

**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 902E)
2025 PLAN TO SUPPORT ACCESS AND FUNCTIONAL NEEDS POPULATIONS
DURING PUBLIC SAFETY POWER SHUTOFFS**

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January 31, 2025

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Pursuant to Conclusion of Law 36 and Ordering Paragraph 1 of the California Public Utilities Commission's (Commission) Phase 2 De-Energization Decision (D.) 20-05-051 and Phase 3 De-Energization D. 21-06-034, San Diego Gas & Electric Company (SDG&E) submits its 2025 Access and Functional Needs (AFN) Plan which describes its efforts to address the AFN and vulnerable population during Public Safety Power Shutoffs (PSPS). SDG&E's 2025 AFN Plan is attached hereto as Attachment A.

Respectfully submitted,

/s/ Laura M. Fulton

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Attachment A

San Diego Gas & Electric Company's 2025 Plan to Support Populations with Access and Functional Needs During Public Safety Power Shutoffs

January 31, 2025



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EXECUTIVE SUMMARY

During extreme weather conditions, utilities may temporarily turn off power to specific areas to protect the safety of our customers and communities, enacting a Public Safety Power Shutoff (PSPS). This continues to be a necessary tool of last resort to prevent our electric system from becoming a source of wildfire ignition. To support individuals with Access and Functional Needs (AFN) during PSPS, each of the Joint Investor-Owned Utilities (IOUs)¹ developed its respective 2025 Annual AFN PSPS Plan (“AFN Plan” or “Plan”) with assistance from regional and statewide AFN stakeholders, representing a broad spectrum of expertise. The Plan leverages the Six-Step Planning Process in the Federal Emergency Management Administration’s (FEMA) Developing and Maintaining Emergency Operations Plans Comprehensive Preparedness Guide 101.²

The Joint IOUs are committed to addressing the needs of individuals with AFN before, during, and after a PSPS and have established a partnership with the AFN Collaborative Council and the AFN Core Planning Team³ to seek guidance and address the “Why,” “Who,” “What,” and “How” to better mitigate risk and support individuals with AFN.

The Joint IOUs acknowledge and sincerely thank to the AFN Collaborative Council and AFN Core Planning Team for their guidance and commitment in developing the 2025 AFN Plan.

WHY

As climate conditions change, the threat of wildfires in California continues to grow.

One critical tool used to prevent wildfires is the use of PSPS, in which an IOU may temporarily shut off power to a neighborhood during dangerous weather conditions to prevent the electric system from becoming a source of ignition. PSPS is a measure of last resort for keeping customers and communities safe. A PSPS, although necessary, disrupts the everyday lives of impacted individuals, including those with AFN and/or those who may be electricity dependent, which will be discussed further in this Plan. The purpose of this Plan is to mitigate the impact of PSPS on individuals with AFN.

¹ San Diego Gas & Electric (SDG&E), Southern California Edison (SCE), and Pacific Gas & Electric Company (PG&E)

² For details on how to develop and maintain Emergency Operations Plans, visit: [Developing and Maintaining Emergency Operations Plans Comprehensive Preparedness Guide \(fema.gov\)](https://www.fema.gov/emergency-preparedness-recovery-operations/developing-and-maintaining-emergency-operations-plans-comprehensive-preparedness-guide)

³ See section 2.6.1.1 for details about the AFN Collaborative Council and AFN Core Planning Team. Additionally, see Appendix A for members of the AFN Core Planning Team and Collaborative Council

WHO

The IOUs have made progress in identifying individuals with AFN across their respective service areas, collectively identifying approximately 4 million⁴ people across the state through defining, mapping, enabling, and promoting self-identification. In order to support and target individuals that are electricity dependent, the Joint IOU Statewide AFN Advisory Council⁵ and AFN Core Planning Team developed a definition of Electricity Dependent Individuals⁶ that this Plan seeks to support. That definition remains unchanged from 2022.

Electricity Dependent Definition: Individuals who are at an increased risk of harm to their health, safety, and independence during a PSPS event for reasons including, but not limited to:

- Medical and Non-Medical
- Behavioral, Mental and Emotional Health
- Mobility and Movement
- Communication

The IOUs understand that there is more work to be done and will continue these efforts to identify additional individuals with AFN in 2025.

WHAT & HOW

Working alongside the AFN Collaborative Council and AFN Core Planning Team, the IOUs identified goals, objectives, and potential opportunities for enhancements in 2025, outlined in this Plan.

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

I. INTRODUCTION

In accordance with the California Public Utilities Commission (Commission or CPUC) Decision (D.) 21-06-034 Phase 3 OIR Decision Guidelines and using the Six-Step Planning Process in FEMAS's Developing and

⁴ Represents total counts of AFN designations in each IOU's database not unique individuals or accounts.

⁵ See Appendix A for a list of the members of the Joint IOU Statewide AFN Advisory Council.

⁶ IOUs will strive to implement this proposed definition contingent on operational feasibility and in alignment with AFN identification requirements with the CPUC's PSPS decisions. See e.g. D. 21-06-034, Appendix A at A8 – A9; D.20-05-051, Appendix A at A8; D.19-05-042, Appendix A at A12-A14, A20-A21. The IOUs will continue to collaborate with AFN stakeholders to refine this definition as appropriate.

Maintaining Emergency Operations Plans Comprehensive Preparedness Guide 101, the Joint IOUs worked collaboratively with the AFN Core Planning Team to implement the “Whole Community”⁷ approach to develop an overarching Joint IOU Statewide strategy to meet the diverse needs of individuals with AFN. Each IOU’s comprehensive plans will reflect the geographical differences as well as the various needs of communities with AFN. The IOUs will provide the CPUC with quarterly updates regarding progress towards meeting the established objectives and the impact of their efforts to address this population before, during, and after PSPS, while optimizing opportunities for consistency statewide.

Section 1 below provides a high-level overview of the IOUs’ shared vision for the 2025 AFN Plan and Sections 2-4 provide details for [IOU’s] AFN Plan. The IOUs will continue benchmarking to create a consistent response across the IOU service area where possible, recognizing that resources may not be available consistently across the state.

1.1 Subject Matter Experts (Engage the Whole Community)

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

On September 17, 2024, the Joint IOUs introduced this effort at the broader Q3 Joint IOU Statewide AFN Advisory Council meeting, invited participation, and subsequently held a kick-off meeting with the Core Planning Team⁸ members on October 23, 2024. The 2025 AFN Core Planning Team is comprised of 8 organizations representing the diverse needs of the AFN community. The table below reflects the organizations involved in the development of the 2025 AFN Plan.

⁷ Whole Community approach as defined by FEMA, refers to preparedness as a shared responsibility and involvement of everyone, including but not limited to individuals and families with access and functional needs. Complete definition available at www.fema.gov/about/glossary (scroll down to “Whole Community”)

⁸ See Appendix A and B.

Table 1 - Engaging the Whole Community

Planning Group	Participants/Stakeholders
AFN Collaborative Council (per the Phase 3 OIR PSPS Decision):	California Foundation for Independent Living Centers (CFILC) California Health & Human Services (CHHS) California Office of Emergency Services (Cal OES) Disability Rights California (DRC) Disability Rights Education & Defense Fund (DREDF) State Council on Developmental Disabilities (SCDD) California 211 Providers Network 2-1-1
AFN Core Planning Team	Department of Developmental Services Disability Policy Consultant Inland Regional Center Pacific Power Redwood Coast Regional Center San Diego Regional Center San Gabriel/ Pomona Regional Center Tri-Counties Regional Center
Joint IOUs	San Diego Gas & Electric (SDG&E) Southern California Edison (SCE) Pacific Gas & Electric (PG&E)

As a key component to engaging the Whole Community in planning, the Joint IOUs will continue to solicit feedback from the AFN Collaborative Council, the Joint IOU Statewide AFN Advisory Council, each utility’s respective Regional PSPS Working Groups⁹ and other regional and statewide AFN experts such as community-based organizations (CBOs), healthcare partners, representatives of durable medical equipment and local government agencies. These groups serve as thought leaders and offer insights, feedback, and input on the IOUs’ customer strategy, programs, and priorities. The Joint IOUs seek to conduct regular meetings with these subject matter experts to actively identify issues, opportunities, and challenges related to the IOUs’ ability to mitigate the impacts of wildfire safety strategies, namely PSPS.

The planning process we presented provides opportunities to collect feedback and implement strategic improvements with details included in specific IOU plans. We continue to look at expansion of program offerings, promote the Joint IOU statewide PSPS Preparedness website, www.PrepareForPowerDown.com¹⁰, conduct outreach and education, as well as expand access to eligible populations.

⁹ These working groups convene at least quarterly to share lessons between the impacted communities and the IOUs. See D.20-05-051 Appendix A at A1.

¹⁰ Please see Section 2.6.7, Statewide Website for AFN Solutions for more details on Prepare for Power Down.

1.2 Purpose, Scope, Situational Overview, and Assumptions

1.2.1 Purpose/Background – WHY

The Plan focuses on mitigating the impacts of PSPS for individuals with AFN. The Joint IOUs intend to build on this Plan and strive for continuous improvement based on insights from the experts and feedback channels outlined in this plan.

Each IOU’s respective 2025 AFN Plan addresses the following:

- Who the IOUs need to communicate with
- What resources and services are needed during PSPS
- How the IOUs communicate with individuals with AFN
- How the IOUs make resources and service available to individuals with AFN

1.2.2 Scope – WHO

The Joint IOUs and the CPUC use the definition of AFN as defined by the California Government Code §8593.3: “individuals who have developmental disabilities, physical disabilities, chronic conditions, injuries, limited English proficiencies, who are non-English speakers, older adults, children, people living in institutional settings, or those who are low income, homeless, or transportation disadvantaged, including but not limited to, those who are dependent on public transit and those who are pregnant.”¹¹ Acknowledging that the California Government code definition of AFN is broad, the CPUC authorized the IOUs to follow the FEMA 6 Step Process by engaging the Whole Community through the Joint IOU Statewide AFN Advisory Council to create a common definition of “Electricity Dependent.”

Therefore, the IOUs use this common definition to help inform new enhancements to programs and resources that are currently available.

Electricity Dependent: Individuals who are at an increased risk of harm to their health, safety, and independence during a Public Safety Power Shutoff, for reasons including, but not limited to:

- Medical and Non-Medical
- Behavioral, Mental and Emotional Health
- Mobility and Movement

¹¹ See also D. 19-05-042.

- Communication

Examples of Electricity Dependent include, but are not limited to:

- **Medical and Non-Medical:**
 - Respiratory equipment: oxygen, respirator, inhalation therapy, apnea monitoring, suction machines, airway clearance, Airway Clearance Vests, cough assistive devices, hemodialysis.
 - Nutritional equipment: gastric feed tube, specialized diet meal preparation equipment (e.g., feeding pumps, blenders)
 - Heating/cooling equipment: refrigeration, body temperature regulation
- **Behavioral, Mental, and Emotional Health:**
 - Powered equipment supporting regulation of emotional behaviors (e.g., sensory lights)
- **Mobility and Movement Equipment:**
 - Moving and Positioning equipment: Lifts, mobility tracking system, power wheelchairs and mobility scooter, in home chair lift, electric bed
- **Communication:**
 - Augmentative communication devices (e.g., tablets, wearables, eye gaze), alert systems
 - Powered equipment for hearing or vision support (e.g., alert systems)

1.2.3 Situational Overview

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

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

The Core Planning Team has consistently recognized the ongoing key risk of PSPS over the past years as:

- Individuals with AFN are unable to use power for devices or equipment for health, safety, and independence due to a PSPS.

During the planning process, the AFN Core Planning Team emphasized that the needs of individuals with AFN extend well beyond medical devices alone and that the risks are as diverse as the population. The IOUs recognize that the impacts of PSPS are dynamic and are committed to supporting customers before, during, and after a PSPS.

1.2.3.1 AFN Population and Identification

The IOUs have made progress in identifying the Electricity Dependent individuals with AFN through program enrollments and enabling self-identification. Each IOU identifies the following customers in their respective databases as AFN:

- Customers enrolled in the following programs:
 - California Alternate Rates for Energy (CARE)
 - Family Electric Rate Assistance (FERA)
 - Medical Baseline (MBL),¹² including Life-Support (Critical Care)
- Customers with disabilities
- Customers who receive their utility bill in an alternate format (e.g., Braille, large print)
- Customers who have identified their preferred language as a language other than English
- Customers who self-identify as an older adult (65+)
- Customers who self-certify or self-identify
- Customers who use durable medical equipment and/or assistive technology

Table 2 below accounts for the number of customers identified as AFN in each utility service area, as well as those most likely to experience a PSPS.

¹² Identification efforts also include “persons reliant on electricity to maintain necessary life functions including for durable medical equipment as assistive technology”. See D. 21-06-034, Appendix A at A8-A9.

Table 2 - Joint IOU Access & Functional Needs Individuals¹³

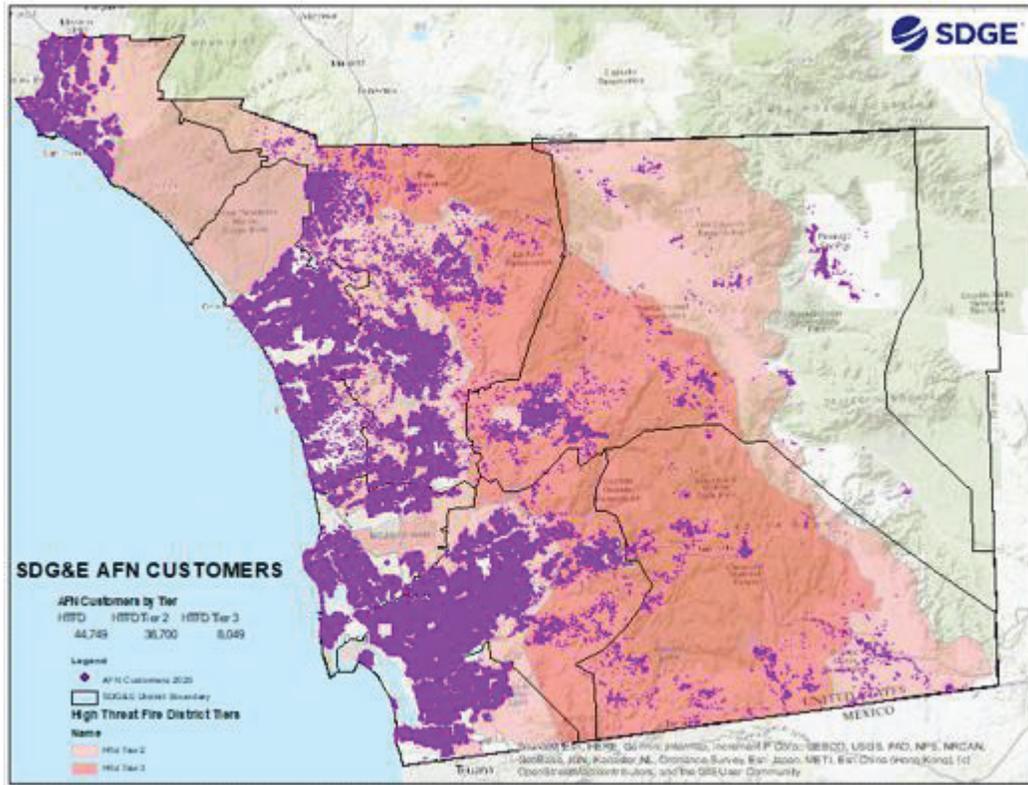
Joint IOU	MBL Individuals	Customers with Language Preference	Individuals Identified as AFN	Percentage of Individuals Identified as AFN base of Total Residential Customer Base
PG&E	Total: ~239,000	Total: ~255,000	Total: ~1.7 M	~31%
	HFRA: ~57,000	HFRA: ~13,000	HFRA: ~249,000	~27%
SDG&E	Total: ~62,000	Total: ~68,000	Total: ~404,000	~31%
	HFTD: ~12,000	HFTD: ~5,000	HFTD: ~46,000	~25%
SCE	Total: ~121,000	Total: ~562,000	Total: ~1.8M	~39%
	HFRA: ~41,000	HFRA: ~101,000	HFRA: ~386,000	~32%

The Joint IOUs have an AFN density map that allows for quick identification of geographical areas with larger populations of AFN individuals.¹⁴ These maps enable the utilities to strategically allocate resources by geography such as staffing a support site or Customer Resource Center for individuals who are experiencing a PSPS. See **Table 3**.

¹³ Data collected as of November 2024. Notes: High Fire Risk Area (HFRA) / High Fire Threat District (HFTD) refers to a geographic region of customers potentially in scope for PSPS. Additionally, (1) Customers enrolled in MBL may include customers with Language Preference other than English and customers with an AFN; (2) Customers with Language Preference other than English may include customers enrolled in MBL and customers with an AFN; (3) Customers with AFN characteristics or CARE or FERA may include customers enrolled in MBL and customers with Language Preference other than English.

¹⁴ See section 1.2.2 for definition.

Table 3 - Service Area Map of SDGE Customers with AFN



This map displays SDG&E customers with Access and Functional Needs who reside in the service territory.

In 2025, the IOUs will continue identifying individuals who are electricity dependent above and beyond those enrolled in the Medical Baseline Allowance Program, through direct outreach to customers in each respective IOUs service area.

1.2.4 Planning Assumptions

Below are the initial planning assumptions used when developing the annual AFN Plan:

- For PSPS, every effort is made to provide notification in advance of power shutoff
- Resources are available to individuals with AFN regardless of advanced notification

- Effective support of individuals with AFN requires a Whole Community¹⁵ approach (e.g., utilities, Community Based Organizations, non-profits organizations, government agencies)
- PSPS may occur concurrently with unrelated emergencies (e.g., active wildfires, earthquakes, floods, tsunamis, cyber-attacks, technological hazard incidents)
- The IOUs will continue to create a consistent statewide response with our support services (e.g., food support, accessible transportation, Community Resource Centers (CRCs), etc.) to PSPS, acknowledging there are different needs based on geographic areas
- The scope of PSPS can increase or decrease as weather conditions are monitored

1.3 Operational Priorities - WHAT

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

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

The Joint IOUs will continue our commitment to mitigating impacts of PSPS by focusing on key objectives identified through the 2025 planning meetings.¹⁶ Progress will be reported out within the IOU Quarterly updates. 2025 Key Objectives:

- Increase awareness of IOU programs and services available before, during and after a PSPS.
- Continue to identify individuals who are Electricity Dependent.
- Identify new enhancements to programs and resources needed to mitigate the impacts of PSPS.
- Coordinate and integrate resources with state, community, utility to minimize duplication.

1.4 Plan Development

According to FEMA Step 4: Plan Development Develop and Analyze Courses of Action – This step is a process of generating, comparing, and selecting possible solutions for achieving the goals and objectives identified in Step 3.

¹⁵ The term “Whole Community” refers to the concept as discussed in the FEMA Six Step Comprehensive Preparedness Guide.

¹⁶ See Appendix C for continued efforts from key objectives identified in planning meetings from prior years.

The Joint IOUs have worked to deliver consistent services and resource offerings; however, the delivery and eligibility can be different due to the uniqueness of each IOUs' service territories and programs. The following are proposed recommendations to meet the Key Objectives for 2025:

Increase awareness of IOU programs and services available before, during and after a PSPS

- Explore making appropriate updates to PSPS material to reflect the needs of individuals in the intellectual and developmental community. Work with organizations including Regional Centers, Department of Developmental Services (DDS) and the State Council for Developmental Disabilities to identify potential changes and updates to PSPS material.
- Develop a PSPS resource guide in collaboration with the AFN Statewide Council and other stakeholders to identify gaps and overlaps with available customer resources.
- Share PrepareforPowerdown.com (P4PD) website analytics on the quarterly updates for each IOU's AFN Plan report that is filed with the CPUC.

Continue to identify individuals who are Electricity Dependent

- Enhance existing marketing and outreach campaigns based on data received through AFN self-identification efforts.
- Continue to work with CBOs, Regional Centers, and healthcare organizations to ensure their clients are informed about available PSPS resources.
- Partner with stakeholders including Regional Centers, Department of Developmental Services (DDS) and the State Council for Developmental Disabilities to better understand the needs for individuals in the intellectual and developmental disability community during a PSPS.

Identify new enhancements to programs and resources needed to mitigate the impacts of PSPS

- Continue to review customer feedback from PSPS survey results and verbatims to benchmark and evaluate if programmatic changes are needed to enhance existing resources and support¹⁷.
- Develop a PSPS resource guide in collaboration with the AFN Statewide Council and other stakeholders to identify gaps and overlaps with available customer resources. Evaluate if additional resources or enhancements are needed to mitigate the impacts of PSPS.

Coordinate and integrate resources with state agencies, community-based organizations, and the utilities to minimize duplication

¹⁷ PSPS survey results can be found in each IOUs' PSPS Post-Event and PSPS Pre-/Post-Season Reports.

- Identify opportunities and efficiencies to ease Medical Baseline (MBL) program enrollment in accordance with CPUC and legislative framework.

1.5 Plan Preparation and Review

According to FEMA Step 5, Plan Preparation, Review, and Approval – This step is a process of preparing the document and getting it ready for implementation.

Prior to finalizing the 2025 AFN Plans, the Joint IOUs provided members of the AFN Collaborative Council and AFN Core Planning Team a draft plan for their review. As a result, each of the IOUs will file their respective 2025 AFN Plans with the CPUC by January 31, detailing its programs to support individuals and communities with AFN before, during, and after PSPS.

1.6 Plan Implementation

According to FEMA Step 6 Implement and Maintain the Plan – This step is the final step which is an ongoing process of training personnel to perform tasks identified in the plan, exercising, and evaluating plan effectiveness, and revising and maintaining the plan.

Upon filing the AFN plan, the IOUs will implement new goals and objectives while maintaining existing ones as specified in the Plan. Additionally, the IOUs will provide quarterly updates on progress made and report on performance through identified success measures and metrics.

1.7 Research and Surveys

In 2025, the Joint IOUs will continue to collaborate and share best practices as they solicit feedback about PSPS resources offered to individuals with AFN through a variety of channels, including consultation with various advisory councils.

The Joint IOUs will continue to conduct listening sessions and working groups with local governments, tribes, and critical facilities; webinars for customers and communities; wildfire and PSPS awareness studies; feedback via digital channels; PSPS Tabletop Exercises; and notification message testing.

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

1.8 Success Measures and Metrics

In 2025, the Joint IOUs will continue to use the Key Performance Indicators (KPIs) that were developed with the AFN Core Planning Team for the 2022 AFN Plan. These KPIs seek to measure the impacts of PSPS on individuals with AFN, awareness of support programs, and satisfaction of services offered. The most recent pre- and post-season survey results that address the KPI will be reported in the 2025 Q1 Progress Report.

Key Performance Indicators to measure the impact¹⁸:

1. The percentage of individuals with AFN who were aware of what support and resources were available to them during a PSPS.
2. The percentage of individuals with AFN who were able to use necessary medical equipment to maintain necessary life functions for the duration of any PSPS that affected them.
3. The percentage of individuals who utilize mitigation services (e.g. 211 support, CRC centers, battery programs) reported they were satisfied with the level of support received.

While Section 1 is a high-level overview of the IOUs' shared vision, the details for each of the IOUs AFN Plans can be found in Sections 2-4. The IOUs will continue benchmarking to create a consistent response across the IOU service areas where possible, recognizing that resources may not be available consistently across the state.

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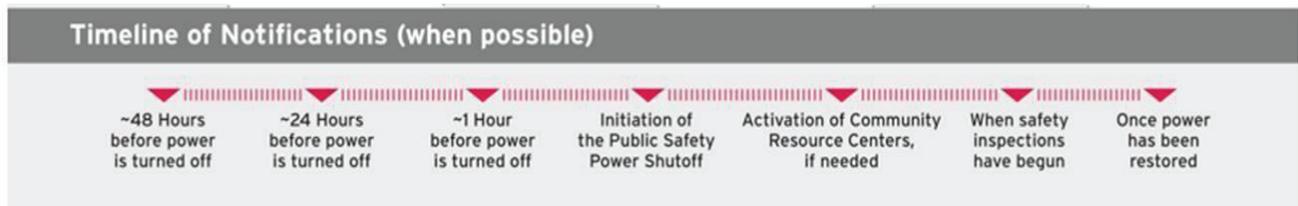
2. CONCEPT OF OPERATIONS | HOW

During a PSPS, forecasts are subject to change swiftly and preparation timelines must adjust quickly as well.

This Concept of Operations is separated into preparedness, before, during and after phases to account for the unique operational requirements over the course of PSPS. **Table 4** shows a general example sequence for a potential PSPS.

¹⁸ Metrics related to KPI 4 are reported in each IOUs' PSPS post-event reports and PSPS post-season surveys.

Table 4: SDG&E PSPS Timeline Example



2.1 Preparedness/ Readiness (Before Power Shutoff)

2.1.1 Emergency Operations Center

Leading up to the PSPS season, SDG&E Emergency Management meets with public safety partners to determine the best method of communicating and providing situational awareness during Emergency Operation Center (EOC) activations. Public safety partners are proactively informed through different forms of communication throughout the year, including a Public Safety Partner Portal created in 2021. Over recent years, the SDG&E Public Safety Partner Portal has seen significant enhancements: initially directing impacted partners to receive the latest situational updates, then adding a mobile application to help ensure information is readily available on mobile devices, followed by improvements to include all-hazard updates and compliance with Web Content Accessibility Guidelines (WCAG) 2.1 AA success criteria for accessibility. The two-time award-winning Partner Portal will soon expand to include gas hazards, helping to ensure partners receive timely and accurate information during gas-related EOC activations. Additionally, for the sake of resilience, SDG&E maintains two physical EOCs alongside a virtual EOC, enabling SDG&E to respond either in-person, virtually, or through a hybrid approach depending on the situation and needs of our response.

Preparation Exercises & Training

SDG&E's Emergency Response team conducts extensive preparation and training in collaboration with the AFN team to prepare for PSPS and supporting individuals with AFN. These include:

- Two annual PSPS exercises, one tabletop and one operations-based, both of which addressed AFN concerns during a PSPS with external partner participation including AFN partners
- Additional exercises throughout the year on various all hazards topics that addressed and included AFN concerns and response expectations
- New responders onboarded in the New EOC Member Orientation course
- New responders onboarded with required participation in NIMS, SEMS, and ICS training through FEMA course 100, FEMA course 200, FEMA course 700, and California's SEMS course

- Targeted participation in SDG&E's Command and General position credentialing training, including specific responder completion of CSTI courses G-775 and G-191
- EOC responder participation in Summer Readiness Training which provided training to all responders on PSPS expectations and protocols, load curtailment expectations and protocols, general hazards EOC expectations and protocols, and seasonal weather forecasts.
- Outreach and engagement with Public Safety Partners, Community Partners and local jurisdictions, including tribes
- EOC tours for external stakeholders
- Joint planning with County OES, CalOES, CAL FIRE, emergency managers and Regional Fire Chiefs
- AFN Liaison Officer training on the process and protocols for communication and AFN CBO services
- Training on IOU programs and services to in-home workers, social service staff, CBOs, tribal orgs, CERTS etc.

EOC AFN Liaison Role

To ensure individuals with AFN have support and resources available during all phases of a PSPS, SDG&E has established a dedicated AFN Liaison position, which includes a roster of six responders who complete a series of yearly trainings to prepare and effectively respond to customer needs before, during, and after a PSPS. There will be internal recruitment in 2025 to increase the size of the roster with opportunities for newer responders to get exposure to the position through shadowing and exercises.

Specifically dedicated to supporting individuals with AFN during EOC activations, the AFN Liaison Officer reports directly to and advises the Officer-in-Charge (OIC) regarding the support services, resources, and activities to support customers with AFN.

The AFN Liaison Officer collaborates with SDG&E's AFN CBO support partners, including 211 San Diego, Orange County United Way (formerly 211 Orange County), Facilitating Access to Coordinated Transportation (FACT), Salvation Army, and local Community Based Organizations (CBOs), to prepare customers for a potential power outage, provide up-to-date information on PSPS operations, and address the power outage related needs of customers requesting assistance. The AFN Liaison Officer also coordinates and facilitates the residential customer battery back-up generator program during PSPS EOC activations.

Additionally, to ensure ongoing support, the AFN Liaison Officer responder team has a dedicated 24/7 “on-call” representative, who is available to support specific customer needs that may arise outside of a PSPS. Training for this position continued to expand in 2024 with a series of exercises to build the knowledge and skills needed to effectively serve customers with an AFN during an EOC activation. In addition to the general EOC training and exercises required by SDG&E’s Emergency Management, position specific training on the processes and resources utilized during an EOC activation to support AFN customers were required. This additional AFN Liaison Officer training includes:

- Continually updated and improved AFN Liaison Check List and resource identification
- Accessible Hazard Alert System (AHAS) notification procedure
- AFN communication process and standards to AFN support and general partners
- Disability awareness and sensitivity
- Available internal and external resources

This team has been well-prepared through training and exercises focused on EOC operations and the specific role of the AFN Liaison Officer. This preparation enables the team to efficiently handle EOC procedures and community support resources that benefit customers with AFN. These efforts will continue through 2025, ensuring AFN Liaison Officers are kept up to date of any changes related to requirements or procedures.

Customer Care Support

SDG&E continues to support individuals and households with AFN, including during a PSPS. When customers call or chat with an agent regarding specific concerns related to an AFN, they will be directed to the appropriate resource to receive support (e.g., 211, AFN Liaison EOC responder, etc.). Additionally, SDG&E’s Customer Care Center representatives are trained to speak with customers experiencing challenges and if it is the customers’ preference, flag them in SDG&E’s system as having a self-identified disability for additional consideration of tools, programs, and services.

2.1.2 AFN Identification Outreach

SDG&E recognizes the importance of continuing to identify individuals with AFN. As a result, SDG&E is committed to providing the education, resources, and notifications required to maximize resiliency during a PSPS. Building on Section 1.2.2 above, SDG&E continues to enhance its ability to identify individuals with AFN. There are approximately 404,000 customer accounts associated with AFN, which accounts for 31% of the residential customer class. Of the 404,000, approximately 45,000 customers reside in the high-fire threat district (HFTD).

In 2022, a Self-Identification campaign was initiated to allow customers to identify individuals in their household who may identify as:

- Blind/low vision
- Deaf/hard of hearing
- Disabled (cognitive, physical, developmental)
- AFN

Customers who participate in the Medical Baseline Program and are electricity dependent are also captured through these campaigns. In 2023, two additional categories were added to the AFN Self-ID web form that customers can select: assistive technology and durable medical equipment. These Self-Identification campaigns are planned to continue through 2025 and will further expand awareness of SDG&E's AFN landscape.

SDG&E is also committed to ensuring inclusiveness through ease-of-access for customers with language and accessibility needs. This resource undergoes continuous improvement with participation and feedback from the AFN Collaborative Team and stakeholders to ensure customers can self-identify and receive communications in their preferred manner. Campaigns in 2025 may be implemented through direct mail, e-mails linking to a digital web form, and promotion on social media. Outreach will continue to take a collaborative approach leveraging channels including the Regional PSPS Working Group, Energy Solutions Partners Network consisting of more than 200 CBOs, and relevant state agencies.

SDG&E will continue to partner and work with the AFN Collaborative Council to identify opportunities to enhance AFN identification.

2.1.3 AFN Support Resources

To support and prepare individuals who identify as AFN, SDG&E will continue to provide a comprehensive approach of programs and resources before, during, and after PSPS. SDG&E is committed to seeking new opportunities to identify organizations with quick response capacity that can meet the needs of customers across the region during PSPS activations.

In 2023, SDG&E launched a PSPS Customer Impact study to increase understanding of customer impacts during a PSPS de-energization, with a focus on individuals with AFN. This study utilized a comprehensive approach to gather factual data, including key findings from existing relevant studies, and direct survey feedback from SDG&E customers and employees, to inform how we target, support, and communicate with customers before, during and after a PSPS. Throughout 2024, the study findings were shared with key internal and external stakeholders and opportunities were prioritized.

In 2025, SDG&E plans to focus on implementation of these enhancements to further enhance and refine support services and resources provided to individuals with AFN who are impacted by a PSPS.

Additionally, in 2025, SDG&E aims to further strengthen its collaboration with the San Diego County Sheriff's Department to promote the Blue Envelope program. This initiative is designed to enhance communication and inclusivity between law enforcement and community members with conditions such as dementia, anxiety, or other disabilities that may require special accommodations during interactions. The SDG&E team will continue to seek opportunities to educate employees on recognizing and effectively using the Blue Envelope Program when engaging with customers.

211 – Centralized Resource Hub

SDG&E plans to continue its partnership with 211 San Diego and Orange County United Way (formerly 211 Orange County) into 2025 and is building on these partnerships to enhance services as new opportunities are identified. In addition to enhanced identification of customers with AFN, this collaboration also provides assessment of AFN population needs, hotel stays for those impacted by de-energization events, accessible transportation, food resources, and access to resiliency items.

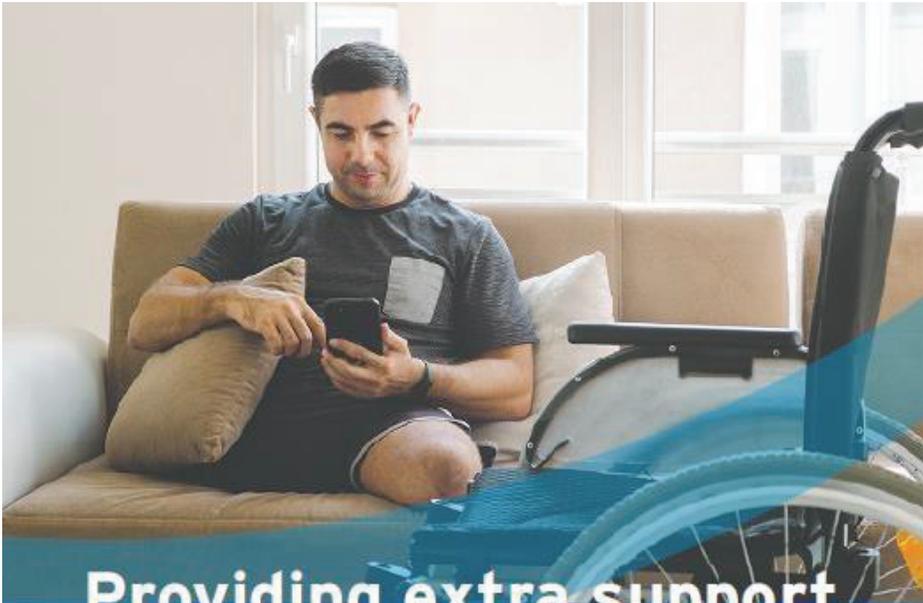
In advance of a PSPS, 211 will focus on outreach to at-risk customers, including those living in each IOU's high-fire-risk areas, who are eligible for income-qualified assistance programs, and rely on life-sustaining medical equipment. This outreach provides opportunities for customers to prepare resiliency plans and connects them with existing programs for enhanced support. In 2025, 211 will expand upon this outreach and focus on targeting various customer segments, including customers on Medical Baseline and those who are eligible for income-qualified assistance programs.

211 also provides a holistic approach to assisting customers with completing applications for these programs and includes the exploration of Care Coordination screening outreach efforts. During a PSPS, 211 San Diego and Orange County United Way serve as a resource hub to connect individuals with services directly provided by partners contracted with SDG&E, as well as more than 1,000 regional CBOs who provide services. These agencies provide several unique advantages in that their services are available statewide, 24/7 and connect individuals with well-established local partners who have long served the broader AFN community. Additionally, 211's social workers are equipped to conduct needs assessments and escalate needs accordingly to higher tiers of support.

Below is SDG&E's 211 support services flyer that is used for marketing and outreach campaigns to those residing in the HFTD.

Please see **Image 1** for a sample of the marketing materials used:

Image 1



Providing extra support during power shutoffs.

That's the power to help.

Dial 211 during a Public Safety Power Shutoff for access to community and health services, as well as accessible transportation, for those who qualify.

* Video Relay Service 211 (San Diego: 858-300-1211 and Orange County: 888-600-4357)

ASL / Audio



▶ SCAN ME

Accessible Transportation

Facilitating Access to Coordinated Transportation (FACT) provides accessible transportation to individuals with AFN across the entire HFTD during PSPS. FACT receives EOC PSPS daily notifications and amplifies the information, including zip codes, to approximately ~160 paratransit service providers. There are no eligibility criteria other than an individual seeking assistance and is available 7 days a week from 5:30 a.m. - 11:00 p.m. during a PSPS.

SDG&E will continue its partnership with FACT in 2025, as they have been able to facilitate all requests for transportation received and coordinated by 211 since the initiation of the collaboration in 2020. As an enhancement to FACT services, SDG&E Grant Funding was provided to FACT for the purchase of satellite phones improving communication reliability with impacted customers in rural areas during PSPS accessible transportation support. This consistency of meeting customers' needs when the utility experiences a de-energization hasn't necessitated identifying additional transportation partners.

In 2025, SDG&E plans to continue marketing of this solution through targeted campaigns to individuals with AFN, as well as provide training and materials for CBOs within the Energy Solutions Partner Network that SDG&E works with. See section 2.1.6 AFN Public Education and Outreach for additional details.

No-Cost Hotel Stays

SDG&E will continue its partnership with The Salvation Army in 2025, which provides no-cost hotel stays to individuals with AFN during PSPS. This is also available to individuals who would not normally be considered AFN, but due to circumstances (long duration, cold weather, living alone, etc.) request assistance. Hotel stays are arranged via The Salvation Army and 211, and do not require any payment up front or otherwise from individuals. Hotels are selected based on accessibility and proximity to a customer's residence or other requested location. The Salvation Army has facilitated all requests received since the partnership's initiation in 2020.

In 2025, SDG&E will continue to enhance the marketing of this solution through targeted campaigns to individuals with AFN through its network of CBOs. Additionally, SDG&E discussed potential enhanced screening for individuals with specific needs with The Salvation Army and will identify processes in early Q1.

Food Support

SDG&E has strengthened the pipeline of local food resources for older adults, individuals, and families with AFN by partnering with the San Diego Food Bank, Feeding America, Meals on Wheels, and other local food partners. These valued partnerships enable the support of vulnerable, rural, and tribal communities' year- round and during PSPS activations. Food support is available at many locations, including on tribal lands. Expanded San Diego Food Bank mobile food pantries ensure additional food support offerings during PSPS. As demonstrated during previous PSPS de-energizations, this has proven to be a valuable resource and as such will continue to play an important role in supporting customers in need.

SDG&E will continue expanded food resource options with the San Diego Food Bank (a Community Information Exchange partner of 211 San Diego) and resiliency solutions as identified for those impacted in the HFTD during PSPS. SDG&E will continue to leverage marketing and outreach campaigns to increase awareness of available support solutions to individuals with AFN via web and social media.

Supplemental to the above referenced partnerships SDG&E will continue to offer warm meals at Community Resource Centers when needed. Currently, 3 catering companies are contracted with SDG&E to provide catering services throughout the service territory. See SDG&E Resource Planning and Partnerships below for a listing of caterers.

Wellness Checks

SDG&E partners with (Community Emergency Response Teams) CERTS and You Are Not Alone (YANA) to perform in-home wellness checks when requests are made through 211 during a PSPS. PSPS educational resource flyers are distributed during wellness checks as part of their emergency preparedness efforts along with medical cooler organizers as needed. Additional support services can be provided through 211 as needed. The below partnerships will continue into 2025:

- **East County Community Emergency Response Team (CERT):** Educates people about disaster preparedness for hazards that may impact their area. Provides training in basic disaster response.
- **San Diego County Volunteer Sheriff Patrol - You Are Not Alone (YANA) Program:** A volunteer program designed to support older adults, people with disabilities or anyone who is otherwise homebound through weekly visits or by requests.

Resiliency Items

SDG&E will continue to distribute resiliency items at Community Resource Centers during a Public Safety Power Shutoff. These items may include portable solar cell phone charger, medical device charging, gift cards, solar power banks, cooler bags, 2.5-gallon water bags, bottled water, water for livestock and seasonal blankets and medical cooler organizer. Additional opportunities will be explored to provide targeted resiliency items as they are identified.

SDG&E, along with the other IOUs, has quarterly working group meetings scheduled with the AFN Collaborative team to further identify opportunities to enhance support.

Table 6 - SDG&E PSPS Resource Planning and Partnerships

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

<ul style="list-style-type: none"> • Eurest • Terra San Diego Bistro • Ranch Catering 		<p>Meals on Wheels</p> <ul style="list-style-type: none"> • Additional meal to impacted PSPS seniors per day of shutoff • Support funding from shareholder/community relations <p>Feeding America</p> <ul style="list-style-type: none"> • Support services during emergencies; will stand-up mobile food pantries post-PSPS in impacted communities • 17 mobile food pantries • Partnership with Indian Health Council • Support funding from shareholder/community relations <p>Warm Food Support</p> <ul style="list-style-type: none"> • Eurest Catering, Ranch Catering and Terra American Bistro catering service contracted to support at local CRCs when needed
<p>Facilitating Access to Coordination Transportation (FACT)</p>	<p>San Diego County & Orange County</p>	<ul style="list-style-type: none"> • Provides accessible transportation to customers' location of choice (hotels, CRCs, etc.) • Paratransit accessible transit broker • Provides accessible transportation 5:30 a.m. – 11:00 p.m.
<p>Salvation Army</p>	<p>San Diego and Orange County</p>	<ul style="list-style-type: none"> • Provides no-cost hotel stays

Indian Health Councils	San Diego County - 16 Tribal Communities	<ul style="list-style-type: none"> • Reserves back-up batteries for AFN Tribal members who qualify for GGP during a PSPS. • Provides requested resiliency items (e.g. power banks, hand crank flashlight/radios, blankets, emergency backpacks and bottled water) to tribal members in advance of and during a PSPS.
Community Resource Centers (11 CRCs)	San Diego County - High Fire Threat Communities (HFTD) Orange County - High Fire Threat Communities (HFTD)	<ul style="list-style-type: none"> • Activated only during PSPS in communities most impacted • Resources include ice, water for live- stock, restrooms, cell phone charging, device charging, seating, light snacks, and outage updates • Providing Disability Cultural Competency Training to our CRC and Branch office staff • ADA Accessibility and Disability Integration training • Adapted the CalOES Access and Inclusion Tips for Vaccine sites for the CRCs

San Diego County's Aging and Independence Services (AIS)	San Diego County	<ul style="list-style-type: none"> • 100+ Cool Zones sites that provide service to some of the hottest areas in the San Diego region • San Diego County's Aging and Independence Services (AIS) coordinates these sites at senior centers and public buildings, including libraries in partnership with the Health and Human Services Agency (HHSA) Live Well Network
San Diego County CERT	San Diego County	<ul style="list-style-type: none"> • Wellness checks
Deputy Sheriff's Association You Are Not Alone (YANA) program	San Diego County	<ul style="list-style-type: none"> • Wellness checks
Partner Relay Network (County's Office of Emergency Services & Public Health Services)	San Diego County	<ul style="list-style-type: none"> • Network of 700+ CBO and Public Safety Partner representatives. • Languages supported: <ul style="list-style-type: none"> o 200 + languages o Accessible formats

2.1.4 Back-Up Power

SDG&E offers several back-up power programs to enhance resiliency for individuals, many of which are targeted to individuals with AFN during PSPS activations including no-cost and low-cost options.

Portable Battery Program (Generator Grant Program)

The Generator Grant Program (GGP) provides no-cost portable backup batteries to customers. Eligible customers included those residing in the HFTD who have experienced one or more PSPS outages and are enrolled in the MBL Program or flagged in SDG&E's customer database as self-identified AFN or having a self-reported disability, including those that are blind/low vision, deaf/hard of hearing, and temperature sensitive. Approximately 5,600 customers have received batteries to date.

For 2025, the program will continue to prioritize MBL, Life Support, and qualifying AFN customers in the HFTD with a high likelihood of PSPS. Customers participating in the program will continue to be offered a resiliency assessment to determine their current awareness of PSPS resources, existing resiliency measures to which they may already have access, and other resiliency programs they may benefit from (such as permanent batteries). SDG&E also plans to build upon our partnership with 211 San Diego to support delivery of temporary portable backup battery units to individuals with AFN who need them during PSPS outages.

Generator Rebate Program (Generator Assistance Program)

SDG&E's Generator Assistance Program offers a rebate incentive for customers to prepare with back-up power sources. The program includes rebates for fuel generators and portable power stations to customers who reside in the HFTD and have experienced a PSPS-related outage. In addition, the program continues to target the low-income segment with enhanced rebates for CARE/FERA customers. To date, approximately 2,600 customers have received rebates from this program. The 2025 program will continue to target customers in the HFTD who have experienced previous PSPS events and provide enhanced rebates for low-income individuals including those with access and functional needs who elect to purchase portable generators and portable power stations.

Mobile Home Park Resilience Program

The Standby Power Programs (SPP) target customers and communities that will not directly benefit from other grid hardening initiatives. These targeted customers reside in the backcountry and are generally located on circuits in communities that are most prone to PSPS exposure. One sub-program within the SPP umbrella that offers potential benefits to individuals with access and functional needs is referred to as the Mobile Home Resilience Program (MHRP). This program provides a clean backup power solution to enhance community resilience within their respective mobile home park. More specifically, solar

panels coupled with a battery system help keep the mobile home park clubhouse powered during a power outage. The clubhouse tends to be a central location where residents can charge phones or laptops, keep medical devices powered, seek air conditioning, or refrigerate medicine in the community refrigerator. This program has completed three installations since its inception and will continue to evaluate potential installations (SPP budget permitting).

Resiliency Surveys

In 2025, this Resiliency Survey offering will continue to be transitioned and incorporated into offerings such as the Generator Grant Program to support resiliency assessment and education for targeted customer populations in place of a standalone program.

Community Support

Building on our previous relationships and strategies, 2025 community partnerships will continue to be strong. Through our Safe San Diego charitable grant program, SDG&E will identify and support local community-based organizations that provide emergency preparedness education, response and support.

Funding is used to support participation in the San Diego County CERT Mutual Aid Plan and Neighborhood Evacuations Teams through the Office of Emergency Services and FEMA program. Programmatic investments are made in several organizations to specifically serve the AFN population. This will include organizations that provide customized, often in-home, emergency preparedness and safety training for older adults, individuals with physical, intellectual, and developmental disabilities, those with vision or hearing impairments, individuals with chronic illness and many more. SDG&E's charitable investments are grounded in the feedback received directly from the AFN community. SDG&E partners conduct extensive outreach and education and bring those issues back to inform SDG&E funding. Out of this feedback SDG&E developed mobile home fire alarm installation, creation of defensible space in the backcountry region, earthquake preparation trainings for the disability community and more. In 2025, SDG&E will also focus on connecting partners and programs with one another. Many partners are busy doing their own work, and SDG&E has a unique vantage point where we can see potential alignment and collaboration efforts across organizations.

Self-Generation Incentive Program (SGIP)

The Self Generation Incentive Program (SGIP) is administrated by the Center for Sustainable Energy (CSE) in SDG&E's service territory. The program offers incentives for generation and battery storage technologies installed for residential and nonresidential customers. The SGIP has a variety of different budget categories for the current program cycle that started in 2020 and is expected to run until 2025 or

until all incentive funds are exhausted. In support of AFN customers, the program offers higher incentives for battery storage projects within the Equity Resiliency budget.

Customers can be eligible for the Equity Resiliency budget if they are located in a Tier 2 or Tier 3 High Fire Threat Districts (HFTD), experienced Public Safety Power Shutoff (PSPS) events, are currently enrolled in a medical baseline program, and/or is a customer that has a serious illness or condition that could be life threatening if electricity is disconnected (2024 SGIP Handbook, PG 25-26). In 2024, the SGIP Equity Resiliency budget received a total of 86 applications and paid out 107 applications totaling 1.368MW (CSE SGIP public data from CA DG Stats as of December 31, 2024).

In late March of 2024, Commission Decision (D.) 24-03-071 was adopted allocating \$22M from the Greenhouse Gas Reduction Fund to the SGIP Residential Solar and Storage Equity (formally Residential Storage Equity) budget for the SDG&E service territory. This decision also made programmatic changes to improve the SGIP through eligibility requirements that cater to AFN customers.

Some of these changes include:

- Expanding categorical eligibility for SGIP equity budget incentive to customers income verified in California Alternate Rates for Energy (CARE), Family Electric Rate Assistance Program (FERA), and Energy Savings Assistance Program (ESA)
- Funding set-aside for customers living on tribal lands and enrolled members of California Tribes

The SGIP Program Administrators, which is the Center for Sustainable Energy in SDG&E's service territory, are working on the implementation of D. 24-03-071 to make these new directives effective and the new funding available statewide in 2025.

2.1.5 Customer Assistance Programs

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

In 2024 the Joint IOU's conducted trainings to statewide AFN service and healthcare organizations on Medical Baseline Allowance (MBL) program, PSPS preparedness to help those with AFN to learn about the services available during a PSPS, and eligibility requirements for program enrollment. This initiative will continue into 2025 to ensure ongoing engagement.

In 2025, the IOUs will also continue to engage with community partners and provide a coordinated one-stop marketing and education outreach program for CARE, FERA, ESA and pandemic assistance programs

to streamline the efforts and share best practices. SDG&E will also explore additional ways to expand promotion of these programs to customers identified as AFN.

2.1.6 PSPS Preparedness Outreach and Community Engagement

AFN Public Education & Outreach

SDG&E will produce and execute the AFN Public Education campaign in 2025, that will enhance SDG&E's annual Wildfire Resiliency and PSPS public-education efforts. The territory-wide, AFN, mass-market communications effort aims to increase customer awareness and education about AFN resources. The annual paid advertising campaign, in combination with direct communications and outreach, helps ensure SDG&E reaches its AFN audience broadly and promotes message consistency and resiliency across the service territory. It will be especially important to keep this information top of mind for customers in the High Fire Threat District (HFTD), as SDG&E had multiple PSPS activations during 2024 and cut power to customers in the region for the first time since 2021 (PSPS protocols were activated in 2023, but customers weren't de-energized).

Outreach tactics supporting the public education campaign include, but are not limited to:

- Community events such as open houses
- Wildfire safety fairs and webinars
- Direct outreach and communications to vulnerable populations in high-risk areas
- Promotional communications for support services such as generator programs and resiliency surveys
- Emails to customers
- Accessible digital content (website and social media)
- Bill inserts
- Wildfire safety newsletters and wildfire safety-related messages in accessible formats

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

Potential Tactics under consideration include:

- TV: Broadcast and proactive media outreach
- News: Billboards may be complemented with longer additional segments

- Print: Continue to target senior publications, hard-to-reach areas such as the HFTD and various multi-cultural, in-language and tribal publications
- Digital: Banner ads, paid search, and paid social ads, and continued utilization of various digital channels and social media platforms for more targeted outreach
- Collateral: Continue to expand and develop enhanced and accessible printed collateral and electronic content based on 2024 customer feedback that can be distributed through multiple diverse channels, such as medical offices, CBOs, schools, tribal organizations, in-community events, etc. Additional communication methods will be explored and utilized to continue to increase reach across the entire region as well as support statewide efforts with other IOUs

Public education materials, including wildfire safety and PSPS notifications, will continue to be made available in the 22 prevalent languages identified in SDG&E's service territory, including various print and digital collateral and the wildfire safety section of the company website (sdge.com/wildfire-safety). The website undergoes consistent review and updates to ensure it meets accessibility needs and American Disabilities Act (ADA) and Web Content Accessibility Guidelines (WCAG) global web standards. Clear, simplified, plain and inclusive language, accessible fonts, along with diverse AFN imagery will continue to be used to communicate information in a meaningful manner.

SDG&E maintains a robust website focused specifically on wildfire preparedness and safety. Customer research indicates that this website is heavily utilized before and during high wildfire risk events. Additionally, this website will continue to link to other SDG&E general safety and preparedness webpages that include safety information related to natural gas, electricity, vegetation management, generator use, emergency preparedness and power outages (sdge.com/safety).

SDG&E's overarching Wildfire Safety Public Education efforts direct customers and the public to a dedicated and regularly updated wildfire safety section of the company website (sdge.com/wildfire-safety). Communication tactics and materials that will continue to direct to the webpage include, but are not limited to, print collateral, broadcast media, newspaper advertising, PSPS notifications, as well as digital and in-community communications.

The wildfire-safety web section serves as the company's one-stop shop for wildfire preparedness, PSPS, safety and resiliency information, as well as available resources. Power outage safety and resiliency is emphasized throughout this section of the website. Also included are updated safety tip videos. Additionally, the section includes information about the extensive partnerships and systems used to ascertain fire-science data.

A primary call-to-action on the wildfire-safety section of the website and company's public-education campaign materials will continue to encourage customers and the public to sign up for wildfire safety-

related messages and download the Alerts by SDG&E app, coupled with wildfire safety and PSPS preparedness, safety and resiliency tips.

A dedicated landing page will continue to be refreshed and provide resources to assist AFN communities, particularly for PSPS (sdge.com/AFN). The page provides extensive information and resource links which include but are not limited to notification sign-ups, emergency plan/kit checklists, generator safety, 211-service promotion and referral, the Medical Baseline program and application, CARE, FERA and ESA, as a representative sample of some of the information available to the viewer. The company also administers an annual AFN Self-ID campaign to encourage customers to account for any AFN members in their household. Direct communications about AFN resiliency during a PSPS are also mailed to those customers annually.

SDG&E will continue to enhance and expand tribal communications, education, and outreach. Culturally appropriate communications will continue to be provided and expand in 2025. The company plans to continue to work with local tribal leadership to secure feedback about SDG&E's AFN offerings during PSPS as well as other resources and needs for tribal communities. A contracted agency will support this opportunity to enhance support for public education and outreach efforts.

Communication and customer engagement is fundamental to ensuring wildfire preparedness and PSPS resiliency in the HFTD communities. SDG&E is dedicated to meeting customers' needs, meeting them where they're at, and will continue to leverage multiple channels of communication:

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

Statewide Website for AFN Solutions

PrepareForPowerDown.com (P4PD) is a Joint IOU website, created as a centralized resource for statewide CBO and agencies serving AFN communities, providing easy access to IOU information on PSPS preparedness and resources. The website offers downloads, including the Joint IOU CBO training presentations, PSPS social media graphics and utility specific PSPS support materials. While those materials are still available for CBOs, P4PD is now a customer-facing website with additional user-friendly features and emergency preparedness tools.

Joint IOUs performed Phase 2 updates that focused on enhancing the user journey through the website. The updated site offers a utility-customized view of programs and resources, customized preparedness

checklists, and additional encouragement to sign up for outage alerts, enroll in Medical Baseline Allowance program, if eligible, and gain access to other utility customer support programs.

In 2025, the Joint IOUs will continue to share the website with stakeholder groups and organizations to drive awareness and potential use of the website. The website will be monitored and updated on a continuous basis. Website analytics will be provided in our quarterly report.

Accessibility of Communications

Effective communication is important for the safety and well-being of customers of every ability and requires accessibility. Enhancing the accessibility of customer notifications is a top priority. SDG&E worked with stakeholders and experts to identify accessibility enhancement opportunities in our notifications to customers. These include:

- Implementing the Accessible Hazard Alert System (AHAS), that provides customized on-demand accessible alerts in real time (approx. 15 min) with the same accessibility as the current pre-recorded PSPS customer notifications. This allows SDG&E to provide accessible communications during unforeseen emergencies. These notifications are also in accessible formats to be shared on social media and web platforms.
- Implementing the Video Remote Interpreting (VRI) resource and training to all CRC and Branch Office staff, allowing for complex conversations and information sharing in ASL and languages other than English. SDG&E employees may access the VRI resource by PC, tablet, or Smart Phone via the Boost Lingo platform. ASL interpreters via video chat, or language interpreters (voice only) are available 24/7 to equally provide important information and to engage in conversations with all customers.
- Maintaining compliance with WCAG 2.2 AA guidelines, through partnership with companies via ongoing review, scoring and remediation of the three external facing SDG&E web sites (SDGE.com, MyAccount.sdge.com, and SDGEnews.com). Detailed accessibility reports, web development team training, help desk and accessibility resources support are available throughout the year.
- Reviewing customer program application processes and forms to identify opportunities to make it more accessible and easier for customers to navigate.
- Conducting readability reviews of web content and marketing materials to ensure information is conveyed in a simple language and easy to understand format. SDG&E is exploring training for marketing and web contact contributors in creating accessible documents.

AFN Power Panel

To better understand the needs of customers with AFN, the power panel surveys will continue into 2025. The AFN Power Panel are surveys specifically for customers with AFN to serve as customer advocates for accessibility and accommodations in relation to PSPS. Topics may include outage needs, communication channels, electric-powered device needs, and other areas of interest that help SDG&E identify and refine accommodations and communications to better serve this population. In

2025, the surveys may include various AFN related marketing materials and communications for understanding and effectiveness. While SDG&E deems the information from respondents as valuable to understanding customer segment, the sample size of the AFN Power Panel is typically small (n=~350), so results from these surveys are interpreted with caution.

Community Based Organization Outreach

CBOs continue to serve as a key channel and support network throughout SDG&E's service territory. These organizations are considered trusted partners in the communities they serve and provide valuable insight and engagement across various segments, including support to individuals with an AFN. Additionally, these partners amplify SDG&E's wildfire preparedness and notification messaging to hard-to-reach customers, with an emphasis on reaching those located in the HFTD.

SDG&E's Energy Solutions Partner Network, which consists of more than 200 CBOs, is leveraged to help prepare customers, with a focus on individuals with AFN, for wildfires and other emergency situations. These partners, who receive financial compensation for their year-round support, leverage critical information and notifications through a variety of outreach tactics including presentations, events, meetings, and the amplification of emergency preparedness information through their respective social media channels. SDG&E targets outreach to the diverse needs of individuals with AFN and will continue to seek opportunities to promote enrollment and awareness of support services available during a PSPS.

In 2025 SDG&E will continue to strengthen existing partnerships while building new partnerships with organizations that represent the needs of customers with AFN, with a focus on the deaf and blind or low vision, those with assistive technology and durable medical equipment, and those who prefer a language other than English. We have identified these segments as areas of growth for outreach through feedback from council engagement and surveys.

SDG&E will continue to provide an enhanced compensation structure for CBOs to provide enhanced notification support, focusing on those in the HFTD as well as individuals with an AFN. To further reach these customers and amplify preparedness and active PSPS support, SDG&E strategically identified and leveraged support from CBOs within its Energy Solutions Partner (ESP) network. As part of this enhanced process, these CBOs, who reach a wide range of demographics including diverse, multicultural,

multilingual, senior, disadvantaged and AFN communities, received comprehensive training and materials related to emergency preparedness and wildfire safety. Prior to a PSPS, SDG&E provides notifications and updates to these organizations, who then serve as a critical channel to amplify messaging and communicate with customers who may not utilize traditional channels. This PSPS messaging is then shared through the CBO's communication channels including social media platforms such as Facebook, X, and Instagram. Examples of these select CBOs include 1) Fallbrook Senior Center 2) San Diego Center for the Blind; 3) Deaf Community Services; 4) Julian Cuyamaca Resource Center; 5) Meals on Wheels; and 6) La Maestra Community Health Centers.

SDG&E currently has a network of roughly 50 CBOs that provide PSPS notification support. In 2025, SDG&E plans to continue to enhance this engagement effort and expand the PSPS support network.

SDG&E also provides presentations to local CBOs that may not be part of the ESP network, focusing on organizations with disabled and aging population constituents. These presentations provide educational awareness of PSPS support services, emergency preparedness, customer assistance programs and collaboration opportunities to enhance outreach efforts. Examples of targeted organizations who receive presentations include Fire Safe Councils, Serving Seniors, San Diego HHS, Live Well Rural Collaborative, Rural Healthcare Collaborative and the Council on Access and Mobility.

In 2025 SDG&E will also continue to award key AFN organizations with shareholder grants who provide additional PSPS preparedness. SDG&E will work with these groups to identify PSPS support service educational trainings, shared AFN and PSPS materials, and other outreach opportunities as they are identified.

SDG&E recognizes there are additional opportunities to reach customers who are disabled and aging individuals with our preparedness and support services with accessible messaging. In 2025 SDG&E will continue working with a local communications firm to advise on strategic communication channels, effective collateral, and tactics to expand educational outreach to targeted AFN segments in the High Fire Threat District.

AFN Collaborative Council & Joint IOU AFN Statewide Advisory Council

SDG&E is committed to understanding the unique and diverse needs of individuals with AFN. To facilitate that understanding, SDG&E seeks feedback from stakeholders alongside other California IOUs through participation in the AFN Collaborative Council and Joint IOU Statewide AFN Advisory Council. Each council serves a specific purpose which provides support for SDG&E's diligence in assisting customers with AFN.

The AFN Collaborative Council consists of executive leaders across the AFN community and IOU executive leaders. This Council functions as the steering committee (decision-making forum) for the Statewide Joint

IOU AFN Advisory Council (working group forum). See Appendix A for the list of Collaborative Council members and Appendix B for Joint IOU Statewide AFN Advisory Council members. Both Councils meet on a quarterly basis, or more frequently as needed.

The Joint IOU AFN Statewide Advisory Council is comprised of a diverse group of recognized CBO leaders that support the AFN population as well as members and advocates from within the AFN community. The Joint IOU AFN Statewide Advisory Council serves as a working group and opens the dialogue to discuss unique needs of individuals with AFN and develop a holistic strategy on how to better serve them.

The Joint IOU AFN Statewide Advisory Council aids all stakeholders in developing and executing meaningful strategies to serve individuals with AFN. It provides independent expertise to help ensure that utility customer programs incorporate best practices. The Joint IOU AFN Statewide Advisory Council also helps utilities and other stakeholders further develop their AFN strategies to implement robust programs that will adequately and appropriately educate, communicate with, and aid individuals with AFN in building resiliency for emergencies, outages, and de-energization events such as PSPS.

Members of the Joint IOU AFN Statewide Advisory Council are encouraged each year to serve on the Core Planning Team by working alongside the utilities to develop the AFN Plan. See Appendices A and B for indicated members of the Core Planning Team members who participated this year.

SDG&E continues their commitment to building upon the expertise of these councils and identify opportunities to address the needs of individuals with AFN across the service area. SDG&E will engage these councils throughout the year and continue to incorporate feedback in quarterly reports. Building off the progress of developing a framework to share best practices in support of AFN communities, the utilities, AFN Collaborative Council, and Advisory Council will circulate the final materials to industry colleagues in 2025. The Collaborative Council will look to share the framework with peers nation-wide while identifying engagement opportunities with interested stakeholders.

Key Outreach Segments

Healthcare Industry and State Agencies

SDG&E recognizes that ongoing engagement with healthcare practitioners, medical associations, managed care program providers, and durable medical equipment suppliers is a key opportunity to increase enrollment in the Medical Baseline Program and connect individuals with AFN to programs and services that help our customers prepare for a PSPS.

The Joint IOUs will continue partnering to deliver statewide training sessions to the California's Department of Social Services In-Home Supportive Services (IHSS) Program Managers, the Department of Developmental Services' Regional Center staff, and the California Hospital Association/California Hospital Council. The training sessions will cover relevant information such as:

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

In 2025, the Joint IOUs will continue to cultivate new partnerships and expand on existing relationships increasing PSPS preparedness and driving enrollment in the MBL Program. Activity and results will be provided in our quarterly report.

SDG&E will continue to advance the current relationship with Sharp Grossmont Hospital and the Grossmont Rural Outreach Pilot program supporting the awareness and potential assistance of the Medical Baseline Applications and PSPS preparedness. This includes identifying potential challenges and collaborating on solutions making it easier to help customers.

Additionally, SDG&E will continue enhancing awareness around the Medical Baseline Allowance Program to reach individuals who may use durable medical equipment through partnering with local medical supply stores. These businesses make MBL applications (and PSPS preparedness flyers where applicable) available to interested customers.

SDG&E will continue to enhance these relationships and work collaboratively with the Joint IOUs in sharing best practices in the Healthcare space.

Paratransit Service Engagement

SDG&E partnered with FACT, a key paratransit broker agency in SDG&E's region, to develop communication protocols during PSPS events for the paratransit service providers in the SDG&E service territory. SDG&E provided updates on PSPS activation, who amplified the notification to approximately 160 paratransit service provider's network.

Master Meter Outreach

In 2025 SDG&E plans to continue a strong focus on reaching non-account holders through direct and email campaigns and presentations. These campaigns, and presentations with CBO's, educate and inform multifamily unit and manufactured home park account holders, property managers, building owners and tenants of PSPS preparedness and available support services. SDG&E will continue to identify outreach opportunities and communication channels to share preparedness information.

Advisory Councils

Wildfire Safety Community Advisory Council (WSCAC)

The Wildfire Safety Community Advisory Council (WSCAC) was established in 2019. WSCAC provides direct constructive input, feedback, recommendations, and support from community leaders to SDG&E senior management and the Safety Committee of SDG&E's Board of Directors on how SDG&E can continue to help protect the region from wildfires. This specialized group of diverse and independent leaders from public safety, tribal government, business, nonprofit, and academic organizations in the San Diego region possess extensive experience in public safety, wildfire management, community-based services, and applied technology.

WSCAC meetings are led by SDG&E's Chief Operating Officer, Kevin Geraghty, and are attended by members of the Safety Committee of the SDG&E Management Board. At WSCAC meetings, SDG&E annually presents its Wildfire Mitigation Plan and subsequent updates for discussion, suggestions, and recommendations by WSCAC members. SDG&E also welcomes input from WSCAC members on relevant emerging community issues on wildfire safety and preparedness. Meetings are organized by SDG&E's Wildfire and Climate Science department working with Community Relations, Wildfire Mitigation, Vegetation Management, Emergency Operations, Operations Communications, Fire Science and Climate Adaptation, Aviation Services, Distribution Operations, Electric System Planning & Grid Modernization, Regulatory Affairs, State Government Affairs, and other departments as necessary. In 2021, SDG&E began conducting quarterly WSCAC meetings.

Consistent with prior years, WSCAC meetings are planned to continue quarterly through 2025.

Tribal Engagement

SDG&E has a Tribal Relations team that includes a dedicated manager to engage and coordinate with tribal leaders and continue to meet with these partners to understand their greatest challenges with PSPS. Through these collaborations, the top-of-mind challenges identified include the impacts to vulnerable tribal members, food insecurity and access to the hardest to reach areas of reservations. Tribes continue telling us they have limited resources and cannot always provide feedback. In response, SDG&E established support systems with CBOs to provide generators, resiliency items, information, and resources in advance of wildfire season and support with emergency food distribution during PSPS. In 2024, SDG&E led a focus group with tribal government staff and first responders, a survey to tribal government staff and leaders to understand how to better support tribal communities through PSPS events and will be implementing focus groups following PSPS events with tribal governments impacted. Tribal Nations and Organizations were provided facetime through presentations and informational tables. Additionally, the SDG&E team increased partnerships with Tribal Nations to increase one-on-one opportunities to provide on-site enrollment for tribal members. SDG&E will continue to seek feedback to enhance support.

Building on the feedback we received from tribal leaders and first responders, in 2025, SDG&E will continue to increase one-on-one opportunities with tribal community members, meet tribes where they are at, and support tribal fire departments and law enforcement with resources and grants as a support system to provide resiliency items, generators, and information to reach more tribal members, particularly during PSPS because they are the most trusted and on-the-ground conducting wellness checks to the most vulnerable tribal members living on reservations. In addition, we will continue to have year-round listening sessions with tribal leaders and staff to increase our reach to tribal members living on and off the reservations.

2.2 PPS Activation (During – Emergency Operation Center Activated)

2.2.1 PPS Activation

SDG&E had two PPSs in 2024, one in November and a second in December. The Emergency Operations Center was activated November 3rd to November 8th and again December 6th to December 12th. These activations were in response to the high wind warning and critical fire weather in the service territory. SDG&E monitored the conditions using several real-time situational awareness tools to assist with decision making, resulting in de-energizations across various parts of SDG&E service territory.

Table 7: Furnished Resources

AFN Resources Before, During, and After 2024 PSPS*	2024 Total
Accessible Transportation Trips	3
Over Night Hotel Stays	82
Warm Meals Served at CRC/tribal support	25
Generator Requests	28
\$50 Gift Cards distributed	NA
CRCs Activated	11

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

Potential circuits were pre-patrolled to identify any potential issues before the winds arrived. Vegetation management pre-patrolled potentially impacted areas to ensure there was no possible tree contact.

Approximately 141,000 customers were notified with enhanced notifications for Medical Baseline Customers. An engagement survey was sent out to partners to gauge communication efficacy and 89% of partners rated SDG&E’s engagement as good or great after the November activation which improved to 93% after the December activation.

2.2.2 PSPS Communications

Before PSPS Paid Media/Advertising

SDG&E will continue to maintain a robust Wildfire Safety community awareness campaign to educate customers and the general public throughout its service territory. This campaign helps the community prepare for the risk of wildfires and PSPS and encourages customers and the public to take preparedness measures, such as updating their profile contact information, signing up for SDG&E notifications and downloading the Alerts by SDG&E mobile app. Fundamental to the campaign’s success is its collaborative framework – local public safety and community partnerships such as 211 San Diego, 211 Orange County, the San Diego County AFN Working Group and Community Based Organizations that serve the AFN communities, help disseminate important information to potentially impacted and vulnerable communities.

Communication efforts also focus on AFN populations and other hard-to-reach communities. A dedicated paid AFN public-education campaign is activated every year leading up to and during peak wildfire season. The 2025 campaign will continue to inform customers and the public about available services through SDG&E’s collaboration with local community-based organizations (CBOs) including 211 San Diego, 211 Orange County, FACT, and others. Key materials are produced in prevalent languages spoken in the region. Some paid communications being considered include, but are not limited to:

- Promotion of community engagement events, emergency preparedness workshops, safety fairs and public participation meetings
- General Market TV
- Streaming TV
- General Market Radio
- Streaming Radio
- Radio Sponsorships (Traffic, News, Weather)
- Out-Of-Home (Bulletins/Posters/Transit)
- Digital (Banner Ads, Mobile Phone Ads, Online Video, Paid Search, Paid Social)
- Print Advertising
- Community newspapers in the HFTD and the service territory (Back Country, Latino/Hispanic, Asian, African American, General Market)
- Educational information disseminated through a bill newsletter or special insert included in customer bills.
- A series of wildfire safety and preparedness videos and vignettes to help customers and the public prepare for wildfire and PSPS
- Distribution of an annual Wildfire Safety newsletter that is mailed to customers in the HFTD.
- Promotion of weather information and system-outage status on SDGE.com
- Paid and organic social media messaging that includes platforms like X.com (formerly Twitter), Facebook, Instagram and Nextdoor.
- Partnership with a network of more than 400 non-profit and community-based organizations who share fire safety and emergency communications with their networks.
- Direct promotion of customer offerings such as generator incentives, resiliency surveys and AFN resources

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

Communications During PSPS

During a PSPS, SDG&E uses voice, text, email and app notifications, website updates, media updates, in-community signage and situational awareness postings across social media and shares social media toolkits with community and public safety partners to communicate real-time information to a broad audience. Additionally, SDG&E activates communications to provide affected customers and the public with the latest real-time updates during a PSPS. Key communications are available in 22 prevalent languages including ASL and digitally accessible text.

During a PSPS, SDG&E has a dedicated AFN liaison, who is responsible for conveying real-time updates and talking points to AFN community partners. SDG&E also uses communication platforms, including social media channels, broadcast and print media, and the WCAG 2.2 AA accessible, SDG&E Today (our public-facing blog) and SDGE.com websites, to share enhanced support services available for individuals with AFN. SDG&E also produces and distributes a digital document that lists communities affected by a PSPS and shares it with local municipalities and agencies. This effort is intended to give additional context about PSPS events and help communities prepare.

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

The company plans to continue customer research efforts with PSPS-affected customers at the end of the 2025 season.

PSPS Notifications

SDG&E sends PSPS notifications to all impacted individuals as soon as possible through its Customer Notification System (recorded voice message, email and text message). The company also works with Deaf Link to convert all notifications into American Sign Language (ASL) video, English audio read-out and screen reader accessible transcript. Additionally, SDG&E enables address-level alerts for customers and the general public through its accessible Alerts by SDG&E app. For assigned Critical Facility and Infrastructure customers, their respective SDG&E account executive also contacts them via contact methods (such as phone call and/or email) that are preferred by the customer. The account executives then provide situational updates and lists of potentially impacted meters. Additionally, as part of SDG&E's PSPS notification process, all account holders including multi-family building account holders, receive notices prior to conducting a de-energization.

Annually, SDG&E evaluates the content library of PSPS email, text and voice notifications for customers and non-accountholders. SDG&E also uses feedback solicited from and provided by customers who have been notified and affected by PSPS events to simplify notification messaging and make content more representative of the conditions being experienced. SDG&E will be reviewing notifications in 2025 for clarity and may make refinements to make messaging clearer and more accessible. SDG&E will continue to translate and record updated PSPS notifications into the 22 prevalent languages spoken in the region. Every year the SDG&E public-education campaign includes messaging about signing-up for notifications prior to the start of peak fire season.

For MBL and Life Support Customers, SDG&E reviews the results of each Customer Notification System campaign to determine if a positive confirmation for MBL customers was received through a voice contact (landline or cell phone, based on the customer's preferred contact number). For any MBL customers that SDG&E does not reach by voice contact, a list is provided to SDG&E's Customer Contact Center, who proactively call customers that have not been contacted. If they are unsuccessful in contacting the customer, SDG&E will then send a Customer Service Field representative to the customer's service address to notify them. SDG&E trains Customer Service Field representatives on the County of San Diego's First Responder AFN Training Series to promote an empathetic and supportive approach for customers with AFN.

Accessible Media Engagement

SDG&E continues to prioritize accessibility for its websites and mobile apps. The company takes a proactive approach to reach Americans with Disabilities Act (ADA) and Web Content Accessibility Guidelines (WCAG) 2.2 AA success criteria for accessibility.

SDG&E continues to leverage an AFN landing page (sdge.com/AFN) to allow customers to self-identify, as well as get personalized resources for AFN needs. Optimized Drupal (content management system) includes accessibility features such as search engine form and presentation, color contrast and intensity, image handling and form labeling. Implementation of the AudioEye services continuously test and remediate accessibility issues automatically and send alerts for other potential issues. SDG&E also works with the Center for Accessible Technology (C4AT) on testing and remediation of the company's digital mobile application properties.

While executing the development, implementation review and monitoring of our digital properties, SDG&E ensures that WCAG 2.2 AA accessibility standards are a priority so all customers can access our information.

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.

Per the U.S. Census Bureau, San Diego County is home to more than 3.3 million residents, approximately 1.1 million of whom are Hispanic and Latino. SDG&E's service territory also borders Baja California, México, and is home to one of the busiest land border crossings in the world. In addition to providing communications in language, SDG&E's dedicated Spanish communications team produces wildfire safety and PSPS-related news releases, social media and other communications pieces in Spanish for the public and local Spanish broadcast media. SDG&E also continues to provide critical PSPS and wildfire safety information in all prevalent languages.

Prior to and during high fire risk conditions, SDG&E will engage local broadcast media, including local Spanish media and multicultural niche outlets, early and often to reach customers and notify them during a wildfire or high fire risk weather conditions to keep our diverse customer base and the public informed.

2.2.3 Community Resource Centers (CRCs)

As a result of meetings held in communities in SDG&E's service area, SDG&E established a network of Community Resource Centers (CRCs) to help communities in real-time during Public Safety Power Shutoffs. Currently, SDG&E has identified 11 customer-owned facilities located within the HFTD to serve as CRCs during Public Safety Power Shutoffs and maintains 3 mobile units for deployment. The CRC locations selected by SDG&E were identified through a rigorous process, which included input from fire and meteorological experts, as well as consideration of those areas most prone to adverse weather, as indicated by historical data.

Customers at CRCs are provided:

- Bottled water
- Light snacks
- Cell phone and medical device charging
- Seating
- Accessible Restrooms
- Ice
- Water trucks (for large animals)
- Up-to-date outage event information

SDG&E endeavors to provide cellular network services and will collaborate with the telecommunication providers who support services in CRC areas.

SDG&E has coordinated with each CRC site-facility owner on Americans with Disabilities Act (ADA) compliance and has provided additional accessibility and safety items in "AFN Go Kits". These Go Kits include items to mitigate trip hazards, communication aids, additional accessibility and directional signage, and materials to expand accessible parking and provide safe paratransit loading zones. Privacy screens are available to provide a private area for sensitive activities like administering medications, breastfeeding, or establishing 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 other languages. Each CRC will also have non-English visual translator boards for simple and casual conversations. SDG&E will ensure all CRC staff are familiar with possible reasonable accommodation requests and know to refer such requests to the EOC AFN Liaison Officer for solution support.

SDG&E established a medical device drop-off process for charging AFN individuals at the CRCs and will have medical cooler organizers available. More details about SDG&E's CRCs, including siting and accessibility will be outlined in its forthcoming CRC plan as required by D.20-05-051.

2.3 Recovery (After – Power has been restored)

2.3.1 AFN Support

After Action Reviews and Reports

SDG&E will continue to follow the established emergency management After Action Review (AAR) process for all events in 2025. This process includes bringing together key internal personnel that participated in the event in any way. Other AARs are held with external partners and a joint report is then produced to combine all findings to understand our strengths, opportunities to improve and lessons learned into an AAR Improvement Plan for implementation.

Lessons Learned and Feedback

There were several lessons learned in 2024 which SDG&E used as an opportunity to develop more robust strategies to support our customers and focus on sharpening our AFN subject matter expertise. SDG&E will continue to leverage lessons learned from previous events including closer coordination and more advanced notice to AFN support model partners and vendors. The nature of a PSPS does not lend itself to extended advance notice, however, SDG&E will notify partners and vendors when there are early indications of weather conditions that may trigger a PSPS.

Customer Surveys

A post PSPS Wildfire Survey is conducted once a year at the end of Wildfire Season. The survey is being prepared and will be fielded late December/early January. Survey results will be reported in the 2025, Q1 AFN Progress Report. Results of the 2024 Pre-season and Post-season surveys will also be used to evaluate and improve communications for 2025. The company plans to resume Pre-season and Post-season research efforts during 2025 as well.

3. INFORMATION COLLECTION, ANALYSIS AND DISSEMINATION

3.1 Customer Privacy

To better serve our customers and individuals with AFN, SDG&E may communicate with account holders from time to time to update their account information, prioritizing those with health or safety related AFNs. Additionally, SDG&E enables customers to self-identify as having an AFN by selecting one or more of the identifiers listed. (See section 2.1.2 for additional information) These AFN identifiers are currently limited to blind or low vision, deaf or hard hearing, disabled, AFN, use of assistive technology or durable medical equipment. Information may also be used for safety, research, and data analysis such as informational dashboards aggregating AFN population quantities in high fire threat districts or developing maps showing distribution of AFN residents by zip code.

This information is used to provide program and PSPS support services marketing communications to customers who are identified as AFN in our system. Communications are not sent to customers who have opted out of receiving marketing related information. The customer's selected self-identification as having access and functional needs are not identified in the communications. Additionally, SDG&E reports overall metrics including total number of individuals with AFN in the service territory, and total within the HFTD, to external working groups, councils and the CPUC.

If information about the customer has changed or they no longer wish to be identified as AFN, they may contact SDG&E's customer call center at 1-800-411-7343. San Diego Gas & Electric Company takes the privacy and security of personal information seriously. Its Privacy Policy and CCPA Policy describes how we collect, use, and disclose customer information, including consumer rights regarding their personal information relating to California residents under the California Consumer Privacy Act of 2018 ("CCPA"). These policies can be located at sdge.com/privacy.

4. AUTHORITIES AND REFERENCES

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

SDG&E updated the Company Emergency and Disaster Preparedness Plan which was approved and signed by the Vice President of Wildfire and Climate Science on 04/23/2024. This plan is updated annually, all updates are in compliance with GO 166. The next formal update will be completed by 4/30/2025.

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

G.6. Each electric investor-owned utility's annual Access and Functional Needs plans and quarterly updates must incorporate, at minimum, the six steps outlined in the [Federal Emergency Management Administration's Comprehensive Preparedness Guide \[ready.gov\]](#):

- Forming a collaborative team
- Understanding the situation
- Determining goals and objectives
- Developing the plan
- Plan preparation and approval
- Plan implementation and maintenance

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

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

APPENDIX A – F

Appendix A:
Collaborative Council Members

APPENDIX A – COLLABORATIVE COUNCIL MEMBERS*

*Indicates member participated in the 2024 AFN Plan Core Planning Team

Name	Organization	Title	Group
Aaron Carruthers	State Council on Developmental Disabilities (SCDD)	Executive Director	Collaborative Council
Alana Hitchcock	California 211	Executive Director	Collaborative Council
Andy Imparato	Disability Rights California (DRC)	Executive Director	Collaborative Council
April Johnson*	San Diego Gas & Electric (SDG&E)	Customer Programs Supervisor	Collaborative Council
Audrey Williams	California Public Utilities Commission (CPUC)	Project and Program Supervisor – SPD	Collaborative Council
Aurora Cantu	Southern California Edison (SCE)	Senior Manager	Collaborative Council
Beena Morar*	Southern California Edison (SCE)	Senior Project Manager	Collaborative Council
Brett Eisenberg	California Foundation for Independent Living Centers (CFILC)	Executive Director	Collaborative Council
Britney Gaines	CPUC		Collaborative Council
Chris Alario	Liberty	President, California	Collaborative Council
Chris Zenner	Pacific Gas & Electric (PG&E)	Vice President, Residential Services & Digital Channels	Collaborative Council
Christina Rathbun*	San Diego Gas & Electric (SDG&E)	AFN Project Manager	Collaborative Council

Dana Golan	San Diego Gas & Electric (SDG&E)	Vice President of Customer Services	Collaborative Council
Julia Mendoza*	San Diego Gas & Electric (SDG&E)	AFN Customer Strategy Manager	Collaborative Council
Danielle Finch	San Diego Gas & Electric (SDG&E)	Manager of Customer Success	Collaborative Council
Edward Jackson	Liberty	President	Collaborative Council
Hollie Bierman	San Diego Gas & Electric (SDG&E)	Director, Customer Programs	Collaborative Council
James Cho	California Public Utilities Commission (CPUC)	Program Manager	Collaborative Council
James Dui	California Public Utilities Commission (CPUC)	Safety Policy Division	Collaborative Council
Jennifer Guenther	Liberty	Senior Regional Manager – West	Collaborative Council
Jennifer Ocampo*	Southern California Edison (SCE)	AFN Senior Advisor	Collaborative Council
John Hagoski	San Diego Gas & Electric (SDG&E)	Customer Programs Advisor	Collaborative Council
Jordan Davis	Disability Rights California (DRC)	Attorney	Collaborative Council
Junaid Rahman	California Public Utilities Commission (CPUC)	Senior Regulatory Analyst - SPD	Collaborative Council
Karen Mercado	Disability Rights California (DRC)	Senior Administrative Assistant - Executive Unit	Collaborative Council
Kate Marrone	Liberty	Key Account Manager	Collaborative Council
Kayla Price	Bear Valley Electric Services (BVES)		Collaborative Council

Larry Chung	Southern California Edison (SCE)	Vice President	Collaborative Council
Lizz Stout*	Pacific Gas & Electric (PG&E)	Program Manager, Principal	Collaborative Council
Maria Jaya	California Public Utilities Commission (CPUC)	Public Utilities Regulatory Analyst - SPD	Collaborative Council
Matthew Fehse*	San Diego Gas & Electric (SDG&E)	AFN Regulatory & Compliance Advisor	Collaborative Council
Matthew McVee	PacifiCorp	Vice President, Regulatory Policy and Operations	Collaborative Council
Moustafa Abou-taleb	California Public Utilities Commission (CPUC)	Safety Policy Division	Collaborative Council
Nicholas Raft	Liberty	Regulatory Analyst	Collaborative Council
Nicole Bohn	Disability Rights Education & Defense Fund (DREDF)	Executive Director	Collaborative Council
Paul Marconi	Bear Valley Electric Services (BVES)	President, Treasurer, & Secretary, Board Director	Collaborative Council
Pooja Kishore	PacifiCorp	Renewable Compliance Officer	Collaborative Council
Robb Henderson	San Diego Gas & Electric (SDG&E)	Communications Advisor	Collaborative Council

Robert Carbajal	Southern California Edison (SCE)	Senior Manager, Customer PSPS Compliance and Strategy	Collaborative Council
Robert Hand	California Foundation for Independent Living Centers	Interim Executive Director	Collaborative Council
Ryan Bullard*	Southern California Edison (SCE)	Senior Manager, PSPS Support and Accessibility	Collaborative Council
Sarah Lee	Southern California Edison (SCE)	Senior Advisor, Public Safety	Collaborative Council
Sean Matlock	Bear Valley Electric Services (BVES)	Energy Resource Manager / Assistant Corporate Secretary	Collaborative Council
Tawny Re	Bear Valley Electric Services (BVES)	Customer Program Specialist	Collaborative Council
Tom Smith*	Pacific Gas & Electric (PG&E)	Senior Manager, LCE Planning & Operations	Collaborative Council
Valarie Hernandez	Southern California Edison (SCE)	Principal Manager, Customer Program Services	Collaborative Council
Vance Taylor	California Governor's Office of Emergency Services (CalOES)	Chief, Office of Access and Functional Needs	Collaborative Council

Appendix B:
Statewide Council Members

APPENDIX B – STATEWIDE COUNCIL MEMBERS*

*Indicates member participated in the 2024 AFN Plan Core Planning Team

Name	Organization	Title
Aaron Christian	California Department of Development Services (DDS)	Assistant Deputy Director of Office of Community Operations
Adam Willoughby	California Department of Aging (CDA)	Asst. Director of Legislation and Public Affairs
Alana Hitchcock	California 211	Executive Director
Alejandro Garibay	Southern California Edison (SCE)	Marketing Project Manager/Advisor
Alexandria (Giobbi) Moffat	San Diego Gas & Electric (SDG&E)	Director of Clean Transportation
Alicia Menchaca	Bear Valley Electric Services (BVES)	Rate Analyst
Alyson Feldmeir	California Foundation for Independent Living Centers (CFILC)	Disability Disaster Access and Resource Manager
Amanda Kirchner	County Welfare Directors Association of California (CWDA)	Legislative Director
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Beena Morar*	Southern California Edison (SCE)	PSPS Readiness Senior Project Manager

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Christina Mills	California Association of the Area Agencies on Aging (C4A)	Executive Director
Christina Rathbun*	San Diego Gas & Electric	AFN Project Manager
Dan Heller	Deaf Link	President
Dan Okenfuss	California Foundation for Independent Living Centers (CFILC)	Public Policy Manager
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Danielle Finch	San Diego Gas & Electric (SDG&E)	Manager of Customer Success
Dara Mikesell	San Gabriel Pomona Regional Center (SGPRC)	CFO
David Siuta	Southern California Edison (SCE)	Meteorology Senior Advisor
Eleonore Yotsov	PacifiCorp	Director, Emergency Management, PacifiCorp
Evan Duffey	Pacific Gas & Electric (PG&E)	Manager, Forecasting and Operations

Gabby Eshrati	North Los Angeles County Regional Center	Consumer Services Director
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Greg Oliva	California Department of Social Services (DSS)	Assistant Deputy Director, Central Operations, Community Care Licensing Division
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James Collins	California Council of the Blind (CCB)	Community Educator
James Dui	California Public Utilities Commission (CPUC)	Safety Policy Division
Jeana Arnold	Pacific Gas & Electric (PG&E)	ADA Specialist, Expert
Jennifer Guenther	Liberty	Senior Manager - Customer Solutions
Jennifer Nerida	Pacific Gas & Electric (PG&E)	Senior ADA Specialist
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Joe Xavier	Department of Rehabilitation (DOR)	Director
Jordan Davis	Disability Rights California (DRC)	Attorney
Jordan Parrillo	Liberty	Manager of Regulatory Affairs
Joseph Grounds	Kern Regional Center (KERNRC)	Emergency Services Officer
Josh Gleason	California Department of Social Services (DSS)	Unknown
JR Antablian	California Department of Social Services (DSS)	Chief, Disaster Services Branch

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Kate Marrone	Liberty	Key Account Manager
Kayla Price	Bear Valley Electric Service (BVES)	
Kay Chiodo	Deaf Link	CEO
Kelly Brown	211, Interface Children & Family Services	Community Information Officer
Kendall Skillicorn	California Department of Social Services Disaster Unit (DSS)	Bureau Chief, Department Operations Bureau
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Kristopher Bourbois	San Diego Gas & Electric (SDG&E)	Regulatory Case Manager
Larry Grable	Service Center for Independent Living (SCIL)	Executive Director
Lauren Burnett	Southern California Edison (SCE)	Senior Manager, Customer Insights
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Miguel Larios	San Diego Regional Center (SDRC)	Director, Community Services
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Muhammad Al-Ahmar	Southern California Edison (SCE)	Safety Policy Division
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Nhu Tran	San Diego Gas & Electric	Supplier Diversity Project Manager
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Ron Lee*	Redwood Coast Regional Center	Emergency Management Coordinator
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Samuel Jain	Disability Rights California (DRC)	Senior Attorney
Scott O'Connell	Red Cross	Regional Disaster Officer
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Serra Rea	California Foundation for Independent Living Centers (CFILC)	DDAR Manager
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T. Abraham	Hospital Council	Regional Vice President
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Tammy Tran	Southern California Edison (SCE)	Officer, Emergency Preparedness & Response
Tawny Re	Bear Valley Electric Services (BVES)	Customer Program Specialist
Tiffany Swan	San Diego Regional Center (SDRC)	Community Services Home and Community Based Services Specialist
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Valarie Hernandez	Southern California Edison (SCE)	Principal Manager, Customer Program Services
Zeus Ferrao	Southern California Edison (SCE)	Customer Insights Project Manager, Advisor

Appendix C:

Objectives and Considerations from Previous Plans

APPENDIX C – OBJECTIVES AND CONSIDERATIONS FROM PREVIOUS PLANS¹⁹

The objectives and considerations were carried over from the 2022 AFN Plan, and refined in 2023 to four Key Objectives and presented in the 2023 and 2024 AFN Plans (as shown below). The Key Objectives will remain unchanged, going forward subject to an annual review per the FEMA 6-Step Comprehensive Guide process. SDG&E continues to use the same language in this document, as these considerations are still part of the ongoing planning journey.²⁰

2024 Key Objectives:

- Provide overall preparedness resources for individuals with AFN regardless of emergency type
- Increase awareness of IOU programs and services available before, during, and after a PSPS activation
- Implement tracking and metrics for escalations, programs and services offered and utilized by conducting surveys, table-top exercises, etc.
- Ensure customers with sensor disabilities are able to provide feedback, understand, and successfully operate the provided equipment

2023 Key Objectives:

- Provide overall preparedness resources for individuals with AFN regardless of emergency type
- Increase awareness of IOU programs and services available before, during and after a PSPS

¹⁹ Each IOU's accomplishments will be included in the IOU-specific quarterly update.

- Implement tracking and metrics for escalations, programs and services offered and utilized by conducting surveys, table-top exercises, etc.
- Ensure customers with sensory disabilities are able to provide feedback, understand and successfully operate provided equipment

2022 Key Objectives:

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

Appendix D:
AFN Q4 2024 YTD Recap

**San Diego Gas & Electric
Company's Quarterly Update to
2024 Plan to Support**

**Populations with Access and Functional Needs
During Public Safety Power Shutoffs**

January 31, 2025



Introduction

On January 31, 2024, San Diego Gas & Electric Company (SDG&E or Company) submitted its 2024 plan regarding planned efforts to support populations with access and functional needs (AFN) during Public Safety Power Shutoff (PSPS) de-energization (2024 AFN Plan) in accordance with California Public Utilities Commission (Commission or CPUC) Decision (D.) 20-05-051 Phase 3 OIR Guidelines leveraging the Federal Management Administration's (FEMA) Six Step Comprehensive Preparedness Guide (CPG) process. SDG&E's 2024 AFN Plan outlined its approach for serving individuals with AFN and vulnerable customers before, during and after PSPS.

Per D.20-05-051, SDG&E provides this quarterly update regarding its progress toward meeting its 2024 AFN Plan and the impact of its efforts to address the needs of AFN and vulnerable populations during a PSPS. This update maps to and follows the sequencing of SDG&E's 2024 AFN Plan²⁰ for ease of reference and builds upon the efforts described therein. Specifically, rather than repeating the activities SDG&E describes in its 2024 AFN Plan that were already taken, this update provides the incremental efforts taken since October 31, 2024.

Since its submittal of the 2024 Q3 update of the AFN Plan, SDG&E highlights progress on the following key activities:

- Provided training, presentations and collateral with the Autism Society of San Diego and the San Diego Housing and Community Development on AFN self-identification, PSPS preparedness and support services.
- Implemented a direct mail preparedness campaign to ~45,000 AFN customers in the HFTD that included informational flyers.
- Improved back up battery dispatch process with 211 to navigate and track emergency backup battery deliveries during a PSPS.
- Collaboration on the Blue Envelope program resulted in the additional offering of window stickers for homes and cars supporting individuals with AFN.

²⁰ <https://www.sdge.com/sites/default/files/R.18-12-005%20SDGE%202024%20AFN%20Plan.pdf>. Note the title on the second page is mislabeled as 2023.

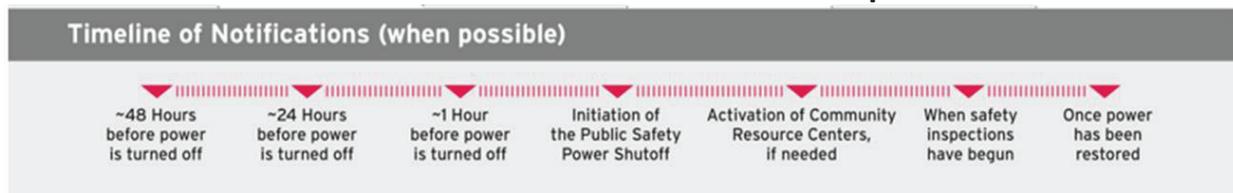
See [E](#) for quarterly progress towards the key objectives outlined in the 2024 AFN Plan.

1. CONCEPT OF OPERATIONS | HOW

During a PSPS, forecasts are subject to change swiftly and preparation timelines must adjust quickly as well.

This Concept of Operations is separated into preparedness before, during, and after phases to account for the unique operational requirements over the course of PSPS. Table 1 shows a general example sequence for a potential PSPS.

Table 1: SDG&E PSPS Timeline Example



1.1 Preparedness/ Readiness (Before Power Shutoff)

1.1.1 Emergency Operations Center

Leading up to the PSPS season, SDG&E Emergency Management meets with public safety partners to determine the best method of communicating and providing situational awareness during Emergency Operation Center (EOC) activations. Public safety partners are proactively informed through different forms of communication throughout the year. In 2021, public safety partners were directed to the new SDG&E Public Safety Partner Portal (PSPP) to receive the latest situational updates, and a mobile application was added in 2022 to enhance the PSPP, ensuring that partners have information at their disposal on their mobile devices. In 2023, enhancements were made to the portal to include all-hazard information and ensure compliance with the Web Content Accessibility Guidelines (WCAG) 2.1 AA success criteria for accessibility.

In 2024, the two-time award-winning Partner Portal will expand to include gas hazards to ensure that partners are receiving timely and accurate information during gas related

Emergency Operations Center (EOC) activations. Additionally, for the sake of resilience, SDG&E maintains two physical EOCs alongside a virtual EOC, enabling SDG&E to respond either in-person, virtually, or through a hybrid approach depending on the situation and needs of response.

1.1.2 Preparation Exercises & Training

SDG&E's Emergency Management Program and responder teams conduct extensive preparation and training in collaboration with the AFN team to prepare for PSPS and supporting individuals with AFN. These include:

- Two annual PSPS exercises in Q2 (one tabletop & one operations-based functional), both of which included a focus on addressing AFN support during a PSPS with external partner participation (including AFN partners)
- A targeted notifications/communications drill conducted in Q3 to ensure EOC responders that manage customer notifications, AFN, and public information messaging are aligned and ready to respond
- New responders onboarding with the New EOC Member Orientation course
- New responders onboarding with required participation in NIMS, SEMS, and ICS training through FEMA course 100, FEMA course 200, FEMA course 700, and California's SEMS course
- Outreach and engagement with Public Safety Partners, Community Partners, and local jurisdictions (including tribal partners, CBOs, and other AFN partners)
- EOC tours for external stakeholders
- Joint planning with County OES, Cal OES, CAL FIRE, emergency managers, and Regional Fire Chiefs
- AFN Liaison Officer training on the process and protocols for communication and AFN support services, including area-specific exercises throughout the year

1.1.3 Emergency Operations Center AFN Liaison Role

To ensure individuals with AFN have support and resources available during all phases of a PSPS, SDG&E has established a dedicated AFN Liaison position, which includes a roster

of approximately six responders who complete a series of yearly trainings to prepare and effectively respond to customer needs before, during, and after a PSPS.

Specifically dedicated to supporting individuals with AFN during EOC activations, the AFN Liaison reports directly to and advises the Officer-in-Charge (OIC) regarding the support services, resources, and activities to support customers with AFN.

The AFN Liaison Officer collaborates with SDG&E's AFN CBO support partners, including 211 San Diego, Orange County United Way (formerly 211 Orange County), Facilitating Access to Coordinated Transportation (FACT), Salvation Army, and local CBOs, to prepare customers for a potential power outage, provide up-to-date information on PSPS operations, and address the power outage related needs of customers requesting assistance.

Additionally, to ensure ongoing support, the AFN Liaison Officer responder team has a dedicated 24/7 "on-call" representative, who is available to support specific customer needs that may arise outside of or before a PSPS. Training for this position has expanded to include a series of exercises to build the knowledge and skills needed to effectively serve customers with an AFN during an EOC activation. In addition to the general EOC training and exercises required by SDG&E's Emergency Management, position specific training on the processes and resources utilized during an EOC activation to support AFN customers were required. Year-to-date, there have been four additional AFN Liaison Officer trainings that have reviewed:

- Continually expanded AFN Liaison Checklist and resource identification
- Accessible Hazard Alert System (AHAS) notification procedure
- AFN communication process and standards to AFN support and general partners
- Disability awareness and sensitivity
- Available internal and external resources
- Tracking and reporting metrics for EOC staff and the PSPS Post-Event Report

Training and exercises for EOC operations and specific AFN Liaison Officers' role have prepared this team to effectively manage EOC procedures and community support resources to benefit customers with AFN and have continued through 2024 to ensure ongoing awareness of changes and updates to procedures.

1.1.4 Customer Care Support

SDG&E continues to support individuals and households with AFN, including during a PSPS. When customers call to speak with an agent regarding specific concerns related to an AFN, they will be directed to the appropriate resource to receive support (e.g., 211, AFN Liaison EOC responder, etc.).

Additionally, SDG&E's Customer Care Center representatives are trained to speak with customers experiencing challenges and if it is the customers' preference, flag them in SDG&E's system as having a self-identified disability for additional consideration of tools, programs, and services.

1.2 AFN Identification Outreach

SDG&E recognizes the importance of continuing to identify individuals with AFN. As a result, SDG&E is committed to providing the education, resources, and notifications required to maximize resiliency during a PSPS. There are approximately 404,000 customer accounts associated with AFN, which accounts for 31% of the residential customer class. Of the 404,000, approximately 45,000 customers reside in the HFTD.

Since 2022, SDG&E continues to implement Self-Identification campaigns to allow customers to identify individuals in their household who may identify as:

- Blind/low vision
- Deaf/hard of hearing
- Disabled (cognitive, physical, developmental)
- AFN
- Using Assistive Technology and Durable Medical Equipment

Customers who participate in the Medical Baseline Program and are electricity dependent are also captured through these campaigns. In 2023, two additional categories were added to the AFN Self-ID web form that customers can select: assistive technology and durable medical equipment.

These Self-Identification campaigns have continued through 2024 and will further expand awareness of SDG&E's AFN landscape. In Q4, SDG&E continued AFN Self-Identification outreach through the network of approximately 200 CBOs, known as its Energy Solutions Partner Network (ESP), that can be amplified through their social media channels. Messaging is also added to SDG&E targeted preparedness campaigns. The messaging drives customers to the AFN self-ID webform and SDG&E's AFN webpage.

SDG&E is also committed to ensuring inclusiveness through ease-of-access for customers with language and accessibility needs. This resource undergoes continuous improvement with participation and feedback from the AFN Collaborative Team and stakeholders to ensure customers can self-identify and receive communications in their preferred manner.

SDG&E will continue to partner and work with the AFN Collaborative Council to identify opportunities to enhance AFN identification.

1.3 AFN Support Resources

To support and prepare individuals who identify as AFN, SDG&E will continue to provide a comprehensive approach of programs and resources before, during, and after PSPS. SDG&E is committed to seeking new opportunities to identify organizations with quick response capacity that can meet the needs of customers across the region during PSPS activations.

In Q4 2023, SDG&E launched a PSPS Customer Impact study to increase understanding of customer impacts during a PSPS de-energization, with a focus on individuals with AFN. The intent of the study is to identify areas where SDG&E can enhance and refine support services and resources to individuals with AFN who are impacted by a PSPS. This study utilized a comprehensive approach to gather factual data, including key findings from existing relevant studies, and direct survey feedback from SDG&E customers and employees, to inform how SDG&E targets, supports, and communicates with customers before, during and after a PSPS. In early 2024, SDG&E began socializing the observations and recommendations from this study with external stakeholders and provided high-level updates on progress with the study during the Q1 and Q2 AFN Collaborative Council meetings. Throughout the Q3 and Q4, the team met with key internal teams to

share the study recommendations and identify next steps for implementing and refining support services offered during a PSPS to further support individuals with AFN. A few examples of this include:

- Expanding partnerships with healthcare providers to drive awareness and enrollment in the Medical Baseline program
- Refining coordination efforts between 211 and SDG&E's accessible transportation provider
- Implementing Tribal feedback sessions following a PSPS to provide opportunity for more immediate discussion with tribal members
- Provided a grant for FACT to purchase satellite phones and improve communication with impacted customers in rural areas during PSPS accessible transportation support

An ongoing partnership between the utility and the San Diego County Sheriff's Blue Envelope program, which focuses on "promoting inclusivity and serving as an enhanced communication awareness tool between law enforcement and community members diagnosed with a condition or disability that might require additional accommodations or awareness during a law enforcement interaction," continues to be developed. In Q4, the utility designated the Access and Functional Needs team to be the point-of-contact between the utility and the Sheriff's Blue Envelope Program to coordinate future orientation sessions with utility field staff.

211 San Diego & Orange County United Way – Centralized Resource Hub

SDG&E's continued partnership with 211 San Diego and Orange County United Way (formerly 211 Orange County) has allowed SDG&E to enhance services as new opportunities are identified. In addition to enhanced identification of customers with AFN, this collaboration also provides assessment of various needs for individuals with AFN, including hotel stays for those impacted by de-energization events, accessible transportation, food resources, and access to resiliency items.

In advance of a PSPS, 211 will provide support to at-risk customers, including those living in each IOU's high-fire-risk areas, who are eligible for income-qualified assistance programs, and/or rely on life-sustaining medical equipment. This provides opportunities

for customers to prepare resiliency plans and connects them with existing programs for enhanced support. 211 also provides a comprehensive approach to assisting customers with completing applications for these programs and includes the exploration of Care Coordination screening outreach efforts.

SDG&E has partnered with 211 San Diego to implement a Care Coordination call campaign beginning with approximately 1,200 Medical Baseline (MBL) customers. The focus of the campaign is to assist MBL customers living in the HFTD by developing a safety plan in preparation of a PSPS or outage. Each customer will receive a personalized evaluation of resiliency plans and will be connected to existing programs and resources to prepare them for outages. Through collaboration with the Joint IOU partners and 211, the Personal Safety Plan form was adopted for statewide consistency.

During a PSPS, 211 San Diego and Orange County United Way serve as a resource hub to connect individuals with services directly provided by partners contracted with SDG&E, as well as more than 1,000 regional CBOs who provide support. These agencies provide several unique advantages in that their services are available statewide, 24/7 and connect individuals with well-established local partners who have long served the broader AFN community. Additionally, social workers are equipped to conduct needs assessments and escalate needs accordingly to higher tiers of support.

Please see Table 2 below for SDG&E's support services flyer that is used for marketing and outreach campaigns to those residing in the HFTD:

Table 2



Providing extra support during power shutoffs.

That's the power to help.

Dial 211 during a Public Safety Power Shutoff for access to community and health services, as well as accessible transportation, for those who qualify.

* Video Relay Service 211 (San Diego: 858-300-1211 and Orange County: 888-600-4357)

ASL / Audio



SCAN ME

Accessible Transportation

Facilitating Access to Coordinated Transportation (FACT) provides accessible transportation to individuals with AFN across the entire HFTD during PSPS. FACT receives EOC PSPS daily notifications and amplifies the information, including zip codes, to approximately 160 paratransit service providers. There is no eligibility criteria other than an individual seeking assistance and the service is available 7 days a week from 5:30 a.m. - 11:00 p.m. during a PSPS.

SDG&E is continuing its partnership with FACT in 2024 as they have been able to facilitate all requests for transportation received since the initiation of the collaboration

in 2020. This consistency of meeting customers' needs when the utility experiences a de-energization has not necessitated identifying additional transportation partners.

SDG&E has established monthly meetings with FACT to ensure ongoing collaboration and ensure preparedness for timely PSPS support.

In 2024, SDG&E continued marketing this resource through targeted campaigns to individuals with AFN, as well as providing training and materials for CBOs within the Energy Solutions Partner Network that SDG&E works with. See section 1.7 AFN Public Education and Outreach for additional details.

No-Cost Hotel Stays

SDG&E is continuing its partnership with The Salvation Army in 2024, which provides no-cost hotel stays to individuals with AFN during PSPS. This is also available to individuals who would not normally be considered AFN, but due to circumstances (long duration, cold weather, living alone, etc.) request assistance. Hotel stays are arranged via The Salvation Army and 211/United Way, and do not require any payment up front or otherwise from individuals. Hotels are selected based on accessibility and proximity to a customer's residence or other requested location. The Salvation Army has facilitated all requests received since the partnership's initiation in 2020.

Throughout 2024 SDG&E continued marketing this solution through targeted campaigns to individuals with AFN through its network of CBOs. Additionally, the team held ongoing meetings with Salvation Army to discuss PSPS support and identified areas of opportunity to enhance hotel support and offerings.

Food Support

SDG&E has strengthened the pipeline of local food resources for older adults, individuals, and families with AFN by partnering with the San Diego Food Bank, Feeding America, Meals on Wheels, and other local food partners. These valued partnerships enable the support of vulnerable, rural, and tribal communities' year-round and during PSPS activations. Food support is available at many locations, including on tribal lands. Expanded San Diego Food Bank mobile food pantries ensure additional food support offerings during PSPS. As demonstrated during previous PSPS de-energizations, this has

proven to be a valuable resource and as such will continue to play an important role in supporting customers in need.

Supplemental to the above referenced partnerships, SDG&E will continue to offer warm meals at Community Resource Centers when needed. Currently, three catering companies are contracted with SDG&E to provide catering services throughout the service territory.

Using an annual Shareholder grant from SDG&E, Neighborhood House Association Nutrition Services prepares 1,400 emergency preparedness shelf stable food packages for distribution by San Ysidro Health to seniors in need

Wellness Checks

In 2022, SDG&E expanded its PSPS support services by partnering with service programs to perform in-home wellness checks when requests are made through 211 during a PSPS. PSPS educational resource flyers are distributed during wellness checks as part of their emergency preparedness efforts along with medical cooler organizers as needed. Additional support services can be provided through 211 as needed. The below partnerships continued throughout 2024.

- **East County Community Emergency Response Team (CERT):** Educates people about disaster preparedness for hazards that may impact their area. Provides training in basic disaster response.
- **San Diego County Volunteer Sheriff Patrol - You Are Not Alone (YANA) Program:** A volunteer program designed to support older adults, people with disabilities or anyone who is otherwise homebound through weekly visits or by requests.

Resiliency Items

SDG&E will continue to distribute resiliency items at Community Resource Centers during a PSPS. These items may include portable solar cell phone charger, medical device charging, gift cards, solar power banks, cooler bags, 2.5-gallon water bags, bottled water, water for livestock and seasonal blankets and medical cooler organizer. Additional opportunities will be explored to provide targeted resiliency items as they are identified.

Additionally, SDG&E will continue providing medical cooler bags through CERTS and YANA during individual wellness checks in advance of a PSPS to those living in higher PSPS risk areas. These medical cooler bags are also distributed throughout the HFTD during SDG&E's Mini-Wildfire Safety fairs, when applicable.

SDG&E and the other IOUs have quarterly working group meetings scheduled with the AFN Collaborative team to further identify opportunities to enhance support. In Q4 the Collaborative Council recommended Bed Shakers as a new resiliency item for those with a hearing disability. SDG&E identified the San Diego Red Cross provides Bed Shakers Alarms free to qualifying customers. Additionally, the Joint IOU team is planning to continue conversation around how this resource can be provided to individuals with AFN in future Collaborative Council meetings.

1.4 Customer Resiliency Programs and Continuous Power Solutions

1.4.1 Back-Up Power

SDG&E offers several back-up power programs to enhance resiliency for individuals, many of which are targeted to individuals with AFN during PSPS activations including no-cost and low-cost options.

1.4.2 Portable Battery Program (Generator Grant Program)

The Generator Grant Program (GGP) provides no-cost backup batteries to customers. Eligible customers included those residing in the HFTD who have experienced one or more PSPS outages and are enrolled in the MBL Program or flagged in SDG&E's customer database as self-identified AFN or having a self-reported disability, including those that are blind/low vision, deaf/hard of hearing, and temperature sensitive. Approximately 5,600 customers have received batteries to date. In terms of customer feedback for this program, 67% of customers who participated in 2019-2023 stated that they experienced a PSPS de-energization. Of those who stated they experienced a PSPS de-energization, 94% stated that they used their backup battery during the PSPS.

In 2024, customers participating in the Generator Grant Program were offered a resiliency assessment to determine their current awareness of PSPS resources, existing resiliency measures to which they may already have access, and other resiliency programs they may benefit from (such as permanent batteries). The program also continued to track changes in the portable battery market and updated the offering to provide customers with smaller sized units compared with prior years. The program continued to offer portable battery units to customers during PSPS activations on a temporary loaner basis to provide access to power for medical-type needs.

1.4.3 Generator Rebate Program (Generator Assistance Program)

SDG&E's Generator Assistance Program offers a rebate incentive for customers to prepare with back-up power sources. The program includes rebates for portable fuel generators and portable power stations to customers who reside in the HFTD and have experienced a PSPS-related outage. In addition, the program targets the low-income segment with enhanced rebates for CARE/FERA customers. To date, over 2,500 customers have received rebates from this program. The 2024 program provided all customers the option of an instant rebate or a post-purchase rebate to allow flexibility of retailer choice. There was also increased the rebate amount on portable power stations for all eligible customers, and on portable generators for income-qualified customers.

1.4.4 Mobile Home Park Resilience Program

The Standby Power Programs (SPP) target customers and communities that will not directly benefit from other grid hardening initiatives. These targeted customers reside in the backcountry and are generally located on circuits in communities that are most prone to PSPS exposure. One sub-program within the SPP umbrella that offers potential benefits to individuals with access and functional needs is referred to as the Mobile Home Resilience Program (MHRP). This program provides a clean backup power solution to enhance community resilience within their respective mobile home park. More

specifically, solar panels coupled with a battery system help keep the mobile home park clubhouse powered during a power outage. The clubhouse tends to be a central location where residents can charge phones or laptops, keep medical devices powered, seek air conditioning, or refrigerate medicine in the community refrigerator. This program has completed three installations since its inception and will continue to evaluate potential installations (SPP budget permitting).

1.4.5 Resiliency Surveys

In 2024, SDG&E invited more than 150,000 customers to participate in the Personalized Preparedness Resource online survey as part of SDG&E's wildfire safety and resiliency efforts. It provides communication to vulnerable populations and provides customers with resources to support their resiliency during power outages. The survey was promoted through direct customer invitations, wildfire safety fairs, and SDG&E's annual wildfire newsletter. It served to allow customers to assess their preparedness and increase awareness of available resources from SDG&E and our support partners. Starting in 2024, resiliency survey assessments began to be included for participants of other customer offerings to increase awareness of various resources available to increase preparedness for PSPS outages and emergencies.

1.4.6 Self-Generation Incentive Program (SGIP)

The Self-Generation Incentive Program (SGIP) offers incentives for generation and battery storage technologies for residential and nonresidential customers. The SGIP has a variety of different budget categories for the current program cycle that started in 2020 and is expected to run until the end of 2025 or until all incentive funds are exhausted. In support of AFN customers, the program offers higher incentives for battery storage projects within the Equity Resiliency budget.

Customers can be eligible for the Equity Resiliency budget if they are located in Tier 2 or Tier 3 of the HFTD, experienced PSPS events, are currently enrolled in a medical baseline program, and/or have a serious illness or condition that could be life threatening if electricity is disconnected (2024 SGIP Handbook, PG 25-26). In 2024, the SGIP Equity Resiliency budget received a total of 86 applications and paid out 107 applications totaling 1.36MW (CSE SGIP public data from CA DG Stats as of December 31, 2024). This

program is administrated by the Center for Sustainable Energy (CSE) in SDG&E’s service territory and CSE will administrate SGIP until the end of the current program cycle [2020-2025].

In late March of 2024, Commission Decision (D.) 24-03-071 was adopted by the Commission which allocated \$22M from the Greenhouse Gas Reduction Fund to the SGIP Residential Solar and Storage Equity budget for the SDG&E service territory. This decision also made programmatic changes to improve the SGIP through eligibility requirements that cater to AFN customers. The SGIP PAs, which is the Center for Sustainable Energy in SDG&E’s service territory, are working on the implementation of D. 24-03-071 to make these new directives effective and the new funding available statewide in 2025.

1.4.7 Microgrid Incentive Program

SDG&E launched its Microgrid Incentive Program (MIP) in October 2023, which is aimed at disadvantaged and vulnerable communities for deploying, and incentivizing, multi-premise community microgrids. The only application window SDG&E held was open from October 14, 2024, through November 22, 2024.

The MIP team worked closely with SDG&E’s Tribal Relations, Regional Public Affairs and Account Executive teams on an ongoing basis to build awareness for the program in addition to hosting one-on-one presentations with interested parties. The MIP team completed numerous Initial Resilience Consultations and Technical Consultations with interested parties through November 21, 2024. As of November 23, 2024, the application window is closed, and SDG&E is not accepting any new applications. SDG&E’s MIP team is reviewing the received applications and applicant(s) selected for this program will be notified in the first quarter of 2025 of their results in the competitive process. Additional information can be found at www.sdge.com/MIP.

1.5 Customer Assistance Programs

Through SDG&E’s comprehensive, marketing, education, and outreach (ME&O) engagement strategy, relevant information on available programs and services is targeted to individuals with AFN to support emergency preparedness, cost savings and

resiliency. These programs not only help low-income and disadvantaged communities but are also a critical way for SDG&E to reach a variety of customer demographics within the AFN population.

1.5.1 Medical Baseline Allowance Program (MBL)

The MBL allowance program provides additional energy at a baseline rate (the lowest rate possible for residential customers) to customers with medical conditions that require heat, air conditioning, or have a qualifying medical device. To qualify for the Medical Baseline program, the applicant must have an eligible medical condition or medical device certified by a licensed Medical Doctor (M.D.), Doctor of Osteopathy (D.O.), Nurse Practitioner or Physician Assistant. The medical device must be for home use only.

Through the end of December 2024, SDG&E had 63,178 customers enrolled in the MBL allowance program.²¹ SDG&E is collaborating with local healthcare providers, including Kaiser Permanente, to simplify and streamline the application process, potentially increasing enrollments for MBL participation. Communication and outreach continue to identify and enroll customers into the MBL program.

SDG&E developed and implemented a targeted campaign for seniors and customers with a disability to assist and ensure eligible customers receive MBL benefits. Additionally, the team implemented digital boards at 24 medical facilities to promote the program in 2025. Emergency kits were purchased for diabetic patients to distribute during SDG&E outreach events. Additionally, SDG&E will work with organizations to identify distribution of purchased power banks and power stations to assist customers in 2025 for power outages that may occur.

To better understand the experiences of customers currently enrolled in the MBL program, a comprehensive survey was conducted focusing on benefits, PSPS notifications, the application and recertification processes. This survey gathered valuable feedback and suggestions to better serve our customers.

²¹ As reported in SDG&E's Disconnection Settlement Monthly Report for December 2024.

Additionally, in 2024, the Joint IOUs conducted trainings to statewide AFN service and healthcare organizations on the MBL allowance program, PSPS preparedness to help those with AFN to learn about the services available during a PSPS, and eligibility requirements for program enrollment. The IOUs will continue to engage with community partners and provide a coordinated one-stop marketing and education outreach program for CARE, FERA, ESA, and bill payment programs to streamline the efforts and share best practices. SDG&E will explore additional ways to expand promotion of these programs to customers identified as AFN.

Statewide MBL Eligibility Study

On December 22, 2021, the Joint IOUs filed a Motion in Rulemaking (R.) 18-07-005 (the Disconnection OIR) requesting authorization to submit a Tier 3 advice letter (AL) to request approval for a study of the eligible MBL population in each utility's service territory. The proposal encompasses the development of a single, coordinated, statewide study plan by a third-party consultant to produce an initial estimate of eligible MBL populations for each IOU's service territory. On August 31, 2023, the Commission approved the study request in D.23-08-049 with several additional requirements.

In Q3, Verdant developed a draft study design and, pursuant to D.23-08-049, the Joint IOUs held a public workshop on July 24, 2024²² to raise awareness and incorporate feedback from stakeholders into the study design. Subsequently, the IOUs filed a joint Tier 3 AL to seek approval of the study design and budget on September 30, 2024.²³

As of Q4 2024, the Tier 3 AL is still being reviewed. Once the AL is approved, Verdant will begin analysis for the Eligibility Study.

1.5.2 California Alternate Rates for Energy Program (CARE)

The CARE program provides a 30% or greater discount on natural gas and electricity bills to low-income residents, non-profit group living facilities, and agricultural housing

²² D.23-08-049 at COL 17(c) and OP 5.

²³ SDG&E AL 4524-E/3352-G.

facilities. Customers must meet eligibility guidelines to qualify for the CARE program. As of the end of Q4 2024, 307,227²⁴ customers were enrolled in CARE.

1.5.3 Family Electric Rate Assistance Program (FERA)

The FERA program provides qualified households with an 18% discount on electric usage every month. Household size and total household income guidelines apply. As of the end of Q4 2024, 12,821²⁵ customers were enrolled in FERA.

1.5.4 Energy Savings Assistance Program (ESA) Portfolio

The ESA portfolio of programs offers no-cost weatherization services, energy efficient lighting, energy efficient appliances, energy education, and other services to income-qualified customers of single family, mobile homes and qualified Deed Restricted and Non-Deed Restricted multifamily buildings in support of reducing energy consumption and costs, while improving health, comfort, and safety of customers. ESA's portfolio consists of the Main ESA Program, Multifamily Whole Building (MFWB), and ESA Whole Home Program. In Q4, the ESA Main program treated 1,554 homes, totaling 5,735 homes treated YTD. In Q4, the Southern ESA MFWB Program successfully completed 3 whole building properties and treated 4,801 in-units, totaling 7 whole building properties and 7,325 in-units treated YTD across the three IOUs service territories. In Q4, the ESA Whole Home program had a total of 66 customers enrolled, with an additional 27 undergoing assessment, and 2 installations completed.

1.5.5 Low Income Energy Assistance Program (LIHEAP)

LIHEAP is federally funded and helps low-income households with weatherization services and one-time financial assistance to help pay an eligible household's energy bill. The program is overseen by the California Department of Community Services and Development (CSD) and administered by three local nonprofit agencies in SDG&E's service territory. SDG&E customers are referred to 211 San Diego (211sandiego.org) for information. In Q1 there were 1,994 LIHEAP pledges totaling approximately \$1,998,259.

²⁴ As reported in SDG&E's Low Income Monthly Report for December 2024, CARE Table 2.

²⁵ As reported in SDDG&E's Low Income Monthly Report for December 2024, FERA Table 2.

In Q2, there were 1,526 LIHEAP pledges totaling \$1,457,595. In Q3, there were 1,878 LIHEAP pledges totaling \$1,929,101. In Q4, there were 1,808 LIHEAP pledges totaling \$2,347,679.

1.5.6 Arrearage Management Plan (AMP)

CARE and FERA customers may also be eligible for AMP, which is a 12- month payment plan that forgives 1/12 of a participant's debt after each on time payment of the current month's bill. After twelve on-time payments of their current month's bills, the participant's debt will be fully forgiven up to a maximum of \$8,000. Enrolled participants are protected from disconnection while participating. As of the end of Q4 2024, there were 22,614 customers enrolled in AMP with \$52.3M in total amount forgiven since the program started.

1.5.7 Community Support

In 2024 charitable giving toward Emergency Preparedness and Safety totaled \$955,490 of shareholder funds, across 46 programs. This includes nearly \$150,000 of investment with CBOs whose primary purpose is to serve the AFN population. Programs supported included:

- In-home emergency preparedness for individuals with disabilities, seniors, and those with medical devices
- CPR and AED training conducted in American Sign Language (ASL) for deaf and hard of hearing individuals
- Disaster response interpreter training and education to ensure rapid deployment of sign language interpreters during an emergency
- Earthquake preparation and drills for those with intellectual and developmental disabilities
- Emergency meal distribution for seniors
- Digital safety training for seniors

1.6 PSPS Preparedness Outreach and Community Engagement

1.6.1 SDG&E Advisory Boards and Councils

SDG&E is committed to ongoing engagement with external stakeholders, public safety partners, tribal leadership, and advisory boards/councils to gain feedback on its

approaches to serving customers before, during and after PSPS. The following section will outline Q4 2024 engagement, feedback received, and how SDG&E plans to incorporate the feedback to enhance the customer experience.

1.6.2 AFN Collaborative Council (See Appendix A)

SDG&E participated in the Q4 AFN Collaborative Council meeting on December 3, 2024. The meeting’s goal was to review major projects completed throughout the year, updates to SDG&E’s General Rate Case for Wildfire Mitigation, the IOU’s reporting out on PSPS that occurred, and the development status of the 2025 AFN Plan.

Table 3: Q4 Collaborative Council Meeting Information

Access and Functional Needs Collaborative Council Meeting	
Meeting	<p>Date: December 3, 2024 Location: Virtual Purpose: Collaborative discussion on major projects completed in 2024, SDG&E GRC Wildfire Mitigation update, 2024 PSPS season updates, and progress on 2025 AFN Plan.</p>
Summary of Engagement	<p>Prepare for Power Down</p> <ul style="list-style-type: none"> • Joint IOUs provided an update that the Prepare for Power Down marketing materials have been finalized and are ready to be downloaded from the site. • Joint IOUs encouraged Council members to share the materials with their constituents. <p>Framework for AFN Support</p> <ul style="list-style-type: none"> • CalOES provided an update on the Framework for AFN Support, noting that it is in its final stages of design. • CalOES expressed the importance of this being a shared resource and published jointly. <ul style="list-style-type: none"> ○ Request to the Council members made to contribute their organizations’ logos to the final document. ○ SCDD and DRC expressed openness to being a partner with the Framework. <p>SDG&E GRC Wildfire Mitigation Update</p> <ul style="list-style-type: none"> • SDG&E provided an update on their recent GRC Proposed Decision and shared input on next steps of the proceeding. • SDG&E explained that San Diego was ranked one of the highest wildfire risks by FEMA last year and this year. In response, SDG&E believes that 600 miles of undergrounding is the best way to reduce wildfire risk.

	<ul style="list-style-type: none"> ○ SCDD agreed that balancing affordability and safety is a top priority and asked for the others’ perspectives. ○ PG&E concurred that undergrounding is an effective long-term mitigation. <p>PSPS Season Update</p> <ul style="list-style-type: none"> ● Joint IOUs provided an overview of the still-active PSPS season so far and discussed impacts. <p>2025 AFN Plan</p> <ul style="list-style-type: none"> ● Meeting facilitator provided an overview of the 2025 AFN Plan Working Group process. <ul style="list-style-type: none"> ○ Highlighted Working Group met over three sessions to discuss and align on key objectives and KPIs ○ Discussed current tracking and reporting of KPI #4 through post event reports in agreement with the Working group. <p>For future Working Groups, Joint IOUs would like to encourage participation from a broader range of Statewide Joint IOU Advisory and representatives of the collaborative Council organizations.</p>
<p style="text-align: center;">Feedback</p>	<ul style="list-style-type: none"> ● Council members expressed that balancing affordability and safety should be a top priority. ● SCDD asked if there is a way to determine whose needs are being met and who needs additional support. <ul style="list-style-type: none"> ○ Joint IOUs responded that programs are designed to meet the needs of most customers emphasized the importance of preparedness and CBO coordination before a PSPS. <p>(211) added that when 211 encounters a unique situation where tools to support a customer are not readily available, they conduct additional research to provide support.</p>
<p style="text-align: center;">Action Items Guided by Feedback</p>	<p>Completed Actions This Quarter:</p> <ul style="list-style-type: none"> ● Conduct follow-up discussions regarding the Blue Envelope Program and SCDD's go-kits and peer training. ● Joint IOUs to follow up on PSPS resources presented Cal OES and partnership opportunities with the Red Cross. ● Continue to provide updates on statuses of Blueprint for Best Practices and Prepare for Power Down campaign <p>On-Going Actions:</p> <ul style="list-style-type: none"> ● CPUC representative to identify additional opportunities to jointly present the AFN/Joint IOU progress made to the CPUC. <ul style="list-style-type: none"> ○ Status update: Additional follow up to be conducted in Q1 2025. ● Collaborative Council to coordinate potential guest speaking opportunity during respective upcoming meetings, including: <ul style="list-style-type: none"> ○ Disability Rights California monthly staff meeting ○ Statewide AFN Community Advisory Committee ○ State Council on Developmental Disabilities meetings

	<ul style="list-style-type: none"> ○ Status update: Additional follow up to be conducted in Q1 2025. ● Collaborative Council to provide names of statewide disability leaders with capacity and networks to connect with the IOUs. <ul style="list-style-type: none"> ○ Status update: Additional follow up to be conducted in Q1 2025. <p>Future Actions:</p> <ul style="list-style-type: none"> ● Joint IOUs to determine if it is possible to share data and GIS files with the CPUC from reporting provided in AFN reports. ● Joint IOUs to provide Council with a finalized version of the Framework for AFN Support. ● PG&E to research Medical Baseline enrollment drop-off with CPUC and SCDD. ● Provide a list of Statewide Council members and AFN Plan Working Group participants to Collaborative Council members. <p>Joint IOUs to follow up on bed-shaker resource in 2025.</p>
Future Meeting(s)	Q1 2025

1.6.3 Statewide Joint IOU AFN Advisory Council (See Appendix B)

SDG&E participated in the Q4 Statewide Joint IOU AFN Advisory Council meeting on December 10, 2024. The meeting goals were to discuss the 2025 AFN Plan, updates to the Prepare For Power Down website, and a review of the IOUs’ PSPS response through the year with any lessons learned.

Table 4: Q4 Statewide Advisory Council Meeting Information

Statewide Joint IOU Advisory Council	
Meeting	<p>Date: December 10, 2024 Location: Virtual Purpose: Collaborative discussion on the 2025 AFN Plan, Prepare for Power Down updates, and an overview of the PSPS season and lessons learned in 2024.</p>
Summary of Engagement	<p>2025 AFN Plan</p> <ul style="list-style-type: none"> ● IOUs gave an overview of the 2025 Plan process and Working Group sessions. ● IOUs shared existing KPIs and objectives and how these are reported. <ul style="list-style-type: none"> ○ KPIs 1-3 are reported on a regular basis through the quarterly update. ○ KPI 4 is in the 10-day report following each PSPS event and in the annual post-season reports.

Prepare for Power Down

- IOUs gave an overview of updates made to the Prepare for Power Down website to highlight Medical Baseline, support resources and emergency preparedness resources.
- IOUs gave a walkthrough of the redesigned website, including the graphics and resources available to share.
- IOUs shared that there are marketing materials, including a social media toolkit, available for community organizations to use to promote and drive traffic to the site.
- IOUs encouraged Council members to share the materials with their constituents.

PSPS Season Update

- PG&E shared overview of 2024 PSPS season, including 7 events, with one currently underway.
 - Lessons learned include working to improve the accuracy of coding and holding CRC trainings to better assist AFN customers.
 - PG&E clarified that the statistics shared cover PSPS only and not other types of outages.
 - C4AT commented that it would be useful to understand how CRC staff direct customers in relation to specific resources.
- SCE shared an overview of their PSPS season, noting that one was currently underway.
- C4AT noted that over 17 PSPS events, just 5% of customers notified of a PSPS experienced de-energization. They expressed concern that SCE over-forecasts PSPS and that there is a risk of customers becoming desensitized to notifications that do not result in a shutoff.
 - **Response:**
 - SCE follows a specific set of criteria to determine a PSPS and when those criteria are met, customers in the area must be notified. After notifications are sent, SCE continues to work to avoid shutting off power and prioritizes safety and unnecessary outages.
 - SCE has and continues to make refinements to its PSPS notification system to make them easier on customers.
- C4AT expressed that SCE's communication with community safety partners is difficult to understand due to the volume of information shared and the format (spreadsheets) in which it is shared.
 - **Response:**
 - SCE provides the information that has been requested by safety partners through the Public Safety Partner portal and will work with partners to ensure they are able to navigate and understand the portal.
- C4AT pointed out that the percentage of customers utilizing SCE's emergency resources is low compared with the other IOUs.
 - **Response:**

	<ul style="list-style-type: none"> ○ SCE performs targeted outreach to customers to ensure they are prepared and aware of resources before a PSPS begins. ○ When customers are already aware of the various resources available, they may reach out to a partner such as 211 for support, resulting in a lower need to use SCE's resources. ● SDG&E shared an overview of their PSPS season noting that one is currently underway. <p>Utility noted that they are refining the process of obtaining impacted zip codes and community names through their new customer notification system (CNS), to share with AFN Support Partners.</p>
<p style="text-align: center;">Feedback</p>	<ul style="list-style-type: none"> ● Hospital Council asked if PG&E is focusing its efforts in areas of the service territory that are most impacted by PSPS. <ul style="list-style-type: none"> ○ PG&E shared that efforts are made to be intentional and meaningful, but also noted that weather patterns are always changing and unpredictable which makes widespread awareness and preparedness important. ● C4AT asked if customer data is tracked at the locations where services are rendered. <p>PG&E shared that PG&E is working towards tracking at the CRCs. Some of this data is gathered through DDAR and 211 and shared in the quarterly reports.</p>
<p style="text-align: center;">Action Items Guided by Feedback</p>	<p>Completed Actions This Quarter:</p> <ul style="list-style-type: none"> ● Joint IOUs to share Prepare for Power Down materials, which will be added to prepareforpowerdown.com, once they are available. <p>On-Going Actions:</p> <ul style="list-style-type: none"> ● Statewide Council member organizations to send a list of support services offered before, during, and after a PSPS to SCE. <ul style="list-style-type: none"> ○ Status update: Additional follow-up completed with follow-up planned for Q1 2025. <p>Future Actions:</p> <p>Prepare for Power Down team to connect with PacificCorp about potential website integration.</p>
<p>Future Meeting(s)</p>	<p>Q1 2025</p>

1.6.4 Wildfire Safety Community Advisory Council (WSCAC)

The SDG&E Wildfire Safety Community Advisory Council (WSCAC) was established in 2019. WSCAC meetings are led by SDG&E's Chief Operating Officer and are attended by members of the Safety Committee of the SDG&E Management Board.

The WSCAC provides direct input, feedback, recommendations, and support from community and business leaders to SDG&E senior management and the Safety Committee of SDG&E's Board of Directors on how SDG&E can continue to help protect the region from wildfires and other disasters.

In Q4, the WSCAC met on November 1. At the meeting, SDG&E discussed the weather and fire outlook for the remainder of the year including a recent PSPS event, reviewed protocols around Battery Energy Storage Safety, and the merits of covered conductor vs. strategic undergrounding. Throughout the meeting there was a focus on how a PSPS impacts individuals with AFN and how potential undergrounding could reduce or eliminate the impacts on our most vulnerable customers.

1.6.5 Tribal Communities

SDG&E has a Tribal Relations team that includes a dedicated manager to engage and coordinate with tribal leaders, staff, and community members to understand their greatest challenges with PSPS. Through these collaborations, tribes have expressed impacts to elders and vulnerable community members including the need for backup battery support and access to water sources. Additionally, food insecurity has been shared as a common concern, as well as the need to integrate indigenous conversations around climate adaptation and ancestral wisdom. In response, SDG&E established support systems with Indian Health Councils to provide generators, resiliency items, information, and resources in advance of wildfire season and support with emergency food distribution during PSPS.

The Outreach team has been scheduling workshops and community resource fairs in remote tribal areas to provide one-on-one opportunities for tribal members to enroll in bill assistance programs, ESA, FERA, CARE, and MBL.

In Q4 2024, the Outreach and Tribal Relations team participated in three community resource fairs. Due to the diversity among tribes and their varying priorities, SDG&E will continue to host year-round listening sessions with tribal leaders and staff to increase its reach to tribal members living on and off the reservations. Tribal Relations in partnership with Intertribal Long Term Recovery Foundation released a children's book about wildfire safety and emergency preparedness in Q3 2024. This book provides a tribal perspective on preparedness and PSPS by integrating culture and the indigenous relationship with nature. SDG&E will continue to distribute copies of this book to San Diego County libraries, tribal schools and at the SDG&E Resilience Zone. This book is an example of culturally appropriate messaging and promotes innovation and a sense of responsibility to preparedness passed down by the first scientists based on hundreds of years of observations of their environment.

Additionally, in Q4 2024, an annual survey to enhance SDG&E's services and communication to both federally recognized and non-federally recognized tribes to evaluate the changing political, economic and social landscapes in tribal communities was conducted with a 19% return rate. Areas of opportunity included supporting tribal governments with backup power for their wells. Additionally, there is a desire for enhanced communication around home improvement, energy conservation, and energy management tools for Tribal Nations that do not have low-income members. Overall, Tribal Nations are looking for better support for their tribal governments with project planning support, microgrid resiliency, and tribal business support. This survey will be implemented every year to obtain direct feedback and identify areas of opportunity to enhance and strengthen SDG&E's partnerships with sovereign Tribal Nations and better understand the needs of the non-federally recognized tribes.

1.6.6 PSPS Working Group

SDG&E's PSPS Working Group (PSPSWG) includes representatives from small multi-jurisdictional electric utilities; CCAs; publicly owned electric utilities; communications providers; water service providers; the CPUC; tribes; local government entities; public safety partners; and agencies that serve community members with disabilities, aging, and access and functional needs (AFN) populations.

The PSPSWG met on December 4, 2024. Orange County United Way reviewed their PSPS customer intake process, showing the customer journey from initial call to services rendered. SDG&E's meteorology representative reviewed the conditions that were

present which necessitated the utility's EOC being activated in response to a potential PSPS, which was then followed up by an overview of the utility's PSPS response that occurred on November 6th. A brief introduction to the 2025 AFN Plan was offered to attendees, highlighting next year's goals, key performance indicators, and where along the plan's drafting stage the utility was at.

The next working group meeting is scheduled for March 12, 2025, 10:00 AM – 11:00 AM.

1.7 AFN Public Education & Outreach

During Q4, SDG&E processed Direct Mail Campaigns targeting AFN Customers in the HFTD. The AFN Preparedness Direct-Mail Campaign targeted residential AFN customers and ~43,000 mailers were sent. The mailing promoted PSPS resiliency resources and information for AFN customers. The campaign was processed and sent at the end of October. In addition, the Wildfire Safety Newsletter was included as a bill insert that went out to all customers in the territory at the beginning of 2024 PSPS season as well.

The mass-market AFN Advertising Campaign continued in Q4 and ended on December 1. Customer feedback will be used for planning and refining efforts for the 2025 campaign.

1.7.1 Statewide Website for AFN Solutions

PrepareForPowerDown.com (P4PD) is a Joint IOU website, created as a centralized resource for statewide CBOs and agencies serving AFN communities, providing easy access to IOU information on PSPS preparedness and resources. The website offers CBOs educational tools, Joint IOU training presentations, PSPS social media graphics, and utility specific PSPS support materials. In response to the AFN Collaborative Council's request for a customer-facing website, the Joint IOUs embarked on a website refresh in 2022.

In Q4, Joint IOUs launched the marketing campaign for the P4PD website through the AFN Collaborative Council and AFN Statewide Council members to amplify to their constituents. The marketing campaign includes a marketing toolkit that is easy to download and share through their respective organizations through their communication platforms, including social media.

The Joint IOU team continued sharing awareness of the campaign to other partners and organizations throughout Q4. The PSPS preparedness materials are hosted on the P4PD website and include social media materials, Fact Sheets, Press Release and Newsletter.

1.7.2 Accessibility of Communications

SDG&E is continued to make minor updates to the Wildfire Safety and PSPS pages on the company website as described in the AFN Public Education & Outreach section above. Content updates were completed in Q3 for SDG&E's 2024 PSPS season. The PSPS page (sdge.com/PSPS) content was used during two PSPS activations in November and December, and page updates prioritized accessibility based on the Web Content Accessibility Guidelines (WCAG) 2.2 AA success criteria for accessibility.

Internal communications teams also met to review the WCAG guidelines for communication materials. Optimized Drupal (content management system) will continue to provide accessibility features such as search engine form and presentation, color contrast, heading structure, image handling, alternative text, and form labeling. Implementation of the AudioEye website accessibility services provide twice yearly manual accessibility audits in addition to continuous testing, reporting and remediation of accessibility issues automatically in real time. Reporting of issues found that must be fixed by human intervention is available weekly to be addressed by SDG&E's digital experience developer team. SDG&E also works with the Center for Accessible Technology (C4AT) on testing and remediation of the company's digital mobile application properties.

PSPS notifications were updated for the 2024 season and were translated into the prevalent languages spoken in the territory as well as American Sign Language (ASL). The new Customer Notification System was put in place, and successfully utilized for the November and December PSPS activations.

Effective communication is important for the safety and well-being of customers of every ability and requires that they be accessible. Enhancing the accessibility of customer notifications is a top priority. SDG&E worked with stakeholders and experts to identify accessibility enhancement opportunities for notifications to customers. SDG&E utilizes the following platforms to provide this enhanced level of accessibility:

- Activation of the Accessible Hazard Alert System (AHAS), that provides customized on-demand accessible alerts in real time (approx. 15 min) with the same accessibility as the current pre-recorded PSPS customer notifications. This allows SDG&E to provide accessible communications during unforeseen emergencies whenever they may occur. In addition to direct notifications to customers, these accessible notifications are shared on social media and web platforms.
- Implementation of Video Remote Interpreting (VRI) resource and training to all CRC staff, allowing for complex conversations and information sharing in ASL and languages other than English. SDG&E employees may access the VRI resource by PC, tablet, or Smart Phone via the Boost Lingo platform. ASL interpreters via video chat, or language interpreters (voice only) are available 24/7 to equitably provide essential information and to engage in conversations with all customers. As a redundancy to the VRI platform SDG&E has contracts in place for in-person ASL interpretation services in case of a network failure during a CRC activation.

SDG&E continues to prioritize accessibility for its websites and mobile applications. As mentioned above, the company takes a proactive approach to reach the Web Content Accessibility Guidelines (WCAG) 2.2 AA success criteria for accessibility. SDG&E continues to leverage an AFN landing page (sdge.com/AFN) to allow customers to self-identify, as well as get personalized resources for AFN needs.

Additionally, SDG&E continues to look for AFN communication improvement opportunities such as:

- Reviewing customer program application processes and forms to identify opportunities to make them more accessible and easier for customers to navigate.
- Conducting readability reviews of web content and marketing materials to ensure information is conveyed in simple language and easy to understand formats. SDG&E is building a training program for marketing and web content contributors in creating accessible digital documents.

1.7.3 AFN Power Panel

To better understand the needs of customers with AFN, the power panel surveys will continue into Q4. The AFN Power Panel are surveys specifically for customers with AFN to serve as customer advocates for accessibility and accommodations in relation to PSPS. Topics may include outage needs, communication channels, electric-powered device needs, and other areas of interest that help SDG&E identify and refine accommodations and communications to better serve this population.

The surveys may include various AFN related marketing materials and communications for understanding and effectiveness. While SDG&E deems the information from respondents as valuable to understanding customer segment, the sample size of the AFN Power Panel is typically small (n=~350), so results from these surveys are interpreted with caution.

The AFN Power Panel is a selection of customers self-identified as individuals or households with access and functional needs.

In Q4 a series of communication questions were fielded to the AFN Power Panel from October 15- November 4, 2024. A total of 125 panelists participated.

- Have you seen or heard communications related to PSPS in the last 3 months?
 - 48% - yes
- Of the 48% respondents:
 - 47% saw the communication on TV
 - 37% via email
 - 29% from their SDG&E monthly bill.
- Are you aware of the additional assistance offered by call 211 during a PSPS?
 - 39% responded yes
- Do you or does someone in your home rely on power for the use of their medical equipment or devices?
 - 71% responded yes
- Of the 71% respondents:
 - 37% experienced a PSPS in the last 5 years
- Do you or does someone in your household participate in the SDG&E Medical Baseline Program?
 - 63% responded yes
 - 11% were not aware of the program

- Do you or does someone in your household self-identify as blind-low vision, deaf-hard of hearing, disabled-cognitive or physical or AFN-dependent on power for your health and safety?
 - 53% responded yes
- Of the 53% respondents:
 - 27% responded yes to self – identifying as AFN with SDG&E
 - 42% responded were not sure

Key takeaways from the survey show a majority of the 71% respondents who need power for their medical equipment are in the MBL program. Most received their communication through TV advertising and email campaigns which will be continued in the 2025 campaigns. However, many respondents who identified AFN and dependent on power were not sure if they updated their account. Continuing to expand on AFN Self-ID outreach will be a focus in 2025.

1.7.4 Community Based Organization Outreach

CBOs continue to serve as a key channel and support network throughout SDG&E's service territory. These organizations are considered trusted partners in the communities they serve and provide valuable insight and engagement across various segments, including support to individuals with an AFN. Additionally, these partners amplify SDG&E's wildfire preparedness and notification messaging to hard- to-reach customers, with an emphasis on reaching those located in the HFTD.

SDG&E's Energy Solutions Partner Network, which consists of more than 200 CBOs, is leveraged to help prepare customers, with a focus on individuals with AFN, for wildfires and other emergency situations. These partners, who receive financial compensation for their year-round support, leverage information through a variety of outreach tactics including presentations, events, meetings, and the amplification of emergency preparedness information through their respective social media channels. SDG&E targets outreach to the diverse needs of individuals with AFN and will continue to seek opportunities to promote enrollment and awareness of support services available during a PSPS.

In Q4 SDG&E participated in over 160 activities, including PSPS partner presentations, Community Climate workshops, food distributions, health and safety fairs, and resource fairs. SDG&E continues to strengthen existing partnerships while identifying new partnerships with organizations that represent the needs of customers with AFN, with a focus on the deaf and blind, those with assistive technology and durable medical equipment, and those who prefer a language other than English. SDG&E has identified these segments as areas of growth for outreach through feedback from council engagement and surveys. Examples of CBOs the team has engaged include: 1) Backcountry Communities Thriving; 2) City of San Marcos Senior Activity Center; 3) County of San Diego - HHSA; 4) San Diego Housing Federation; and 5) Vista Community Clinic. Additionally, in support of the San Diego Center for the Blind, AFN resource cards in braille are provided at presentations, workshops, and targeted community events.

In 2021, SDG&E developed a compensation structure for CBOs to provide enhanced notification support, focusing on those in the HFTD as well as individuals with an AFN. To further reach these customers and amplify preparedness and PSPS support messaging, SDG&E strategically identified and leveraged support from CBOs within its Energy Solutions Partner (ESP) network. As part of this enhanced process, these CBOs, who reach a wide range of demographics including diverse, multicultural, multilingual, senior, disadvantaged and AFN communities, received comprehensive training and materials related to emergency preparedness and wildfire safety. Prior to a PSPS, SDG&E provides notifications and updates to these organizations, who then serve as a critical channel to amplify messaging and communicate with customers who may not utilize traditional channels. This PSPS messaging is then shared through the CBO's communication channels including social media platforms such as Facebook, X, and Instagram. SDG&E continues to expand the PSPS support network of CBOs and has since increased the number to roughly 50. Examples of these select CBOs include 1) Access to Independence; 2) San Diego Center for the Blind; 3) Ramona Senior Center; 4) Julian Cuyamaca Resource Center; 5) Deaf Community Services; and 6) County of San Diego – HHSA.

SDG&E also provides presentations to local CBOs that may not be part of the ESP network, focusing on organizations with disabled and aging population constituents. These presentations provide educational awareness of PSPS support services, emergency preparedness, customer assistance programs and collaboration opportunities to enhance outreach. In Q4, the Outreach team participated in evacuation and emergency preparedness clinics and continued partnerships with local organizations and agencies,

including Fire Safe Councils, educational institutions, and the San Diego Housing Federation.

Additionally, in Q4, MBL outreach was conducted to durable medical equipment stores and clinics. Collaborations continued with the Live Well Rural Communities Group, promoting PSPS preparedness with organizations to share information with residents in hard-to-reach areas.

Cool Zone Program

In Q2, SDG&E in partnership with the County of San Diego and its Aging and Independence Services Department (AIS), launched the Cool Zone Program which focuses on providing support and resources to individuals with access and functional needs during high heat.

Over 100 Cool Zone sites were open and available to the public, which are facilities that provide an air-conditioned space for individuals to escape the heat, with the added benefit of saving on their utility bills. Cool Zone Tool Kits are provided to the sites to promote customer programs, including CARE, FERA, MBL, and AFN Self-ID.

The Cool Zone program concluded in the beginning of Q4. In 2024, over 370 outreach activities, including promotion on social media platforms, events, and presentations, were utilized to promote the Cool Zone program by CBOs and other community partners. The County of San Diego and its AIS Department partnered with 211 San Diego to provide call support to answer customer calls regarding the program. They handled over 300 calls and referred customers to the nearest Cool Zone site.

1.7.5 Participation in Community Events

To expand SDG&E's reach and support customers with AFN in the HFTD, SDG&E hosted a series of Wildfire Safety Fairs (WSFs) throughout Q3, to disseminate PSPS, CRC, and emergency preparedness information to its customers, including customers with AFN in key communities of concern. In 2024, SDG&E completed four fairs in the communities of Ramona, Alpine, Rancho Bernardo, and Valley Center.

Attendance at the fairs included approximately 500 attendees at Ramona, approximately 1,000 attendees at Rancho Bernardo, approximately 500 attendees at Alpine, and approximately 900 attendees at Valley Center. At these WSFs, customers can visit SDG&E subject matter experts and participating partners, including 211, American Red Cross, CalFire and others to learn more about ways they can better prepare themselves and their loved ones for the unexpected loss of power due to PSPS and other possible weather driven emergencies.

SDG&E also continued its Mini-Wildfire Safety Fair series in 2024. As of the end of Q4, SDG&E participated in 78 Mini-Wildfire Safety Fairs, which focus on providing enhanced support to customers, while engaging CBOs within SDG&E's ESP network. These mini-wildfire fairs provide an opportunity to enhance coordination efforts with Fire Safe Councils, CERT Teams, Fire Departments, and Tribal Governments, with a focus on educating and preparing customers for wildfires within rural communities, particularly individuals with AFN. Examples of CBOs that have supported this initiative include, Poway Neighborhood Emergency Corps, Southern California American Indian Resource Center (SCAIR), and the Southern Indian Health Council.

1.7.6 Collaboration with Partners and State Agencies

Healthcare Industry and State Agencies

SDG&E recognizes that ongoing engagement with healthcare practitioners, medical associations, managed care program providers, and durable medical equipment suppliers is a key opportunity to increase enrollment in the MBL Program and connect individuals with AFN to programs and services that help customers prepare for a PSPS.

In Q4, The Joint IOUs continued conversations with the AFN Statewide Councils to identify opportunities to collaborate to further educate their members and/or constituents regarding PSPS preparedness, AFN Self-Identification and MBL.

Joint IOUs presented to leaders within the Western Regional Alliance for Pediatric Emergency Management (WRAP-EM) on PSPS support services and program material such as the Joint IOU Prepare for Power Down Fact Sheet that incorporates the MBL program and AFN Self Identification information. Plans are underway for larger statewide training with WRAP-EM in 2025. The Joint IOU team shared the updated Prepare for Power Down Fact Sheet with the following healthcare groups, CA Hospital

Association, Department of Developmental Services, and California Area Agency on Aging Support. Additionally, the Joint IOUs launched Prepare for Power Down marketing material to the AFN Collaborative Council and the Statewide Joint IOU Advisory Council. Marketing material contained material that is easy to download and share through their respective organizations through their communication platforms, including social media.

In 2025, the Joint IOUs will continue relationships with relevant organizations and agencies to deliver statewide training sessions, including but not limited to the California's Department of Social Services In-Home Supportive Services (IHSS) program managers, the Department of Developmental Services' Regional Center staff. and the California Hospital Association/California Hospital Council. The training sessions will cover relevant information such as: Emergency preparedness and planning (Prepare for Power Down Website) MBL program and Self-Certify program 211 support services such as Care Coordination and direct support during PSPS Generator and backup battery programs

- Other resources and offerings provided to customers during PSPS activations (e.g., CRCs/CCVs, food support, etc.)

Joint IOU engagement activity will be provided in the 2025 AFN quarterly reports.

Paratransit Service Engagement

SDG&E continues to provide FACT, SDG&E's Paratransit Support Partner, with PSPS preparedness education and outreach information to share with their transportation partners FACT is amplifying SDG&E's AFN PSPS collateral with their stakeholders, organizations, and drivers.

In Q2, FACT shared digital information to over 100 of their partner agencies regarding what to expect during a Public Safety Power Shutoff, preparedness tools and support services available to individuals during a PSPS and continues to provide information and updates as needed. In Q3, an educational presentation was conducted to their Council on Mobility (CAM) consisting of approximately 30 regional transportation stakeholders.

In Q4, FACT was provided SDG&E grant funding to purchase satellite phones improving communication with service drivers when assisting customers in the backcountry where cell service may not be available during a PSPS.

1.8 PSPS Activation (During – Emergency Operation Center Activated)

1.8.1 PSPS Communications

Before PSPS Paid Media/Advertising

The paid PSPS/AFN Public Education campaign ended on December 1 and was part of the umbrella Wildfire and PSPS paid marketing campaign described in the AFN Public Education and Outreach section of the 2024 AFN Plan. The campaign targeted AFN customers in the High-Fire Threat District (HFTD) with refreshed creative content. The campaign also included information on community health and social services, including accessible transportation for those who qualify. Advertising encourages the public to call 211 for assistance during a PSPS and specific instructions are given to call 211 San Diego or 211 Orange County (Orange County United Way) for confidential assistance.

Communications During PSPS

SDG&E activated PSPS protocols in November and again in December. During those PSPS occurrences, SDG&E used notifications, website updates, media updates, in-community signage, and situational awareness postings across social media channels to communicate real-time information to a broad audience. Additionally, SDG&E activated communications to provide affected customers and the public with the latest real-time updates. Key communications are available in 22 prevalent languages including ASL and digitally accessible text.

During a PSPS, SDG&E has a dedicated AFN Liaison, who is responsible for conveying real-time updates and talking points to AFN community partners. SDG&E also uses communication platforms, including social media channels, broadcast and print media, and the WCAG 2.2 AA accessible [SDG&E Today](#) (formerly SDG&E News Center) and SDGE.com websites, to share enhanced support services available for individuals with AFN. Additionally, a digitally accessible document that lists communities affected by a

PSPS is shared with local municipalities and agencies. This effort is intended to give additional context about PSPS events and help communities prepare.

In addition to mass media, SDG&E utilized several communication channels geared towards individuals who may not have been accountholders (e.g., visitors, mobile home park residents, renter, caretakers, etc.) these channels include SDG&E's mobile app known as Alerts by SDG&E, roadside electronic message signs placed strategically in highly traveled locations, tribal casino marquees and flyers posted around impacted communities.

The company is implementing customer-research efforts with PSPS-affected customers. This research began in December with the fielding taking place at the end of December/beginning of January. Fielding efforts then had to be paused due to another round of PSPS activations. Research results will be reported in the 2025 AFN Q1 Report.

PSPS Notifications

SDG&E updated 2024 notifications for clarity and made minor refinements to make messaging clearer and more accessible during Q2. These messages were translated in the 22 prevalent languages spoken in the territory as well as ASL and digitally accessible text. Additionally, SDG&E launched a new Customer Notification System (CNS) that replaced the Enterprise Notification System and utilized for PSPS notifications during the November and December PSPS activations.

SDG&E sends PSPS notifications to all impacted individuals as soon as possible through the new notification platform (recorded voice message, email, and text message). The company also works with Deaf Link to convert all notifications into American Sign Language (ASL) video, English audio read-out and screen reader accessible transcript. SDG&E also enables address-level alerts for customers and the general public through its accessible Alerts by SDG&E app. For assigned Critical Facility and Infrastructure customers, their respective SDG&E account executive also contacts them via contact methods (such as phone call and/or email) that are preferred by the customer. The account executives then provide situational updates and lists of potentially impacted meters. Additionally, as part of SDG&E's PSPS notification process, all account holders including multi-family building account holders, receive notices prior to de-energization.

Annually, SDG&E evaluates the content library of PSPS email, text and voice notifications for customers and non-account holders. SDG&E also uses feedback solicited from and provided by customers who have been notified and affected by a PSPS to simplify notification messaging and make content more representative of the conditions being experienced. Every year, SDG&E's public-education campaign includes messaging about signing-up for notifications prior to the start of peak fire season.

For MBL and Life Support Customers, SDG&E reviews the results of each customer notification to determine if a positive confirmation for MBL customers was received through a voice contact (landline or cell phone, based on the customer's preferred contact number). For any MBL customers that SDG&E does not reach by voice contact, a list is provided to SDG&E's Customer Contact Center, who proactively calls customers who have not been reached. If they are unsuccessful in contacting the customer, SDG&E will then send a Customer Service Field representative to the customer's service address to notify them. SDG&E trains Customer Service Field representatives on the County of San Diego's First Responder AFN Training Series to promote an empathetic and supportive approach for customers with AFN.

1.8.2 Accessible Media Engagement

During the 2024 PSPS activations, SDG&E continued to engage with local broadcast media and utilize various mediums to reach the public, including AFN communities, and Limited English Proficient residents, to provide them with wildfire safety and emergency preparedness information, PSPS awareness and PSPS education.

Per the U.S. Census Bureau, San Diego County is home to more than 3.3 million residents, approximately 1.1 million of whom are Hispanic and Latino. SDG&E's service territory also borders Baja California, México, and is home to one of the busiest land border crossings in the world. In addition to providing communications in language, SDG&E's bilingual communications manager produces wildfire safety and PSPS-related news releases, social media, and other communications pieces in Spanish for the public and local Spanish broadcast media. SDG&E also continues to provide critical PSPS and wildfire safety information in all prevalent languages including American Sign Language (ASL).

Prior to and during high fire risk conditions, SDG&E will engage local broadcast media, including local Spanish media and multicultural niche outlets, early and often to reach customers and notify them to amplify SDG&E's messaging during a wildfire or high fire risk weather conditions to keep its diverse customer base and the public informed.

1.8.3 Community Resource Centers (CRCs)

As a result of meetings held in communities in SDG&E's service area, SDG&E established a network of Community Resource Centers (CRCs) to help communities in real-time during Public Safety Power Shutoffs. Currently, SDG&E has identified eleven customer-owned facilities located within the HFTD to serve as CRCs during Public Safety Power Shutoffs and maintains three mobile units along with two Community Support Vehicles for additional deployment purposes. SDG&E does not have any plans to add additional locations. The CRC locations selected by SDG&E were identified through a rigorous process, which included input from fire and meteorological experts, as well as consideration of those areas most prone to adverse weather, as indicated by historical data.

Customers at CRCs are provided:

- Bottled water
- Light snacks
- Cell phone and medical device charging
- Seating
- Accessible Restrooms
- Ice
- Water trucks (for large animals)
- Up-to-date outage event information

SDG&E endeavors to provide cellular network services access where possible.

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, or establishing 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 the Video Remote Interpreting (VRI) resource and training to all CRC staff, allowing for complex conversations and information sharing in ASL and other languages. Each CRC will also have non-English visual translator boards for simple and casual conversations with Deaf and non-verbal customers. SDG&E will ensure all CRC staff are familiar with possible reasonable accommodation requests and know to refer such requests to the EOC AFN Liaison Officer for solution support.

SDG&E established a medical device drop-off process for charging AFN individuals at the CRCs and will have medical cooler organizers available. More details about SDG&E's CRCs, including siting and accessibility, will be outlined in its forthcoming CRC plan as required by D.20-05-051.

Additionally, in Q3, SDG&E completed a mock CRC activation to ensure the program is fully optimized ahead of fire season.

1.9 Recovery (After - Power has Been Restored)

1.9.1 Customer Research and Feedback

The Post-season Survey is underway and being prepared to be fielded at the end of December/beginning of January. Results will be shared in the 2025 AFN Plan Q1 Update report.

1.9.2 AFN Support

After Action Reviews and Reports

SDG&E will continue to follow the established emergency management After Action Review (AAR) process for all events in 2024. This process includes bringing together key personnel that participated in the event. A detailed report is then produced to combine

all findings to understand SDG&E's strengths, opportunities to improve and lessons learned into an AAR Improvement Plan for implementation.

Lessons Learned and Feedback

2024 required SDG&E to implement PSPS protocols during the November 3rd through November 8th and again on December 7th through December 11th. Some lessons learned resulted in procedural improvements which expedited information sharing with AFN Support Partners and service delivery to customers:

- Automating the sharing of SDG&E's EOC Liaison notifications to the AFN Liaison for dissemination to AFN Support Partners
- Restructuring the backup battery dispatch process which removed bottlenecks and reduced points-of-contact for the customer
- Implementing a "Daily Update" document to provide context and additional information for AFN Liaison as the position rotates among several on a roster

Additionally, SDG&E continues to leverage feedback based on collaborative councils to refine support services offered during a PSPS to further support individuals with AFN. As described in Table 1 of SDG&E's 2024 pre-season report²⁶, recommendations offered have contributed to 2024 key objectives and aligned actions the utility has taken:

- Partnering with statewide CBOs and local governments to promote PSPS preparedness and awareness of offerings
- Awareness campaigns, including targeted messaging to individuals within the HFTD, for AFN self-identification
- Using the CBO PSPS post-event survey to capture feedback and identify customers' needs from each CBO that participated directly after an activation.

²⁶ [R1812005 SDG&E 2024 PSPS Pre-Season Report Tables_7.1.24_PUBLIC](#)

Appendix E:
2024 AFN Plan Objective Tracker

2024 AFN Plan Objective Tracker

2024 Key Objectives	Team	Progress to Date	Q4 2024 Updates
<p>§Increase awareness of IOU programs and services available before, during and after a PSPS</p>	<p>Joint IOUs</p>	<ul style="list-style-type: none"> • Prepare for Power Down website • Coordinating and benchmarking with CalFresh for food support for individuals with AFN impacted by PSPS activations • JIOU presentation to IHSS to increase awareness of PSPS and resources • JIOUs updated the Joint IOU PSPS Fact Sheet • JIOUs participated at the California Hospital Association (CHA) 2024 Disaster Planning and 2024 Tribal Clean Energy Summit • SCE represented on behalf of the Joint IOUs at the Government and Disability Summit engaging in PSPS discussion with CFILC/DDAR and 211. 	<ul style="list-style-type: none"> • Requested CBOs and statewide partners to promote Prepare for Power Down (P4PD) website by using the CBO toolkit, which is now hosted on the P4PD website. • Joint IOUs presented to leaders within the Western Regional Alliance for Pediatric Emergency Management (WRAP-EM) on PSPS support services and program material; plans are underway for larger statewide training in 2025.
<p>§Increase awareness of SDG&E programs and services available before, during and after a PSPS</p>	<p>SDG&E</p>	<ul style="list-style-type: none"> • Regional PSPS WG Survey to identify which utility resources are most valuable to stakeholders' constituents and the most effective medium to communicate resources offered. Identified organizations requesting a presentation by AFN team: • Meeting with CERT 3/26/24 • T-Mobile presentation occurred with Emergency Management on 3/14/24 • Partnered with Kaiser for customers to complete MBL. • CBO Social Media packet shared in newsletter for AFN Preparedness and Self-ID. Distributed collateral at Emer. 	<ul style="list-style-type: none"> • Provided presentations and shared collateral on PSPS preparedness and support services to the Autism Society of San Diego and the San Diego Housing and Community Development. • Sent preparedness email referencing PSPS digital resources to the State Council on Developmental Disabilities, San Diego Chapter for distribution to their partners and contacts. • Conducted a direct mail preparedness campaign to ~45,000 customers in the HFTD. • The mass market AFN Advertising Campaign continued through Q4 ending on December 1. • Added a Wildfire Safety Newsletter insert with the SDG&E

		<p>Prep.</p> <ul style="list-style-type: none"> • Q2 Regional PSPS Working group reviewed Mobile Home Park & Multifamily Outreach Campaign; Prepare For Power Down Website. • Partnered with San Diego Housing Commission sharing PSPS preparedness information. 	monthly bill.
§ IOUs continue to identify individuals who are Electricity Dependent	Joint IOUs	<ul style="list-style-type: none"> • Partnership with In-Home Services (IHSS), Regional Centers, Department of Rehabilitation • On September 30, 2024, the Joint IOUs filed a Tier 3 Advice Letter seeking CPUC approval of the final Study Design and Budget of the MBL Population Study 	<ul style="list-style-type: none"> • The aforementioned Western Regional Alliance for Pediatric Emergency Management (WRAP-EM) partnership is a new agency partnership and has a potential of resulting in identifying additional individuals with electricity dependency • Leverage CBO and statewide partnerships to identify individuals who are electricity dependent through use of P4PD CBO toolkit materials.
§SDG&E continue to identify individuals who are Electricity Dependent	SDG&E	<ul style="list-style-type: none"> • Social media packet to Energy Solutions Partner Network (200+ CBOs) • On Bill AFN Self ID Message campaign to SDG&E residential customers 	<ul style="list-style-type: none"> • A Wildfire Safety Newsletter was included as a bill insert that went out to all customers in the territory at the beginning of 2024 PSPS season that includes customer navigation to the SDG&E AFN Self ID. • Added targeted AFN language to the outside of SDG&E bill envelope in October
§Identify new enhancements to IOU programs and resources needed to mitigate the impacts of PSPS	Joint IOUs	<ul style="list-style-type: none"> • AFN Statewide and Collaborative Council • AFN Plan Core Planning Team • Review results of the PSPS Pre-/Post-Season Survey • Launched Phase 2 of the PrepareforPowerDown.com website; developed marketing materials for statewide partners. • JIOUs aligned and shared best practices of 211's care coordination to enhance offerings. 	<ul style="list-style-type: none"> • In light of the active PSPS season, IOUs are actively benchmarking on resources and services provided to customers, making adjustments and alignments when possible. • JIOUs aligned and shared best practices of 211's care coordination across all three utilities to enhance the offering, with a possible expansion into battery referrals.

<p>§Identify new enhancements to SDG&E programs and resources needed to mitigate the impacts of PSPS</p>	<p>SDG&E</p>	<ul style="list-style-type: none"> • Began planning CBO survey to request feedback from CBO partners on items related to PSPS (survey slated for late q2/early q3) • Enhanced San Diego Food Bank partnership to provide fresh and shelf stable food after a PSPS. 	<ul style="list-style-type: none"> •Improved back up battery dispatch process with 211 to navigate and track emergency back up battery during a PSPS.
<p>§IOU coordinate and integrate resources with state, community, utility to minimize duplication</p>	<p>Joint IOUs</p>	<ul style="list-style-type: none"> • JIOU Blueprint • CAS Concurrent Application System, universal "application" • Prepare for Power Down website • Coordination with CalFresh regarding food support • Working with AFN Council and CBOs partners for their list of resources (e.g., the American Red Cross who offer Bed Shakers). 	<ul style="list-style-type: none"> • Continue to coordinate with CalFresh regarding food support for major outages.
<p>§ SDG&E Coordinate and integrate resources with state, community, utility to minimize duplication</p>	<p>SDG&E</p>	<ul style="list-style-type: none"> • Meeting with 211 to discuss gap analysis the organization provided and discuss contract related to the current scope-of-work • Refined process with 211 to expand opportunities around proactive customer engagement. 	<ul style="list-style-type: none"> •Blue Envelope offering window stickers for homes and cars that came as a result from discussions with SDG&E.

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

SDG&E Generator Grant Program (GGP)

Census Tract Code	Access and Function Needs (AFN)	Life Support	Medical Baseline	2024 Total
8367			2	2
9504		2	2	4
15501			1	1
16812			1	1
16901		4	3	7
16902		2	1	3
17021		1		1
17040		1		1
17050		1		1
17064			1	1
17070		1	2	3
17106		1	1	2
17111		1		1
17112			2	2
18619		3	2	5
18801	1			1
18804		2		2
18805		1		1
18903	1	5	1	7
18906			2	2
19001		1	1	2
19002		3	1	4
19103		2		2
19105		1	1	2
19107		1	1	2
19108		2	1	3
19110		5	1	6
19111		1		1
20043	1	2		3
20044		2		2
20110			1	1
20111		1	1	2
20311			4	4
20312			1	1
20401		1		1
20711		2		2
20801	1	3	3	7
20805		1		1

20806	1	1	2	4
20807		4	1	5
20810		2		2
20811		2	2	4
20812		2		2
20813		1	1	2
20902		2		2
20903		2	1	3
20904		1	2	3
21101		8	1	9
21102		2	1	3
21202		1	2	3
21204		2	2	4
21205		7	1	8
21206		3	1	4
21302		1	4	5
21502		1		1
Grand Total	5	95	58	158

SDG&E Generator Assistance Program (GAP)

Census Tract Code	CARE	NonCARE	2024 Total
9504		3	3
15502		1	1
16621		2	2
16901	3	4	7
16902	1	1	2
17010		1	1
17021		4	4
17047		1	1
17070	3		3
17111		3	3
17112	2	4	6
17113		1	1
18619	2	2	4
18801	3	2	5
18805	1	1	2
18903	4	2	6
18904	1		1
19001	1	3	4
19002	3	6	9
19105	3	2	5
19107	1	2	3
19109		1	1
19110	3	4	7
19111	1	2	3
20043		2	2
20044	1	2	3
20110	1	2	3
20111	2	3	5
20311		3	3
20801	3	7	10
20805	1	3	4
20806	1	8	9
20807	3	4	7
20811	5	7	12
20812		2	2
20813	2		2
20902	4	3	7
20903	4	3	7
20904	3	5	8

21101	8	7	15
21102	3	1	4
21202	3	2	5
21204	8	6	14
21205	3	5	8
21206		6	6
21302	3	4	7
21304		3	3
21305		1	1
21502	1		1
Grand Total	91	142	232