCREEN]

21. Which of the following best describes your age range? **(Please select one response)**

- (1) 18 to 24
- (2) 25 to 34
- (3) 35 to 44
- (4) 45 to 54
- (5) 55 to 64
- (6) 65 or older

[NEW SCREEN]

22. Which of the following best describes your current employment status? **(Please select one response)**

- (1) Employed full-time (35+ hours per week)
- (2) Employed part-time (less than 35 hours per week)
- (3) On active military duty
- (4) A student
- (5) A homemaker
- (6) Not currently employed
- (7) Retired

[NEW SCREEN]

23. Which of the following categories best describes your ethnic background? **(Please select one response)**

- (1) White or Caucasian
- (2) African American
- (3) Hispanic or Latino/a
- (4) Asian
- (5) Other *(Please Specify:)* _____
- (9) Prefer not to answer

[NEW SCREEN]

24. For classification purposes only, which category below best represents your total household income last year before taxes. **(Please select one response)**

(DO NOT FORCE A RESPONSE)

- (1) Less than \$25,000
- (2) \$25,000 to \$49,999
- (3) \$50,000 to \$74,999
- (4) \$75,000 to \$99,999
- (5) \$100,000 to \$149,999
- (6) \$150,000 to \$199,999
- (7) \$200,000 and over
- (9) Prefer not to answer

[NEW SCREEN]

25. Are you...

- (1) Male
- (2) Female
- (3) Non-Binary
- (4) Prefer not to answer

[NEW SCREEN]

25.1 Do you, or does anyone in your household, rely on electrical equipment that is required or needed for your health, safety or ability to live independently? **(Please select one response)**

(1) Yes

(2) No

(9) Prefer not to say

→ (SKIP TO Q.25.4)

[NEW SCREEN]

25.2 Is that electrical equipment easy to transport in the event of an emergency?

(1) Yes

(2) No

→ (SKIP TO Q.25.4)

[NEW SCREEN]

25.3 Were you able to utilize that equipment during the most recent Public Safety Power Shutoff?

(1) Yes

(2) No

[NEW SCREEN]

25.4 Do you or does anyone in your household have a permanent disability, related to mobility, hearing, vision, or chronic disease? **(Please select one response)**

(1) Yes

(2) No

(9) Prefer not to say

→ (SKIP TO Q.25.6)

[NEW SCREEN]

25.5 Please indicate the type(s) of disabilities. **(Please select all that apply)**

(1) Mobility

(2) Hearing

(3) Vision

(4) Chronic disease

(5) Other (Please specify:)

(9) Prefer not to say

[NEW SCREEN]

25.6 Do you have access to personal transportation in case of an emergency?

- (1) Yes
- (2) No
- (9) Prefer not to say

(RESIDENTIAL SKIP TO CLOSING)

Firmographics

[NEW SCREEN]

26. Which of the following statements best describes your level of responsibility for decisions regarding utilities for **THIS BUSINESS LOCATION?** *(Please select one response)*

- (1) You are the primary decision maker regarding your utilities
- (2) You share in these decisions with others in your company, or
- (3) You have no responsibility regarding utilities for this business location

27. Counting yourself, about how many full- and part-time employees does your company have at this business location? Your best estimate is fine.

____ , ____ ____ ____ (number of employees)

DK/NA = 9999

(VERIFY RESPONSES OF 99+)

28. **In total**, how many business locations does your organization have?

____ ____ ____ (number of locations)

DK/NA = 999

(VERIFY RESPONSES OF 9+)

Closing and Incentive Information

On behalf of SDG&E, thank you very much for taking time out of your busy day to participate in our study!

(NOTIFIED ONLY) You will be entered into a drawing for one of ten \$100 Amazon gift cards.

(POWER SHUT OFF) You will be receiving a \$20 Amazon gift card. Your gift card will be sent to (INSERT EMAIL ADDRESS FROM SAMPLE) unless you enter in a new one below.

_____ (insert new email if needed)

Record From Sample

(ALL INFORMATION RECEIVED WITH SAMPLE)

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This Privacy Policy, together with our terms of use, explain what happens to any personal data that you provide to us, or that we collect from you when you are on this site or when you are participating in surveys.

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In operating our website we may collect and process the following data about you:

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- Information that you provide by filling in forms on our website, such as when you request additional information, download white papers, or ask that we contact you.
- Information provided to us when you communicate with us for any reason.
- Market Research Survey data for research purposes only.

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The information that we collect and store relating to you is primarily used to either provide services to you, if you are seeking market research services. Or, if you are taking part in a survey, to provide market research related information that will not result in a sales call. In addition, we may use the information for the following purposes:

- To provide you with the information you requested from us relating to our products or services.
- To provide information on other products which we feel may be of interest to you.
- To notify you about any changes to our website, such as improvements or service/product changes, that may affect our service
- The survey research we conduct and collect will never result in a sales call to research participants.

We do not share usage or tracking information with others. We will not reveal information about identifiable individuals to any organization or advertiser that is not associated with our organization and its affiliates.

Storing Your Personal Data

We may transfer data that we collect from you to locations outside of the United States should the sponsor of a Market Research Survey be located there. Data may be collected by staff located outside of the United States working for our organization or for one of its affiliates. By submitting your survey data, or a request for additional information, you agree to this potential transfer, storing or processing. We will take all reasonable steps to ensure that your data is treated securely and in agreement with this Privacy Policy.

Data that is provided to us on our website is stored on secure servers. In addition, details relating to any survey will be stored on secure servers to ensure its safety.

Disclosing Your Information

Research information will only be disclosed to the company sponsoring the research and will not be provided to third parties.

Disclose of your personal information, without notice, will only occur if required to do so by law or in the good faith belief that such action is necessary to: (a) conform to the edicts of the law or comply with legal process served on our organization or its affiliates, or this site, and, (b) protect and defend the rights or property of our organization and its affiliates.

SDG&E PSPS AFTER INCIDENT Telephone Questionnaire

<u>Language</u>	<u>Segment (from A.4.1)</u>
[-1] English	[-1] Residential
[-2] Spanish	[-2] Small Business

Respondent Name: _____ Phone: (_____) _____

City: _____ State: CA Zip: _____

Interviewer: _____ Date: ____/____/____

NOTE: IF RESPONDENT IS SPANISH-SPEAKING AND PREFERS SPANISH, SWITCH TO SPANISH LANGUAGE QUESTIONNAIRE OR SCHEDULE CALLBACK WITH SPANISH-SPEAKING INTERVIEWER)

- 1 Continue in English
- 2 Continue in Spanish
- 3 Schedule callback with Spanish-speaking interviewer

INTRODUCTION

(IF RESPONDENT NAME KNOWN:)

A-1. Hello, may I speak with _____?

- | | | |
|---|---|---|
| <ul style="list-style-type: none"> -1 Yes, person answered phone -2 Yes, and person available | → | (GO TO Q.A-3) |
| -3 Yes, but person not available | → | (SCHEDULE CALLBACK) |
| -4 No such person | → | (GO TO Q.A-2) |
| -5 No/refused | → | (THANK AND TERMINATE.
COUNT AS INITIAL REFUSAL.) |

(IF RESPONDENT NAME NOT KNOWN:)

A-2. Hello, this is _____ with Travis Research, calling on behalf of San Diego Gas and Electric (SDG&E) regarding recent power outages and associated notifications your home or your business may have received. Please be assured that **I AM NOT SELLING ANYTHING** and this will **take about 15** minutes. May I please speak with the person who would most likely receive these notifications?
(NOTE: A JOINT DECISION MAKER IS OK)

- 1 Continue with person who answered phone if qualified → **(SKIP TO Q.A-4)**
- 2 Ask for qualified respondent → **(GO TO Q.A-3)**
- 3 Respondent not available → **(SCHEDULE CALLBACK)**
- 4 Not an SDG&E customer → **(THANK AND TERMINATE)**
- 5 No/Refused Referral → **(THANK AND TERMINATE. COUNT AS INITIAL REFUSAL)**

(ONCE RESPONDENT ON PHONE:)

A-3. Hello, this is _____ with Travis Research, calling on behalf of San Diego Gas and Electric (SDG&E) regarding recent power outages and associated notifications your home or your business may have received. Please be assured that **I AM NOT SELLING ANYTHING** and this will take **about 15** minutes.

I understand that you are the person who would most likely receive these notifications? Is this correct?

- 1 Yes → **(CONTINUE)**
- 2 No → **(ASK FOR NAME AND REPEAT Q.A-3. IF PERSON NOT AVAILABLE, ATTEMPT TO SCHEDULE CALLBACK.)**
- 3 Not an SDG&E Customer → **(THANK AND TERMINATE)**
- 4 No/Refused Referral → **(THANK AND TERMINATE. COUNT AS INITIAL REFUSAL.)**

A-4. **(ASK IF SPANISH SURNAME OR RESPONDENT SPANISH-SPEAKING/SPANISH ACCENT. OTHERWISE SKIP TO A-4.1)**

Would you be comfortable continuing in English or would you prefer to speak with us in Spanish?

- 1 Will continue in English → **(CONTINUE)**
- 2 Prefers to continue in Spanish → **(SWITCH TO SPANISH LANGUAGE QUESTIONNAIRE. IF NECESSARY, SCHEDULE CALLBACK WITH SPANISH-SPEAKING INTERVIEWER.)**

A-4.1 Am I contacting you at your residence or your business? **(DO NOT READ; CLARIFY AS NECESSARY)**

- 1 Home/residence → **(CONTINUE AS RESIDENTIAL CUSTOMER)**
- 2 Business → **(CONTINUE AS BUSINESS CUSTOMER)**
- 3 Both home and business → **(CONTINUE AS RESIDENTIAL CUSTOMER)**
- 4 Refused → **(THANK AND TERMINATE)**

A. Are you 18 years of age or older? **(DO NOT READ)**

- 1 Yes
- 2 No → **(THANK AND TERMINATE)**
- 3 Refused/DK/NA → **(THANK AND TERMINATE)**

(BUSINESS SKIP TO Q.B.2)

B1. Are you or is anyone in your household currently employed in any of the following industries? **(READ LIST)**

(RANDOMIZE)		Yes	No
a.	Auto manufacturer	-1	-2
b.	Financial consulting	-1	-2
c.	Advertising or public relations	-1	-2
d.	Marketing or marketing research	-1	-2
e.	Energy Utility	-1	-2
		(IF "YES" TO c, d OR e, THANK AND TERMINATE)	

(SKIP TO MAIN QUESTIONNAIRE)

B2. Is your organization's primary industry, or field of business any of the following industries? **(READ LIST)**

(RANDOMIZE)		Yes	No
a.	Auto manufacturer	-1	-2
b.	Financial consulting	-1	-2
c.	Advertising or public relations	-1	-2
d.	Marketing or marketing research	-1	-2
e.	Energy Utility	-1	-2
		(IF "YES" TO c, d OR e, THANK AND TERMINATE)	



MAIN QUESTIONNAIRE

Notification/Outage Awareness

1. Do you recall receiving a **notification** or message from SDG&E recently regarding a power shut off at your (home/business)? These could have been through email, text or a phone message.

- 1 Yes
- 2 No

2. Was the power actually shut off at your (home/business) recently?

- 1 Yes
- 2 No

Overall Favorability and Awareness of PSPS

3. How would you rate SDG&E **OVERALL** on a scale of “1” to “7” where “1” means **VERY UNFAVORABLE** and “7” means **VERY FAVORABLE**? The more favorable you generally feel toward SDG&E, the higher the number you would give.

Very Unfavorable							Very Favorable	(DO NOT READ) DK/NA → {First encourage response}
-1	-2	-3	-4	-5	-6	-7	-9	

4. How would you rate SDG&E for **providing reliable electric service without frequent outages** on a scale of “1” to “7” where “1” means **DOES NOT DESCRIBE AT ALL** and “7” means **DESCRIBES WELL**?

Does Not Describe At All							Describes Well	(DO NOT READ) DK/NA → {First encourage response}
-1	-2	-3	-4	-5	-6	-7	-9	

5. About how many power outages have you had at your (home/business) in the **PAST 12 MONTHS**? Your best estimate is fine.

___ (Number of power outages)

DK/NA = 99

(VERIFY RESPONSES OF 9+)

6. Have you ever heard of a Public Safety Power Shutoff? This is when an energy utility may need to intentionally shut off power due to high winds or other adverse weather conditions to prevent wildfires from occurring.

- 1 Yes
- 2 No

(IF “NO” AT Q.2, SKIP TO INSTRUCTION BEFORE Q.9)

7. Regarding the most recent power shutoff, about how long was the outage in hours? Your best estimate is fine. **(NOTE TO INTERVIEWER: IF LESS THAN ONE HOUR ENTER “001”)**

___ ___ ___ (Number of hours)

DK/NA = 999

8. When you experienced the outage, were you aware the power was shut off by SDG&E **for public safety due to high winds or other adverse weather conditions?**

- 1 Yes
- 2 No

Recall Notification

(IF “NO” AT Q.1, SKIP TO Q.18)

9. Thinking about the recent outage notification(s), how satisfied are you **OVERALL** with the Public Safety Power Shutoff notifications or messages that you received from SDG&E? Please use a scale of “1” to “7” where “1” means **VERY DISSATISFIED** and “7” means **VERY SATISFIED**.

Very Dissatisfied							Very Satisfied	(DO NOT READ) DK/NA → {First encourage response}
-1	-2	-3	-4	-5	-6	-7	-9	

10. Overall, how do you feel about the amount of notifications that you received via text, phone call or email? **(READ LIST)**

- 1 Not enough notifications
- 2 Right amount of notifications, or
- 3 Too many notifications

11. How do you feel about the **timing** of the notifications that you received via text, phone call or email? **(READ LIST)**

- 1 Notifications were too far in advance
- 2 Notifications came at the right time
- 3 Notifications were too late

12. How did you receive notification(s) from SDG&E about the Power Shutoff? **(READ LIST)**

(MULTIPLE RESPONSES ALLOWED)

- 1 Text
- 2 Phone
- 3 Email

13. When did you receive notifications through email, text or phone from SDG&E regarding **power shut-offs**? Did you receive a notification **(INSERT EACH STATEMENT) ... ? (READ EACH STATEMENT, SELECT ONE RESPONSE FOR EACH)**

		Yes	No	(DO NOT READ) DK/NA → {First encourage response}
a.	A couple days prior to the power shut-off	-1	-2	-9
b.	The day before the power shut-off	-1	-2	-9
c.	The day of the power shut-off	-1	-2	-9
d.	The day the power turned back on	-1	-2	-9
e.	The day after the power turned back on	-1	-2	-9
f.	Some other way (Please describe:) _____	-1	-2	-9

14. Which of the following messages do you recall receiving from SDG&E? **(READ EACH STATEMENT, SELECT ONE RESPONSE FOR EACH)**

(RANDOMIZE a-l)		Yes	No	(DO NOT READ) DK/NA → {First encourage response}
a.	Weather conditions may require a power shutoff for public safety	-1	-2	-9
b.	Possible power shutoff	-1	-2	-9
c.	Prepare to activate your personal family emergency plan	-1	-2	-9
d.	Power is off	-1	-2	-9
e.	Power should now be fully restored	-1	-2	-9
f.	SDG&E monitors weather conditions	-1	-2	-9
g.	If power is turned off, it will stay off until we can safely restore it	-1	-2	-9
h.	A Community Resource Center has opened	-1	-2	-9
i.	When conditions improve, our crews will assess the safety of the electrical system and determine when power can be restored	-1	-2	-9
j.	For more information visit SDG&E's website	-1	-2	-9
k.	Check our mobile app	-1	-2	-9
l.	Follow us on Twitter	-1	-2	-9
f.	Something else (Please describe:) _____	-1	-2	-9

15. On a scale of “1” to “7” where a “1” means you **DISAGREE COMPLETELY** and a “7” means you **AGREE COMPLETELY**, how much you agree or disagree with each of the following statements regarding the notification(s) you received from SDG&E. **(READ EACH STATEMENT, SELECT ONE RESPONSE FOR EACH)**

(RANDOMIZE b-e)		<i>Disagree Completely</i>					<i>Agree Completely</i>	
		-1	-2	-3	-4	-5	-6	-7
a.	The information was helpful	-1	-2	-3	-4	-5	-6	-7
b.	The message(s) was received in a timely fashion	-1	-2	-3	-4	-5	-6	-7
c.	The message(s) was clear and easy to understand	-1	-2	-3	-4	-5	-6	-7
e.	The message(s) helped make me feel well informed	-1	-2	-3	-4	-5	-6	-7
f.	The message(s) provided me with enough information	-1	-2	-3	-4	-5	-6	-7

16. Would you say the notification(s) sent to you about shutting off power due to public safety... **(READ LIST)**

- 1 positively impacted your opinion of SDG&E
- 2 had no impact on your opinion of SDG&E, or
- 3 negatively impacted your opinion of SDG&E

17. Did you take any of the following actions **as a result** of receiving the Public Safety Power Shutoff notification(s)? **(READ EACH STATEMENT, SELECT ONE RESPONSE FOR EACH)**

(RANDOMIZE a-k)		Yes	No	(DO NOT READ) DK/NA → {First encourage response}
		-1	-2	-9
a.	Prepared an emergency kit with food, water or medicine	-1	-2	-9
b.	Had your emergency plan ready	-1	-2	-9
c.	Performed a safety check on your generator for your (home/business)	-1	-2	-9
d.	Purchased/used a battery powered radio	-1	-2	-9
e.	Notified others in area about potential power shutoff	-1	-2	-9
f.	Activated your emergency plan	-1	-2	-9
g.	Visited a Community Information Center	-1	-2	-9
h.	Went to SDG&E's website	-1	-2	-9
i.	Checked the SDG&E mobile app	-1	-2	-9
j.	Follow(ed) SDG&E on Twitter	-1	-2	-9
k.	Prepared for multiple-day outage	-1	-2	-9
l.	Some other action (Please describe:) _____	-1	-2	-9

18. In your opinion, what can SDG&E do to improve their communications with customers during a Public Safety Power Outage and after power has been restored? Please be specific. We welcome your suggestions. **(PROBE UNTIL UNPRODUCTIVE. CLARIFY AS NECESSARY)**

19. On a scale of “1” to “7” where a “1” means you **DISAGREE COMPLETELY** and a “7” means you **AGREE COMPLETELY**, how much you agree or disagree with the following statements regarding the Public Safety Power Shutoff? **(READ EACH STATEMENT, SELECT ONE RESPONSE FOR EACH)**

(RANDOMIZE)		<i>Disagree Completely</i>					<i>Agree Completely</i>	
a.	Shutting off power is necessary to ensure public safety during wildfire conditions	-1	-2	-3	-4	-5	-6	-7
b.	SDG&E is actively pursuing keeping their customers safe	-1	-2	-3	-4	-5	-6	-7
c.	Shutting off power is inconvenient and does not prevent wildfires	-1	-2	-3	-4	-5	-6	-7
d.	I don't know much about public safety power shutoff	-1	-2	-3	-4	-5	-6	-7
e.	It is important for SDG&E to contact customers when there is a power outage related to public safety	-1	-2	-3	-4	-5	-6	-7
f.	It is important for SDG&E to contact customers when power has been restored to your area	-1	-2	-3	-4	-5	-6	-7
g.	I know how to find more information about a power outage on SDG&E's website	-1	-2	-3	-4	-5	-6	-7

20. Just a few final questions about you and your (household/business)...

(BUSINESS SKIP TO Q.26)

Demographics

21. Which of the following best describes your age range? **(READ LIST)**

- 1 18 to 24
- 2 25 to 34
- 3 35 to 44
- 4 45 to 54
- 5 55 to 64
- 6 65 or older
- 9 **(DO NOT READ)** Prefer not to answer

22. Which of the following best describes your current employment status? **(READ LIST)**

- 1 Employed full-time (35+ hours per week)
- 2 Employed part-time (less than 35 hours per week)
- 3 On active military duty
- 4 A student
- 5 A homemaker
- 6 Not currently employed
- 7 Retired
- 9 **(DO NOT READ)** Prefer not to answer

23. Which of the following categories best describes your ethnic background? **(READ LIST)**

- 1 White or Caucasian
- 2 African American
- 3 Hispanic or Latino/a
- 4 Asian
- 5 Some other ethnic group
- 9 **(DO NOT READ)** Prefer not to answer

24. For classification purposes only, which category below best represents your total household income last year before taxes? **(READ LIST)**

- 1 Less than \$25,000
- 2 \$25,000 to \$49,999
- 3 \$50,000 to \$74,999
- 4 \$75,000 to \$99,999
- 5 \$100,000 to \$149,999
- 6 \$150,000 to \$199,999, or
- 7 \$200,000 and over
- 9 **(DO NOT READ)** Prefer not to answer

25. **(BY OBSERVATION)** Gender

- 1 Male
- 2 Female

(RESIDENTIAL SKIP TO CLOSING)

Firmographics

26. Which of the following statements best describes your level of responsibility for decisions regarding utilities for **THIS BUSINESS LOCATION?** **(READ LIST)**

- 1 You are the primary decision maker regarding your utilities
- 2 You share in these decisions with others in your company, or
- 3 You have no responsibility regarding utilities for this business location

27. Counting yourself, about how many full- and part-time employees does your company have at this business location? Your best estimate is fine.

____ , ____ ____ ____ (number of employees)

DK/NA = 9999

(VERIFY RESPONSES OF 99+)

28. **In total**, how many business locations does your organization have?

____ ____ ____ (number of locations)

DK/NA = 999

(VERIFY RESPONSES OF 9+)

Closing and Incentive Information

On behalf of SDG&E, thank you very much for taking time out of your busy day to participate in our study!

Record From Sample

(ALL INFORMATION RECEIVED WITH SAMPLE)

Terms and Conditions/Privacy Policy

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- Information provided to us when you communicate with us for any reason.
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We may on occasion gather information regarding your computer while you are on our website. This enables us to improve our services and to provide statistical information regarding the use of our website.

Such information will not identify you personally. Unless you specifically enter your name and contact information, this is statistical data only and simply provides information about our visitors and their use of our site. This statistical data does not identify any personal details whatsoever.

Similarly, we may gather information about your general internet use through the use of a cookie file. Where used, cookies are placed on your computer automatically. Cookies are stored on the hard drive of your computer and help us improve our website and the services that we provide you.

All computers have the ability to decline cookies. This can be done by activating the setting on your browser which enables you to decline the cookies. Please note that should you choose to decline cookies, you may be unable to access some parts of our website.

Use of Your Information

The information that we collect and store relating to you is primarily used to either provide services to you, if you are seeking market research services. Or, if you are taking part in a survey, to provide market research related information that will not result in a sales call. In addition, we may use the information for the following purposes:

- To provide you with the information you requested from us relating to our products or services.
- To provide information on other products which we feel may be of interest to you.
- To notify you about any changes to our website, such as improvements or service/product changes, that may affect our service
- The survey research we conduct and collect will never result in a sales call to research participants.

We do not share usage or tracking information with others. We will not reveal information about identifiable individuals to any organization or advertiser that is not associated with our organization and its affiliates.

Storing Your Personal Data

We may transfer data that we collect from you to locations outside of the United States should the sponsor of a Market Research Survey be located there. Data may be collected by staff located outside of the United States working for our organization or for one of its affiliates. By submitting your survey data, or a request for additional information, you agree to this potential transfer, storing or processing. We will take all reasonable steps to ensure that your data is treated securely and in agreement with this Privacy Policy.

Data that is provided to us on our website is stored on secure servers. In addition, details relating to any survey will be stored on secure servers to ensure its safety.

Disclosing Your Information

Research information will only be disclosed to the company sponsoring the research and will not be provided to third parties.

Disclose of your personal information, without notice, will only occur if required to do so by law or in the good faith belief that such action is necessary to: (a) conform to the edicts of the law or comply with legal process served on our organization or its affiliates, or this site, and, (b) protect and defend the rights or property of our organization and its affiliates.