

**2021 SDG&E PSPS Notifications Pre-Season Survey
Online Survey**QUOTASHigh Fire Risk

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

Language of Survey

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

Wave

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

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

3. What languages are often spoken in your (home/business)? (***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:) _____

[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)		English (1)	[PREFERRED LANGUAGE FROM Q.4] (2)	Not Sure (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) 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)*

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[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)*

<input type="checkbox"/>	(1)	Yes
<input type="checkbox"/>	(2)	No
<input type="checkbox"/>	(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
- ☐ 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)		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 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"/>
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)		<div>Extremely Useful</div> <div>Not At All Useful</div>				
		(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"/>
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.	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"/>	
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.	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"/>	
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 2020? **(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]

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

[NEW SCREEN]

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]

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

- ☐ (1) Yes
- ☐ (2) No → **(SKIP TO Q.31.3)**
- ☐ (9) Prefer not to say

[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) Other *(Please specify:)* _____
- ☐ (09) Prefer not to say

[NEWSCREEN]

31.3 Do you have access to transportation in case of an emergency? ***(Please select one response)***

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

DEMOGRAPHICS

[NEW SCREEN]

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

- ☐ (1) Own
- ☐ (2) Rent

32.1 Is your residence in a High Fire Threat District (HFTD)? ***(Please select one response)***

- ☐ (1) Yes
- ☐ (2) No
- ☐ (9) Don't Know/Unsure

[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 or older

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

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

[NEW SCREEN]

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

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, which of the following 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

[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. ~~That concludes our interview.~~ On behalf of SDG&E, thank you very much for your cooperation!

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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.

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