

**2023 SDG&E PSPS Public Education & Communication Study
Pre-Season – Online Survey**

QUOTAS

High 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)**

[NEW SCREEN]

6.2 In which language (other than English or Spanish) did you review the wildfire safety information on the website? **(Please select all that apply)**

- (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]

7. Where did you see or hear SDG&E's communications about wildfire season safety and preparedness? **(Please select all that apply)**

- (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)

[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"/>

(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</i> (1)	<i>[PREFERRED LANGUAGE FROM Q.4]</i> (2)	<i>Not Sure</i> (3)
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)	[PREFERRED LANGUAGE FROM Q.4] (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)		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"/>

(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. Please tell me if you have taken any of the following actions to prepare for a Public Safety Power Shutoff in 2023? *(Please select one response per row)*

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

[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"/>	

[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.

Use of Cookies

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.

**2023 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

Wave

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

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

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	-1	-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 2023? **(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:) _____	-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 Public Education & Communications Study
2023 Post-Wave – Online Survey**

QUOTAS

High 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 POST 1 (as many as possible)
-

Age (Q.D)

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

Methodology

- 1 Phone (as many as possible)
- 2 Online (n=as many as possible)

SEE FINAL PAGE OF QUESTIONNAIRE FOR EMAIL INVITATION

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 - 20** 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 token of our appreciation for your cooperation.

SDG&E may use the Personal Information you provide for the following business purposes: to personalize, develop, improve, and market their products and services, for quality, research and data analysis, for use in a lawful manner compatible with the context in which it was provided.

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
- (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)**

(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]

7. Where did you see or hear SDG&E's communications about wildfire season safety and preparedness? **(Please select all that apply)**

- (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)

[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)		English	[PREFERRED LANGUAGE FROM Q.4]	Not Sure
		(1)	(2)	(3)
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)		<i>Extremely Useful</i>					<i>Not At All Useful</i>
		(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) 2-1-1 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.	2-1-1 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.	2-1-1 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.	2-1-1 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.	2-1-1 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 2-1-1 San Diego
- 02 CalFire or local fire department
- 03 Community-based organization
- 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
- 08 My power was shut off without notice
- 09 Non-profit organization
- 10 Online news report
- 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"/>	<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.	2-1-1 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"/>
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"/>
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"/>
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)		Extremely Useful				Not At All Useful
		(5)	(4)	(3)	(2)	(1)
a.	2-1-1 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"/>
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"/>
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"/>
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.	2-1-1 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"/>
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"/>
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"/>
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.	2-1-1 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"/>
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"/>
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"/>
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 48 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. Please tell me if you have taken any of the following actions to prepare for a Public Safety Power Shutoff in 2023? *(Please select one response per row)*

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

[NEW SCREEN]

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

- (1) Yes
- (2) No

(Questions that will be added in the post-survey only)

(UNLESS OTHERWISE NOTED, ALL PRE QUESTIONS WILL BE ASKED IN THE POST SURVEY, FOLLOWED BY THE QUESTIONS BELOW BEGINNING AT PQ1.)

41. **[ASK ALL]** Did you receive any Public Safety Power Shutoff (PSPS) alerts or notifications in the past few months?

(1) Yes

(2) No
 (3) Not sure

→ **(SKIP TO Q.47)**

42. How many alerts and/or notifications did you receive? **(Please enter "1" or more)**

RECORD # ALERTS: _____

43. In what language(s) was/were the Public Safety Power Shutoff notification(s)? **(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

44. How were you notified about the Public Safety Power Shutoff? ***(Please select all that apply)***

(RANDOMIZE)

- 01 Text message from SDG&E
- 02 Recorded phone message from SDG&E
- 03 Email from SDG&E
- 04 SDG&E representative or employee
- 05 SDG&E website
- 06 Social Media (Facebook, Twitter, Nextdoor, Instagram, YouTube, etc.)
- 07 Local news
- 08 Friends/neighbors
- 09 Community-based organization (CBO)
- 10 SDG&E Alerts App for PSPS
- 20 Other (please specify): _____ **(ANCHOR)**
- 97 I don't remember **(ANCHOR)**

(IF ENGLISH [01] SELECTED AT Q.4, SKIP TO Q.46a)

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

[INSERT ALL RESPONSES FROM PQ4]		Information from this source was available in...	
		<i>English</i>	[PREFERRED LANGUAGE FROM Q.4]
RANDOMIZE		(1)	(2)
a.	Text message from SDG&E	<input type="checkbox"/>	<input type="checkbox"/>
b.	Recorded phone message from SDG&E	<input type="checkbox"/>	<input type="checkbox"/>
c.	Email from SDG&E	<input type="checkbox"/>	<input type="checkbox"/>
d.	SDG&E representative or employee	<input type="checkbox"/>	<input type="checkbox"/>
e.	SDG&E website	<input type="checkbox"/>	<input type="checkbox"/>
f.	Social Media (Facebook, Twitter, Nextdoor, Instagram, YouTube, etc.)	<input type="checkbox"/>	<input type="checkbox"/>
g.	Local news	<input type="checkbox"/>	<input type="checkbox"/>
h.	Friends/neighbors	<input type="checkbox"/>	<input type="checkbox"/>
i.	Community-based organization (CBO)	<input type="checkbox"/>	<input type="checkbox"/>
j.	(RECALL Q.44=20)	<input type="checkbox"/>	<input type="checkbox"/>
k.	SDG&E Alerts App for PSPS	<input type="checkbox"/>	<input type="checkbox"/>

(SKIP TO Q.46b1)

46a. How useful was the information you received from SDG&E **before** the Public Safety Power Shutoff via...**[EACH PQ4 RESPONSE]**? *(Please select one response per row)*

[INSERT ALL RESPONSES FROM Q.44]		Extremely useful				Not at all useful
		(5)	(4)	(3)	(2)	(1)
RANDOMIZE						
a.	Text message from SDG&E	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b.	Recorded phone message from SDG&E	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c.	Email from SDG&E	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d.	SDG&E representative or employee	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e.	SDG&E website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f.	Social Media (Facebook, Twitter, Nextdoor, Instagram, YouTube, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g.	Local news	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h.	Friends/neighbors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i.	Community-based organization (CBO)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j.	(RECALL Q.44=99)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k.	SDG&E Alerts App for PSPS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

(SKIP TO Q.47)

46b1. How useful was the information **in English** that you received from SDG&E **before** the Public Safety Power Shutoff via...? *(Please select one response per row)*

[INSERT ALL RESPONSES WHERE Q.45=1]		Extremely useful					Not at all useful	Did not use the English version
		(5)	(4)	(3)	(2)	(1)	(9)	
RANDOMIZE								
a.	Text message from SDG&E	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
b.	Recorded phone message from SDG&E	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
c.	Email from SDG&E	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
d.	SDG&E representative or employee	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
e.	SDG&E website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
f.	Social Media (Facebook, Twitter, Nextdoor, Instagram, YouTube, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
g.	Local news	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
h.	Friends/neighbors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
i.	Community-based organization (CBO)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
j.	(RECALL Q.44=99)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
k.	SDG&E Alerts App for PSPS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

46b2. And, how useful was the information **in [PREFERRED LANGUAGE; Q4 MENTION]** that you received from SDG&E **before** the Public Safety Power Shutoff via...? *(Please select one response per row)*

[INSERT ALL RESPONSES WHERE Q.45=2] RANDOMIZE							Did not use the [Q4 PREFERRED LANGUAGE] version (9)
		Extremely useful (5) (4)		Not at all useful (3) (2) (1)			
a.	Text message from SDG&E	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b.	Recorded phone message from SDG&E	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c.	Email from SDG&E	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d.	SDG&E representative or employee	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e.	SDG&E website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f.	Social Media (Facebook, Twitter, Nextdoor, Instagram, YouTube, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g.	Local news	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h.	Friends/neighbors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i.	Community-based organization (CBO)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j.	(RECALL Q.44=99)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k.	SDG&E Alerts App for PSPS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

47. **[ASK ALL]** Did you personally have your power shut off at your residence/business by SDG&E as part of a Public Safety Power Shutoff (PSPS) in 2020—that is, was your power proactively shutoff by SDG&E due to a high risk of wildfire? *(Please select one response)*

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

→ **(SKIP TO Q.57)**

48. How many times was your power shut off due to PSPS? *(Please enter a number below)*

NUMERIC INPUT _____ [RANGE 1-10]

97 Don't know/Unsure

49. When you experienced a Public Safety Power Shutoff, where did you go to check for updates on the status of your outage? **(Please select all that apply)**

RANDOMIZE

- 01 Checked SDG&E.com
- 02 Called the SDG&E phone center
- 03 Social media (Facebook, Twitter, Nextdoor, Instagram, YouTube, etc.)
- 04 SDG&E representative or employee
- 05 Local news station
- 06 Community-based organization (CBO)
- 07 SDG&E Alerts App for PSPS
- 20 Other (please specify) _____ **(ANCHOR)**
- 97 I don't remember **(ANCHOR)**
- 88 I didn't check any resources for updates **(ANCHOR)**

(IF ENGLISH [01] SELECTED AT Q.4, SKIP TO Q.51)

50. 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)**

[INSERT ALL RESPONSES FROM Q.49]		Information from this source was available in...	
		<i>English</i>	<i>[PREFERRED LANGUAGE FROM Q.4]</i>
RANDOMIZE		(1)	(2)
a.	Checked SDG&E.com	<input type="checkbox"/>	<input type="checkbox"/>
b.	Called the SDG&E phone center	<input type="checkbox"/>	<input type="checkbox"/>
c.	Social media (Facebook, Twitter, Nextdoor, Instagram, YouTube, etc.)	<input type="checkbox"/>	<input type="checkbox"/>
d.	SDG&E representative or employee	<input type="checkbox"/>	<input type="checkbox"/>
e.	Local news station	<input type="checkbox"/>	<input type="checkbox"/>
f.	Community-based organization (CBO)	<input type="checkbox"/>	<input type="checkbox"/>
g.	(RECALL Q.49=99)	<input type="checkbox"/>	<input type="checkbox"/>
h.	SDG&E Alerts App for PSPS	<input type="checkbox"/>	<input type="checkbox"/>

(SKIP TO Q.51b1)

51. How useful was the information you received from SDG&E **during** the Public Safety Power Shutoff via...? **(Please select one response per row)**

[INSERT ALL RESPONSES FROM Q.49] RANDOMIZE		<i>Extremely useful</i>				<i>Not at all useful</i>
		(5)	(4)	(3)	(2)	(1)
a.	Checked SDG&E.com	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b.	Called the SDG&E phone center	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c.	Social media (Facebook, Twitter, Nextdoor, Instagram, YouTube, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d.	SDG&E representative or employee	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e.	Local news station	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f.	Community-based organization (CBO)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g.	(RECALL Q.49=99)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h.	SDG&E Alerts App for PSPS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

(SKIP TO Q.52)

- 51b1. How useful was information you received **in English** from SDG&E **during** the Public Safety Power Shutoff via ...? **(Please select one response per row)**

[INSERT ALL RESPONSES WHERE Q.50=1] RANDOMIZE		<i>Extremely useful</i>				<i>Not at all useful</i>	<i>Did not use the English version</i>
		(5)	(4)	(3)	(2)	(1)	(9)
a.	Checked SDG&E.com	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b.	Called the SDG&E phone center	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c.	Social media (Facebook, Twitter, Nextdoor, Instagram, YouTube, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d.	SDG&E representative or employee	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e.	Local news station	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f.	Community-based organization (CBO)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g.	(RECALL Q.49=99)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h.	SDG&E Alerts App for PSPS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

51b2. And, how useful was information you received **in [Preferred Language; Q4 MENTION]** from SDG&E **during** the Public Safety Power Shutoff via ...? *(Please select one response per row)*

[INSERT ALL RESPONSES WHERE Q.50=2] RANDOMIZE		<i>Extremely useful</i>					<i>Not at all useful</i>	<i>Did not use the [Q4 PREFERRED LANGUAGE] version</i>
		<i>(5)</i>	<i>(4)</i>	<i>(3)</i>	<i>(2)</i>	<i>(1)</i>	<i>(9)</i>	
a.	Checked SDG&E.com	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
b.	Called the SDG&E phone center	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
c.	Social media (Facebook, Twitter, Nextdoor, Instagram, YouTube, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
d.	SDG&E representative or employee	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
e.	Local news station	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
f.	Community-based organization (CBO)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
g.	(RECALL Q.49=99)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
h.	SDG&E Alerts App for PSPS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

(IF Q.49 NOT “SDGE.COM” [01], SKIP TO Q.53)

52. 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>
<i>(5)</i>	<i>(4)</i>	<i>(3)</i>	<i>(2)</i>	<i>(1)</i>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

[ASK ALL]

53. Do you recall receiving a notification when your power was fully restored **after** the PSPS event? *(Please select one response)*

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

→ **(SKIP TO Q.57)**

54. How useful was the information you received from SDG&E **after** the Public Safety Power Shutoff ended and your power was restored? *(Please select one response)*

<i>Extremely Useful</i>				<i>Not at All Useful</i>
<i>(5)</i>	<i>(4)</i>	<i>(3)</i>	<i>(2)</i>	<i>(1)</i>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

55. How satisfied were you with the information provided by the SDG&E website **after** the Public Safety Power Shutoff? *(Please select one response)*

<i>Extremely satisfied</i>					<i>Extremely dissatisfied</i>	<i>Did not use the SDG&E website after the shutoff</i>
(5)	(4)	(3)	(2)	(1)	(9)	
<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.57)

56. Was the information that you received **after** the Public Safety Power Shutoff available in English? Was it available in **[Insert Q4 preferred language]**? *(Please select one response per row)*

	<i>Information from this source was available in ...</i>	
	<i>Yes</i>	<i>No</i>
	(1)	(2)
a. English	<input type="checkbox"/>	<input type="checkbox"/>
b. [Insert Q4 preferred language]	<input type="checkbox"/>	<input type="checkbox"/>

57. **[ASK ALL]** How satisfied are you OVERALL with **all** of the Public Safety Power Shutoff communications that you received from SDG&E? *(Please select one response)*

<i>Extremely satisfied</i>					<i>Extremely dissatisfied</i>	<i>Not sure</i>
(5)	(4)	(3)	(2)	(1)	(9)	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

58. **[ASK ALL]** How would you rate SDG&E's Public Safety Power Shutoff (PSPS) program on each of the following? *(Please select one response per row)*

RANDOMIZE		<i>Extremely satisfied</i>			<i>Extremely dissatisfied</i>		<i>Not sure</i>
		(5)	(4)	(3)	(2)	(1)	(9)
a.	Reducing the risk of wildfires	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b.	Notifying me when my power might be shut off	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c.	Notifying me when my power would be restored	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d.	Restoring power in a reasonable amount of time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e.	Reaching out to those with medical or other critical needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f.	Providing resources near me that I can visit during an outage event	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g.	Keeping me updated about the status of the PSPS shutoff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h.	Providing an accurate estimate of when the power would be restored	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

[NEW SCREEN] (MOVED PREVIOUS Q.30 TO HERE)

30. What is your overall opinion of SDG&E's Public Safety Power Shutoff program? *(Please select one response)*

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

[NEW SCREEN]

59. **[ASK ALL]** In your opinion, what can SDG&E do to improve their communications regarding Public Safety Power Shutoffs? Please be specific. We welcome your suggestions. *(Please be as specific as possible)*

DEMOGRAPHICS

[NEW SCREEN]

32. Do you own or rent your current residence? *(Please select one response)*

- (1) Own
- (2) Rent

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 or older

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

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

35. What was the last level of education that you've had the opportunity to complete thus far? ***(Please select one response)***
- (1) Some grade school (1-8)
 - (2) Some high school (9-11)
 - (3) Graduated high school
 - (4) Some college/technical school
 - (5) Graduated college
 - (6) Graduate/professional school
 - (7) Prefer not to say
36. Which of the following categories best describes your ethnic background? Are you... ***(Please select one response)***
- (1) White or Caucasian
 - (2) African American
 - (3) Hispanic or Latino(a)
 - (4) Asian
 - (5) Some other ethnic group
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... ***(Please select one response)***
- (1) Less than \$12,500
 - (2) \$12,500 but less than \$25,000
 - (3) \$25,000 but less than \$35,000
 - (4) \$35,000 but less than \$50,000
 - (5) \$50,000 but less than \$75,000
 - (6) \$75,000 but less than \$100,000
 - (7) \$100,000 but less than \$150,000
 - (8) \$150,000 or more
 - (9) Prefer not to say
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. That concludes our interview. 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.

Use of Cookies

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.

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 Survey



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 be entered in a drawing for one of **ten \$100 amazon.com gift cards** 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 - 20 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.

**SDG&E PSPS Public Education & Communications Study
2023 Post 1 Wave –Telephone Survey**

QUOTAS

High Fire Risk

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

Wave

- 1 Pre Wave (n=900)
- 2 POST 1 (n=as many as possible)

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

Age (Q.D)

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

Methodology

- 1 Phone (n=as many as possible)
- 2 Online (n=as many as possible)

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 | → | <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 | → | <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 very important survey on behalf of San Diego Gas and Electric, or SDG&E. Please be assured that **I AM NOT SELLING ANYTHING OF ANY KIND.**

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 very important survey on behalf of San Diego Gas and Electric, or SDG&E. Please be assured that **I AM NOT SELLING ANYTHING OF ANY KIND.**

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. SDG&E may use the Personal Information you provide for the following business purposes: to personalize, develop, improve, and market their products and services, for quality, research and data analysis, for use in a lawful manner compatible with the context in which it was provided.

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 → (GET EMAIL AND SEND ONLINE QUESTIONNAIRE)
- 04 Armenian → (GET EMAIL AND SEND ONLINE QUESTIONNAIRE)
- 05 Cantonese → (ARRANGE IN-LANGUAGE CALL BACK)
- 06 Farsi → (GET EMAIL AND SEND ONLINE QUESTIONNAIRE)
- 07 French → (GET EMAIL AND SEND ONLINE QUESTIONNAIRE)
- 08 German → (GET EMAIL AND SEND ONLINE QUESTIONNAIRE)
- 09 Hindi → (GET EMAIL AND SEND ONLINE QUESTIONNAIRE)
- 10 Hmong → (GET EMAIL AND SEND ONLINE QUESTIONNAIRE)
- 11 Japanese → (GET EMAIL AND SEND ONLINE QUESTIONNAIRE)
- 12 Khmer → (GET EMAIL AND SEND ONLINE QUESTIONNAIRE)
- 13 Korean → (ARRANGE IN-LANGUAGE CALL BACK)
- 14 Mandarin → (ARRANGE IN-LANGUAGE CALL BACK)
- 15 Mixtec → (GET EMAIL AND SEND ONLINE QUESTIONNAIRE)
- 16 Portuguese → (GET EMAIL AND SEND ONLINE QUESTIONNAIRE)
- 17 Punjabi → (GET EMAIL AND SEND ONLINE QUESTIONNAIRE)
- 18 Russian → (GET EMAIL AND SEND ONLINE QUESTIONNAIRE)
- 19 Somali → (GET EMAIL AND SEND ONLINE QUESTIONNAIRE)
- 20 Tagalog → (ARRANGE IN-LANGUAGE CALL BACK)
- 21 Thai → (GET EMAIL AND SEND ONLINE QUESTIONNAIRE)
- 22 Vietnamese → (ARRANGE IN-LANGUAGE CALL BACK)
- 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
- 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? ***(Please select one response per row)***

<i>(RANDOMIZE)</i>		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 what 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 Q3=Q2 IN TABBING TO CALCULATE INCIDENCE OF DELIVERING INFORMATION IN PREFERRED LANGUAGE)

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)		<i>English</i>	<i>[PREFERRED LANGUAGE FROM Q.4]</i>	<i>Not Sure</i>
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)		<i>Extremely Useful</i>				<i>Not At All Useful</i>
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 2-1-1 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.	2-1-1 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	-1	-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.	2-1-1 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.	2-1-1 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.	2-1-1 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	→	(SKIP TO Q.28)
-2	No		
-3	Not sure		

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

- 01 2-1-1 San Diego
- 02 CalFire or local fire department
- 03 Community-based organization
- 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
- 08 My power was shut off without notice
- 09 Non-profit organization
- 10 Online news report
- 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.	2-1-1 San Diego	-1	-2	-3
b.	CalFire or local fire department	-1	-2	-3
c.	Community-based organization	-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
h.	Non-profit organization	-1	-2	-3
i.	Online news report	-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.	2-1-1 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	
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	
h.	Non-profit organization	-5	-4	-3	-2	-1	
i.	Online news report	-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.	2-1-1 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	
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	
h.	Non-profit organization	-5	-4	-3	-2	-1	
i.	Online news report	-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)		<i>Extremely Useful</i>					<i>Not At All Useful</i>
		-5	-4	-3	-2	-1	
a.	2-1-1 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	
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	
h.	Non-profit organization	-5	-4	-3	-2	-1	
i.	Online news report	-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 48 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 2020? **(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:)	-1	-2

31. 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}**

(Questions that will be added in the post-survey only)

(UNLESS OTHERWISE NOTED, ALL PRE QUESTIONS WILL BE ASKED IN THE POST SURVEY, FOLLOWED BY THE QUESTIONS BELOW BEGINNING AT Q.41.)

41. **[ASK ALL]** Did you receive any Public Safety Power Shutoff (PSPS) alerts or notifications in the past few months? **(DO NOT READ)**

- | | |
|----|----------|
| -1 | Yes |
| -2 | No |
| -3 | Not sure |
-
- (SKIP TO Q.47)**

42. How many alerts and/or notifications did you receive? **(RECORD NUMBER OF ALERTS)**

ALERTS: _____ **(MUST BE 1+)**

43. In what languages were the Public Safety Power Shutoff notifications? **(DO NOT READ. MULTIPLE RESPONSE 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

44. How were you notified about the Public Safety Power Shutoff? **(DO NOT READ; PROBE AND CLARIFY AS NECESSARY. MULTIPLE RESPONSES ALLOWED)**

- 01 Text message from SDG&E
- 02 Recorded phone message from SDG&E
- 03 Email from SDG&E
- 04 SDG&E representative or employee
- 05 SDG&E website
- 06 Social Media (Facebook, Twitter, Nextdoor, Instagram, YouTube, etc.)
- 07 Local news
- 08 Friends/neighbors
- 09 Community-based organization (CBO)
- 10 SDG&E Alerts App for PSPS
- 20 Other (please specify): _____
- 97 I don't remember

(IF ENGLISH [01] SELECTED AT Q.4, SKIP TO Q.46a)

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

[INSERT ALL RESPONSES FROM Q.44, RANDOMIZE]		Information from this source was available in...		
		<i>English</i>	<i>[PREFERRED LANGUAGE FROM Q.4]</i>	<i>Both</i>
a.	Text message from SDG&E	-1	-2	-3
b.	Recorded phone message from SDG&E	-1	-2	-3
c.	Email from SDG&E	-1	-2	-3
d.	SDG&E representative or employee	-1	-2	-3
e.	SDG&E website	-1	-2	-3
f.	Social Media (Facebook, Twitter, Nextdoor, Instagram, YouTube, etc.)	-1	-2	-3
g.	Local news	-1	-2	-3
h.	Friends/neighbors	-1	-2	-3
i.	Community-based organization (CBO)	-1	-2	-3
j.	(RECALL Q.44=20)	-1	-2	-3
k.	SDG&E Alerts App for PSPS	-1	-2	-3

(SKIP TO Q.46b1)

46a. Using a 5-point scale where “5” means **EXTREMELY USEFUL**, and “1” means **NOT AT ALL USEFUL**, how useful was the information you received from SDG&E **before** the Public Safety Power Shutoff from each of the following sources ?

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

[INSERT ALL RESPONSES FROM Q.44, RANDOMIZE]		Extremely Useful			Not At All Useful	
a.	Text message from SDG&E	-5	-4	-3	-2	-1
b.	Recorded phone message from SDG&E	-5	-4	-3	-2	-1
c.	Email from SDG&E	-5	-4	-3	-2	-1
d.	SDG&E representative or employee	-5	-4	-3	-2	-1
e.	SDG&E website	-5	-4	-3	-2	-1
f.	Social Media (Facebook, Twitter, Nextdoor, Instagram, YouTube, etc.)	-5	-4	-3	-2	-1
g.	Local news	-5	-4	-3	-2	-1
h.	Friends/neighbors	-5	-4	-3	-2	-1
i.	Community-based organization (CBO)	-5	-4	-3	-2	-1
j.	(RECALL Q.44=99)	-5	-4	-3	-2	-1
k.	SDG&E Alerts App for PSPS	-5	-4	-3	-2	-1

(SKIP TO Q.47)

46b1. Using a 5-point scale where “5” means **EXTREMELY USEFUL**, and “1” means **NOT AT ALL USEFUL**, how useful was the information from each of the following sources in English that you received from SDG&E **before** the Public Safety Power Shutoff?

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

[INSERT ALL RESPONSES WHERE Q.45=1, RANDOMIZE]		Extremely Useful					Not At All Useful	Did not use the English version
a.	Text message from SDG&E	-5	-4	-3	-2	-1	-9	
b.	Recorded phone message from SDG&E	-5	-4	-3	-2	-1	-9	
c.	Email from SDG&E	-5	-4	-3	-2	-1	-9	
d.	SDG&E representative or employee	-5	-4	-3	-2	-1	-9	
e.	SDG&E website	-5	-4	-3	-2	-1	-9	
f.	Social Media (Facebook, Twitter, Nextdoor, Instagram, YouTube, etc.)	-5	-4	-3	-2	-1	-9	
g.	Local news	-5	-4	-3	-2	-1	-9	
h.	Friends/neighbors	-5	-4	-3	-2	-1	-9	
i.	Community-based organization (CBO)	-5	-4	-3	-2	-1	-9	
j.	(RECALL Q.44=99)	-5	-4	-3	-2	-1	-9	
k.	SDG&E Alerts App for PSPS	-5	-4	-3	-2	-1	-9	

46b2. And, using a 5-point scale where “5” means **EXTREMELY USEFUL**, and “1” means **NOT AT ALL USEFUL**, how useful was the information from each of the following sources in **[PREFERRED LANGUAGE; Q.4 MENTION]** that you received from SDG&E **before** the Public Safety Power Shutoff?

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

[INSERT ALL RESPONSES WHERE Q.45=2, RANDOMIZE]							Did not use the [Q4 PREFERRED LANGUAGE] version
		Extremely Useful		Not At All Useful			
a.	Text message from SDG&E	-5	-4	-3	-2	-1	-9
b.	Recorded phone message from SDG&E	-5	-4	-3	-2	-1	-9
c.	Email from SDG&E	-5	-4	-3	-2	-1	-9
d.	SDG&E representative or employee	-5	-4	-3	-2	-1	-9
e.	SDG&E website	-5	-4	-3	-2	-1	-9
f.	Social Media (Facebook, Twitter, Nextdoor, Instagram, YouTube, etc.)	-5	-4	-3	-2	-1	-9
g.	Local news	-5	-4	-3	-2	-1	-9
h.	Friends/neighbors	-5	-4	-3	-2	-1	-9
i.	Community-based organization (CBO)	-5	-4	-3	-2	-1	-9
j.	(RECALL Q.44=99)	-5	-4	-3	-2	-1	-9
k.	SDG&E Alerts App for PSPS	-5	-4	-3	-2	-1	-9

47. **[ASK ALL]** Did you personally have your power shut off at your residence/business by SDG&E as part of a Public Safety Power Shutoff (PSPS) in 2020—that is, was your power proactively shutoff by SDG&E due to a high risk of wildfire? **(DO NOT READ)**

-1	Yes	→	(SKIP TO Q.57)
-2	No		
-3	Not sure		

48. How many times was your power shut off due to PSPS?

NUMERIC INPUT _____ **[RANGE 1-10]**

97 Don't know/Unsure

49. When you experienced a Public Safety Power Shutoff, where did you go to check for updates on the status of your outage? **(DO NOT READ; PROBE AND CLARIFY AS NECESSARY. MULTIPLE RESPONSES ALLOWED)**

- 01 Checked SDG&E.com
- 02 Called the SDG&E phone center
- 03 Social media (Facebook, Twitter, Nextdoor, Instagram, YouTube, etc.)
- 04 SDG&E representative or employee
- 05 Local news station
- 06 Community-based organization (CBO)
- 07 SDG&E Alerts App for PSPS
- 20 Other (please specify) _____
- 97 I don't remember
- 88 I didn't check any resources for updates

(IF ENGLISH [01] SELECTED AT Q.4, SKIP TO Q.51)

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

[INSERT ALL RESPONSES FROM Q.49, RANDOMIZE]		Information from this source was available in...		
		<i>English</i>	[PREFERRED LANGUAGE FROM Q.4]	<i>Both</i>
a.	Checked SDG&E.com	-1	-2	-3
b.	Called the SDG&E phone center	-1	-2	-3
c.	Social media (Facebook, Twitter, Nextdoor, Instagram, YouTube, etc.)	-1	-2	-3
d.	SDG&E representative or employee	-1	-2	-3
e.	Local news station	-1	-2	-3
f.	Community-based organization (CBO)	-1	-2	-3
g.	(RECALL Q.49=99)	-1	-2	-3
h.	SDG&E Alerts App for PSPS	-1	-2	-3

(SKIP TO Q.51b1)

51. Using a 5-point scale where “5” means **EXTREMELY USEFUL**, and “1” means **NOT AT ALL USEFUL**, how useful was the information you received from SDG&E **during** the Public Safety Power Shutoff from each of the following sources?

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

[INSERT ALL RESPONSES FROM Q.49, RANDOMIZE]		<i>Extremely Useful</i>					<i>Not At All Useful</i>
a.	Checked SDG&E.com	-5	-4	-3	-2	-1	
b.	Called the SDG&E phone center	-5	-4	-3	-2	-1	
c.	Social media (Facebook, Twitter, Nextdoor, Instagram, YouTube, etc.)	-5	-4	-3	-2	-1	
d.	SDG&E representative or employee	-5	-4	-3	-2	-1	
e.	Local news station	-5	-4	-3	-2	-1	
f.	Community-based organization (CBO)	-5	-4	-3	-2	-1	
g.	(RECALL Q.49=99)	-5	-4	-3	-2	-1	
h.	SDG&E Alerts App for PSPS	-5	-4	-3	-2	-1	

(SKIP TO Q.52)

51b1. Using a 5-point scale where “5” means **EXTREMELY USEFUL**, and “1” means **NOT AT ALL USEFUL**, how useful was the information from each of the following sources in English that you received from SDG&E **during** the Public Safety Power Shutoff?

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

[INSERT ALL RESPONSES WHERE Q.50=1, RANDOMIZE]		<i>Extremely Useful</i>					<i>Not At All Useful</i>	<i>Did not use the English version</i>
a.	Checked SDG&E.com	-5	-4	-3	-2	-1	-9	
b.	Called the SDG&E phone center	-5	-4	-3	-2	-1	-9	
c.	Social media (Facebook, Twitter, Nextdoor, Instagram, YouTube, etc.)	-5	-4	-3	-2	-1	-9	
d.	SDG&E representative or employee	-5	-4	-3	-2	-1	-9	
e.	Local news station	-5	-4	-3	-2	-1	-9	
f.	Community-based organization (CBO)	-5	-4	-3	-2	-1	-9	
g.	(RECALL Q.49=99)	-5	-4	-3	-2	-1	-9	
h.	SDG&E Alerts App for PSPS	-5	-4	-3	-2	-1	-9	

51b2. And, using a 5-point scale where “5” means **EXTREMELY USEFUL**, and “1” means **NOT AT ALL USEFUL**, how useful was the information from each of the following sources in **[Preferred Language; Q.3 MENTION]** that you received from SDG&E **during** the Public Safety Power Shutoff?

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

[INSERT ALL RESPONSES WHERE Q.50=2, RANDOMIZE]							Did not use the [Q4 PREFERRED LANGUAGE] version
		Extremely Useful		Not At All Useful			
a.	Checked SDG&E.com	-5	-4	-3	-2	-1	-9
b.	Called the SDG&E phone center	-5	-4	-3	-2	-1	-9
c.	Social media (Facebook, Twitter, Nextdoor, Instagram, YouTube, etc.)	-5	-4	-3	-2	-1	-9
d.	SDG&E representative or employee	-5	-4	-3	-2	-1	-9
e.	Local news station	-5	-4	-3	-2	-1	-9
f.	Community-based organization (CBO)	-5	-4	-3	-2	-1	-9
g.	(RECALL Q.49=99)	-5	-4	-3	-2	-1	-9
h.	SDG&E Alerts App for PSPS	-5	-4	-3	-2	-1	-9

(IF Q.49 NOT “SDGE.COM” [01], SKIP TO Q.53)

52. Using a scale where a “1” is **EXTREMELY DISSASTISFIED** and a “5” is **EXTREMELY SATISFIED**, how satisfied are you with the **Public Safety Power Shutoff** information on the SDG&E website?

Extremely Satisfied				Extremely Dissatisfied
-5	-4	-3	-2	-1

53. **[ASK ALL]** Do you recall receiving a notification when your power was fully restored **after** the PSPS event? **(DO NOT READ)**

-1	Yes	→	(SKIP TO Q.57)
-2	No		
-3	Not sure		

54. Using a scale where a “1” is **NOT AT ALL USEFUL** and a “5” is **EXTREMELY USEFUL**, how useful was the information you received from SDG&E **after** the Public Safety Power Shutoff ended and your power was restored?

Extremely Useful				Not at All Useful
-5	-4	-3	-2	-1

55. Using a scale where a “1” is **EXTREMELY DISSASTISFIED** and a “5” is **EXTREMELY SATISFIED**, how satisfied were you with the information provided by the SDG&E website after the Public Safety Power Shutoff?

<i>Extremely Satisfied</i>					<i>Extremely Dissatisfied</i>	<i>Did not use the SDG&E website after the shutoff</i>
-5	-4	-3	-2	-1	-9	

(IF ENGLISH [01] SELECTED AT Q.4, SKIP TO Q.57)

56. Was the information that you received after the Public Safety Power Shutoff available in English? Was it available in [Insert Q4 preferred language]?

<i>Information from this source was available in ...</i>		
	<i>Yes</i>	<i>No</i>
a. English	-1	-2
b. [Insert Q4 preferred language]	-1	-2

57. [ASK ALL] Using a scale where a “1” is **EXTREMELY DISSASTISFIED** and a “5” is **EXTREMELY SATISFIED**, how satisfied are you **OVERALL** with all of the Public Safety Power Shutoff communications that you received from SDG&E?

<i>Extremely Satisfied</i>				<i>Extremely Dissatisfied</i>		<i>Not sure</i>
-5	-4	-3	-2	-1	-9	

58. [ASK ALL] Using a scale where a “1” is **EXTREMELY DISSASTISFIED** and a “5” is **EXTREMELY SATISFIED**, how would you rate SDG&E’s Public Safety Power Shutoff (PSPS) program on each of the following?

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

RANDOMIZE		<i>Extremely Satisfied</i>			<i>Extremely Dissatisfied</i>		<i>Not sure</i>
		-5	-4	-3	-2	-1	-9
a.	Reducing the risk of wildfires	-5	-4	-3	-2	-1	-9
b.	Notifying me when my power might be shut off	-5	-4	-3	-2	-1	-9
c.	Notifying me when my power would be restored	-5	-4	-3	-2	-1	-9
d.	Restoring power in a reasonable amount of time	-5	-4	-3	-2	-1	-9
e.	Reaching out to those with medical or other critical needs	-5	-4	-3	-2	-1	-9
f.	Providing resources near me that I can visit during an outage event	-5	-4	-3	-2	-1	-9
g.	Keeping me updated about the status of the PSPS shutoff	-5	-4	-3	-2	-1	-9
h.	Providing an accurate estimate of when the power would be restored	-5	-4	-3	-2	-1	-9

(MOVED PREVIOUS Q.30 TO HERE)

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?

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

<i>Extremely Positive</i>				<i>Extremely Negative</i>
-5	-4	-3	-2	-1

59. **[ASK ALL]** In your opinion, what can SDG&E do to improve their communications regarding Public Safety Power Shutoffs? Please be specific. We welcome your suggestions. **(PROBE AND CLARIFY AS NECESSARY)**

DEMOGRAPHICS

32. Do you own or rent your current residence?

- 1 Own
- 2 Rent
- 3 **(DO NOT READ)** DK/NA → *{First encourage response}*

33. What is your age? **(DO NOT READ)**

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

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

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

35. What was the last level of education that you've had the opportunity to complete thus far? **(DO NOT READ; CLARIFY AS NECESSARY)**

- 1 Some grade school (1-8)
- 2 Some high school (9-11)
- 3 Graduated high school
- 4 Some college/technical school
- 5 Graduated college
- 6 Graduate/professional school
- 7 **(DO NOT READ)** Refused

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

- 1 White or Caucasian
- 2 African American
- 3 Hispanic or Latino(a)
- 4 Asian, or
- 5 Some other ethnic group
- 6 **(DO NOT READ)** Refused/DK/NA

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 Less than \$12,500
- 2 \$12,500 but less than \$25,000
- 3 \$25,000 but less than \$35,000
- 4 \$35,000 but less than \$50,000
- 5 \$50,000 but less than \$75,000
- 6 \$75,000 but less than \$100,000
- 7 \$100,000 but less than \$150,000
- 8 \$150,000 or more
- 9 **(DO NOT READ)** Refused/DK/NA

38. And finally, may we have your permission to share your individual responses to this survey with SDG&E?

- 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)!