

**BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF CALIFORNIA**

Order Instituting Rulemaking to Examine
Electric Utility De Energization of Power
Lines in Dangerous Conditions.

R.18-12-005
(Filed December 13, 2018)

**SAN DIEGO GAS & ELECTRIC COMPANY (U 902-E)
2025 PUBLIC SAFETY POWER SHUTOFF PRE-SEASON REPORT**

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July 1, 2025

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In compliance with California Public Utilities Commission Public Safety Power Shutoff (PSPS) Order Instituting Rulemaking Phase 3 Decision (D.) 21-06-034 and PSPS Order Instituting Investigation D.21-06-014, San Diego Gas & Electric Company (SDG&E) hereby submits this 2025 Public Safety Power Shutoff (PSPS) Pre-season Report (Attachment A hereto). This report follows the template provided by the Commission's Safety and Enforcement Division (SED).

SDG&E hereby provides the following link to access and download the Pre-Season Report Tables Excel workbook (Appendix D) and other files to its 2025 PSPS Pre-season Report: <https://www.sdge.com/wildfire-safety/psps-more-info>

Respectfully submitted,

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July 1, 2025

Attachment A

**San Diego Gas & Electric Company
2024 Public Safety Power Shutoff Pre-Season Report**

2025 ANNUAL PSPS PRE- SEASON REPORT

San Diego Gas & Electric

July 1, 2025



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SECTION I AUTHORITIES

All reporting plans concurrently required to be included in the [current year] Pre-Season Report herein, must be produced in a single document submitted by each electric investor-owned utility. Specifically, these include the community resource center plan (A.1, A.3, and A.6), critical facilities plan (B.2), PSPS Exercise Reports (C.2), education and outreach-related surveys and accessibility efforts and associated costs (E.1, E.2 and E.3), and notification plan (I.3). The (current year) Pre-Season Report must also include the following items of information:

- a. Description of lessons learned from past PSPS events, including feedback from impacted customers and stakeholders, and how the electric investor-owned utility has applied such lessons to its current and future efforts in preparation for the upcoming wildfire season.*
- b. Identify circuits at greatest risk of de-energization during the upcoming wildfire season. Include the number of times each circuit was de-energized during the prior four calendar years, and describe all steps toward risk-reduction and de-energization mitigation for each circuit, including specific outreach and education efforts and efforts to identify and provide appropriate resiliency support to customers with access and functional needs on each circuit.*

Annual reports, as applicable, required by Ordering Paragraphs 8, 21, 27, 30, 33, 36, 38, 41, 46, 47, 51, and 57 of D.21-06-014.

(Decision (D.) 21-06-034; Appendix A at p. A14, Section K-1.)

SECTION II COMMUNITY RESOURCE CENTER PLAN

1. Each IOU must provide an updated annual Community Resource Centers (CRC) plan as Appendix A. The IOUs should incorporate and address the following minimum topics in the CRC plan. (D. 21-06-034, Appendix A at p. A14, Section K-1; SED Additional Information.)

SDG&E's 2025 Community Resource Center (CRC) Plan is included as Appendix A.

2. The IOUs must provide a list of all CRCs available in the IOUs' service territories in advance of wildfire season with the following minimum fields: (ESRB-8, p.5, Section II.2.A; D.20-05-051, Appendix at p. 5&6, Sections d; SED Additional Information.)

See "Table 1 – List of Available Community Resource Centers" in Appendix D.

3. The annual CRC plan must detail how the utility will provide the services and supplies required to serve Medical Baseline (MBL) and AFN populations as recommended by regional local government, Advisory Boards, public safety partners, representatives of people/communities with access and functional needs, tribal representatives, senior citizen groups, business owners, community resource organizations, and public health and healthcare providers. In the annual CRC plans, the utilities must set forth the specific recommendations made by the above-noted entities, whether the utilities adopted the recommendation (or did not adopt the recommendation), the reason it was adopted (or not adopted), and the timeline for implementation. The IOUs must provide a summary table of

stakeholder recommendations on AFN needs for services and supplies including, at a minimum, the following fields: (D.21-06-034, Appendix at p.A1, Section A-3; SED Additional Information.)

See “Table 2 – Stakeholders’ CRC Recommendations on AFN Needs” in Appendix D.

4. The IOU CRC plan must include prior year CRC usage metrics including, at a minimum, the following fields: (D.21-06-034, Appendix at p. A1, Sections A-6.)

See “Table 3 – Prior Year PSPS CRC Usage Metrics” in Appendix D.

5. The IOU CRC plan must include a prior year CRC customer feedback summary including, at a minimum, the following fields: (D.21-06-034, Appendix at p. A1, Sections A-6; SED Additional Information.)

See “Table 4 – Prior Year CRC Customer Feedback” in Appendix D.

6. The IOU CRC plan must include prior year CRC challenges faced when setting up and operating CRCs. The challenge summary includes, at a minimum, the following fields: (D.21-06-034, Appendix at p. A1, Sections A-6.)

See “Table 5 – Prior Year IOU CRC Challenges” in Appendix D.

SECTION III CRITICAL FACILITIES AND INFRASTRUCTURE PLAN

1. Each IOU must provide an updated Critical Facilities and Infrastructure (CFI) plan as Appendix B. (D. 21-06-034, Appendix A at p. A14, Section K-1; SED Additional Information.)

SDG&E’s 2025 Critical Facilities and Infrastructure Plan is included as Appendix B.

2. The IOUs must include a list of critical facilities and infrastructure within the utility’s service area. The list must be posted in the IOUs’ PSPS web portal with restricted access to confidential information. (D.21-06-034, Appendix at p. A3-4, Sections B-1and B-3; D.21-06-014, Ordering Paragraphs 21, 30, 33 & 57.)

See “Table 6 – Critical Facilities and Infrastructure List” (**CONFIDENTIAL**) in Appendix D.

3. The IOUs must include, in the CFI plan, the number of requests from customers to be designated as critical facilities and infrastructure in the current year and the prior year, whether the utility accepted or denied the request, and the reasons for any denial. (D.21-06-034, Appendix at p. A3, Sections B-2.)

See “Table 7 – List of Requests to Be CFI Over Last Two Years” in Appendix D.

SECTION IV PSPS EXERCISE REPORTS

1. Each investor-owned utility must prepare and file a PSPS Exercise Report as part of the [current year] Pre-Season Report. These PSPS Exercise Reports must include, at a minimum, provisions for both table-top (TTX) and functional PSPS exercises (FE), how many PSPS exercises were held, the dates held,

and what entities participated. (D.21-06-034, Appendix at p. A1, Sections C-2; SED Additional Information.)

See “Table 8 – PSPS Exercise Summary” and “Table 9 – List of Exercise Participated Entities” in Appendix D.

2. For each exercise, please provide the items below. (SED Additional Information.)

- a. After-Action Report***
- b. What written materials (e.g., slides, instructions) do you provide to telecommunication carriers and other public safety partners during and after they participate in TTXs, FSEs or other trainings/briefings?***
- c. Please provide copies of the written materials and/or links to web-based information.***
- d. Indicate if this information is also posted in your public safety partner portal***

The following documents are provided in Appendix G for SDG&E’s April 9, 2025 tabletop exercise (TTX) and June 3-5, 2025 functional exercise (FE) as zipped folders titled “SDGE April 9 TTX Documents” and “SDGE June 3-5 FE Documents.”

- a. After-Action Report
- b. Written Materials Provided to Public Safety Partners: Telecommunication carriers received an exercise notification message, a link to the Public Safety Partner Portal with exercise scenario data, and a survey to complete. Telecommunication carriers and Public Safety Partners were also provided with HSEEP-compatible documentation if they chose to be part of the planning process or participated as a player. Those resources are also included in response to item c.
- c. HSEEP-compatible documentation and materials: Included are the documentation and materials from both the TTX and FE provided to players and observers during and after the exercise. Screenshots of training dashboards and other evergreen platforms are included in the place of links since links do not capture the data or examples used for the exercises.
- d. Public Safety Portal: The data available on the Public Safety Partner portal during the exercise was scenario data with impacted communities and estimated restoration time. This data is no longer available because the portal is maintained to contain relevant data during an actual PSPS de-energization.

SECTION V EDUCATION AND OUTREACH

1. Each utility must conduct, at a minimum, two PSPS education and outreach surveys accessible to all customers each calendar year. The Commission’s Safety and Enforcement Division is authorized to direct an IOU to modify or issue more of these surveys. (D.21-06-034, Appendix at p. A7, Sections E-1; SED Additional Information.)

See “Table 10 – Survey Summary” in Appendix D.

During the 2024 PSPS season, SDG&E conducted its usual pre-season survey with customers across the territory. Online and phone surveys were conducted in 22 widely spoken languages to gather feedback

on the language used in wildfire and PSPS communications, as well as the perceived usefulness of those messages. Additional goals were to gauge the level of preparedness for a PSPS and customer satisfaction with SDG&E wildfire/PSPS communication efforts.

Post-season research was conducted in January and February 2025 to evaluate language preferences, the language used in PSPS notifications and communications received, and the perceived usefulness of those communications. The survey efforts were delayed until late January and February due to nearly three consecutive weeks of PSPS activations earlier in the month.

Survey findings reveal that a significant portion of respondents recall recent wildfire notifications and demonstrate awareness of the PSPS program. While several key metrics—such as perceptions of wildfire safety, preparedness efforts, and PSPS communications—declined compared to the previous year, many remained relatively strong. It's important to note that last year's smaller sample size and single PSPS event may have influenced the comparison. Encouragingly, a majority of respondents feel at least somewhat prepared for an extended power outage, though many have yet to take concrete steps toward readiness. SDG&E's website and the Alerts by SDG&E mobile app continue to serve as the primary sources of information and notifications during Public Safety Power Shutoffs.

SDG&E plans to conduct similar pre-season and post-season research during the second half of 2025.

2. The IOUs must provide copies of all PSPS education and outreach surveys templates. (D.21-06-034, Appendix at p. A7, Sections E-1; SED Additional Information.)

See "Table 10 – Survey Summary" in Appendix D.

As of this report, SDG&E plans to continue using consistent templates for the 2025 PSPS pre-season and post-season surveys, aligning with customer and stakeholder feedback gathered in 2024. Maintaining consistency in survey design is critical to establishing reliable baselines and enabling meaningful year-over-year comparisons that inform ongoing improvements. Of note, the current PSPS pre-season survey continues to mirror SCE and PG&E surveys, ensuring joint IOU alignment.

3. The IOUs must provide the languages the education and outreach surveys were conducted in and assess if the in-language surveys meet the "prevalent" languages requirement as defined in D.20-03-004.

See "Table 10 – Survey Summary" in Appendix D.

The PSPS pre- and post-season surveys were conducted in the 22 prevalent languages. Prevalent languages are English, Spanish, Arabic, Armenian, Cantonese, Farsi, French, German, Hindu, Japanese, Khmer, Korean, Mandarin, Portuguese, Punjabi, Russian, Somali, Tagalog, Thai, Vietnamese, and two CPUC-mandated languages Mixtec and Zapotec. SDG&E also issues in-language surveys to customers based on the identified language preferences on the customers' account.

4. Each IOU must collaborate with relevant community-based organizations and public safety partners to develop these surveys, which must include, at a minimum, metrics to evaluate whether the education and outreach is effectively helping communities and residents before, during, and after a PSPS event to plan for alternatives electricity arrangements and/or avoid the impacts of de-energization events. (D.21-06-034, Appendix at p. A7, Sections E-1.)

SDG&E consulted with various statewide community-based organizations to review and approve surveys. These surveys, which are similar across the IOUs, evaluate effectiveness before, during, and after PSPS de-energizations. SDG&E also solicited feedback from local Public Safety Partners and local CBOs, and responses are utilized to help shape PSPS public education strategy. Additionally, SDG&E's formal PSPS post-season After-Action Review process helps inform the PSPS public education strategy.

Metrics currently used to measure effectiveness include customer satisfaction rate with the overall PSPS notifications received; Public Safety Partner satisfaction rate with notifications/communications received; and awareness and satisfaction with support services provided to individuals with Access and Functional Needs.

5. IOUs must include the results of the most recent education and outreach surveys not yet previously reported on, as an attachment to the [current year] Pre-Season Report and the [prior year] Post-Season Report. (D.21-06-034, Appendix at p. A7, Sections E-1.)

The results of SDG&E's most recent PSPS education and outreach survey is included as Appendix F.

6. IOUs must provide an evaluation of PSPS education and outreach effectiveness and the takeaways from the survey results for PSPS protocol improvements. (D.19-05-042, Appendix A p.A24; SED Additional Information.)

The PSPS post-season survey was conducted in January – February 2025. Online and phone surveys were conducted in the 22 prevalent languages spoken in the region. Between November 2024 and the end of January 2025, SDG&E implemented multiple Public Safety Power Shutoffs. During the previous year SDG&E had only one PSPS. Of the 953 residential and small business customers who responded to the post-season survey, the following results were captured:

- Satisfaction with SDG&E wildfire efforts decreased from 84% to 59%, and satisfaction with the PSPS program overall decreased from 84% to 58%.
- Satisfaction with SDG&E wildfire efforts (59%), the PSPS program overall (58%), and SDG&E's PSPS communications (59%) have all decreased from 2023.
- Three quarters (74%) say they are at least somewhat prepared to be without electricity for an extended period, though only three in ten (28%) feel "completely" prepared.
- Three in four (74%) recall a PSPS notification over the past few months, with most of these saying they received at least five notifications.
- The top sources for receiving updates during an outage include SDG&E.com, the Alerts App and social media.

7. Each IOU must report prior year costs for PSPS-related education and outreach in the format of the SED POSTRS3_Template_2021, or reference it if it has been provided in the prior post-season report. (D.21-06-034, Appendix at p. A7, Sections E-3 and K-1)

The 2024 costs for PSPS public education and outreach were provided in POSTR3 as part of SDG&E's 2024 Post-Season Report submitted on March 3, 2025, which can be accessed at <https://www.sdge.com/wildfire-safety/psps-more-info>.

8. PG&E, SCE, and SDG&E are required to describe how it works, in advance of each wildfire season and during each wildfire season, with local jurisdictions, in a proactive manner, to identify and

communicate with all people in a de-energized area, including visitors. This requirement is applicable to PG&E, SCE, and SDG&E only. (D.21-06-014, Ordering Paragraph 38.)

Below are the communication tactics and corresponding in-market timeframes used to reach individuals residing in SDG&E's service territory in advance of wildfire season. SDG&E also works with local media, journalists, and trusted Community-Based Organizations (CBOs) to amplify messages.

- Print Advertising (Q2-Q4)
- Outdoor Advertising (Q2-Q4)
- Television/Radio Advertising (Q2-Q4)
- Digital Advertising (Q2-Q4)
- Paid social media (Q2-Q4)
- Paid Search (Q2-Q4)
- Customized AFN PSPS Campaign (Q3-Q4)
- Website and Video Updates (Q2-Q3)
- Review/Update PSPS Notifications (Q2-Q3)
- Earned Media (Q2-Q4)
- In-Studio Media Interviews (Q3-Q4)
- Strategic Story Pitching (Q2-Q4)
- Social media (organic) – (Q1-Q4)
- Print Materials (Q1-Q3)
- Direct Mailing (Q2-Q3)
- Wildfire Safety Fairs (Q2-Q3)

During a PSPS, SDG&E leverages more than 20 diverse communications platforms to reach the public. In addition to the items listed above that mainly occur during Q3 and Q4, the following additional tactics are utilized during periods of PSPS activity and/or a PSPS activation.

- In-language PSPS notifications (customers, AFN, general public, Public Safety Partners, municipalities, CBOs and other stakeholders).
- Dedicated website landing page during an active PSPS (sdge.com/ready). This is a central resource for communications and updates during an active PSPS.
- SDGE Today (running blog with the latest updates/real-time awareness during an active PSPS and linked to sdge.com/ready).
- In-community signage (including roadside signs and marquis signage) and affected-community flyer distribution
- Hyper local targeted messaging via Nextdoor.
- Message amplification across SDG&E's social media platforms X.com (formerly known as Twitter), Facebook, Nextdoor, Instagram, and YouTube).
- Outreach to local broadcast media, including local emergency broadcast radio.
- Updates, information, and notifications via SDG&E's mobile app 'Alerts by SDG&E'.
- Message amplification by local trusted CBOs and Public Safety Partners using SDG&E-created social media toolkit.
- Spanish media team members that share vital information with Spanish local broadcast media.

SDG&E's strategy is further outlined in SDG&E's 2025 Crisis Communications Plan, which is included as Appendix 3 to SDG&E's Annual Report and Emergency Response Plan.¹

9. Each IOU must file information pertaining to, at a minimum, discussions at Working Group meetings regarding the accessibility of the utility's education and outreach efforts, including surveys, for individuals with access and functional needs, the recommendations, if any, made by individuals with or representatives of communities with access and functional needs to enhance education and outreach pertaining to PSPS events, and whether those recommendations, if any, were incorporated into the utility's PSPS protocols. (D.21-06-034, Appendix at p. A7, Sections E-2.)

See "Table 11 – AFN Outreach Recommendations" in Appendix D. This includes all recommendations SDG&E is aware of and has tracked.

10. PG&E, SCE, and SDG&E must include a detailed summary to substantiate all efforts to develop and implement, in advance of wildfire season, a communications strategy to rely on during a proactive de-energization when restrictions due to the power loss exist. This detailed summary must address how the utility worked in coordination with public safety partners to develop this communication strategy. (D.21-06-014, Ordering Paragraph 41.)

SDG&E utilized its customer engagement mapping process, supported through customer research and coupled with internal subject matter expertise, to develop a comprehensive communications strategy that is meaningful and relevant to each affected stakeholder, including messaging and preferred communication channels.

These stakeholders include critical customer groups such as low-income, seniors, multi-cultural groups, hard to reach customers, customers with access and functional needs, Tribal communities, public safety partners, critical facilities, city and state elected officials, and residents and businesses in the areas of highest fire risk. These key stakeholder groups were paired with an internal subject matter expert team to develop a tailored plan to provide communications through marketing communications, community relations, public affairs, emergency management, community resilience, customer programs, and/or community outreach. These tailored plans help address the differences and preferences in each stakeholder group.

SDG&E solicits stakeholder feedback before and after a PSPS gathering information on preferred communication messaging and tactics to help inform future campaigns. In addition to a public education campaign that spans the entire service territory, SDG&E has a Crisis Communication Plan that outlines the Company's communication strategy, including diverse communications tactics/methods used, to reach and inform customers, media, employees, and stakeholders during de-energization. A summary of the communication tactics used before, during, and after periods of PSPS activity are listed below.

Before/During: Communication methods listed in Section V.8 are used to reach individuals residing in SDG&E's service territory in advance of periods of PSPS activity and their corresponding in-market timeframes.

¹ SDG&E Annual Report and Emergency Response Plan. Available at <https://www.sdge.com/GO-166>

After: A post PSPS Wildfire Survey is conducted annually and is used to evaluate and improve future communications as a way of continuous improvement.

11. PG&E, SCE, and SDG&E must provide all methods used to promote operational coordination with public safety partners. (D.21-06-014, Ordering Paragraph 47.)

Operational coordination with public safety partners is primarily achieved through 24/7 on-duty representatives. SDG&E maintains a 24/7 Emergency Management, 24/7 Liaison Officer, and 24/7 Fire Coordinator on-duty roster to provide an around-the-clock way to contact us for coordination. SDG&E also hosts partner Agency Representatives in our EOC and when appropriate embeds an SDG&E Agency Representative in our partners' EOCs.

Sharing of situational awareness tools and resources, as well as regional collaboration efforts, are additional methods SDG&E uses to promote operational coordination. The primary situational awareness tool and resource for the Public Safety Partners is the Public Safety Partner Portal / Mobile Application.

12. PG&E, SCE, and SDG&E must provide all methods used to work with public safety partners to improve responses to concurrent emergencies. (D.21-06-014, Ordering Paragraph 51.)

SDG&E works with Public Safety Partners to improve the response to concurrent emergencies in the following ways:

Exercises: SDG&E conducted a Functional PSPS Exercise on June 3-5, 2025, and a discussion-based Tabletop PSPS Exercise on April 9, 2025. During the Functional PSPS Exercise, email notifications were sent to Public Safety Partners by regional public affairs' responders with links to update their contact information so they could review the Public Safety Partner Portal application and website, and view exercise scenario data posted to the Portal application. The Portal also pushed notifications during the exercise, and all partners previously registered had access to the exercise scenario data. Exercise scenario information was also posted to dashboards and systems with partner facing elements, such as the GIS PSP Data Share and CalOES PSPS State Notification Form. In both the Functional and Tabletop exercises, coordination and procedures for unplanned outages and concurrent events were discussed. Public Safety Partners were invited to plan, observe, and participate in each exercise as well as give post-event feedback through surveys, virtual and hybrid planning meetings, workshops, and direct feedback solicitation.

Additionally, SDG&E participated in regional exercises with our Public Safety Partners and other IOUs when invited and when gas or electric outage scenarios were designated by exercise designers.

Incident Command System (ICS), Standardized Emergency Management System (SEMS) and National Incident Management System (NIMS) protocols: These nationally standardized emergency management protocols rely heavily on guidelines to manage concurrent emergencies. This includes coordinating with appropriate incident leaders through a chain of command during events and managing existing lines of communication through dedicated SDG&E agency representatives and other channels. This may include conducting live calls to Public Safety Answering Points (PSAPs) or dispatch centers when SDG&E's Emergency Operations Center (EOC) is first activated, to notify them of a potential event before customers are informed. It also may involve hosting daily, systemwide cooperators calls, where public safety partners across the service territory can receive the latest event updates. Additionally, SDG&E

may embed with local or state Office of Emergency Services (OES) agencies, or host embedded agency representatives within its EOC, depending on the circumstances. SDG&E agency representatives who engage with public safety partners receive regular training and are well-versed in emergency management systems.

Regional Coordination Efforts for non-PSPS Disasters: To provide a coordinated and collaborative response to other incident types, SDG&E participates in the following regional efforts:

- Regional Lifelines Group, Co-Chair
- Southern California Catastrophic Earthquake Planning Committee
- Regional Fuel Planning
- Excessive Heat Planning
- Unified Disaster Council
- Statewide Election Planning with Secretary of State's Office
- Dam Failure Planning
- Regional Hazard Mitigation Planning
- Regional Exercises
- Regional Special Events Planning
- Regional PSPS Working Group

Situational Awareness Sharing: SDG&E has developed several situational awareness tools that are shared with our Public Safety Partners:

- Mountain-top cameras (<https://alertwest.live/>)
- SDGEweather.com (<https://sdgeweather.com/>) that includes real-time data for:
 - Fire Potential Index (<https://fpi.sdgeweather.com/>)
 - Wind speeds (<https://weather.sdgeweather.com/>)
 - Humidity
 - Temperatures
 - Link to individual weather station data
- Fire Weather Modeling Website (<https://wxmap.sdsc.edu//>)

Fire Weather Data Portal:² San Diego Supercomputer Center (SDSC) ingests and stores SDG&E fire weather datasets and post processed fire weather indices, including the Fire Potential Index (FPI), Santa Ana Wildfire Threat Index (SAWTI), and fuels, so these data are easily accessible to stakeholders through web services and visual maps. Application Programming Interfaces (APIs) allow time range or geolocation and tagged metadata-based querying as well as grouping and sub setting of datasets for context-driven use by authorized users. Map services will provide a layering ability of these datasets for use in fire modeling.

Public Safety Partner Portal: The public safety partner portal includes features such as:

- Map features
 - Jurisdiction, Tribal, and community icons
 - Potential and impacted area polygons

² WIFIRE. Available at <https://wifire-data.sdsc.edu/dataset?organization=sdge>

- CRC locations and informational icons
 - Advanced, customizable map key, layers, and styles
 - Portal status headline
 - Weather widget
- Communications
 - Email capabilities
 - Contact management
 - Template storage and management
- Push notifications
 - Customizable push notification settings (mobile app)
 - Follow specific communities (mobile app)
 - Full PSPS notification requirements
 - Alerts history
- Resources
 - 24/7 contact information for three areas:
 - Emergency Management
 - Liaison
 - Fire Coordination
 - Link to Company Emergency and Disaster Preparedness Plan
 - Outage map links
 - Training materials
 - AFN Self-ID webform
- Additional features
 - Exercise mode
 - Incident timeline widget
 - Backlog of documented incidents
 - All-hazards resources – electric hazards
 - Dark mode

In 2025, SDG&E continues to evolve the Partner Portal as a centralized, all-hazards platform for Public Safety Partners, with a focus on improving situational awareness, operational efficiency, and regulatory compliance. Enhancements were guided by CPUC directives, internal stakeholder input, and direct feedback from partners during exercises and real-world events. Key enhancements include:

- Gas Hazard Integration: The portal is being expanded to include gas-related outage and emergency data, making it a comprehensive tool for both electric and gas hazard visibility
- Role-Based Access and Permissions: The system is being updated to include more granular user roles (Portal Liaison, Liaison Officer, Planning Section Chief, etc.), allowing tailored access to sensitive data and administrative tools based on operational responsibilities
- Contact Management Improvements: Enhancements are being made to streamline the process of updating and verifying partner contact information, reducing manual effort and improving data accuracy.

Training for the enhancements will be conducted for the partners in mid to late August 2025.

SECTION VI NOTIFICATION PLAN

1. Each IOU must provide an updated annual PSPS notification plan as Appendix C. The IOUs should incorporate and address the following minimum topics in the notification plan. (D. 21-06-034, Appendix A at p. A14, Section K-1; D.21-06-034, Appendix at p. A11, Section H-1 through Section H-9; D.21-06-014, Ordering Paragraph 41; SED Additional Information.)

SDG&E's 2025 Notification Plan is included as Appendix C.

2. Each electric investor-owned utility must develop a notification plan jointly with Cal OES, public safety partners, county, tribal, and local governments, independent living centers, paratransit agencies, durable medical equipment vendors, agencies that serve individuals who receive Medi-Cal home and community-based services, and other organizations representative of all subsets of people or communities with access and functional needs. Each electric investor-owned utility must specifically describe its plans for notifications according to specific access and functional needs, for instance, the needs of persons with vision impairments as distinct from the needs of persons with a developmental disability. Each electric investor-owned utility must finalize its notification plan for inclusion in its [current year] Pre-Season Report. Provide a list of the joint efforts to develop the AFN population notification plan with the aforementioned stakeholders. The table should include the following minimum fields. (D.21-06-034, Appendix at p. A11, Sections H-3.) In addition, IOUs provide a list of AFN population subsets and notification plans including the following minimum fields.

See "Table 12 – List of Joint Efforts on AFN Notification Plan" and "Table 13 – AFN Population Subset Notification Plan" in Appendix D.

3. PG&E, SCE, and SDG&E must include a detailed summary of efforts to develop, in advance of wildfire season, notification and communication protocols and systems to reach all customers and communicate in an understandable, accessible manner. This detailed summary must include, at a minimum, an explanation of the actions taken by the utility to ensure customers understand (1) the purpose of proactive de-energizations, (2) the process relied upon by the utility for initiating a Public Safety Power Shutoff (PSPS) event, (3) how to manage safely through a PSPS event, and (4) the impacts on customers when a proactive power shutoff is deployed by the utility. This requirement is applicable to PG&E, SCE, and SDG&E only. (D.21-06-014, Ordering Paragraph 41.)

Annually, SDG&E solicits feedback from customers and stakeholders regarding PSPS communications and research results are used to refine, enhance, or add in-event notifications. In 2024, SDG&E introduced a new My Energy Center portal, which replaced My Account. Customers can use My Energy Center to update contact information as well as sign up for outage notifications (including PSPS notifications). Customer research also indicated that HFTD customers were not as aware of the Medical Baseline program as the previous year. As a result, additional promotional messaging about the Medical Baseline Program is included in public education efforts leading up to PSPS season. 2025 PSPS notifications also include specific messaging about charging medical devices at Community Resource Centers for customers who are not enrolled in Medical Baseline.

SDG&E works with community partners and CBOs to amplify messaging and provide resources and services during a PSPS. These partners refer customers and the public to PSPS preparedness safety pages on sdge.com and direct individuals with access and functional needs to call 211 for assistance.

These website pages provide helpful resources and robust information about remaining resilient through a PSPS. Content on SDG&E's website is presented in an accessible format, including American Sign Language formatted videos.

In 2025, SDG&E will continue to engage with local broadcast media and utilize various mediums to reach the public, including AFN communities and Limited English Proficient residents, to provide them with wildfire safety and emergency preparedness information, PSPS awareness, and PSPS education. Project teams are collaborating with stakeholders and subject matter experts in accessible communications to explore additional platforms that can assist with accessible communications.

SECTION VII PSPS EVENT LESSONS LEARNED

1. IOUs must provide a list of all lessons learned from past PSPS events, including feedback from impacted customers and stakeholders, and explain how the IOU has applied such lessons to its current and future PSPS activities. (D.21-06-034, Appendix at p. A14, Sections K-1.)

See "Table 14 – PSPS Event Lessons Learned Summary" in Appendix D.

SECTION VIII HIGH RISK CIRCUITS

1. IOUs should describe the methodology and criteria used to identify circuits at greatest risk of PSPS in the upcoming wildfire season. (D.21-06-034, Appendix at p. A14, Sections K-1.b SED Additional Information)

First, SDG&E leverages historical PSPS outage data to identify circuits that had been de-energized for PSPS three or more times in a calendar year during the prior five calendar years (2020-2024), which is the same method used to identify frequently de-energized circuits as reported in the 2026-2028 Wildfire Mitigation Plan (WMP), Section 4.3. PSPS-related outages were grouped into larger PSPS events that coincided with the post-event reports. Impacted circuits were then identified and counted once per event, regardless of the number of de-energizations for the event. For example, if a circuit was de-energized three times during one PSPS event, that circuit was only counted one time for that event. Once the data was collected, circuits impacted three times or more in a calendar year over the past five years were considered most at-risk for future PSPS events.

Next, WiNGS-Planning, SDG&E's risk modeling tool, was utilized to assess circuits that are at greatest risk of PSPS. An overview of these models is reported in the 2026-2028 WMP, Section 5.2 Risk Analysis Framework. The WiNGS-Planning model helps determine the most cost-effective strategy of implementing long-term grid hardening solutions to help minimize the risk of wildfire and PSPS in the HFTD. The latest model of WiNGS-Planning bases its grid-hardening recommendations on the reduction of wildfire risk specifically, though the model also computes a PSPS risk score for every circuit-segment that consists of the likelihood and consequence of a PSPS. The PSPS likelihood is computed using local historical weather conditions, associated weather station wind speed thresholds, and hardening status of the conductor lines. The PSPS consequence is based on associated customer counts categorized by customer types. Circuit-segment PSPS risk scores are aggregated to the circuit level and then evaluated to determine which circuits are at greatest risk of experiencing a PSPS that would have a severe impact

to customers. SDG&E reviewed each circuit that showed both high likelihood and high consequence scores.

The list of frequently de-energized circuits and the list of at-risk PSPS circuits generated by WiNGS-Planning were cross referenced, and any circuit that experienced three or more PSPS in a calendar year during the prior five years and/or ranked in the top 15 highest PSPS risk circuits in WiNGS-Planning qualified as a circuit at high-risk of PSPS.

A total of 15 circuits are reported in “Table 15 – High Risk PSPS Circuits” in Appendix D.

2. IOUs must include the number of times each circuit was de-energized during the prior four calendar years, and describe all steps toward risk-reduction and de-energization mitigation for each circuit, including specific outreach and education efforts and efforts to identify and provide appropriate resiliency support to customers with access and functional needs on each circuit. (D.21-06-034, Appendix at p. A14, Sections K-1.b; SED Additional Information.)

See “Table 15 – High Risk PSPS Circuits” in Appendix D.

Proactive de-energization of overhead infrastructure for safety remains an important component of SDG&E’s wildfire mitigation strategy. SDG&E recognizes the challenges that de-energization events pose for customers, communities, and public safety partners. Therefore, the use of PSPS de-energization is a measure of last resort with the need to promote safety during high fire risk conditions. SDG&E’s primary objective is to ensure public safety by preventing ignitions during periods of high-fire weather and minimizing the scope, duration, and impact of PSPS on as many customers as possible.

SDG&E mitigates PSPS impacts through a combination of grid hardening, situational awareness, and risk analytics. Grid hardening initiatives, such as the Strategic Undergrounding Program and the PSPS Sectionalizing Enhancement Program, strengthen grid resilience and reduce wildfire risk by placing power lines underground and installing switches to isolate high-risk areas. While these grid hardening programs are primarily aimed at wildfire risk reduction, the associated PSPS risk reduction from these programs further emphasizes their benefit. Situational awareness tools, including weather stations with real-time data capabilities, help monitor weather conditions and determine the necessity of de-energization. Additionally, risk analytics tools such as WiNGS-Ops provide automated visibility of infrastructure, enabling precise regulation of wind speed thresholds and better decision-making. Together, these strategies minimize the impact of PSPS de-energizations on customers and improve overall grid resilience.

SDG&E’s primary strategy for mitigating PSPS risk involves reducing or eliminating the risk by deploying Strategic Undergrounding. This program is deployed in areas where substantial PSPS de-energization reductions can be gained. Circuit segments that are fully undergrounded back to the substation source are no longer considered to have a PSPS risk. Due to SDG&E’s recent GRC decision, which significantly reduced mileage targets and budget through 2027, the Strategic Undergrounding Program will be suspended, delaying any significant PSPS impact reductions originally associated with this program.

Data on historic PSPS de-energizations, wind conditions, statistical risk modeling, and others are reviewed to determine where undergrounding will have the largest impact. Constraints such as environmental, permitting, and design are also considered. Cost effectiveness calculations developed in the WiNGS-Planning model are also utilized to scope undergrounding within the HFTD.

The Combined Covered Conductor Program replaces bare conductors with covered conductors in the HFTD and, when necessary, includes additional upgrades such as new structures, lightning arrestors, fuses, connectors, and avian protection measures. To prioritize installations within HFTDs, the program uses the WiNGS-Planning model. Covered conductors help reduce the risk of ignition thanks to their construction, which includes an internal semiconducting layer and external ultraviolet-resistant insulating layers that provide protection against incidental contact. All connections are fully insulated, and any exposed conductor ends are covered.

This program also has the potential to increase the wind speed thresholds that trigger PSPS de-energizations. For example, during the Santa Ana wind events in late 2024 and early 2025, SDG&E raised the de-energization threshold for fully covered segments to a maximum of 50 miles per hour, slightly reducing the likelihood of PSPS de-energizations. However, wind speeds during those events still exceeded the new thresholds, requiring PSPS de-energizations as a last resort. As more circuit-segments become fully hardened with Combined Covered Conductor installations, the windspeed threshold is expected to be raised for those segments as well, resulting in a slight reduction of PSPS risk.

The PSPS Sectionalizing Enhancement Program is a key initiative that strategically installs switches to isolate high-risk areas for potential de-energization. For instance, switches are placed on circuits with significant underground sections, allowing customers to remain energized during weather events. Leveraging situational awareness and meteorological forecasts, SDG&E uses sectionalization equipment to transfer customers to adjacent circuits unaffected by PSPS de-energizations or to exclude them from the scope of de-energization. By combining weather stations with sectionalizing devices, SDG&E can de-energize only the sections of circuits experiencing extreme wind events.

Historical PSPS data is used to identify and prioritize locations for switches. This typically means installing switches in the HFTD, however, as recent weather patterns have become more extreme and widespread, switches have been placed in both the HFTD and the wildland urban interface (WUI).

Customer Resiliency Programs consist of three SDG&E programs: the Generator Grant Program (GGP), the Standby Power Program (SPP), and the Generator Assistance Program (GAP). These three programs work to provide backup power to customers most vulnerable to PSPS de-energizations in the form of portable battery units (GGP); fixed installation backup generators, temporary critical facility generators, or solar panel and backup battery systems (SPP); or rebates for portable generators and battery units (GAP).

These three programs prioritize their outreach and education to customers in Tiers 2 and 3 of the HFTD. The GGP focuses on the needs of Medical Baseline, life support, and other select customers with access and functional needs who have experienced a PSPS outage. SDG&E has a reserve of pre-charged backup batteries specifically for expedited delivery during active PSPS events. The SPP targets customers and communities that will not directly benefit from other grid hardening programs due to their location and regions that are fed by circuits with higher historical PSPS impacts. The GAP focuses on resiliency for all customers who reside in the HFTD and have been impacted by PSPS events. Eligible customers are proactively contacted and educated about these programs.

Although these generator programs alleviate PSPS impacts for participating customers, these customers are still included in the total number of customers de-energized during a PSPS de-energization since SDG&E cannot guarantee that the generator is being used during the de-energization.

Strategic placement of microgrids serves to reduce PSPS impacts. SDG&E employs fixed asset microgrid sites with existing renewable energy resources, along with microgrid sites that depend on mobile energy resources. For example, during the January 2025 PSPS activations, Mountain Empire High School, a new microgrid site, was able to remain open during PSPS de-energizations.

The Community Resource Center (CRC) program offers temporary support to communities affected by PSPS de-energizations by providing essential resources. These include access to water, snacks, ice, seating, water for livestock/animals, and charging stations for cell phones and medical devices, along with up-to-date event-specific information. During colder months, SDG&E supplements its offerings with warming items such as warm beverages, blankets, beanies, neck gaiters, socks, gloves, and hand warmers. In January 2025, the Boulevard CRC additionally provided warm meals and access to warm running water with Americans with Disabilities Act (ADA)-compliant showers and restrooms to residents. CRC planning begins immediately after a weather forecast indicates any chance of adverse weather, ensuring resources are available to impacted communities when PSPS de-energizations occur. See Appendix A for SDG&E's Community Resource Centers Plan.

Operational mitigations such as enhanced inspections, vegetation management, and fine-tuning sensitive relay profile settings may also serve to mitigate some PSPS risk.

Customers and the general public who are not educated about wildfire safety, emergency preparedness, and resiliency may be ill-prepared for a wildfire or a PSPS de-energization. SDG&E's comprehensive wildfire safety public education and outreach plan was developed with the intent of increasing community resiliency to wildfires and mitigating the impact of PSPS de-energizations. The plan captures three phases: prior to, during, and following a wildfire or PSPS de-energization. Communication efforts before a wildfire related event focus on educating customers and the public about the measures and programs being implemented to reduce the threat of catastrophic wildfires, tactics they can employ to remain resilient and safe, and the community resources available. During a wildfire-related event, real-time awareness and updates about the event are provided along with information on how to remain safe and vigilant and the community resources available through the end of the event. After a wildfire-related event, SDG&E examines communications and solicits customer and stakeholder feedback with the intent of refining and improving communication efforts.

SDG&E's wildfire and PSPS education and outreach efforts are conducted throughout the service territory with a focus in the HFTD. The 15 at-risk circuits identified in Table 15 are all located within the HFTD, therefore all education and outreach programs listed in Section V apply to these circuits.

SECTION IX OTHERS

1. PG&E, SCE, and SDG&E must provide, with the following minimum fields, the dates/times when the Joint Utility Public Safety Power Shutoff Working Group (JUPSPSWG) convened and the webpage links to all meeting reports filed with the Commission. (D.21-06-014, Ordering Paragraph 8)

See "Table 16 – JUPSPSWG Meetings" in Appendix D.

2. PG&E, SCE, and SDG&E must identify the status of the list of public safety partners, including the last date updated, on their Public Safety Power Shutoff webpages. (D.21-06-014, Ordering Paragraph 27.)

SDG&E updates the public safety partner list quarterly, with the most recent update occurring on June 3, 2025. An email is sent to all public safety partners in the database that includes a link to an online survey where partners can enter a primary, secondary, and tertiary contact for their organization. Additionally, the email includes a link to the Public Safety Partner Portal instructing them to login to ensure their account is active.

3. PG&E, SCE, and SDG&E must confirm that the utility (1) contacted its Medical Baseline customers, at least annually, to update contact information; (2) sought to obtain from Medical Baseline customers, at least annually, an alternative means of contact for Public Safety Power Shutoff (PSPS) events; (3) contacted all customers that use electricity to maintain necessary life functions, at least annually, to update contact information; and (4) sought to obtain from these customers that use electricity to maintain necessary life functions, at least annually, an alternative means of contact for PSPS events. Provide the IOU's protocol on maintaining the Medical Baseline customer contact list and the electricity reliance customer contact list in a timely manner. The maintenance protocol should include the steps, the staffing, and the deadlines to achieve the objectives. (D.21-06-014, Ordering Paragraph 36.)

SDG&E contacts its Medical Baseline customers at least annually to update contact information and/or provide an alternative means of communication through the program eligibility renewal process and through other communication efforts. In July 2024, SDG&E sent letters to Medical Baseline customers in the HFTD that encouraged them to update their contact information. This letter is sent on an annual basis. Additionally, MyEnergyCenter customers can self-update their contact information at any time by logging into their account on sdge.com or by contacting SDG&E's Customer Care Center.

Given that customers can update their contact information via MyEnergyCenter or by contacting SDG&E's Customer Care Center, SDG&E does not have a maintenance protocol for maintaining the Medical Baseline customer contact list outside of receiving information during the recertification process or the annual letter. SDG&E is still exploring a maintenance protocol.

Appendix A: Community Resource Centers Plan

San Diego Gas & Electric Company's Community Resource Center Plan

July 1, 2025



Version 1
Last updated: 06/21/2025

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I. Community Resource Center Objectives

The Community Resource Center (CRC) program provides temporary support to communities impacted by public safety power shutoffs (PSPS) through the provision of basic resources. Such basic resources include access to water, snacks, ice, seating, water for livestock/animals, and a place to charge cell phones/medical devices, all while receiving up-to-date event-specific information. These resources are provided in a safe environment.

II. CRC Strategies, Actions, and Timing

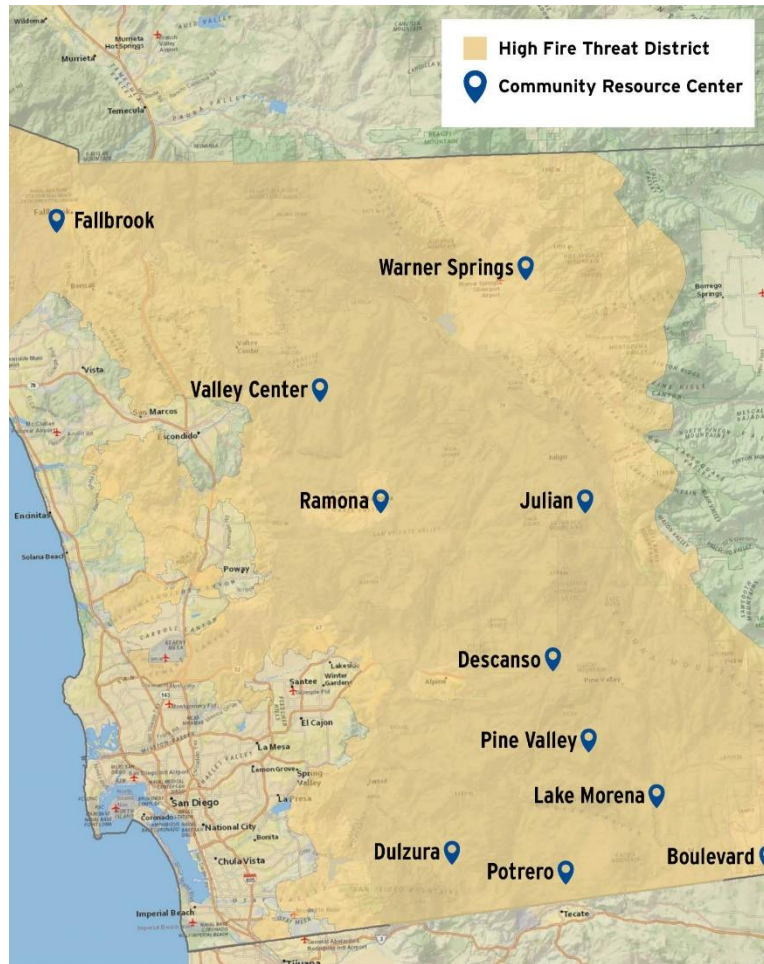
SDG&E established its CRC program in 2018, following customer feedback indicating additional resources were lacking during a PSPS. Residents requested information and the ability to charge cell phones so they could stay in communication. SDG&E embarked upon identifying locations that satisfied the needs of the most PSPS vulnerable customers utilizing the following criteria:

- Community historical PSPS impacts
- Community location to nearest available resources
- Physical site characteristics
 - o Adequate space for the community served
 - o Proper egress routes and safety considerations
 - o Facility electrical configuration can support a backup generator
 - o ADA compliance/accessibility
- Located in the High Fire Threat District (Tiers 2 or 3)
- Availability of community support
- Ability to operate during the required hours

Pending satisfaction of the above requirements, SDG&E initiates full site inspection and CRC design.

Following the 2018 pilot year of the CRCs, SDG&E enhanced the program by incorporating feedback received from residents. For example, one of the initial sites was re-located based on community input. SDG&E also learned that residents in Tier 3 of the HFTD were often reliant on well-water and needed access to water for their large animals. As a result, SDG&E now offers water buffalos that provide large quantities of water.

Figure 1: Map of SDG&E's Current Brick-and-Mortar CRCs



Each CRC site is located at a fixed facility designed to comply with local electrical code and safety considerations, which includes appropriate permitting with the local authority having jurisdiction. Prior to breaking ground, SDG&E enters into an agreement with the facility owner or customer of record. The agreement illustrates the roles and responsibilities of each party, resources provided, maintenance requirements, compensation, construction terms, and liability. Once fully executed, construction begins until the site is fully operational, leveraging electrical equipment capable of safely disconnecting the facility from the utility grid to facilitate a portable backup generator and eliminate the risk of a back-feed scenario. In some instances, a facility may already possess a permanently installed backup generator, in which case SDG&E would enter into an agreement strictly for participation, compensation, liability, roles and responsibilities.

When conditions warrant activation of a CRC, SDG&E takes immediate action to ensure resources are made available to impacted communities. The general strategy for activation follows the PSPS timeline as outlined on SDG&E's PSPS website. But SDG&E initiates CRC planning immediately following the issuance of a weather forecast that indicates any chance of adverse weather, which may fall within the 7 – 2 days ahead timeframe. Forty-eight hours ahead, the CRC team is establishing

shift coverage and mobilizing resources to ensure that SDG&E is prepared and has the flexibility to support the needs of the anticipated event. Twenty-four hours ahead, potentially activated sites are narrowed down and ready for the coming activities. The day of activation coincides with the first de-energization. If the de-energization takes place overnight, CRCs will be opened the following morning at 8am. If the de-energization takes place during the day, SDG&E will make every effort to open a CRC as soon as possible and will maintain the standard operating hours of 8am – 10pm.

III. CRC Contracting Effort in Place to Ensure Sufficient Contracted CRC Available During PSPS Events

SDG&E maintains annual contracts across all eleven permanent CRC locations. These contracts are renewed annually and are reviewed periodically to ensure accuracy as the program evolves. Contained within each contract are provisions to ensure sites are made available to SDG&E when requested, physical access is provided as needed, and permission is granted to inspect, install, and maintain necessary electrical equipment to facilitate backup power during PSPS events.

IV. Engagement with Local Populations on Access and Functional Needs (AFN)

As a result of community meetings held in communities in SDG&E's service area, SDG&E established a network of CRCs to help communities in real-time during Public Safety Power Shutoffs.

SDG&E is actively customizing and enhancing its Safety and AFN Public Education campaign for 2025. This territory-wide, mass-market communications effort aims to achieve increased customer awareness and education. The paid advertising campaign, in combination with direct communications and outreach, supports SDG&E's ability to reach its AFN audience broadly and promote message consistency across the service territory.

Outreach tactics supporting the public education campaign include community events such as wildfire safety fairs and webinars, direct outreach to vulnerable populations in high-risk areas, collaboration with community-based organizations (CBOs) to provide support, promotional communications for support services such as generator programs and resiliency surveys, emails to customers, bill inserts, wildfire safety newsletters and wildfire-related customer notifications in accessible formats.

Additionally, SDG&E leveraged its Public Safety Power Shutoff Working Group (PSPSWG) with representatives from the California Public Utilities Commission (CPUC), communication providers, water service providers, tribes and agencies that serve members with disabilities, aging, and AFN population to solicit feedback on the 2024 Community Resource Center Plan in March of 2024.

V. Stakeholder Recommendations on AFN Needs of Services and Supplies

SDG&E consulted with various stakeholder groups in the development of this plan through e-mails, and virtual conference calls as well as the PSPSWG. Feedback received during those sessions has been incorporated and SDG&E will continue to refine the program through ongoing dialogue with CRC stakeholders. See “Table 4 – Prior Year CRC Customer Feedback” in Appendix D of SDG&E’s 2025 Pre-Season Report.

SDG&E has coordinated with each CRC site-facility owner on Americans with Disabilities Act (ADA) compliance and has provided additional accessibility and safety items in “AFN Go Kits”. These Go Kits include items to mitigate trip hazards, communication aids, additional accessibility and directional signage, and materials to expand accessible parking and provide safe paratransit loading zones. Privacy screens are available to provide a private area for sensitive activities like administering medications, breastfeeding, a calming area for sensory disabilities and other needs.

Additionally, SDG&E has leveraged key takeaways from Cal OES’s Inclusive Planning Blueprint for Addressing Access and Functional Needs at Mass Testing/Vaccination Sites. SDG&E has implemented Video Remote Interpreting (VRI) resource and training to all CRC staff, allowing for complex conversations and information sharing in ASL and non-English languages. Each CRC will also have non-English visual translator boards for simple and casual conversations. SDG&E will ensure all CRC staff are familiar with possible reasonable accommodation requests and know to refer such requests to SDG&E’s Emergency Operations Center (EOC) AFN Liaison Officer for solution support.

VI. Criteria Used to Determine the Types of CRCs Needed During Each Event

Depending on the most recent CDC guidelines regarding Covid-19 protocols and public gatherings, in-door or drive-thru layouts for CRC’s are utilized at brick-and-mortar locations. If any of the eleven brick-and-mortar CRC locations prove inadequate relative to community needs, SDG&E may dispatch a Mobile Command Trailer to a desired location serving as a temporary CRC.

VII. Services and Supplies Available at each CRC to Customers and AFN Populations

To determine the resource needs of the community being served, SDG&E leveraged feedback from its impacted communities via townhalls, safety fairs and wildfire/PSPS preparedness workshops. The common themes customers expressed were the need for outage updates, cell phone charging, and air conditioning. Additionally, AFN stakeholders recommended adding the ability for individuals to drop-off medical devices for charging with the ability to pick up later. Based upon these discussions and feedback received, SDG&E has added additional resources to its CRCs. Below describes the full and current list of resources available at SDG&E’s CRCs.

- Up-to-date outage information
- Bottled water
- Light snacks
- Bulk water truck delivery (for larger quantities of water for animals/pets)
- Ice (both block and cubed)

- Accessible Restrooms
- Cell phone charging stations
- Wi-Fi/Access to internet
- Medical Device Charging
- Brick and mortar facility fully powered via a portable backup generator
 - o This enables standard 120V charging via facility electric outlets for medical or other devices requiring power

SDG&E continues to evaluate the effectiveness of the resources offered through feedback forms available at activated CRCs and through direct feedback from regional PSPS working group members. During the March 2024 PSPS working group session, it was recommended that Boil Orders should be shared if in effect. As a result, SDG&E will ensure such notices are communicated at the appropriate CRC when information is shared with SDG&E.

As a direct result of 2024/2025 customer feedback, we've recognized the need for more prominent and clear signage at CRCs. Moving forward, SDG&E is working to enhance on-site visibility with additional signs indicating that CRCs are open and available for public use. This will help ensure that all community members can easily identify and access our facilities. The above list and this CRC Plan reflect all feedback received.

VIII. CRC Information Transparency and Accessibility on PSPS Webpage and PSPS Advanced Notification During Event

CRC information is made available through SDG&E's dedicated PSPS website (<https://www.sdge.com/wildfire-safety/community-resource-centers>), and smart device application SDG&E Alerts. Additionally, 211 helps direct individuals with AFN to available CRC locations and CBOs promote this information to their constituents.

IX. COVID-19 Considerations

The CRC program has developed a comprehensive COVID-19 plan that may exercise two phases of health and safety precautions depending upon the nature of the event and prevailing guidelines. This section summarizes the plan at a high level:

Phase 1 – Strict social distancing measures with added security involvement and routine deep cleaning of all commonly touched surfaces. Employees and CRC partners will use proper personal protective equipment (PPE) such as face coverings and gloves. Routine temperature checks for anyone entering a CRC will be required at entryways. Strict time limits will be implemented to eliminate any congregating or social gathering.

Phase 2 – If conditions warrant more stringent health and safety precautions that would render Phase 1 precautions futile, CRCs would transition to drive-thru events. No entry to the CRC building would be allowed except for building owners and SDG&E employees. Care packages would be pre-

assembled and handed to vehicles in a drive-thru fashion. All PPE identified in Phase 1 will be leveraged here as well.

X. Prior Year CRC Usage Metrics

See “Table 3 – Prior Year PSPS CRC Usage Metrics” in Appendix D.

XI. CRC Program Evaluation Including Customer Feedbacks, CRC Related Surveys, Survey Results, Survey Evaluation, and IOU’s Related Challenges

Starting in 2022, SDG&E contracted a third-party vendor to provide personnel during a PSPS event for its various CRCs. iPads will be used to conduct a four to five question survey to collect customer feedback.

See “Table 4 – Prior Year CRC Customer Feedback” in Appendix D.

XII. Lessons Learned Protocol

The After-Action Review (AAR) is the primary tool for identifying, documenting, and incorporating PSPS event-related decisions and actions of events into the continuous process and quality improvement and learning cycle. Immediately following a PSPS event resulting in pre-event customer and regulatory notifications, SDG&E initiates efforts to engage in the sharing of best practices and lessons learned to assist in relevant lessons learned sections of the Commission's Safety and Enforcement Division's standardized 10-day post-event reporting template.

Findings and/or lessons learned resulting from the AAR process or other methods of incident evaluation are identified and documented and shall be stored in the approved repository and made available to employees, as appropriate. Feedback and/or lessons learned applicable and relevant to all Investor-Owned Utilities (IOUs) from concluded PSPS events may be shared at the utility working group meetings or other Commission led meetings.

To the extent permissible, SDG&E will communicate corrective actions resulting from the AAR process to impacted workgroups, operational teams, and management, as appropriate to promote continuous improvement and a learning organization.

See “Table 14 – PSPS Event Lessons Learned Summary” in Appendix D for CRC lessons learned.

Appendix B: Critical Facilities and Infrastructure Plan

San Diego Gas & Electric Company's Critical Facilities and Infrastructure Plan

July 1, 2025



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I. Critical Facilities and Infrastructure (CFI) Objectives

To ensure critical facilities and infrastructure customers can adequately prepare for Public Safety Power Shutoffs, SDG&E endeavors to identify and understand the resiliency needs of all facilities that are essential to the public safety, health, and well-being of our communities. This is accomplished through an iterative identification and outreach process intended to ensure that all CFI customers have provided SDG&E with up-to-date emergency contact information, assessed their resiliency and emergency preparedness plans, and identified accounts that may require backup generation.

II. CFI Strategies, Actions, and Timing

SDG&E's primary goal for Critical Facility and Infrastructure customers is to ensure that all CFI customers are identified, have provided SDG&E with up-to-date emergency contact information, assessed their resiliency and emergency preparedness plans, and identified accounts that may require backup generation.

SDG&E's primary goal for Critical Facility and Infrastructure customers is to ensure that all CFI customers are identified, have provided SDG&E with up-to-date emergency contact information, assessed their resiliency and emergency preparedness plans, and identified accounts that may require backup generation.

This process is iterative. SDG&E has utilized a 3-pronged approach to identify CFI customers: (1) Querying relevant North American Industry Classification System (NAICS) codes, (2) internal recommendations from assigned Account Executives, (3) customer requests to be classified as CFI.

Initial identification of CFI customers was conducted by utilizing the general NAICS code of each customer and grouping them into sections based on the required CPUC defined customer bases. These can be found in detail in "Section III: CFI Definition and IOU CFI Contact on PSPS Website." This list is reviewed frequently to ensure customers who may not have been captured are notated and customers who may have been included erroneously are removed.

Through monthly reconciliations of SDG&E's customer information system to identify accounts that may have been opened or closed by CFI customers and keeping close relationships with assigned CFI customers to SDG&E's respective Account Executives (AEs), SDG&E maintains an updated database of emergency contacts and understanding of specific customer needs throughout the year. Additionally, a robust annual outreach to all CFI customers allows SDG&E to make meaningful updates on customer backup generation and annual emergency plan assessments.

Each year, SDG&E conducts its annual outreach to all CFI customers to ensure all contacts and PSPS preparedness updates are made before the historical start of Fire Season in San Diego and Orange County, around September 1. This year, between the beginning of May and the end of June, SDG&E conducted outreach through 2 distinct efforts.

The first effort was conducted by mailing letters and sending emails to Unassigned CFI customers, asking these customers to provide updated emergency contacts and responses to emergency

preparedness questions. The second effort, which occurred simultaneously, focused on outreach to Assigned CFI customers. This outreach was conducted through emails and calls, asking Assigned CFI customers to review and update their emergency contacts, in addition to providing responses to PSPS preparedness questions.

CFI customers who do not respond to any aspect of this outreach are identified. Should a customer not provide the requested information, any contact information held within SDG&E's customer information system is utilized as the last resort contact method if they are identified to be impacted by an imminent PSPS.

SDG&E also maintains a CFI specific website at <https://www.sdge.com/psps-critical-facilities> where customers can request their respective contact data that SDG&E has on file and request updates at any time. This request form is actively monitored by SDG&E staff for timely responses.

III. CFI Definition and IOU CFI Contact on PSPS Website

SDG&E has followed the guidance of the CPUC on which customers should be classified as Critical Facility and Infrastructure customers.¹ This list can be found on SDG&E's designated Critical Facilities and Infrastructure website, <https://www.sdge.com/psps-critical-facilities> and is also included below:

Critical Facility and Infrastructure Customer Types

Emergency Services Sector

- Police Stations, fire stations, emergency operations centers, public safety answering points, and tribal government providers.

Government Facilities Sector

- Schools, jails, prisons, homeless shelters, community centers, senior centers, independent living centers, as defined by the California Department of Rehabilitation, voting centers and vote tabulation facilities

Healthcare and Public Health Sector

- Public Health Departments, medical facilities including hospitals, skilled nursing facilities, nursing homes, blood banks, health care facilities, dialysis centers and hospice facilities (excluding doctor offices and other non-essential facilities), cooling (or warming) centers, and temporary facilities established for public health emergencies.

Energy Sector

- Public and private utility facilities vital to maintaining or restoring normal service, including, but not limited to, interconnected publicly-owned utilities and electric cooperatives.

Water and Wastewater Systems Sector

¹ The term "Critical Facilities & Infrastructure" was initially defined by the CPUC in D.19-05-042 and subsequently modified in D.20-05-051 and D. 21-06-034 to add more sectors. D.20-05-051, p A10 and D.21-06-034, pp. 75-76, A5-A6.

- Facilities associated with the provision of drinking water or processing of wastewater, including facilities used to pump, divert, transport, store, treat and deliver water or wastewater.

Communications Sector

- Communication carrier infrastructure including selective routers, central offices, head ends, cellular switches, remote terminals, and cellular sites.

Chemical Sector

- Facilities associated with the provision of manufacturing, maintaining, or distributing hazardous materials and chemicals.

Food and Agriculture Sector

- Emergency Feeding Organizations, as defined in 7 U.S.C. § 7501.

Transportation Systems Sector

- Facilities associated with automobile, rail, aviation, major public transportation, and maritime transportation for civilian and military purposes, and Traffic Management Systems.

SDG&E has also employed a distribution list for an internal CFI contact by creating a shared email address, which is CFInquiry@sdge.com. This email address is monitored by multiple SDG&E staff members to ensure that requests are addressed in a timely manner. This approach was determined a best practice as it provides redundancy in case employees are on vacation, out of the office on customer visits, unable to access email requests within 24 hours, or other reasons that may cause an email to go unread.

Throughout the reporting period for the 2025 Pre-Season Report of June 1, 2024, through May 31, 2025, no emails were received from an outside source requesting data validation.

IV. Identification Method of CFI

SDG&E utilizes a 3-pronged approach to identify CFI customers: (1) querying relevant NAICS codes, (2) internal recommendations from assigned Account Executives, and (3) customer requests to be classified as CFI.

SDG&E has primarily utilized NAICS codes for the first and broadest classification effort. This includes identifying the relevant NAICS codes for each category outlined by the relevant CPUC decisions and referenced in *Section III: CFI Definition and IOU CFI Contact on PSPS Website*.² These NAICS codes then receive a specific flag in SDG&E's customer information system to ensure that the customer has been appropriately identified and can be appropriately contacted to provide and potentially gather any necessary information in case of an imminent PSPS. This process is continuously refined, and customers are added or removed based on further assessment of their classification. This flag also helps SDG&E capture any new accounts that are added or removed

² The term "Critical Facilities & Infrastructure" was initially defined by the CPUC in D.19-05-042 and subsequently modified in D.20-05-051 and D. 21-06-034 to add more sectors. D.20-05-051, p A10 and D.21-06-034, pp. 75-76, A5-A6.

monthly from the customer’s account list so further outreach can be conducted to identify new backup generators, changes in contact information, or unique needs of the customers that need to be considered.

SDG&E also conducts a thorough outreach campaign each spring to all CFI customers to ensure any changes that may not have been communicated from the customer are captured. This includes a large mailing, e-mail, and phone call campaign to survey customers on their emergency preparedness, capability for resiliency, and presence of backup generation.

This process is iterative and ongoing as new information comes to light as to how these customers should be identified.

V. Changes in CFI Since Prior Annual Report

As of June 23, 2025, SDG&E has 25,531 unique CFI accounts. This is 120 fewer unique accounts than the 25,651 unique CFI accounts recorded in the 2024 Pre-Season Report.

VI. Maintenance and Update Process of CFI List

See “*Section II - CFI Strategies, Actions, and Timing.*”

VII. Collaboration with Transmission-level Customers

SDG&E’s transmission level customers primarily consist of energy generators and each of SDG&E’s transmission level customers have been flagged as CFI. See “*Section II - CFI Strategies, Actions, and Timing.*”

VIII. Comparison of Current Year CFI Request Total with Last Year

At this time, SDG&E has not received any requests for customers to be classified as a Critical Facility during the reporting period of June 1, 2024 through May 31, 2025, compared to one request for last year’s reporting period. The utility accepted this request. These requests are referenced in “*Table 7 – List of Requests to Be CFI Over Last Two Years*” Appendix D and includes CFI request totals over the last two years from June 1, 2023 through May 31, 2025.

IX. CFI Backup Power Assessment Efforts/Actions, Backup Power Provisions and Terms

SDG&E conducts a formal annual assessment of all CFI customers to better understand CFI customers’ emergency preparedness and potential need for additional support during PSPS events.

In 2024, SDG&E conducted outreach to CFI customers through two rounds of questionnaires. The first round of questions was intended to both assess CFI customers' PSPS resilience and obtain updated contact information for primary and secondary points of contact. For CFI customers that responded indicating that they had at least one backup generator, they received a second round of questions that dug deeper into their PSPS resiliency regarding questions about the locations and capabilities of their backup generators. Below are the following questions that CFI customers received in 2024:

- 1) Please review and update, as needed, your 24-hour emergency contacts.
- 2) Does your organization have an emergency preparedness plan that includes guidance on business continuity should there be a loss of grid power?
- 3) Does your organization have backup generators to support your critical operations?
- 4) Is there a backup generator at this meter?
- 5) Will this backup generator be used during a PSPS event?
- 6) Can this backup generator support this meter for at least 72 hours during a PSPS event?
- 7) Is this a permanent backup generator?

The 2025 survey to CFI customers continued to assess PSPS preparedness and resiliency through one or two rounds of questionnaires. Assigned CFI customers received two rounds of questionnaires, and Unassigned CFI customers received one round of questionnaires. These questionnaires were similar to the questionnaires from 2024, as the first round of questionnaires was intended to achieve a high level assessment of CFI customers' PSPS resilience and obtain updated contact information for primary and secondary points of contact. The second round of questionnaires, which were sent to Assigned CFI customers who indicated that they have backup generators, are more granular in nature as they help to further assess CFI customers' backup generator capabilities. In addition to requesting all CFI customers to review and update their emergency contacts, the questions contained in the 2025 first-round questionnaire were the following:

- 1) Does your organization have an emergency preparedness plan that includes guidance on business continuity should there be a loss of grid power?
- 2) Does your organization have at least one backup generator to support your critical operations?

For Assigned CFI customers who responded positively to having at least one backup generator to support their critical operations, SDG&E sent them the following four questions about their backup generator(s) regarding each of their meters:

- 1) Is there a backup generator at this meter?

- 2) Will this backup generator be used during a PSPS event?
- 3) Can this backup generator support this meter for at least 72 hours during a PSPS event?
- 4) Is this a permanent backup generator?

This information gets saved and updated throughout the year in an internal system that houses all primary and secondary contacts for CFI customers. Customers can provide updated contact information at any time throughout the year, which gets updated and saved in the system.

These 2025 questions allow SDG&E the opportunity to further identify the CFI customers that are or are not able to withstand long-term outages as a result of PSPS events, identify CFI customers who may not have adequately prepared for PSPS, and identify addresses and accounts that do or do not have access to backup generation.

SDG&E has also communicated to CFI customers that it is the customers' responsibility to adequately prepare for PSPS events, which also includes an assessment of their backup generation as a method of resiliency. Thus, SDG&E informs customers that "SDG&E is not responsible for providing backup power before or during a de-energization." In the event of a situation where health, life, or safety of the community is at risk due to not having access to backup generators, SDG&E has generators on hand with nameplate ratings from 15kW to 500kW and contracts with local third-party vendors for rental units available to deploy. Because of this potential, SDG&E has developed a thorough process for when a customer requests backup generation.

During a PSPS event, customers requesting backup generators will work directly with their respective assigned Account Executive, if applicable. The Account Executive will require the customer to fill out a Generator Request Form. Customers will then submit the completed form back to their assigned Account Executive and the Account Executive will send the completed request form to the Emergency Operations Center (EOC) on-duty representatives. Unassigned customers who do not have an assigned Account Executive utilize SDG&E's Customer Care Center to request the backup generator and initiate the process. Whether through the assigned Account Executive or through the Customer Care Center, these requests will be directed to the EOC.

During a PSPS, this request must receive approval from the EOC's Customer Branch Chief and SDG&E's Distributed Energy Resource team. If there is an event that necessitates response efforts from the County Office of Emergency Services, the County Office of Emergency Services also provides a review and approval or rejection for the backup generator request. During all events where health, life, or safety of the community is at risk, the Distributed Energy Resource teams conducts a load study and job walk to provide guidance on whether or not providing a Backup Generator would be technically feasible and available.

If the request for a backup generator is approved, the EOC will coordinate communication to the customer and will work with the Distributed Energy Resource team to complete delivery of the generator.

If the request gets denied, the EOC will coordinate this communication to the customer, noting the reasoning.

X. Engagement with Local Government and Public Safety Partners on CFI Identification and Back-up Generation Need

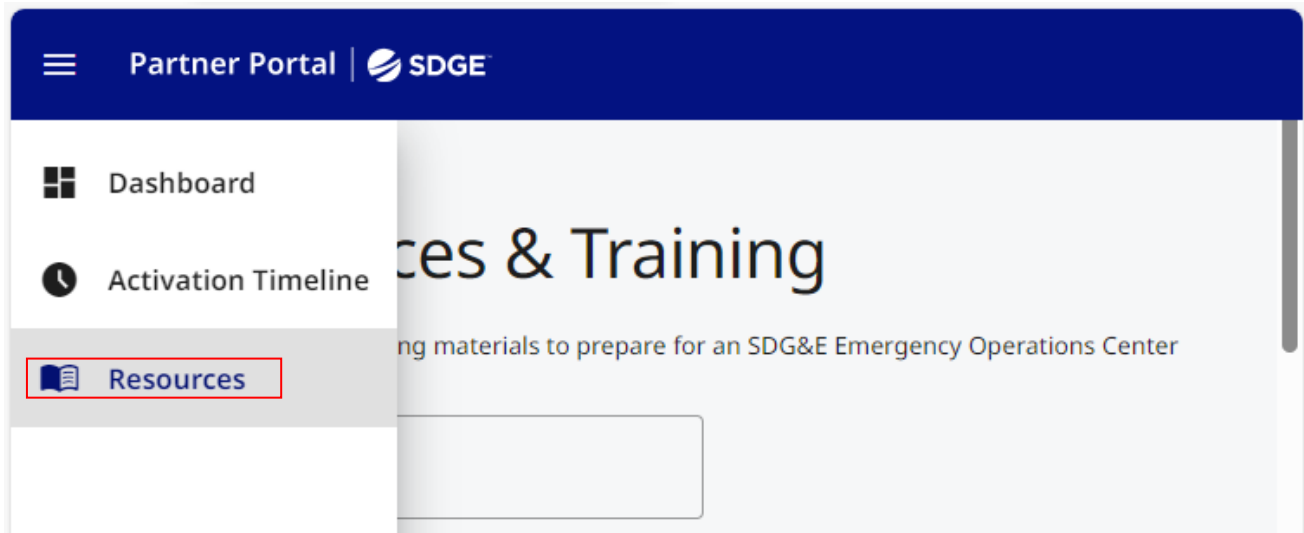
SDG&E conducts annual outreach to local and tribal government customers to assess their specific backup generation capabilities and identify problem areas. See “*Section IX. CFI Backup Power Assessment Efforts/Actions, Backup Power Provisions and Terms*” for the list of survey questions and process.

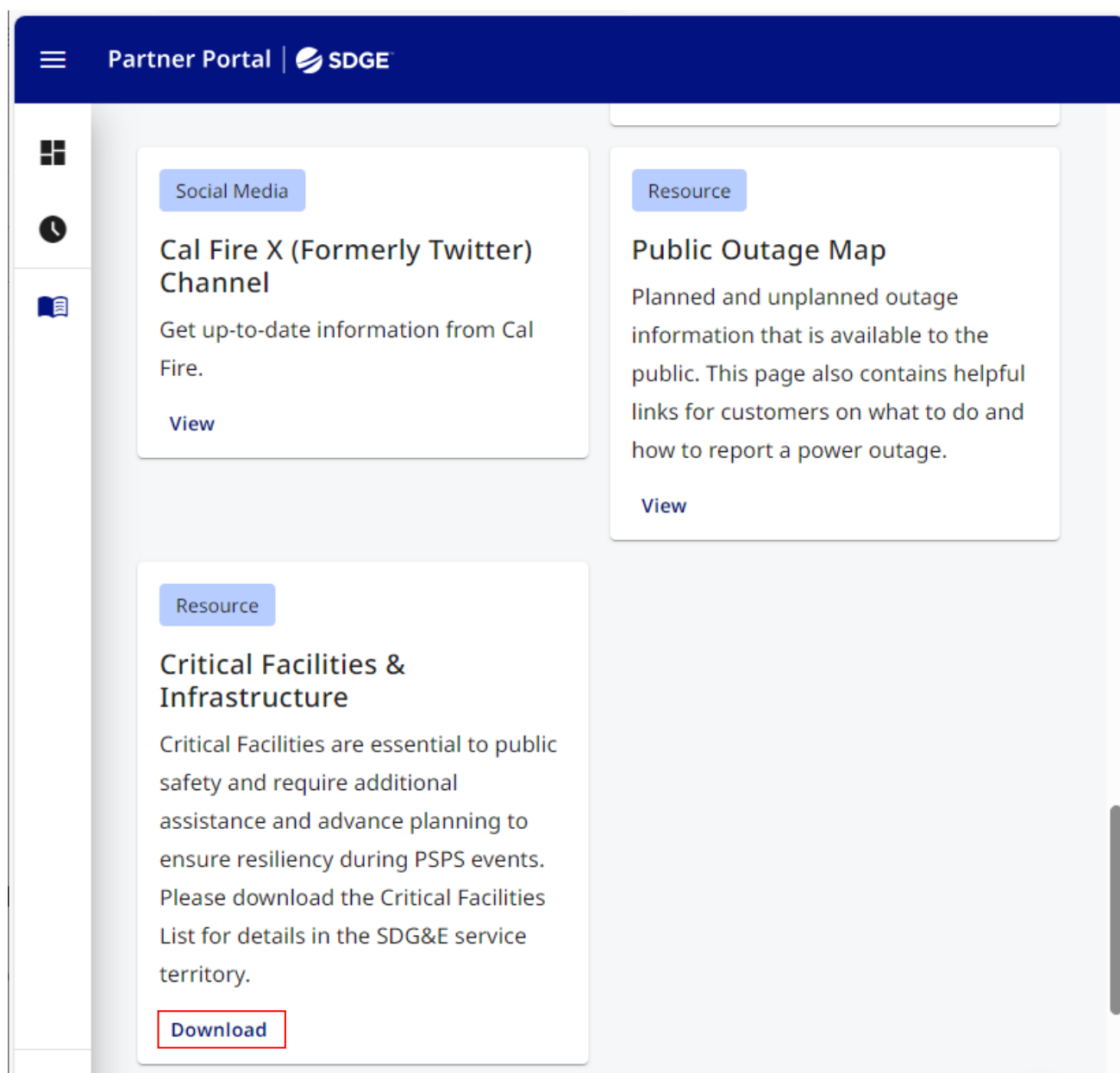
SDG&E also always makes the CFI list available to Public Safety Partners via the Partner Portal and will work with any local or tribal government to make revisions or additions to the CFI list based on the suggestions of the jurisdiction. This process is outlined in “*Section XI. Maintenance and Accessibility of CFI List*”.

XI. Maintenance and Accessibility of CFI List

SDG&E has implemented a robust process for both Critical Facility and Infrastructure customers and Public Safety Partners to access SDG&E’s CFI list as described below. Maintenance of the CFI list is outlined in detail in “*Section II. CFI Strategies, Actions, and Timing.*”

Public Safety Partners can access the SDG&E list of CFI customers through the Partner Portal. Within the “Resources” section of the Portal, there is a Resource Card for the “Critical Facilities and Infrastructure List” at the bottom of the section. Users are able to download this list 24/7 regardless of EOC activation status.





For current CFI customers that are not classified as Public Safety Partners and for customers who would like to be classified as CFI customers, there is a link to a web form to input their information on <https://www.sdge.com/pmps-critical-facilities> in “*Complete Our Survey*” and in “*Confirm your Critical Facilities Information*” under “*For More Information.*”

Preparing for Emergencies

Critical Facilities in SDG&E's service territory may require additional time to prepare for PSPS events. Customers who have been identified as a Critical Facility may receive additional notifications before a PSPS is initiated.

Every month, SDG&E updates the list of Critical Facilities and seeks to maintain an updated directory of emergency contacts from these customers. These contacts are essential to ensuring that your facility is contacted before, during, and after a PSPS event. Additionally, SDG&E will survey these customers to assess their emergency preparedness and their backup generation capabilities. This helps SDG&E determine Circuits of concern that may need additional support during a PSPS.

If you have been identified as a Critical Facility, please ensure your contact information is up to date by clicking the Survey Link below or contacting your assigned Account Executive.

[Complete Our Survey](#)

For More Information:

Confirm your Critical Facilities Information

Use our [web form](#) to confirm your critical facility information.

Request a Back-Up Power Assessment*

Use our [web form](#) to request a back-up power assessment for your critical facility.

Designate Your Critical Facility

If you believe your business should be designated as a Critical Facility, please email: CFInquiry@sdge.com.

More Information

Visit sdge.com/pmps and download the [SDG&E Alerts](#) mobile app.

*SDG&E is not responsible for providing backup power before or during a de-energization

Within this form, the user can request to be classified as a CFI customer by identifying their organization, providing their contact information, and responding to PSPS preparedness and resiliency survey questions. For customers that are already classified as CFI customers, this is where they can update their CFI contact information and responses to the annual PSPS preparedness and resiliency survey.

Once the user has clicked “*Submit*”, an email with the information the user has provided will be sent to an internal distribution list. Once this is received, the SDG&E team will review the information provided and will respond to the customer accordingly. Any changes that the user requests will then be made within SDG&E’s internal system.

This process provides confidentiality by ensuring that the requestor is a representative of the entity for which the requestor is requesting data. A response will not be provided to the customer unless their email signature is affiliated with the entity for which is the requestor. If the email address is not affiliated, SDG&E will coordinate with the entity that the data has been requested before providing any data.

XII. Consultation with Local and Tribal Governments

SDG&E will provide the full CFI list to local and tribal governments upon request by the jurisdiction. Additionally, the full CFI list is available on the Partner Portal at any time for local and tribal governments to review the list of customers who have been flagged as CFI. Please see “*Section XI: Maintenance and Accessibility of CFI List*” for how this is completed. As tribal government providers and local governments are classified as CFI, please see “*Section II - CFI Strategies, Actions, and Timing*” for how SDG&E collaborates and notifies local and tribal government customers.

XIII. Coordination with CFI to Maintain Energization During PSPS Events of Varying Lengths

As California’s climate conditions have changed, the traditional idea of a fire “season” has evolved into a year-long battle against more severe wildfires. SDG&E has spent more than a decade building a wildfire safety program that includes fire hardening infrastructure, building a fire science and meteorology department to better forecast and prepare for wildfires, and implementing innovative technology such as weather stations, camera networks, drones, and fire prediction modeling to watch for potential threats.

Even with the investments to reduce the risk of wildfire, there are times where SDG&E may have to shut off the power to specific electric circuits to prevent an ignition.

CFI customers are provided advance notifications to actively prepare for a PSPS event. During the event, CFI customers who have provided emergency contact information are notified of updates regarding the status of the outage for their specific device.

For Assigned CFI customers that are also considered Public Safety Partners, these customers are granted additional support and communication directly from their assigned Account Executive and can access the Partner Portal.

CFI customers are surveyed annually on their backup generation capabilities to ensure that their critical operations can continue during PSPS events of varying lengths. For any CFI customers who may need to request backup generation for extended outages, they can follow the backup generator request process as outlined in “*Section IX: CFI Backup Power Assessment Efforts/Actions, Backup Power Provisions and Terms*”.

XIV. Lessons Learned Protocol

The After-Action Review (AAR) is the primary tool for identifying, documenting, and incorporating PSPS event-related decisions and actions of events into the continuous process and quality improvement and learning cycle. Immediately following a PSPS event resulting in pre-event customer and regulatory notifications, SDG&E initiates efforts to engage in the sharing of best practices and lessons learned to assist in relevant lessons learned sections of the Commission's Safety and Enforcement Division's standardized 10-day post-event reporting template.

Findings and/or lessons learned resulting from the AAR process or other methods of incident evaluation are identified and documented and shall be stored in the approved repository and made available to employees, as appropriate. Feedback and/or lessons learned applicable and relevant to all Investor-Owned Utilities (IOUs) from concluded PSPS events may be shared at the utility working group meetings or other Commission led meetings.

Subject to legal privilege and confidentiality requirements, corrective actions resulting from the AAR process shall be broadly communicated to impacted workgroups, operational teams, and management, as appropriate to promote continuous improvement and a learning organization.

See “Table 14 – PSPS Event Lessons Learned Summary” in Appendix D.

Appendix C: Notification Plan

San Diego Gas & Electric Company's Notification Plan

July 1, 2025



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I. Notification Objectives

Notification timelines and audiences are prescribed by the CPUC. To ensure the timelines are met, the objectives of this plan are as follows:

- Develop strategies to ensure timely notifications are made as prescribed
- Promptly acknowledge the incident with a commitment to provide stakeholders more information
- Speak with “OneVoice” to provide a consistent message to all stakeholders
- Be transparent by proactively offering a continuous stream of updated, relevant information
- Reach all stakeholders by communicating across every possible channel
- Leverage visual communications and third-party support to tell our story

II. Notification Strategies, Actions, and Timing

In any crisis or disaster, following are the key strategies and actions needed to develop an emergency communications strategy:

- Complete a thorough damage/situation/injuries assessment
- Appoint a lead point person for both crisis management and crisis communications
- Determine executive availability and identify media spokespeople at the executive and management levels
 - Determine the appropriate spokespeople for different events (e.g., media briefings, media updates, one-on-one interviews)
- Develop a communications response strategy
- Create a strategy and action plan to communicate with customers, employees and the media throughout the crisis
- Develop key talking points, including core message themes that potentially can be carried forward throughout the crisis. Include facts that reflect the status of the crisis and the Company’s response, as well as proactive steps taken by the Company
- Consult with Legal Officer and the Officer in Charge (OIC) as well other relevant internal departments, to approve messaging
- Determine most effective media channel(s) (i.e., radio (particularly KOGO, our region’s emergency broadcast station), TV, newspapers and/or social media) given the nature of the situation
- Develop news releases/media statements and employee updates (via e-mail, employee hotline, Company intranet, digiboards, and/or voicemail) as necessary
- Use social media to help broaden communications reach
- If media briefings are necessary, activate media check list which includes identifying a suitable briefing room or area clear of the incident area and procure necessary A/V equipment; arranging escorts for media within the building, to and from the media briefings; coordinating with facilities and security on guest parking and

- access
- Monitor ongoing media coverage and respond/adjust messaging as appropriate
- Schedule regular updates for the crisis management team/EOC to share feedback from the media and other key stakeholders; discuss next steps in communications
- Develop a PIO Section staffing schedule immediately for any crisis expected to require 24/7 response for the duration of the EOC activation

III. Notification Process Planning and Improvement

SDG&E has developed a Notification Concept of Operations (ConOps) that lays out the processes & procedures for notifications for Public Safety Power Shutoffs (PSPS). That plan is reviewed annually and updated by the following activities:

- Updates to regulatory notifications
- Lessons learned from After-Action Review corrective actions
- Changes to internal processes

IV. Updated/Current Notification Script and Templates

SDG&E developed notification scripts for the various phases of the PSPS timeline. These scripts are updated annually based on feedback from customer surveys and feedback. SDG&E is in the process of updating its PSPS notification scripts, voice recordings and American Sign Language (ASL) videos for 2025.

Upon final review and approval of notification script, it is sent to Deaf Link for conversion into accessible formats. These formats include a video in ASL, audio recording and an accessible transcript included below the video that can be accessed by screen reader and braille refresh reader devices. Additionally, the English notifications are simultaneously translated into transcripts in 22 prevalent languages spoken in the region, including English.

V. In-language Translations

SDG&E provides PSPS notifications in American Sign Language (ASL) video and 22 prevalent languages. Those languages include:

1. English
2. Spanish
3. Mandarin
4. Tagalog
5. Vietnamese
6. Russian
7. Korean
8. Cantonese
9. Arabic

10. French
11. German
12. Armenian
13. Farsi
14. Japanese
15. Khmer
16. Thai
17. Hindu
18. Portuguese
19. Punjabi
20. Somali
21. Mixtec
22. Zapotec

VI. Notification Methods

PSPS notifications are delivered using a multi-channel strategy to educate and inform customers and the general public. Methods include:

- Messages magnified via our regional partners, community-based organizations, and broadcast media partners, including designated local emergency broadcast radio station
- Amplification of messaging using all digital media channels, including social media (X.com (formerly known as Twitter), Nextdoor, Facebook, Instagram and YouTube), web pages, SDG&E NewsCenter and SDG&E-prepared social media toolkits disseminated to public safety partners and community-based organizations
- Customers can receive notifications via our Customer Notification System or Amazon Web Services (AWS) platform (email, text and voice), and the SDG&E app, “Alerts by SDG&E”. The app is available in English and Spanish to customers and the general public
- In-community signage such as portable roadside signs and community marquees

Public safety partner notifications are delivered via text, email, and phone call depending on the audience type and preference. Additionally public safety partners have access to SDG&E’s Public Safety Partner Portal for information.

VII. Meeting Notification Timeline Requirements

SDG&E has developed an automated timeline flow process to ensure notifications are completed as prescribed. This flow process sends an email to the appropriate SDG&E EOC responder reminding them to send the notifications.

VIII. Entity Responsible for Notifications

Notifications to the various audiences are conducted by the following personnel within SDG&E:

- Planning Section Chief
 - First Responders
 - Federal, State, and Local partners
 - Fire Agencies
 - Law Enforcement Agencies
 - Emergency Medical Response Agencies
 - Emergency Managers
 - Emergency Facilities
 - CalOES
 - CAL FIRE
- Regulatory Officer
 - CPUC
- Liaison Officer
 - Tribal Partners
 - Water / Wastewater Agencies
 - TelCom Agencies
 - Community Choice Aggregators
 - Publicly Owned Utilities
 - Federal, State, and Local Elected Officials
 - Chambers of Commerce
 - CERT Groups
 - Fire Safe Councils
 - Community Planning Groups
- Customer Service Section Chief
 - Residential Customers
 - Business Customers
 - Critical Infrastructure Agencies
- Access and Functional Needs (AFN) Liaison
 - PSPS AFN Partners
 - AFN Community Based Organizations

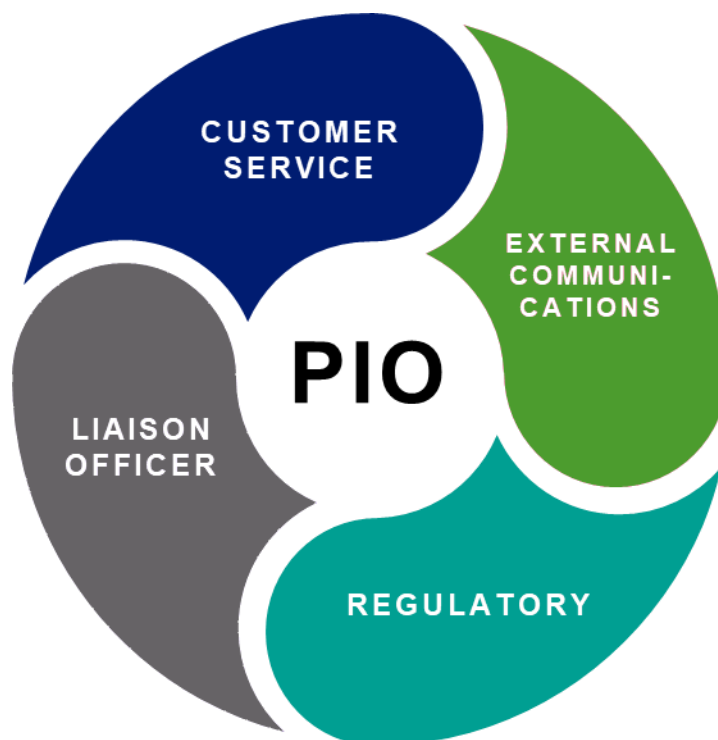
IX. Consistency of PSPS Notification Information Across All Platforms

Due to the Company's ample geographic service territory, as well as employee interaction with various stakeholders (e.g., media, customers, community-based organizations and elected officials), it is essential that the sharing of information and communications are coordinated to ensure valid, aligned and consistent "OneVoice" incident messaging.

The Public Information Officer (PIO) Section is responsible for providing timely and accurate

information to the news media and employees. Information is disseminated through traditional news outlets, social media outlets and internal communication platforms. SDG&E uses the “OneVoice” communications strategy for all internal/external stakeholders to ensure consistent, accurate and timely messaging throughout a PSPS.

Figure 1: SDG&E OneVoice Communications for Incident Response



X. Coordination with Stakeholders

In coordination with appropriate Community Based Organizations (CBO), SDG&E carefully plans and coordinates with stakeholders to identify, inform and serve the needs of Access and Functional Needs (AFN) populations during a PSPS. Identifying AFN service providers, seeking their advice, sharing information and best practices, and facilitating solutions to meet customers’ needs during a PSPS are all part of the pre-season coordination with AFN Stakeholders.

Operational coordination is achieved through a variety of efforts with our AFN CBO Partners. The primary method is our 24/7 on-duty representatives. SDG&E maintains a 24/7 AFN Liaison Officer in the Emergency Operations Center to ensure AFN CBO partners have a direct link to the Company for information and coordination of PSPS support services.

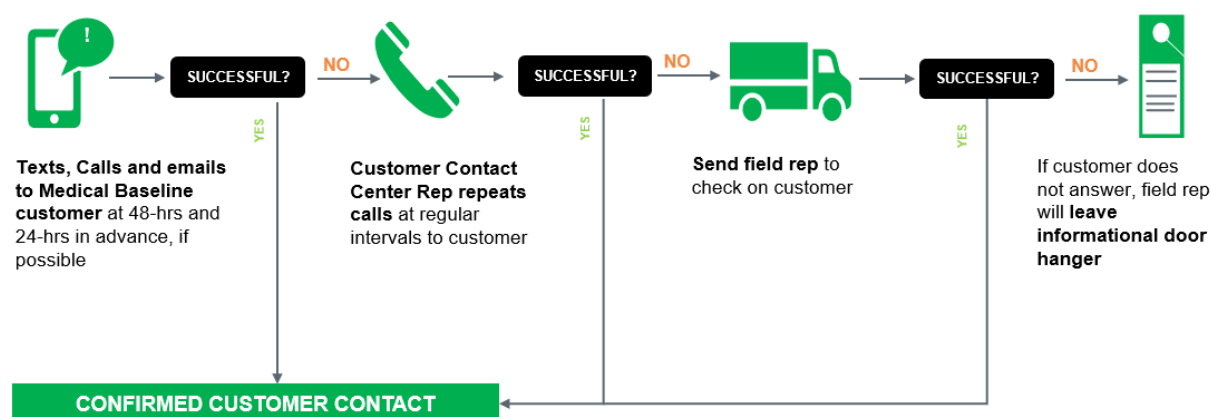
Additional coordination efforts between Investor-Owned Utilities may be found in “Table 12 – List of Joint Efforts on AFN Notification Plan” in Appendix D

Coordination with public safety partners is also key to achieving operational coordination and synchronized messaging.

XI. Affirmative Notifications to MBL Populations and Any Self-Identified Vulnerable Populations

SDG&E performs positive notification procedures with all affected Medical Baseline (MBL) customers to ensure receipt of PSPS notifications. Notifications are initially sent via automated outbound calls. If the system does not confirm the phone was answered by a person, additional attempts to contact the customer by phone are made by Customer Contact Center Representatives. If a Customer Contact Center Representative is unable to contact the customer by phone, a Customer Service Field Representative is sent to the customer's home to deliver the notification. If no person answers the door, an informational door hanger is left for the customer. Please refer to the graphic below for a visual representation of SDG&E's process to ensure all MBL customers receive an affirmative notification.

Figure 2: SDG&E MBL Affirmative Notification Process



For Medical Baseline notifications, the notification is considered successful if the customer has answered a phone call, responded to a text message, opened an email or clicked on a link included in an email.

XII. Notification Strategies on AFN Population Subsets

All SDG&E PSPS and Wildfire notifications are fully accessible for the sensory disabled and are provided in the 22 prevalent languages, including English, within SDG&E's service territory. Every notification has been recorded as a video of an ASL interpreter signing the notification, with an English voiceover and an accompanying screen and braille refresh reader accessible transcript of the notification. Through the Accessible Hazard Alert System (AHAS), SDG&E provides ad-hoc real time accessible notifications with these same features.

During an event, SDG&E works closely and communicates informational, preparedness and real-time notifications to an expansive AFN CBO partner coalition to amplify these notifications. This coalition is made up of trusted agencies within the AFN community, including, but not limited to, Residential Care Facilities, Social Service agencies, and AFN and medical support organizations.

SDG&E conducts an extensive marketing campaign to solicit the cooperation of multi-family properties with elevators, and master-metered Mobile Home Park owners and managers to educate and notify tenants of how to prepare for a PSPS, where to find real-time information and services and sign up for PSPS notifications.

SDG&E ensures all affected Medical Baseline customer households receive a positive notification contact of PSPS notifications by sending a Customer Service Field Representative to their home if telephone contact is not achieved.

See “Table 13 – AFN Population Subset Notification Plan” in Appendix D.

XIII. Public Warning of PSPS, Such as Week-Ahead Forecasts

SDG&E utilizes numerous digital channels to disseminate public warning of a potential PSPS well in advance. Every business day, the Fire Discussion authored by a credentialed meteorologist is updated at 0600 to warn of potential conditions that could warrant a PSPS within seven days. This information is posted on sdgeweather.com, the Fire Science and Climate Adaptation app (FSCA), and the new SDG&E Alexa skill. For most of the year, users will read the following message at the end of the fire discussion, “Conditions that generally warrant a PSPS are not forecasted for the next seven days.”

When a potential PSPS is forecast to occur within seven days due to forecasted deteriorating fire weather conditions, this information will be reflected in the fire weather discussion and with a “stoplight” warning graphic that will become activated on the home page of sdgeweather.com indicating normal in green, PSPS watch in yellow, or PSPS warning in red. A PSPS watch is a forecast indicating that PSPS is probable, whereas a PSPS warning indicates a PSPS is imminent due to dangerous fire weather conditions. This same graphic will be replicated and prominent on sdge.com as well.

XIV. Notification Cancellation

When an “all clear” is declared because high fire conditions are no longer present, the message below is sent to customers via phone call, text and email. Notifications are also pushed through SDG&E’s App, Alerts by SDG&E. Additionally, the Nextdoor social media platform is used to amplify notifications to affected zip codes.

Sample Voice Call: “This is SDG&E calling with an important message. Press any key to continue. High fire risk weather conditions have passed in your area. If you received a previous notification about a potential Public Safety Power Shutoff, you are no longer at risk

of a power outage. For more information, visit sdge.com/Ready. Thank you for your patience as we work to keep your community safe!”

A similar message is also sent to public safety partners if their jurisdictions are either no longer potentially affected, or they are no longer a potentially adjacent jurisdiction.

XV. Transmission-level Customer Notification

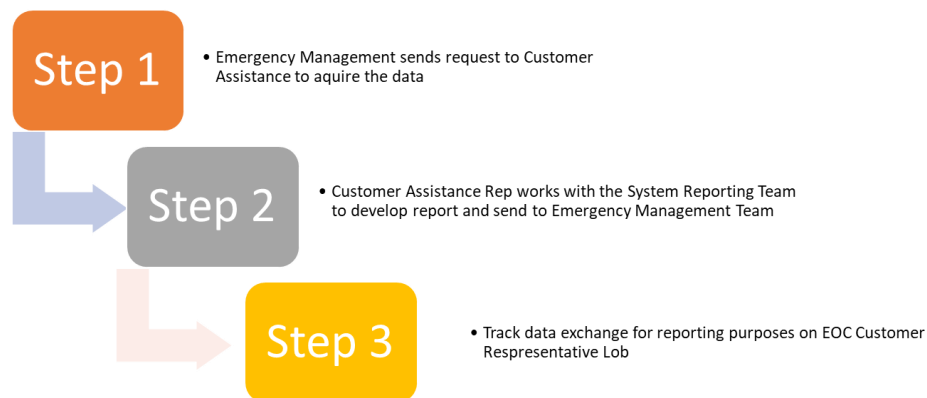
PSPS notifications to transmission-level customers follow the same timelines and content as other PSPS customer notifications.

XVI. Impacted Customer Information Available to Public Safety Partners from Outset of PSPS

SDG&E provides information by community for potentially impacted and impacted customer counts on its public safety partner portal with breakdowns of medical baseline and critical infrastructure counts.

Upon request, jurisdiction or tribal partners may have access to medical baseline customer information as outlined in Figure 3 below. SDG&E has established a process for jurisdictional and tribal partners to request the data which includes a secure file transfer protocol to protect customer privacy.

Figure 3: Process to Request Detailed Customer Information



XVII. Secure Portal for Public Safety Partners

In compliance with CPUC requirements, SDG&E has developed a secure public safety partner portal. The portal consists of various features to better serve our partners during a PSPS event. Features include:

- One Source

- Alert banner with important messages
- Streamlined consistent data and messages
- Outage data listed by community with the ability to drill down by sectionalizing device status
- Shape file map with status polygons
- List of critical facilities & critical infrastructure
- Ability to customize push notifications
 - Ability to “follow” your favorite communities or all communities for large multi-jurisdictional partners
- Secure
 - Near Real-time GIS information requires double authentication with ARC GIS online account
- Information Sharing
 - The ability to copy info from the portal and share it with key staff
- Resources
 - List of open CRC locations
 - Social media toolkits
 - Community flyer
 - Customer information:
 - Link to public website
 - Link to SDGE Today
 - Customer center call center 24/7 number
 - Link to download Alerts by SDG&E customer mobile app
- 24/7 Contacts
 - Direct contacts to call Liaison, Fire Coordination, and Emergency Management
- Partner Input
 - Portal features were informed by Public Safety Partner feedback and focus groups

Enhancements to the portal are currently in development and further described in Section V.12 of the 2025 Pre-season report. Training for the enhancements will be conducted for partners in mid to late August 2025.

XVIII. Lessons Learned Protocol

The After-Action Review (AAR) is the primary tool for identifying, documenting, and incorporating PSPS event-related decisions and actions of events into the continuous process and quality improvement and learning cycle. Immediately following a PSPS event resulting in pre-event customer and regulatory notifications, SDG&E initiates efforts to engage in the sharing of best practices and lessons learned to assist in relevant lessons

learned sections of the Commission's Safety and Enforcement Division's standardized 10-day post-event reporting template.

Findings and/or lessons learned resulting from the AAR process or other methods of incident evaluation are identified and documented and shall be stored in the approved repository and made available to employees, as appropriate. Feedback and/or lessons learned applicable and relevant to all IOUs from concluded PSPS events may be shared at the utility working group meetings or other Commission led meetings.

Subject to potential legal privilege and confidentiality requirements, corrective actions resulting from the AAR process shall be broadly communicated to impacted workgroups, operational teams, and management, as appropriate to promote continuous improvement and a learning organization.

See "Table 14 – PSPS Event Lessons Learned Summary" in Appendix D.

Appendix D: Required PSPS Pre-Season Tables

Available At: <https://www.sdge.com/wildfire-safety/pmps-more-info>

Appendix E: SDG&E 2024-2025 PSPS Education and Outreach Survey Templates

2024 SDG&E PSPS Public Education & Communication Study Pre-Season –Telephone Survey

QUOTAS

High Fire Risk

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

Language of Survey

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

Wave

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

Small Business

From Sample (n=30 max phone)

Age (Q.D)

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

Methodology

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

Respondent Name: _____ Phone: (_____) _____

City: _____ State: _____ Zip: _____

Interviewer: _____ Date: ____/____/____

INTRODUCTION (IF RESPONDENT KNOWN)

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

A. Hello, may I speak with _____?

- | | | |
|--|--|--|
| <ul style="list-style-type: none"> -1 Yes, person answered phone -2 Yes, and person available | <div style="border: 1px solid black; width: 300px; height: 50px; margin: 0 auto;"></div> | <p>→ (GO TO Q.C)</p> |
| <ul style="list-style-type: none"> -3 Yes, but person not available -4 No such person -5 No/refused | | <p>→ (SCHEDULE CALLBACK)</p> <p>→ (GO TO Q.B)</p> <p>→ (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. 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 | | |
| 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 | | |
| 14 | Mandarin | | |
| 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 | | |
| 21 | Thai | → | (GET EMAIL AND SEND ONLINE QUESTIONNAIRE) |
| 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 an 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	

- 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	-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 Hindi
- 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 Hindi
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

(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 Hindi
- 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
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	
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	

(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)		<i>Extremely Useful</i>				<i>Not At All Useful</i>
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)		<i>Extremely Useful</i>				<i>Not At All Useful</i>
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>				
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	→ (SKIP TO Q.28)
-3	Not sure	

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

- 01 211 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 **2024** or in prior years (if not in 2024)? **(READ LIST)**

(RANDOMIZE A THROUGH Y)		Yes, In 2024	Never	Yes, Prior to 2024
a.	Acquired a back-up generator	-1	-2	-3
b.	Acquired battery storage technology	-1	-2	-3
c.	Activated your emergency plan	-1	-2	-3
d.	Allowed access to property for SDG&E to trim trees	-1	-2	
e.	Attended a community-based organization event	-1	-2	-3
f.	Attended an SDG&E community meeting	-1	-2	-3
g.	Checked the SDG&E mobile app	-1	-2	
h.	Developed an emergency plan	-1	-2	-3
i.	Followed SDG&E on Facebook	-1	-2	-3
j.	Followed SDG&E on Twitter	-1	-2	-3
k.	Have a place to go if without power for a prolonged period	-1	-2	-3
l.	Notified others in area about potential power shutoff	-1	-2	-3
m.	Performed a safety check on your generator for your (home/business)	-1	-2	-3
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	-3
q.	Purchased enough water to last for several days without power	-1	-2	-3
r.	Purchased new lanterns or flashlights	-1	-2	-3
s.	Purchased/used a battery powered radio	-1	-2	-3
t.	Removed vegetation from around your home	-1	-2	
u.	Signed up for Medical Baseline Program	-1	-2	-3
v.	Signed up for notifications from SDG&E	-1	-2	-3
w.	Visited SDG&E Community Resource Center	-1	-2	-3
x.	Went SDG&E's social media (follow up with Nextdoor/Facebook/Twitter, other)	-1	-2	-3
y.	Went to the SDG&E website	-1	-2	-3
z.	Some other action (please specify:) _____	-1	-2	-3

- 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? **(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 access and functional needs (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.30) Which, if any, of these SDG&E supported resources have you used during previous PSPS events? (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 access and functional needs (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

Q.29.4 Using a 5-point scale where “5” means **EXTREMELY SATISFIED**, and “1” means **EXTREMELY DISSATISFIED**, How satisfied are you with the resources you used? (**READ BOLDLED LABEL ONLY UNLESS RESPONDENT ASKS FOR DESCRIPTION.**)

(ONLY SHOW THOSE SELECTED “YES” AT Q.29.2, RANDOMIZE)		<i>Extremely Satisfied</i> <i>Extremely Dissatisfied</i>				
		(5)	(4)	(3)	(2)	(1)
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	☐	☐	☐	☐	☐
b.	PSPS Alert Language Preferences: PSPS alerts are available in 22 prevalent languages	☐	☐	☐	☐	☐
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.	☐	☐	☐	☐	☐
d.	Wellness Checks: SDG&E partners with the San Diego Sheriff’s Department to provide wellness checks on customers during PSPS events	☐	☐	☐	☐	☐
e.	CRC Language Preferences: Translation services are available at CRC locations in over 120 languages, including American Sign Language	☐	☐	☐	☐	☐
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	☐	☐	☐	☐	☐
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 access and functional needs (AFN) criteria, with a free, portable battery for backup during an outage	☐	☐	☐	☐	☐
h.	Rebates: SDG&E offers rebates to customers in high fire risk areas for portable batteries or generators	☐	☐	☐	☐	☐
i.	Food: Food support through SDG&E’s partnership with 211	☐	☐	☐	☐	☐
j.	Transportation: Transportation to Community Resource Centers hotels, or other safe locations through SDG&E’s partnership with 211	☐	☐	☐	☐	☐
k.	Hotels: SDG&E offers no-cost hotel options through its partnership with 211	☐	☐	☐	☐	☐

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.

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

31. **(POST WAVE ONLY)**

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
2024 Post-Season –Online Survey**QUOTASHigh 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 Hindi
- 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)

EMAIL INVITATION

TO: (Name of Respondent)

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

SUBJECT: SDG&E Needs Your Feedback and Get a \$10 Amazon Gift Card

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.

To take the survey, click on the link below or paste it into your browser window.

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

This survey should take about 10 to 15 minutes to complete.

(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.

To help ensure confidentiality and allow for your candid feedback, the research is being conducted by Travis Research, an independent research firm.

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

D.2 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) Hindi
- ☐ (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]

- 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.
- E. To confirm, are you currently an 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 an 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 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)
☐	☐	☐	☐	☐

- 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)
☐	☐	☐	☐	☐

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) Hindi
- ☐ (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) | Hindi | | |
| ☐ | (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 / NOT SURE 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

(TABULATION INSTRUCTION: DETERMINE IF Q3=Q2 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) Hindi
- ☐ (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)	
☐	☐	☐	☐	☐	

(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? **(READ LIST)**

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

(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	☐	☐	☐	☐	☐
b.	Letter in the mail from SDG&E	☐	☐	☐	☐	☐
c.	Online news report	☐	☐	☐	☐	☐
d.	SDG&E advertising on TV, radio, or online	☐	☐	☐	☐	☐
e.	SDG&E billboards	☐	☐	☐	☐	☐
f.	SDG&E informational videos online or social media	☐	☐	☐	☐	☐
g.	SDG&E informational videos on TV	☐	☐	☐	☐	☐
h.	SDG&E community meetings	☐	☐	☐	☐	☐
i.	SDG&E representative or employee	☐	☐	☐	☐	☐
j.	SDG&E website	☐	☐	☐	☐	☐
k.	SDG&E wildfire preparedness webinar or online meeting	☐	☐	☐	☐	☐
l.	SDG&E social media post (Facebook, Twitter, Nextdoor, etc.)	☐	☐	☐	☐	☐
m.	SDG&E wildfire fairs	☐	☐	☐	☐	☐
n.	Telephone call from SDG&E	☐	☐	☐	☐	☐
o.	Text message from SDG&E	☐	☐	☐	☐	☐
p.	TV or radio news report	☐	☐	☐	☐	☐
q.	SDG&E Alerts App for PSPS	☐	☐	☐	☐	☐

(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	☐	☐	☐	☐	☐	
b.	Letter in the mail from SDG&E	☐	☐	☐	☐	☐	
c.	Online news report	☐	☐	☐	☐	☐	
d.	SDG&E advertising on TV, radio, or online	☐	☐	☐	☐	☐	
e.	SDG&E billboards	☐	☐	☐	☐	☐	
f.	SDG&E informational videos online or social media	☐	☐	☐	☐	☐	
g.	SDG&E informational videos on TV	☐	☐	☐	☐	☐	
h.	SDG&E community meetings	☐	☐	☐	☐	☐	
i.	SDG&E representative or employee	☐	☐	☐	☐	☐	
j.	SDG&E website	☐	☐	☐	☐	☐	
k.	SDG&E wildfire preparedness webinar or online meeting	☐	☐	☐	☐	☐	
l.	SDG&E social media post (Facebook, Twitter, Nextdoor, etc.)	☐	☐	☐	☐	☐	
m.	SDG&E wildfire fairs	☐	☐	☐	☐	☐	
n.	Telephone call from SDG&E	☐	☐	☐	☐	☐	
o.	Text message from SDG&E	☐	☐	☐	☐	☐	
p.	TV or radio news report	☐	☐	☐	☐	☐	
q.	SDG&E Alerts App for PSPS	☐	☐	☐	☐	☐	

[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	☐	☐	☐	☐	☐		
b.	Letter in the mail from SDG&E	☐	☐	☐	☐	☐		
c.	Online news report	☐	☐	☐	☐	☐		
d.	SDG&E advertising on TV, radio, or online	☐	☐	☐	☐	☐		
e.	SDG&E billboards	☐	☐	☐	☐	☐		
f.	SDG&E informational videos online or social media	☐	☐	☐	☐	☐		
g.	SDG&E informational videos on TV	☐	☐	☐	☐	☐		
h.	SDG&E community meetings	☐	☐	☐	☐	☐		
i.	SDG&E representative or employee	☐	☐	☐	☐	☐		
j.	SDG&E website	☐	☐	☐	☐	☐		
k.	SDG&E wildfire preparedness webinar or online meeting	☐	☐	☐	☐	☐		
l.	SDG&E social media post (Facebook, Twitter, Nextdoor, etc.)	☐	☐	☐	☐	☐		
m.	SDG&E wildfire fairs	☐	☐	☐	☐	☐		
n.	Telephone call from SDG&E	☐	☐	☐	☐	☐		
o.	Text message from SDG&E	☐	☐	☐	☐	☐		
p.	TV or radio news report	☐	☐	☐	☐	☐		
q.	SDG&E Alerts App for PSPS	☐	☐	☐	☐	☐		

[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	☐	☐	☐
b.	CalFire	☐	☐	☐
c.	City or county government	☐	☐	☐
d.	Community-based organizations	☐	☐	☐
e.	Healthcare providers or medical device suppliers	☐	☐	☐
f.	Local fire department	☐	☐	☐
g.	Local news reports	☐	☐	☐
h.	Non-profit organizations	☐	☐	☐
i.	State government	☐	☐	☐

(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	☐	☐	☐	☐	☐
b.	CalFire	☐	☐	☐	☐	☐
c.	City or county government	☐	☐	☐	☐	☐
d.	Community-based organizations	☐	☐	☐	☐	☐
e.	Healthcare providers or medical device suppliers	☐	☐	☐	☐	☐
f.	Local fire department	☐	☐	☐	☐	☐
g.	Local news reports	☐	☐	☐	☐	☐
h.	Non-profit organizations	☐	☐	☐	☐	☐
i.	State government	☐	☐	☐	☐	☐

(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	☐	☐	☐	☐	☐		
b.	CalFire	☐	☐	☐	☐	☐		
c.	City or county government	☐	☐	☐	☐	☐		
d.	Community-based organizations	☐	☐	☐	☐	☐		
e.	Healthcare providers or medical device suppliers	☐	☐	☐	☐	☐		
f.	Local fire department	☐	☐	☐	☐	☐		
g.	Local news reports	☐	☐	☐	☐	☐		
h.	Non-profit organizations	☐	☐	☐	☐	☐		
i.	State government	☐	☐	☐	☐	☐		

[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	☐	☐	☐	☐	☐		
b.	CalFire	☐	☐	☐	☐	☐		
c.	City or county government	☐	☐	☐	☐	☐		
d.	Community-based organizations	☐	☐	☐	☐	☐		
e.	Healthcare providers or medical device suppliers	☐	☐	☐	☐	☐		
f.	Local fire department	☐	☐	☐	☐	☐		
g.	Local news reports	☐	☐	☐	☐	☐		
h.	Non-profit organizations	☐	☐	☐	☐	☐		
i.	State government	☐	☐	☐	☐	☐		

[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	☐	☐	☐	☐	☐
b.	Is committed to restoring power to customers affected by wildfires	☐	☐	☐	☐	☐
c.	Makes an effort to communicate with all customers about wildfires	☐	☐	☐	☐	☐
d.	Is a company I trust to act in the best interest of its customers	☐	☐	☐	☐	☐
e.	Shows care and concern for customers	☐	☐	☐	☐	☐
f.	Is proactive in taking steps to address wildfire risks	☐	☐	☐	☐	☐
g.	Is working to keep my community safe	☐	☐	☐	☐	☐
h.	Is committed to wildfire safety	☐	☐	☐	☐	☐
i.	Is helping me prepare for wildfire season	☐	☐	☐	☐	☐

[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)	
☐	☐	☐	☐	☐	

[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)**

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)
☐	☐	☐	☐	☐

(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? **(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	☐	☐	☐
b.	CalFire or local fire department	☐	☐	☐
c.	Community-based organization	☐	☐	☐
d.	Email from SDG&E	☐	☐	☐
e.	Healthcare provider or medical device supplier	☐	☐	☐
f.	Letter in the mail from SDG&E	☐	☐	☐
g.	Local city or county government	☐	☐	☐
aa.	Local newspaper or newsletter (print or online)	☐	☐	☐
h.	Non-profit organization	☐	☐	☐
i.	Online news report	☐	☐	☐
y.	Portable roadside signs	☐	☐	☐
j.	SDG&E advertising on TV, radio, or online	☐	☐	☐
k.	SDG&E billboards	☐	☐	☐
l.	SDG&E community meetings	☐	☐	☐
m.	SDG&E informational videos on TV	☐	☐	☐
n.	SDG&E informational videos on web and social media	☐	☐	☐
o.	SDG&E representative or employee	☐	☐	☐
p.	SDG&E website	☐	☐	☐
q.	SDG&E wildfire preparedness webinar or online meeting	☐	☐	☐
r.	SDG&E social media post (Facebook, Twitter, Nextdoor, etc.)	☐	☐	☐
s.	SDG&E wildfire fairs	☐	☐	☐
t.	State government	☐	☐	☐
u.	Telephone call from SDG&E	☐	☐	☐
v.	Text message from SDG&E	☐	☐	☐
w.	TV or radio news report	☐	☐	☐
x.	SDG&E Alerts App for PSPS	☐	☐	☐
z.	Digital voice assistants (such as Alexa or Google Assistant devices)	☐	☐	☐

(SKIP TO Q.26)

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	☐	☐	☐	☐	☐
b.	CalFire or local fire department	☐	☐	☐	☐	☐
c.	Community-based organization	☐	☐	☐	☐	☐
d.	Email from SDG&E	☐	☐	☐	☐	☐
e.	Healthcare provider or medical device supplier	☐	☐	☐	☐	☐
f.	Letter in the mail from SDG&E	☐	☐	☐	☐	☐
g.	Local city or county government	☐	☐	☐	☐	☐
aa.	Local newspaper or newsletter (print or online)	☐	☐	☐	☐	☐
h.	Non-profit organization	☐	☐	☐	☐	☐
i.	Online news report	☐	☐	☐	☐	☐
y.	Portable roadside signs	☐	☐	☐	☐	☐
j.	SDG&E advertising on TV, radio, or online	☐	☐	☐	☐	☐
k.	SDG&E billboards	☐	☐	☐	☐	☐
l.	SDG&E community meetings	☐	☐	☐	☐	☐
m.	SDG&E informational videos on TV	☐	☐	☐	☐	☐
n.	SDG&E informational videos on web and social media	☐	☐	☐	☐	☐
o.	SDG&E representative or employee	☐	☐	☐	☐	☐
p.	SDG&E website	☐	☐	☐	☐	☐
q.	SDG&E wildfire preparedness webinar or online meeting	☐	☐	☐	☐	☐
r.	SDG&E social media post (such as Facebook, Twitter, Nextdoor)	☐	☐	☐	☐	☐
s.	SDG&E wildfire fairs	☐	☐	☐	☐	☐
t.	State government	☐	☐	☐	☐	☐
u.	Telephone call from SDG&E	☐	☐	☐	☐	☐
v.	Text message from SDG&E	☐	☐	☐	☐	☐
w.	TV or radio news report	☐	☐	☐	☐	☐
x.	SDG&E Alerts App for PSPS	☐	☐	☐	☐	☐
z.	Digital voice assistants (such as Alexa or Google Assistant devices)	☐	☐	☐	☐	☐

(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
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
z.	Digital voice assistants (such as Alexa or Google Assistant devices)	-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
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
z.	Digital voice assistants (such as Alexa or Google Assistant devices)	-5	-4	-3	-2	-1

[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. Have you taken any of the following actions to prepare for a Public Safety Power Shutoff in **2024** or in prior years (if not in 2024)? **(Please select one response per row)**

		Yes, In 2024 (1)	Never (2)	Yes, Prior to 2024 (3)
(RANDOMIZE A THROUGH Y)				
a.	Acquired a back-up generator	☐	☐	☐
b.	Acquired battery storage technology	☐	☐	☐
c.	Activated your emergency plan	☐	☐	☐
d.	Allowed access to property for SDG&E to trim trees	☐	☐	
e.	Attended a community-based organization event	☐	☐	☐
f.	Attended an SDG&E community meeting	☐	☐	☐
g.	Checked the SDG&E mobile app	☐	☐	
h.	Developed an emergency plan	☐	☐	☐
i.	Followed SDG&E on Facebook	☐	☐	☐
j.	Followed SDG&E on Twitter	☐	☐	☐
k.	Have a place to go if without power for a prolonged period	☐	☐	☐
l.	Notified others in area about potential power shutoff	☐	☐	☐
m.	Performed a safety check on your generator for your (home/business)	☐	☐	☐
n.	Prepared an emergency kit with food, water or medicine	☐	☐	☐
o.	Prepared for multiple-day outage	☐	☐	☐
p.	Purchased enough non-refrigerated food to last for several days without power	☐	☐	☐
q.	Purchased enough water to last for several days without power	☐	☐	☐
r.	Purchased new lanterns or flashlights	☐	☐	☐
s.	Purchased/used a battery powered radio	☐	☐	☐
t.	Removed vegetation from around your home	☐	☐	
u.	Signed up for Medical Baseline Program	☐	☐	☐
v.	Signed up for notifications from SDG&E	☐	☐	☐
w.	Visited SDG&E Community Resource Center	☐	☐	☐
x.	Went SDG&E's social media (follow up with Nextdoor/Facebook/Twitter, other)	☐	☐	☐
y.	Went to the SDG&E website	☐	☐	☐
z.	Some other action (please specify:)	☐	☐	☐

[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)	
☐	☐	☐	☐	☐	

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

[NEW SCREEN]

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

☐ (1) Yes

☐ (2) No

☐ (3) Not sure

→ **(SKIP TO Q.47)**

[NEW SCREEN]

42. How many alerts and/or notifications did you receive? ***(Please enter number of alerts)***

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

[NEW SCREEN]

43. In what languages were the Public Safety Power Shutoff notifications? ***(Please select all that apply)***

☐ (01) English

☐ (02) Spanish

☐ (03) Arabic

☐ (04) Armenian

☐ (05) Cantonese

☐ (06) Farsi

☐ (07) French

☐ (08) German

☐ (09) Hindi

☐ (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]

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

- ☐ (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)

[NEW SCREEN]

45. Which, if any, of the following sources provided information in English and which provided information in your preferred language? **(Please select one response per row)**

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

(SKIP TO Q.46b1)

[NEW SCREEN]

- 46a. How useful was the information you received from SDG&E **before** the Public Safety Power Shutoff from each of the following sources? *(Please select one response per row)*

[INSERT ALL RESPONSES FROM Q.44, RANDOMIZE]		Extremely Useful					Not At All Useful	
		(5)	(4)	(3)	(2)	(1)		
a.	Text message from SDG&E	☐	☐	☐	☐	☐		
b.	Recorded phone message from SDG&E	☐	☐	☐	☐	☐		
c.	Email from SDG&E	☐	☐	☐	☐	☐		
d.	SDG&E representative or employee	☐	☐	☐	☐	☐		
e.	SDG&E website	☐	☐	☐	☐	☐		
f.	Social Media (Facebook, Twitter, Nextdoor, Instagram, YouTube, etc.)	☐	☐	☐	☐	☐		
g.	Local news	☐	☐	☐	☐	☐		
h.	Friends/neighbors	☐	☐	☐	☐	☐		
i.	Community-based organization (CBO)	☐	☐	☐	☐	☐		
j.	(RECALL Q.44=20)	☐	☐	☐	☐	☐		
k.	SDG&E Alerts App for PSPS	☐	☐	☐	☐	☐		

(SKIP TO Q.47)

[NEW SCREEN]

- 46b1. 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? *(Please select one response per row)*

[INSERT ALL RESPONSES WHERE Q.45=1 OR 3, RANDOMIZE]		Extremely Useful					Not At All Useful	
		(5)	(4)	(3)	(2)	(1)		
a.	Text message from SDG&E	☐	☐	☐	☐	☐		
b.	Recorded phone message from SDG&E	☐	☐	☐	☐	☐		
c.	Email from SDG&E	☐	☐	☐	☐	☐		
d.	SDG&E representative or employee	☐	☐	☐	☐	☐		
e.	SDG&E website	☐	☐	☐	☐	☐		
f.	Social Media (Facebook, Twitter, Nextdoor, Instagram, YouTube, etc.)	☐	☐	☐	☐	☐		
g.	Local news	☐	☐	☐	☐	☐		
h.	Friends/neighbors	☐	☐	☐	☐	☐		
i.	Community-based organization (CBO)	☐	☐	☐	☐	☐		
j.	(RECALL Q.44=20)	☐	☐	☐	☐	☐		
k.	SDG&E Alerts App for PSPS	☐	☐	☐	☐	☐		

[NEW SCREEN]

46b2. 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? *(Please select one response per row)*

[INSERT ALL RESPONSES WHERE Q.45=2 OR 3, RANDOMIZE]							Did not use the [Q4 PREFERRED LANGUAGE] version
		Extremely Useful		Not At All Useful			
		(5)	(4)	(3)	(2)	(1)	
a.	Text message from SDG&E	☐	☐	☐	☐	☐	☐
b.	Recorded phone message from SDG&E	☐	☐	☐	☐	☐	☐
c.	Email from SDG&E	☐	☐	☐	☐	☐	☐
d.	SDG&E representative or employee	☐	☐	☐	☐	☐	☐
e.	SDG&E website	☐	☐	☐	☐	☐	☐
f.	Social Media (Facebook, Twitter, Nextdoor, Instagram, YouTube, etc.)	☐	☐	☐	☐	☐	☐
g.	Local news	☐	☐	☐	☐	☐	☐
h.	Friends/neighbors	☐	☐	☐	☐	☐	☐
i.	Community-based organization (CBO)	☐	☐	☐	☐	☐	☐
j.	(RECALL Q.44=20)	☐	☐	☐	☐	☐	☐
k.	SDG&E Alerts App for PSPS	☐	☐	☐	☐	☐	☐

[NEW SCREEN]

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 2024 – 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)

[NEW SCREEN]

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

NUMERIC INPUT _____ [RANGE 1-10]

☐ (97) Don't know/Unsure

[NEW SCREEN]

(RELOCATE Q.31)

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

[NEW SCREEN]

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)**

- ☐ (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)

[NEW SCREEN]

50. Which, if any, of the following sources provided information in English and which provided information in your preferred language? **(Please select one response per row)**

[INSERT ALL RESPONSES FROM Q.49, RANDOMIZE]		Information from this source was available in...		
		English (1)	[PREFERRED LANGUAGE FROM Q.4] (2)	Both (3)
a.	Checked SDG&E.com	☐	☐	☐
b.	Called the SDG&E phone center	☐	☐	☐
c.	Social media (Facebook, Twitter, Nextdoor, Instagram, YouTube, etc.)	☐	☐	☐
d.	SDG&E representative or employee	☐	☐	☐
e.	Local news station	☐	☐	☐
f.	Community-based organization (CBO)	☐	☐	☐
g.	(RECALL Q.49=20)	☐	☐	☐
h.	SDG&E Alerts App for PSPS	☐	☐	☐

(SKIP TO Q.51b1)

[NEW SCREEN]

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

[INSERT ALL RESPONSES FROM Q.49, RANDOMIZE]		Extremely Useful					Not At All Useful
		(5)	(4)	(3)	(2)	(1)	
a.	Checked SDG&E.com	☐	☐	☐	☐	☐	
b.	Called the SDG&E phone center	☐	☐	☐	☐	☐	
c.	Social media (Facebook, Twitter, Nextdoor, Instagram, YouTube, etc.)	☐	☐	☐	☐	☐	
d.	SDG&E representative or employee	☐	☐	☐	☐	☐	
e.	Local news station	☐	☐	☐	☐	☐	
f.	Community-based organization (CBO)	☐	☐	☐	☐	☐	
g.	(RECALL Q.49=20)	☐	☐	☐	☐	☐	
h.	SDG&E Alerts App for PSPS	☐	☐	☐	☐	☐	

(SKIP TO Q.52)

[NEW SCREEN]

- 51b1. 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? *(Please select one response per row)*

[INSERT ALL RESPONSES WHERE Q.50=1 OR 3, RANDOMIZE]		Extremely Useful					Not At All Useful	Did not use the English version
		(5)	(4)	(3)	(2)	(1)	(9)	
a.	Checked SDG&E.com	☐	☐	☐	☐	☐	☐	
b.	Called the SDG&E phone center	☐	☐	☐	☐	☐	☐	
c.	Social media (Facebook, Twitter, Nextdoor, Instagram, YouTube, etc.)	☐	☐	☐	☐	☐	☐	
d.	SDG&E representative or employee	☐	☐	☐	☐	☐	☐	
e.	Local news station	☐	☐	☐	☐	☐	☐	
f.	Community-based organization (CBO)	☐	☐	☐	☐	☐	☐	
g.	(RECALL Q.49=20)	☐	☐	☐	☐	☐	☐	
h.	SDG&E Alerts App for PSPS	☐	☐	☐	☐	☐	☐	

[NEW SCREEN]

51b2. 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? *(Please select one response per row)*

[INSERT ALL RESPONSES WHERE Q.50=2 OR 3, RANDOMIZE]		Extremely Useful Not At All Useful					Did not use the [Q4 PREFERRED LANGUAGE] version
		(5)	(4)	(3)	(2)	(1)	
a.	Checked SDG&E.com	☐	☐	☐	☐	☐	☐
b.	Called the SDG&E phone center	☐	☐	☐	☐	☐	☐
c.	Social media (Facebook, Twitter, Nextdoor, Instagram, YouTube, etc.)	☐	☐	☐	☐	☐	☐
d.	SDG&E representative or employee	☐	☐	☐	☐	☐	☐
e.	Local news station	☐	☐	☐	☐	☐	☐
f.	Community-based organization (CBO)	☐	☐	☐	☐	☐	☐
g.	(RECALL Q.49=20)	☐	☐	☐	☐	☐	☐
h.	SDG&E Alerts App for PSPS	☐	☐	☐	☐	☐	☐

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

[NEW SCREEN]

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

Extremely Satisfied				Extremely Dissatisfied	
(5)	(4)	(3)	(2)	(1)	
☐	☐	☐	☐	☐	

[NEW SCREEN]

53. **[ASK ALL]** 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)

[NEW SCREEN]

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>	
(5)	(4)	(3)	(2)	(1)	
☐	☐	☐	☐	☐	

[NEW SCREEN]

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)	
☐	☐	☐	☐	☐	☐	

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

[NEW SCREEN]

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 (1)</i>	<i>No (2)</i>
a. English	☐	☐
b. [Insert Q4 preferred language]	☐	☐

[NEW SCREEN]

57. 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)
☐	☐	☐	☐	☐	☐

[NEW SCREEN]

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

[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)**

Extremely Positive				Extremely Negative	
(5)	(4)	(3)	(2)	(1)	
☐	☐	☐	☐	☐	

[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 specific as possible)**

DEMOGRAPHICS

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

[NEW SCREEN]

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

- ☐ (1) Own
- ☐ (2) Rent

[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, or
- ☐ (6) 65 or older

[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? *(Please enter a number below)*

[NEW SCREEN]

41.P **[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.P **[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.P 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]

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
- ☐ (9) Prefer not to answer

[NEW SCREEN]

45.P 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

[NEW SCREEN]

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
- ☐ (7) American Indian, Eskimo or Alaska native
- ☐ (8) Hawaiian or Pacific Islander, or
- ☐ (5) Some other ethnicity
- ☐ (9) Prefer not to answer

Appendix E-63

[NEW SCREEN]

37. For classification purposes only, which category best represents your total household income last year before taxes? ***(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]

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

(IF Q.47=NO/DK, SKIP TO Q.31.1.5)

[NEW SCREEN]

31.1.3 Were you able to use your medical equipment to maintain necessary life functions during the PSPS event? ***(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 **(DELIBERAELY 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)**

☐ (1) Mobility

☐ (2) Hearing

☐ (3) Vision

☐ (4) Chronic disease

☐ (5) Developmental

☐ (6) Or something else **(SPECIFY:)** _____

☐ (9) 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)**

		Yes (1)	No (2)	Prefer Not to Say (9)
(RANDOMIZE)				
a.	Are you or is anyone in your household blind or have serious difficulty seeing, even when wearing glasses?	☐	☐	☐
b.	Are you or is anyone in your household deaf or have serious difficulty hearing?	☐	☐	☐
c.	Do you or does anyone in your household have serious difficulty walking or climbing stairs?	☐	☐	☐
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?	☐	☐	☐
e.	Do you or does anyone in your household have difficulty dressing or bathing?	☐	☐	☐
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?	☐	☐	☐
g.	Do you or anyone in your household rely on assistive technology (e.g., a screen reader or specialized meal device)?	☐	☐	☐

(SKIP TO Q.38)

[NEW SCREEN]

BUSINESS/FIRMOGRAPHICS

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

[NEW SCREEN]

Closing

39. On behalf of SDG&E, thank you very much for your cooperation. Your \$10 amazon.com gift card will be distributed at the conclusion of our research study (2-3 weeks). Have a nice day!

Appendix F: SDG&E 2024-2025 Post-season PSPS Education and Outreach Survey Results

2024 SDG&E PSPS Public Education & Communications Study Post-Season

Research Results | March 2025

Prepared for:



Prepared by:



24-330
03/13/25

Background + Objectives

- During extreme weather conditions and only when absolutely necessary, San Diego Gas and Electric (SDG&E) may need to turn off power in order to keep communities safe against wildfires.
 - This is referred to as a Public Safety Power Shutoff (PSPS).
- The CPUC requires California utilities to conduct a “Pre” PSPS event survey and a “Post” survey.
 - The surveys are offered over the phone and online in 23 languages, including English.
- The objectives of the research are to assess language preference, language of wildfire communications received, and the usefulness of those communications.
 - Additionally, its goals are to gauge the level of preparedness for PSPS events and satisfaction with SDG&E wildfire communication efforts.
 - Key differences by language preference and customers in High Fire Threat Districts (HFTD) vs. Non-HFTD are also identified.
- When there is no PSPS event in a year, the same questionnaire is utilized for both the “Pre” and “Post” waves, with comparisons between the two analyzed.
 - If there is an event, whether it’s only a notification (2023) or power actually being shut off (2024), a slightly different questionnaire is used for the “Post” wave. Comparisons are made between the current “Post” and the last “Post” wave where an event occurred (2024 vs. 2023).
 - More than 30,000 customers received a PSPS notification in 2024, while only 500 customers received it in 2023.

Research Design

Methodology

- Telephone and online surveys employed
- Offered in English and 22 other languages
- 2024 “Post” field period 1/30/25 – 2/21/25
- SDG&E identified as the sponsor of the research
- Incentive – online survey respondents were each offered a \$10 Amazon gift card for completing the questionnaire

Sample

- SDG&E provided sample of customers (residential and small business) in High Fire Threat Districts (HFTD) and Non-HFTD (including all contact information)
- Languages, other than English, are flagged in the sample
- All customers who received a PSPS notification in 2024 are included in the “Post” sample
- After de-duping, more than 30,000 pieces of sample were provided
 - A total of n=953 completed surveys was achieved

Note: In 2023, only 499 records received a PSPS notification, resulting in n=75 completed surveys

Respondent Screening

- Respondents screened to ensure:
 - Current SDG&E customer
 - Age 18+
 - Adult head of household (residential)
 - Not employed in a sensitive industry



Executive Summary



Languages

- The vast majority say they speak and prefer communications in English.
 - Only 9% speak Spanish at home/business, and only 4% prefer communications in Spanish.
 - A small portion (5%) speak a language other than English/Spanish, and even fewer (1%) prefer communications in that language.



Favorability

- Roughly two in five are favorable towards SDG&E, a decrease from last year (64% → 42%).
- Three in five say that the utility provides reliable electric service, another decline (79% → 60%).
- Satisfaction with SDG&E wildfire efforts (59%), the PSPS program overall (58%), and SDG&E's PSPS communications (59%) have all decreased from 2023.
- A majority are positive towards SDG&E on nearly all of the wildfire performance attributes, although each is also down from last wave.
- Satisfaction with each of the PSPS program attributes has also declined this wave, though a majority are still satisfied with: being notified when power may be shut off, risks of wildfires being reduced and being updated about the status of PSPS shutoffs.
- Suggestions for improvements to wildfire and PSPS communications include the method and content of the information provided.



Awareness

- Three quarters of respondents (76%) are aware of wildfire communications from SDG&E.
 - The majority (65%) say it came via email.
 - Increasing this wave are mentions of texts (22% → 46%), phone calls (10% → 29%), mass communications (24% → 40%), and non-SDG&E channels (7% → 23%).
- A large majority are familiar with PSPS, although that proportion has declined from last year (95% → 82%).
 - SDG&E is the primary source of awareness for PSPS, increasing from last wave (62% → 84%).

Executive Summary (continued)

PSPS Preparedness



- Three quarters (74%) say they are at least somewhat prepared to be without electricity for an extended period, though only three in ten (28%) feel “completely” prepared.
 - Both of these ratings are decreases from last wave.
 - Respondents this wave have taken fewer actions to prepare for a PSPS, compared to last wave, with the top action being removing vegetation around their home (65%).

PSPS Alerts and Shutoffs



- Three in four (74%) recall a PSPS notification over the past few months, with most of these saying they received at least five notifications.
 - Virtually all say it came from SDG&E (95%), and there is an increase in mentions for several of the SDG&E methods (text, email, phone recording, Alerts app, website).
- Roughly three in five (58%) say their power was shut off due to PSPS, but only 6% of these say they evacuated due to wildfires.
- The top sources for receiving updates during an outage include SDG&E.com, the Alerts App and social media.
 - Three in five who used SDG&E.com for updates are satisfied with it, down from 2023 (92% → 60%) (very small base size in 2023).
- A large majority (84%) were notified when power was restored, and seven in ten (69%) are satisfied with the restoration notification.

Executive Summary (continued)

Non-HFTD vs. HFTD



- Demographically, HFTD customers are more likely than Non-HFTD to:
 - Be homeowners
 - Be older
 - Live in a rural area.
- There is a decline this wave among HFTD respondents in their overall favorability (62% → 39%), reliable service rating (78% → 54%), and their rating of the PSPS program overall (82% → 55%).
 - Non-HFTD are more likely than HFTD to have higher favorability (47% vs. 39%), and reliable service rating (70% vs. 54%).
- HFTD this wave are also less likely to rate SDG&E favorably on many wildfire safety attributes, compared to 2023.
 - Compared to HFTD, Non-HFTD are more likely to say SDG&E is committed to restoring power (68% vs. 59%), and they show care and concern for customers (59% vs. 47%).
- Awareness of wildfire communications is higher among HFTD than Non-HFTD (81% vs. 69%).
 - HFTD are more likely to recall messages directly from SDG&E, mass communications, and non-SDG&E sources, compared to last year.
- HFTD customers also have higher awareness of PSPS than Non-HFTD (86% vs. 76%).
 - They are also more likely to learn about PSPS directly from SDG&E (83% vs. 67%) and mass communications (36% vs. 27%).
- Those in HFTD have taken fewer actions to prepare for a PSPS event compared to last wave, although they are still more likely to take more actions than Non-HFTD.
- HFTD are significantly more likely than Non-HFTD to recall receiving a PSPS alert (84% vs 61%), and to report having their power shut off due to PSPS (72% vs. 38%).

Executive Summary (continued)



AFN vs. Non-AFN Households

- **AFN and Non-AFN are similar this wave in:**
 - Language preference for communications in Spanish (despite non-English speaking being a qualifier for AFN)
 - Favorability ratings of SDG&E and their service reliability
 - Ratings on nearly all performance attributes
 - Satisfaction with SDG&E's overall wildfire safety and preparedness efforts
 - Having power shut off and receiving a notice when it was restored
 - Feeling prepared for an extended power outage
- **AFN are more likely than Non-AFN to:**
 - Say SDG&E is committed to wildfire safety and helping to prepare for wildfire season
 - Be aware of SDG&E wildfire communications
 - Feel positive towards the PSPS program overall
 - Take many steps to prepare for a PSPS event



Small Business

Among the 45 small business participants:

- Over two in five (44%) are favorable towards SDG&E
- Roughly two-thirds (64%) feel SDG&E provides reliable service.
- Half (49%) are satisfied with SDG&E wildfire efforts, and roughly two-thirds (64%) are aware of the utility's wildfire communications.
- A small majority agree with most statements regarding SDG&E's wildfire safety performance, led by:
 - “Is committed to wildfire safety” (58%)
 - “Makes an effort to communicate with all customers about wildfires” (58%)
 - Takes proactive measures to protect the electricity grid from wildfires” (58%).
- Three quarters (76%) are aware of the PSPS program and feel they are at least somewhat prepared for an extended electricity outage.
- Just over half (53%) are positive about the PSPS program overall.

Conclusions + Potential Implications

Conclusions

Potential Implications

- **A large portion of respondents recall recent wildfire notifications, and are aware of the PSPS program.**
 - Respondents in HFTD have higher awareness of wildfire communications and the PSPS program.
 - Sample note: all respondents were pulled from a list of those receiving a PSPS notice. In this year's sample, roughly two in five are Non-HFTD.
- **Several metrics are down from last year: overall favorability towards SDG&E, opinions about the utility's reliable service, wildfire safety and preparedness efforts, PSPS communications and PSPS overall.**
 - Many of these metrics are still relatively high, and last year's sample size was quite small in comparison to this wave.
- **A large portion feel at least somewhat prepared for an extended power outage, although many have not taken steps to prepare.**
 - There is a decline in steps taken to prepare among both HFTD and Non-HFTD respondents.
- **The SDG&E website and Alerts app are top sources for notifications during PSPS events.**
 - Satisfaction with the information provided on the website is relatively high, although it has declined from last year.



- **Continue the good work in distributing wildfire safety communication and promoting PSPS to those in both HFTD and Non-HFTD.**
- **There is opportunity to improve customer favorability by promoting all of the steps SDG&E takes to keep customers safe from wildfires.**
- **Highlight the importance of preparing for wildfires and power outages, even during times when wildfires are less likely to occur.**
 - It's possible respondents were influenced by the recent wildfires in CA, and realized they were not as prepared as they thought.
- **Ensure wildfire and PSPS content on the SDG&E website and Alerts app are easy to navigate.**
 - Consider showing real-time updates on the sdge.com home page during PSPS events.

Appendix G: SDG&E April 9 TTX and June 3-5 FSE Documents

Available At: <https://www.sdge.com/wildfire-safety/psps-more-info>