

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

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COMPANY

April 30, 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 this quarterly update regarding its progress towards meeting 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 Quarterly Update is attached hereto as Attachment A.

Respectfully submitted,

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Attachment A

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

April 30, 2025



Introduction

On January 31, 2025, San Diego Gas & Electric Company (SDG&E or Company) submitted its 2025 plan regarding planned efforts to support populations with access and functional needs (AFN) during Public Safety Power Shutoff (PSPS) de-energization (2025 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 (FEMA) Six Step Comprehensive Preparedness Guide (CPG) process. SDG&E's 2025 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 2025 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 2025 AFN Plan¹ for ease of reference and builds upon the efforts described therein. Specifically, rather than repeating the activities SDG&E describes in its 2025 AFN Plan that were already taken, this update provides the incremental efforts taken since January 31, 2025.

Since its submittal of the 2025 Plan, SDG&E has highlighted progress in the following key activities:

- 211 San Diego readiness outreach campaign to Medical Baseline customers in the High Fire Threat District
- Local outreach via Community Based Organization presentations, bill inserts, and social media posts included AFN self-identification information.
- Restructured backup battery dispatch process to improve customer experience

See Appendix C for quarterly progress towards the key objectives outlined in the 2025 AFN Plan.

¹ R.18-12-005 SDGE 2025 AFN Plan 1 31.pdf.

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Appendix A: Collaborative Council Members

Appendix B: Statewide Council Members

Appendix C: 2025 AFN Plan Objective Tracker

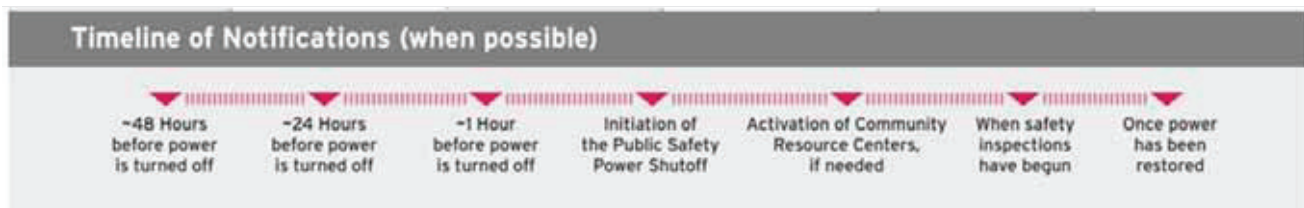
Appendix D: Survey Results and Metrics

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, including a Partner Portal created in 2021. Since its inception, the SDG&E Partner Portal has seen significant enhancements including outage impacts broken down by customer type, a mobile application to help ensure information is readily available on-the-go, all-hazard updates to include information for non-PSPS events, and compliance with Web Content Accessibility Guidelines (WCAG) 2.1 AA. The two-time award-winning Partner Portal is in the process of including gas hazard information, 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.

1.1.2 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 address AFN concerns during a PSPS with external partner participation including AFN partners
- Additional exercises throughout the year on various all hazards topics that address and include 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 annual Summer Readiness Training which provides 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.

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 twelve responders who complete a series of yearly trainings to prepare and effectively respond to customer needs before, during, and after a PSPS. In Q1, there were four onboarding training courses held, providing orientation and preparation for eight new responders.

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), The 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. 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 Handbook
- Accessible Hazard Alert System (AHAS) notification procedure
- Disability awareness and sensitivity

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 with any changes related to requirements or procedures.

1.1.4 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.

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. 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 46,000 customers reside in the high-fire threat district (HFTD).

Since 2022, SDG&E continues to implement AFN self-Identification outreach efforts allowing customers to identify individuals in their household who may have access and functional needs including:

- Blind/low vision
- Deaf/hard of hearing
- Disabled (cognitive, physical, developmental)
- AFN
- Use assistive technology or durable medical equipment

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.

Outreach will continue to take a collaborative approach by leveraging channels including the Regional PSPS Working Group, Energy Solutions Partners Network consisting of more than 200 CBOs, and relevant state and local agencies.

In Q1 the promotion of AFN Self Identification was included in local and Joint IOU outreach presentations to CBO's, SDG&E bill package onsert message, and the March community outreach package including an article and social media posts in English and Spanish.

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, as a result of the PSPS Customer Impact Study, SDG&E began discussions to set up tribal feedback sessions as an enhancement to improve customer experience during PSPS. 211 San Diego continued the readiness outreach campaign to Medical Baseline customers in the High Fire Threat District.

SDG&E continues to identify opportunities to further strengthen its collaboration with the San Diego County Sheriff's Department promoting the Blue Envelope program. This initiative is designed to enhance communication and inclusiveness between law enforcement and community members with conditions such as dementia, anxiety, or other disabilities that may require special accommodation 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



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. FACT 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 use 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 1.7 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. In Q1 SDG&E and The Salvation Army discussed ensuring enhanced screening for individuals with specific needs are met. This includes the need for pet friendly hotels, accessibility in rooms, and refrigeration needs.

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. In addition, Meals on Wheels can deliver shelf-stable meal kits (each with a breakfast, lunch and dinner) to Community Resource Centers for distribution, as needed. 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. 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 chargers, medical device charging, gift cards to compensate for food, cooler bags, 2.5-gallon water bags, bottled water, water for livestock, seasonal blankets and medical cooler organizers. 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.

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 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.

In Q1 of 2025, 47 temporary portable backup battery units were delivered to AFN customers that were within scope for PSPS during the two events in January.

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 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 2,800 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.

The Generator Assistance Program was able to serve over 150 customers who were affected by the PSPS events in December 2024 and January 2025.

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 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 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 a Tier 2 or Tier 3 High Fire Threat Districts (HFTD), experienced a Public Safety Power Shutoff (PSPS), are currently enrolled in

the Medical Baseline Program, and/or is a customer that has a serious illness or condition that could be life threatening if electricity is disconnected.²

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

1.4.6 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. SDG&E reviewed the applications during the first quarter of 2025. SDG&E requested clarification and additional information related to applicants and updated information was shared by the applicants. After the review and scoring of applications, SDG&E will notify the applicants in the second quarter of 2025 of the results. 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.

In Q1 2025 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

² 2024 SGIP Handbook, PG 25-26.

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 bill 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.

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 March 2025, SDG&E had 63,955 customers enrolled in the MBL Allowance program.³ Since December 2024, SDG&E has witnessed an increase of 777 enrolled customers. This growth can be attributed to marketing and digiboard efforts at several hospitals conducted in Q4 2024. The company will continue to track and monitor enrollment throughout the year. Marketing efforts targeting the AFN population will persist in 2025. Communication and outreach initiatives, including providing power banks and diabetic emergency kits to those in need at events, will also continue to identify and enroll customers in the MBL program.

Based on insights from an internal survey completed by SDG&E in 2024, SDG&E continues working with 211 to ensure customers are aware of available resources and understand the PSPS process.

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 encompassed 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 2024, Verdant developed a draft study design and, pursuant to D.23-08-049, the Joint IOUs held a public workshop on July 24, 2024⁴ 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, 2024.⁵

³ As reported in SDG&E's Disconnection Settlement Monthly Report for March 2025.

⁴ D.23-08-049 at COL 17(c) and OP 5.

⁵ SDG&E AL 4524-E/3352-G.

As of Q1 2025, the Tier 3 AL filed in 2024 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 facilities. Customers must meet eligibility guidelines to qualify for the CARE program. At the end of Q1 2025, 308,194⁶ 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 use every month. Households of three or more may qualify for the FERA program. Household size and total household income guidelines apply. As of the end of Q1 2025, 15,045⁷ 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 and the Multifamily Whole Building (MFWB) Program, and ESA Whole Home Program. By the end of Q1 2025, the ESA Main program treated 829 homes.

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 balance an eligible household's utility 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 2025 there were approximately 1,427 LIHEAP pledges totaling approximately \$1,414,648.

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 Q1 2025, there were nearly 19,447 customers enrolled in AMP with \$71.1 million in total amount forgiven since the program started.

⁶ As reported in SDG&E's Low Income Monthly Report for March 2025, CARE Table 2.

⁷ As reported in SDG&E's Low Income Monthly Report for March 2025, FERA Table 2.

1.5.7 Community Support

SDG&E is reviewing their 2025 charitable giving program with anticipation of sharing community support updates in Q2.

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 Q1 2025 engagement, feedback received, and how SDG&E plans to incorporate the feedback to enhance customer experience.

1.6.2 AFN Collaborative Council (See Appendix A)

SDG&E participated in the Q1 AFN Collaborative Council meeting on March 28, 2025. The meeting's goal was to review lessons learned from the PSPS season, overviews of the Battery UL Certification and backup power programs, and initial planning for the next Collaborative Council meeting.

Table 2: Q1 Collaborative Council Meeting Information

Meeting	<p>Date: March 28, 2025</p> <p>Location: Virtual</p> <p>Purpose: Collaborative discussion of the lessons learned from the 2024-2025 PSPS Season, overview of updates to the Battery UL Certification and JIOU backup power programs, and a look towards the next year of the Collaborative Council.</p>
Summary of Engagement	<ul style="list-style-type: none">• Notification Process Overview<ul style="list-style-type: none">○ PG&E explained the process for notifying customers before and during a PSPS and while power is being restored.○ Notifications begin 48-72 hours before a PSPS and are sent via automated calls, texts, and emails.• PSPS Outlook<ul style="list-style-type: none">○ PG&E gave an overview of the recent PSPS season, which included 11 PSPS during which 52,291 customers were de-energized.<ul style="list-style-type: none">▪ Lessons learned included opportunities to re-energize customers between periods of extreme weather, better CRC site coordination and additional CRC staff trainings.○ SCE gave an overview of their recent PSPS season, during which they executed 22 PSPS and de-energized 601,511 customers.<ul style="list-style-type: none">▪ As a result of this last season, SCE has implemented more robust communication protocols and is taking

	<p>deliberate steps to improve their operational efficiency through enhanced weather forecasting and refined practices used during complex events.</p> <ul style="list-style-type: none"> ▪ SCE is also working to improve their notifications and CRC/CCV maps. ○ SDG&E gave an overview of the recent PSPS season which included 4 PSPS during which 104,673 customers were de-energized. <ul style="list-style-type: none"> ▪ SDG&E's lessons learned included improving 211 access for customers living near the Mexico border, activating a tribal liaison EOC position, and increasing the AFN liaison bench. <ul style="list-style-type: none"> • PSPS Lessons Discussion <ul style="list-style-type: none"> ○ IOUs led an in-depth discussion of the challenges and lessons learned from the 2024-2025 PSPS season. ○ PG&E learned that there is an issue with accessing potable water in rural areas during PSPS outages and that many customers were unprepared. ○ PG&E identified an opportunity for the business customer organization to work with water districts for emergency planning. ○ SCE noted that the January 2025 PSPS event was the largest in the utility's history and posed an enormous challenge. To manage effective communications, SCE held regular briefings for government officials and will continue to provide additional customer updates during major events. ○ Some customers were affected by PSPS outages, as well as windstorms or wildfire-related outages. SCE sent out customer ad hoc communications to a subset of customers to ensure they were provided with the appropriate outage update. ○ In cases where doorbell ring wellness checks were not possible due to active wildfires, SCE executed texting campaigns to check on Medical Baseline customers. ○ SDG&E had been providing twice a day critical facilities briefings and soon learned there needed to be more informed weather briefings, as well as offering the opportunity for more robust Q&A. SDG&E brought in a meteorologist to provide real time updates and dedicated a portion of the meeting to answer questions that were both broad as well as specific to the customer. ○ SDG&E is conducting listening tours and tribal feedback sessions to understand further opportunities for support. • 2025 AFN Plan and Process Update <ul style="list-style-type: none"> ○ SDG&E updated the Council that each IOU has posted their 2025 AFN Plan to the CPUC site.
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	<ul style="list-style-type: none"> ○ SDG&E gave an overview of how future AFN Plans will be developed in collaboration with the Statewide Council. ● Battery Safety Standard Update <ul style="list-style-type: none"> ○ SDG&E gave an overview of updated certification safety standard for the backup batteries <ul style="list-style-type: none"> ▪ The updated certification standard, known as UL 2743, requires that all certified products over 1kWh must contain a warning to not use in a sleeping room or any habitable space of a dwelling unit. ▪ Each IOU is evaluating options and updating their programs to utilize portable battery units less than 1kWh. ▪ As part of a transition, programs have been updated to offer up to 2 of these units to balance customer needs and safety concerns. ▪ IOUs shared that backup batteries have never been intended as a long-term solution for outages and that the utilities have a breadth of other solutions available to customers. ● 2025 Collaborative Council Look Ahead <ul style="list-style-type: none"> ○ M.E. Ittner led a discussion of where the Collaborative Council should look to move in 2025 and beyond.
Feedback	<ul style="list-style-type: none"> ● State Council on Developmental Disabilities (SCDD) noted that the issues raised here are relevant beyond the context of PSPS and there is an opportunity to reset goals based on the lessons discussed here. <ul style="list-style-type: none"> ○ IOUs noted that there is not currently a funding mechanism in place to support all-hazards response in the same manner as PSPS. ○ SCDD agreed and requested that partners at the CPUC review and respond to this issue. ● 211 raised the issue of emergency planning for both extreme heat and extreme cold weather events and asked the IOUs what public awareness messaging efforts are being made to inform customers of the risks and resources available during extreme weather events. <ul style="list-style-type: none"> ○ SDG&E responded that they are focused on expanding partnerships with medical organizations to communicate with their patients about preparedness. ○ PG&E is launching a preparedness campaign to bring PSPS-style mitigation practices into unplanned outages and increase awareness of the fact that most AFN resources do not have income-based qualifications.

	<ul style="list-style-type: none"> ○ SCE explained that they work closely with 211, the ILCs and 74 CBOs partners to understand the needs of customers with an AFN during extreme heat and cold weather. ● SCDD asked if there is a solution that directly addresses the limitations of the UL battery issue. <ul style="list-style-type: none"> ○ PG&E responded that the smaller batteries address the problem by following certification warning. ○ CalOES commented that the greater problem is that even multiple batteries would not power a person through 3-4 days involving multiple PSPS events. It is important that people be able to remain in the environment of their choice and the solution may be to give them a whole house generator.
Action Items Guided by Feedback	<p>Completed Actions this Quarter:</p> <ul style="list-style-type: none"> ● Joint IOUs provided the Council with a copy of the Framework for AFN Support and requested that Council organizations who wish to do so provide their logo for inclusion. ● Joint IOUs determined that the CPUC can submit a request to obtain data and GIS files based on reporting provided in AFN reports. ● Provided a list of Statewide Council members and AFN Plan Working Group participants to Collaborative Council members. <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 Q2 2025. ● Collaborative Council to coordinate potential guest speaking opportunities 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 ○ Status update: Additional follow up to be conducted in Q2 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. ● Joint IOUs to follow up on bed-shaker resource in 2025 <p>Future Actions:</p> <ul style="list-style-type: none"> ● PG&E to research Medical Baseline enrollment drop-off with CPUC and SCDD.

	<ul style="list-style-type: none"> • JIOUs will share their post-season customer survey results in advance of the Q2 Collaborative Council meeting. • PG&E to share examples of materials promoting accommodations and support services used at CRCs.
Future Meeting(s)	Q2 Collaborative Council meeting will be held in-person in Rocklin.

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

SDG&E participated in the Q1 Statewide Joint IOU AFN Advisory Council meeting on March 13, 2025. The meeting goals were to discuss the 2024-2025 PSPS Season, Updates to the AFN Plan, and planning for future Statewide Council activities.

Table 3: Q1 Statewide Advisory Council Meeting Information

Meeting	<p>Date: March 13, 2025 Location: Virtual Purpose: Collaborative discussion covering the 2024-2025 PSPS Season, 2025 AFN Plan Updates, and a lookahead at 2025 Statewide Council activities.</p>
Summary of Engagement	<ul style="list-style-type: none"> • Battery UL Update <ul style="list-style-type: none"> ○ IOUs explained updated UL certification batteries, which requires a label on certified batteries greater than 1KWh to not use in a sleeping room or any habitable space of a dwelling ○ IOUs have met to discuss the changes and how they will affect the distribution of batteries to AFN customers. ○ Pending further discussions with legal, risk, and safety teams within each utility, the IOUs will develop a plan of response and will update the Council in Q2. • PSPS Updates <ul style="list-style-type: none"> ○ PG&E gave an overview of the 2024 PSPS season, noting that it extended into 2025. <ul style="list-style-type: none"> ▪ Lessons learned from this season included the need for increased coordination with county partners when developing CRC locations, opportunities to be proactive with our AFN outreach at CRCs. Flexibility was key in serving communities when they are hit with back-to-back activation. Bringing in hot food and opportunities for enclosed CRCs with heaters worked well on our January activations. ○ SCE gave an overview of the recent PSPS season, highlighting the severity and complexity of the recent wildfires in Southern California in January 2025. <ul style="list-style-type: none"> ▪ There was a dedicated AFN supervisor in place to support incidents affecting customers with AFN.

	<ul style="list-style-type: none"> ▪ SCE is actively expanding its machine learning capabilities to improve forecasting for PSPS events. ▪ The PSPS team was divided into two teams, with one focused on de-energization and the other on re-energization. • SDG&E gave an overview of the recent PSPS season. <ul style="list-style-type: none"> ○ Lessons learned include providing mitigations for customers impacted by cell tower misidentification when calling 211 near the US-Mexico border. • 2025 AFN Plan Update <ul style="list-style-type: none"> ○ Each IOU has filed their 2025 AFN Plan with the CPUC: <ul style="list-style-type: none"> ▪ PG&E ▪ SCE ▪ SDG&E • 2025 Statewide Council Lookahead <ul style="list-style-type: none"> ○ IOUs outlined a proposal to use the quarterly Statewide Council meetings as working sessions to develop the following year's AFN Plan. This proposal would create broader visibility and participation in the development process and would ease the time constraints of doing all the planning in Q4. ○ This proposal would still utilize the 6 Step FEMA planning process, including incorporating whole community input into the AFN Plans.
Feedback	<ul style="list-style-type: none"> • J. Kailes pointed out the new UL battery requirements have a significant impact on multi-family building dwellers who cannot run generators and other forms of backup power. <ul style="list-style-type: none"> ○ PG&E shared a CPUC statewide Solar on Multifamily Affordable Housing (SOMAH) program that has been historically focused on providing solar for income qualified apartment buildings. More information on SOMAH: <ul style="list-style-type: none"> ▪ The Solar on Multifamily Affordable Housing (SOMAH) Program ▪ SOMAH Solar on Multifamily Affordable Housing • California Department of Developmental Services (DDS), PacifiCorp, and J. Kailes expressed support of the revised AFN Plan process. <ul style="list-style-type: none"> ○ J. Kailes cautioned that some issues still need to be addressed quickly rather than wait to be incorporated into the following year's plan.

Action Items Guided by Feedback	<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 Q2 2025. <p>Future Actions:</p> <ul style="list-style-type: none"> Prepare for Power Down team to connect with PacificCorp about potential website integration. IOUs to provide an update during Q2 Statewide Council meeting on how they will address the impacts of the new UL battery code requirements.
Future Meeting(s)	Q2 2025, Virtual

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 Q1, the WSCAC met on February 7, 2025. At the meeting, SDG&E discussed the outcome of the General Rate Case Final Decision and January's extreme weather events. Based on the feedback we received from school districts following the November and December 2024 PSPS events, communication enhancements were developed to expand twice daily Critical Facilities Briefings to include more two-way dialogue and Q&A from customers during PSPS events as well as more detailed weather forecasts. On January 17th, SDG&E met with San Diego County Office of Education and 18 Superintendents from school districts impacted by PSPS. The result of this conversation was additional support for the communities most heavily impacted. This included four additional Community Resource Centers, food trucks with hot drinks. SDG&E provided the community with a combo trailer containing showers and restrooms. Five generators were provided to the Mt. Empire School District. The generators allowed parents to go to work and allowed their kids a warm place to stay, with warm meals and special educational programming. Positive feedback was received from customers regarding these many changes.

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 Q1 2025, the Outreach team attended four Healthy Families events in partnership with Southern Indian Health Council.

SDG&E implemented an annual survey to enhance our services and communication by understanding their changing political, economic and social landscape. 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. Additionally, 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.

In Q1 2025, Tribal Relations, in partnership with Intertribal Long Term Recovery Foundation (ITLTRF), began meeting with fourteen tribes that were impacted by PSPS in January 2025 to gather feedback. The need for a third party to facilitate these critical discussions is key to providing a summary of the gap's tribes continue to face and to use this information to increase resources for tribes because they are some of the most impacted in our service area. In Q3, ITLTRF will provide a report and recommendations to enhance communication and support.

1.6.6 PSPS Working Group

SDG&E's PSPS Working Group (PSPSWG) includes representatives from small multijurisdictional 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.

SDG&E's first quarterly meeting of the PSPSWG in 2025 was held on March 12, 2025. Two PSPS exercises are planned for Spring 2025 to enhance coordination, including a tabletop discussion and a multi-day functional exercise. The Microgrid Incentive Program provided their quarterly update with the program, focusing on enhancing reliability for critical public facilities in vulnerable communities. SDG&E will host annual Wildfire Safety Fairs to prepare communities for wildfire season at four locations in areas of the county at risk of wildfires.

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

1.7 AFN Public Education & Outreach

The 2025 AFN Public Education campaign is in production for launch by the start of PSPS season later in the year during Q2. The paid campaign will utilize the refreshed creative from 2024 and will include enhanced messaging and imagery. It will continue to utilize tactics such as, but not limited to, streaming

radio, print and digital advertising, paid social, and paid search. The campaign will continue to promote 211 resources and customer offerings that are available during a Public Safety Power Shutoff.

The company is also reviewing and updating the Wildfire Safety and PSPS sections of the website (sdge.com/wildfire-safety). Updates will include a modified creative design, simplified language, updated information about SDG&E's PSPS protocols, and refreshed imagery. The company will continue to promote customer resources such as generator safety and customer programs, the Wildfire Safety Fairs planned for the summer months, as well as direct communications about resources for AFN customers in the High Fire Threat District.

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 2024, the Phase 2 P4PD refresh was completed providing customized views of programs and resources by the selected utility. The site includes access to comprehensive emergency preparedness information, outage alerts signup, enrollment in the Medical Baseline Program and exploration of other customer support programs. The socializing of the P4PD website will continue through Joint IOU presentations and AFN Council Stakeholders shared P4PD social media.

In Q1 2025, Joint IOUs met with California Small Multi-Jurisdictional Utilities to discuss opportunities to incorporate their website links into the P4PD website.

Q1 Website Activity:

Between January 1 and March 31, 2025, performance metrics showed over 2,400 active users. The most engagement was on the Outreach Toolkit, Medical Baseline, Preparedness, and Outage Maps pages.

1.7.2 Accessibility of Communications

SDG&E is in the process of updating the Wildfire Safety and PSPS pages on the company website as described in the AFN Public Education & Outreach section above. These updates will continue to prioritize accessibility, including meeting the Americans with Disabilities Act (ADA) through conformance to the Web Content Accessibility Guidelines (WCAG) 2.2 AA success criteria. The optimized Drupal content management system includes accessibility features such as search engine form and presentation, color contrast, heading structure, image handling, and form labeling. Implementation of the AudioEye website accessibility services provides twice-yearly manual accessibility audits in addition to continuous testing and remediation of accessibility issues automatically in real time. Reporting of issues found, and those accessibility fixes that must be conducted by human intervention, are available weekly to our digital experience 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 are also being updated for the 2025 season and will be translated into the prevalent languages spoken in the territory. 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 in our notifications to customers.

The company continues to utilize the Accessible Hazard Alert System (AHAS), which provides customized on-demand accessible alerts in real time with the same accessibility as the current pre-recorded PSPS customer notifications, ensuring 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.

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

1.7.3 AFN Power Panel

The AFN Power Panel is comprised of customers who self-identify as individuals or households with access and functional needs who serve as customer advocates for accessibility and accommodations in relation to PSPS. SDG&E provides questions to the panel on topics that may include outage needs, communication channels, electric-powered device needs, and other areas of interest that help SDG&E identify and refine accommodation 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 ($n \approx 350$), so results from these surveys are interpreted with caution.

In Q1, SDG&E continued recruitment of the 2025 AFN Power Panel participants with plans of kicking off questions to participants in Q2.

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 Q1 SDG&E participated in over 150 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:

- Backcountry Communities Thriving
- Fallbrook Senior Center
- We Support U
- Poway Neighborhood Emergency Corps
- San Diego Center for the Blind

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:

- San Diego Senior Games
- San Diego Center for the Blind
- Ramona Senior Center
- Julian Cuyamaca Resource Center
- Deaf Community Services
- Adjoin

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. Examples of targeted organizations who receive presentations include San Diego Housing Commission, San Diego County Health and Human Services Agency, and Autism Society of San Diego.

As of Q1, SDG&E continues to meet and award key AFN organizations with grants who provide additional PSPS preparedness. The Outreach team participated in Disaster Awareness Training and will continue identifying additional outreach opportunities.

1.7.5 Cool Zone Program

SDG&E in partnership with the County of San Diego and its Aging and Independence Services Department (AIS) offers the Cool Zone Program from June 1 to October 31, which focuses on providing support and resources to individuals with access and functional needs who could be impacted by the effects of high heat.

Cool Zone facilities provide an air-conditioned space for individuals to escape the heat, with the added benefit of saving on their utility bills by running their home air conditioning less or not at all. This also helps to conserve energy during extreme, hot weather conditions. High heat events outside of the Cool Zone season are also supported by the County. The County coordinates directly with each Cool Zone facility to provide whatever is needed for the shoulder season.

1.7.6 Participation in Community Events

To expand SDG&E's reach and support customers with AFN in the HFTD, SDG&E plans to host 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 2025, SDG&E plans to complete four fairs in the communities of Ramona, Alpine, Rancho Bernardo, and Valley Center.

Attendance at the fairs is estimated to include 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 2025. As of the end of Q1, SDG&E participated in 9 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.

1.7.7 Collaboration with Partner and State Agencies

Healthcare Industry and State Agencies

SDG&E recognizes that ongoing engagement with health care practitioners, medical associations, and durable medical device suppliers in 2025 is an opportunity to increase enrollment in the MBL Program and connect individuals with AFN to medical device resources if needed during PSPS.

In Q1, 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.

The Joint IOUs collaborated with the California Department of Developmental Services emergency response staff who provided feedback on PSPS support services and program materials. This included the Joint IOU Prepare for Power Down Fact Sheet and possible additions to CRC support offerings.

Additionally, the Joint IOU's AFN and MBL teams collaborated with the California Department of Social Services and In Home Supportive Services (IHSS), to provide a statewide training webinar to their employees. Topics included Medical Baseline Program participation, PSPS Support Services, and AFN Self-Identification/Vulnerable programs. The two MBL training sessions were conducted on March 11 and March 18 with approximately 134 attendees.

SDG&E will continue conversations with the Statewide Councils and among the Joint IOU team to look for opportunities to present on PSPS preparedness, AFN Self-Identification and MBL programs.

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. Updated flyers and communication will be provided for distribution in Q2.

1.8 PSPS Activation (During – Emergency Operations Center Activated)

1.8.1 PSPS Communications

Communications During PSPS

During a Public Safety Power Shutoff (PSPS), SDG&E employs a variety of communication methods to ensure real-time information is disseminated to a broad audience. These methods include notifications, website updates, media updates, in-community signage, situational awareness postings across social media, and sharing social media kits with community partners. 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 American Sign Language (ASL) and digitally accessible text.

SDG&E has a dedicated liaison for Access and Functional Needs (AFN) during a PSPS, responsible for conveying real-time updates and talking points to AFN community partners. Communication platforms used include social media channels, broadcast and print media, and the WCAG 2.2 AA accessible SDGE Today and SDGE.com websites to share enhanced support services available for individuals with AFN. SDG&E also produces and distributes a digital document listing communities affected by a PSPS, which is shared with local municipalities and agencies to provide additional context about PSPS events and help communities prepare.

In addition to mass media, SDG&E utilizes several communication channels geared towards individuals who may not be account holders (e.g., visitors, mobile home park residents, caretakers). 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 is reviewing 2025 notifications for clarity and making refinements to ensure messaging is clearer and more accessible. These updated messages will be translated and available in the 22 prevalent languages spoken in the territory, as well as ASL and digitally accessible text.

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 ASL video, English audio read-out, and screen reader accessible transcript. SDG&E enables address-level alerts for customers and the public through its accessible Alerts by SDG&E app. For assigned Critical Facility and Infrastructure customers, their respective SDG&E account executive contacts them via preferred contact methods (such as phone call and/or email). The account executives 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-account holders. SDG&E 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. Every year, the SDG&E public-education campaign includes messaging about signing up for notifications prior to the start of peak fire season.

For Medical Baseline (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.

1.8.2 Accessible Media Engagement

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.

According to 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 includes one of the busiest land border crossings in the world. To ensure effective communication, SDG&E's dedicated Spanish communications manager produces wildfire safety and PSPS-related news releases, social media content, and other communications pieces in Spanish for the public and local Spanish broadcast media. Additionally, SDG&E 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 amplify SDG&E's messaging during a wildfire or high fire risk weather conditions, ensuring our diverse customer base and the public remain 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 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 has implemented a streamlined drop-off process at the CRCs for charging medical devices designated for AFN individuals and will also provide medical cooler organizers.

1.9 Recovery (After - Power has been restored)

1.9.1 Customer Research and Feedback

SDG&E is preparing for the 2025 PSPS season communications. Part of that effort includes soliciting feedback from customers about SDG&E PSPS communications. The company conducts annual Postseason Customer Research in Q4. The 2024 Post-season survey efforts were delayed as there were consecutive PSPS occurrences from November 2024 through January 2025, and the survey was fielded from 1/20/25 – 2/21/25. The Post-season Survey also included HFTD and non-HFTD customers. It was offered in the 22 languages prevalent within the SDG&E service territory and made available through online or telephone channels. SDG&E utilizes these surveys to test recall and comprehension of PSPS and AFN messaging, and communications channels customers prefer. The data collected from the surveys is used to make real time adjustments, where appropriate, to public education and communications strategies to ensure PSPS communications continue to provide information to be most helpful to customers before and during a PSPS. The most recent post-season survey results can be found in Appendix D of this report. Some notable AFN customer feedback is outlined below: AFN households are more likely than non-AFN to:

- Say SDG&E is committed to wildfire safety and helping to prepare for wildfire season
- Be aware of SDG&E wildfire communications
- Feel positive towards the PSPS program overall
- Take many steps to prepare for a PSPS

AFN and Non-AFN are similar this wave in:

- Satisfaction with SDG&E's overall wildfire safety and preparedness efforts
- Feeling prepared for an extended power outage

Several metrics are down from last year, including sentiment about wildfire safety and preparedness efforts, and PSPS communications and PSPS overall, but many are still relatively high. Last year's sample size was quite small (one PSPS) in comparison to this wave (multiple PSPS occurrences). Implications for 2025 communications include an expanded territory-wide customer education campaign, as there were more people outside of the HFTD who were affected by PSPS in 2024. Additionally, website updates will

include simplifying language and information for customers, as the website is one of the top sources for updates during PSPS.

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 2025. 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.

There were two PSPS Post-Event Reports submitted during Q1 following PSPS activations that resulted in de-energizations.⁸⁹

Across both PSPS activations that occurred in January, a total of 3,088 MBL customers were de-energized. The AFN Liaison position was active in the Emergency Operations Center throughout the duration of both events, providing support to our AFN support partners that serve our customers impacted by de-energizations. Below **Table 4** summarizes the services delivered:

Table 4: Services Provided to Customers with AFN

Type of Service	Number Provided (Jan 7-16)	Number Provided (Jan 20-24)
Accessible Transportation Trips	9	2
Overnight Hotel Stays (AFN)	29	62
Overnight Hotel Stays (Non-AFN)	5	8
Food Support Meals Provided	0	4875
Generators Provided	33	68
\$50 Gift Cards Distributed	7	7
211 calls received for PSPS Information & Referral	198	123

Lessons Learned and Feedback

Two lessons learned that were identified during the activations in Q1 involved communication between impacted customers and 2-1-1 San Diego.

⁸ [SDG&E PSPS January 7 - 16.](#)

⁹ [SDG&E PSPS January 20 - 24.](#)

Table 5: Lessons Learned from PSPS Event

Issue	Discussion	Resolution
Customer complaint calls	211 receiving customer complaint calls regarding the PSPS power outage with no specific support requests	Work with 211 in post PSPS debriefs to coordinate different methods to address customer complaints
Missed customer calls	Customers had difficulty contacting 211 due to their location in proximity to Mexico as it was connecting to towers in Mexico and obstructed their calls	Share the ten-digit phone number that will connect to 211 for customers in these locations

APPENDICES A – D

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
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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
Annabel Vera	California Department of Social Services (DSS)	Program Analyst
April Johnson*	San Diego Gas & Electric (SDG&E)	Customer Programs Supervisor
Aurora Cantu	Southern California Edison (SCE)	Senior Manager
Beatrice Lavrov	California Department of Development Services (DDS)	Staff Service Manager
Beena Morar*	Southern California Edison (SCE)	PSPS Readiness Senior Project Manager
Carolyn Nava	Disability Action Center (DAC)	Executive Assistant
Carrie Bowers	San Diego Gas & Electric (SDG&E)	Fire Science Meteorologist
Chris Bober	Pacific Gas & Electric (PG&E)	Director, Customer Care
Chris Garbarini*	California Department of Developmental Services (DDS)	Senior Emergency Services Coordinator
Chris Zenner	Pacific Gas & Electric Company (PG&E)	Vice President of Customer Channels and Services

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
Dana Golan	San Diego Gas & Electric (SDG&E)	Vice President of Customer Services
Julia Mendoza*	San Diego Gas & Electric (SDG&E)	AFN Customer Strategy Manager
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
Gina Esparza	Eastern Los Angeles Regional Center (ELARC)	Emergency Management Coordinator
Greg Oliva	California Department of Social Services (DSS)	Assistant Deputy Director, Central Operations, Community Care Licensing Division
James Cho	California Public Utilities Commission (CPUC)	Program Manager
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
Jennifer Ocampo*	Southern California Edison (SCE)	Senior Advisor, Corporate Giving
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
June Kailes*	Disability Policy Consultant	Disability Policy Consultant
Karey Morris	Kern Regional Center (KERNRC)	HR Manager
Kari Gardner	Southern California Edison (SCE)	Sr. Manager of Consumer Affairs
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
Kevin Sharp	Pacific Gas & Electric (PG&E)	Customer Insights Strategist
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
Lauren Giardina	Disability Rights California (DRC)	Executive Director Managing Attorney
Leora Filosena	California Department of Social Services Adult Program Division (DSS)	Deputy Director, Adult Programs Division
Lisa Corbly*	Pacific Power	Emergency Management Specialist
Lizz Stout*	Pacific Gas & Electric (PG&E)	AFN Program Manager
Malorie Lanthier	North Los Angeles County Regional Center	IT Director
Maria Aliferis-Gierde	Department of Rehabilitation (DOR)	Executive Officer, California Committee on Employment of People with Disabilities

Maria Jaya	California Public Utilities Commission (CPUC)	Public Utilities Regulatory Analyst - SPD
Matthew Fehse*	San Diego Gas & Electric	AFN Regulatory & Compliance Advisor
Matthew McVee	PacifiCorp	Vice President, Regulatory Policy
Megan Geraci	Pacific Gas & Electric (PG&E)	Manager, Customer Resiliency (Generation & Storage Team)
Melissa Kasnitz	The Center for Accessible Technology (C4AT)	Director, Legal
Michael Butier	California Department of Social Services Disaster Unit (DSS)	Functional Assessment Service Team Coordinator
Miguel Larios	San Diego Regional Center (SDRC)	Director, Community Services
Molly Giguere	Disability Rights California (DRC)	Equal Justice Works Disaster Resilience Fellow
Moustafa Abou-taleb	California Public Utilities Commission (CPUC)	Safety Policy Division
Muhammad Al-Ahmar	Southern California Edison (SCE)	Safety Policy Division
Myisha Aban	San Gabriel Pomona Regional Center (SGPRC)	Emergency Management Coordinator
Nguyen Quan	Bear Valley Electric Services (BVES)	Regulatory Affairs
Nhu Tran	San Diego Gas & Electric	Supplier Diversity Project Manager
Nicole Pachaeco	California Council of the Blind (CCB)	Operations Manager
Paul Marconi	Bear Valley Electric Services (BVES)	President, Treasurer, & Secretary
Paula Villescraz	County Welfare Directors Association of California (CWDA)	Associate Director of Legislative Advocacy
Pooja Kishore	PacifiCorp	Renewable Compliance Officer
Rachel Sweetnam	The Center for Accessible Technology (C4AT)	Legal Fellow
Rapone Anderson	California Department of Development Services (DDS)	Northern Region Manager, Career Executive Assignment (CEA)
Rick Yrigoyen	California Department of Social Services Adult Program Division (DSS)	Staff Services Manager

Robb Henderson	San Diego Gas & Electric	Communications Advisor
Robert Carbajal	Southern California Edison (SCE)	Senior Manager, Customer PSPS Compliance & Strategy
Ron Lee*	Redwood Coast Regional Center	Emergency Management Coordinator
Ronald Moore	Bear Valley Electric Services (BVES)	Regulatory Affairs
Rose Samaniego	California Department of Development Services (DDS)	Community Program Specialist III-FHA Supervisor
Ryan Bullard*	Southern California Edison (SCE)	Senior Manager, PSPS Support and Accessibility
Samuel Jain	Disability Rights California (DRC)	Senior Attorney
Scott O'Connell	Red Cross	Regional Disaster Officer
Sean Matlock	Bear Valley Electric Services (BVES)	Energy Resource Manager / Assistant Corporate Secretary
Seneca St. James	California Department of Development Services (DDS)	Community Program Specialist III
Serra Rea	California Foundation for Independent Living Centers (CFILC)	DDAR Manager
Sheri Farinha	NorCal Services for Deaf and Hard of Hearing	CEO
Staphany Lu*	San Diego Regional Center (SDRC)	Emergency Management Coordinator
Stephanie Tews Sheldrick	Pacific Gas & Electric Company (PG&E)	Director, Customer Experience & Insights
Sydney Schellinger	California Department of Aging (CDA)	Senior Emergency Services Coordinator
T. Abraham	Hospital Council	Regional Vice President
Tamara Rodriguez*	California Department of Development Services (DDS)	Officer, Emergency Preparedness & Response
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

Tom Smith*	Pacific Gas & Electric (PG&E)	Sr. Manager, LCE Planning & Operations
Valarie Hernandez	Southern California Edison (SCE)	Principal Manager, Customer Program Services
Zeus Ferrao	Southern California Edison (SCE)	Customer Insights Project Manager, Advisor

Appendix C:
2025 AFN Plan Objective Track

Appendix C 2025 AFN Plan Objective Tracker

2025 Key Objectives	Team	Progress-to-Date	Q1 2025
Increase awareness of IOU programs and services available before, during and after a PSPS	Joint IOU	<ul style="list-style-type: none"> • Creation of the Prepare for Power Down website • Collaborating with CalFresh on food support for individuals with AFN impacted by PSPS activations and identified information sharing needs for program participation. 	<ul style="list-style-type: none"> • JIOU conducted statewide training for California Department of Social Services' In Home Support Services (IHSS) employees to increase awareness of PSPS and resources. • Collaborated with California Department of Developmental Services to review the Prepare for Power Down websites factsheet and possible additions to CRC support offerings
Increase awareness of IOU programs and services available before, during and after a PSPS	SDGE	<ul style="list-style-type: none"> • 2-1-1 San Diego continued the readiness outreach campaign to Medical Baseline customers in the High Fire Threat District • Tribal feedback sessions of customer experience during PSPS • CBO presentations and Social Media packet promoting AFN Preparedness and AFN Self-ID. • Conducted a direct mail preparedness campaign to ~45,000 customers in the HFTD 	<ul style="list-style-type: none"> • 2-1-1 San Diego continued the readiness outreach campaign to Medical Baseline customers in the High Fire Threat District • Ongoing PSPS Preparedness & AFN Support Services education included in outreach presentations to CBO's • Long Term Care Emergency Preparedness Panel and PSPS material distribution • Began development of Q2 tribal feedback sessions as an enhancement to improve customer experience during PSPS
Continue to identify individuals who are Electricity Dependent	JIOU	<ul style="list-style-type: none"> • Partnership with In-Home Services (IHSS) and Regional Centers • Continue to monitor JIOU MBL population study to better understand the opportunity to promote MBL program. Currently awaiting CPUC approval of the study design and budget 	<ul style="list-style-type: none"> • JIOU conducted statewide training for California Department of Social Services' In Home Support Services (IHSS) employees; PSPS program and services information also included details on how to enroll in Medical Baseline
Continue to identify individuals who are Electricity Dependent	SDGE	<ul style="list-style-type: none"> • CBO presentations and Social Media packet for AFN Preparedness and Self-ID • AFN Self ID Messaging included in SDG&E bill package onsert 	<ul style="list-style-type: none"> • Ongoing AFN Self Identification included in local outreach presentations to CBO's • Messaging included in the SDG&E bill package onsert and the March community outreach package including article and social media posts in English and Spanish
Identify new enhancements to	JIOU	<ul style="list-style-type: none"> • Establishment of the Collaborative 	<ul style="list-style-type: none"> • Collaborated with California Department

programs and resources needed to mitigate the impacts of PSPS		<p>Council and the Statewide Advisory Council</p> <ul style="list-style-type: none"> • Launched Phase 2 of the PrepareforPowerDown.com website; developed marketing materials for statewide partners • Joint IOUs aligned and shared best practices of 211's care coordination to enhance offerings 	<p>of Developmental Services to review the Prepare for Power Down website factsheet and possible additions to CRC support offerings</p> <ul style="list-style-type: none"> • Developed new strategy to expand the AFN Core Planning team by including the Statewide Council for the development of the 2026 AFN Plan • JIOU led a robust discussion with Collaborative Council on battery updates, including recent safety concerns; JIOUs expressed a commitment to partner with the Council on finding a prudent solution in the future
Identify new enhancements to programs and resources needed to mitigate the impacts of PSPS	SDGE	<ul style="list-style-type: none"> • Improved the backup battery dispatch process during a PSPS by removing redundancies and improving response time. • Improved San Diego Food Bank process identifying potential food at CRC's during a PSPS • Reviewed results of the PSPS Pre-/Post-Season Survey • Tribal feedback sessions of customer experience during PSPS 	<ul style="list-style-type: none"> • Continued to improve the backup battery dispatch process during a PSPS by removing redundancies and improving response time • Improved San Diego Food Bank process identifying potential food at CRC's during a PSPS • Reviewed results of the PSPS Pre and Post Season Survey
Coordinate and integrate resources with state, community, utility to minimize duplication	JIOU	<ul style="list-style-type: none"> • Development of the JIOU AFN Framework • Creation of the Prepare for Power Down website • Coordination with CalFresh regarding food support • Participation with JIOU External Engagement & Customer Experience Sub-Committee 	<ul style="list-style-type: none"> • Collaborated with California Department of Developmental Services to review the Prepare for Power Down website factsheet and possible additions to CRC support offerings
Coordinate and integrate resources	SDGE	<ul style="list-style-type: none"> • Quarterly Regional PSPS Working Group 	<ul style="list-style-type: none"> • Quarterly Regional PSPS Working Group

with state, community, utility to minimize duplication		<ul style="list-style-type: none"> • County Fire Community Response Team (CERTS) distribution of PSPS Preparedness flyers and resiliency items • Blue Envelope Program offered window stickers for homes and cars that came as a result of discussions with SDGE 	<ul style="list-style-type: none"> • County Fire Community Response Team (CERTS) distribution of PSPS Preparedness flyers and 100 medical cooler bags as part of emergency preparedness in the HFTD
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Appendix D:

Survey Results and Metrics

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

Research Results | March 2025

Prepared for:



Prepared by:



24-330
03/13/25



Background + Objectives

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

Research Design

Methodology

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

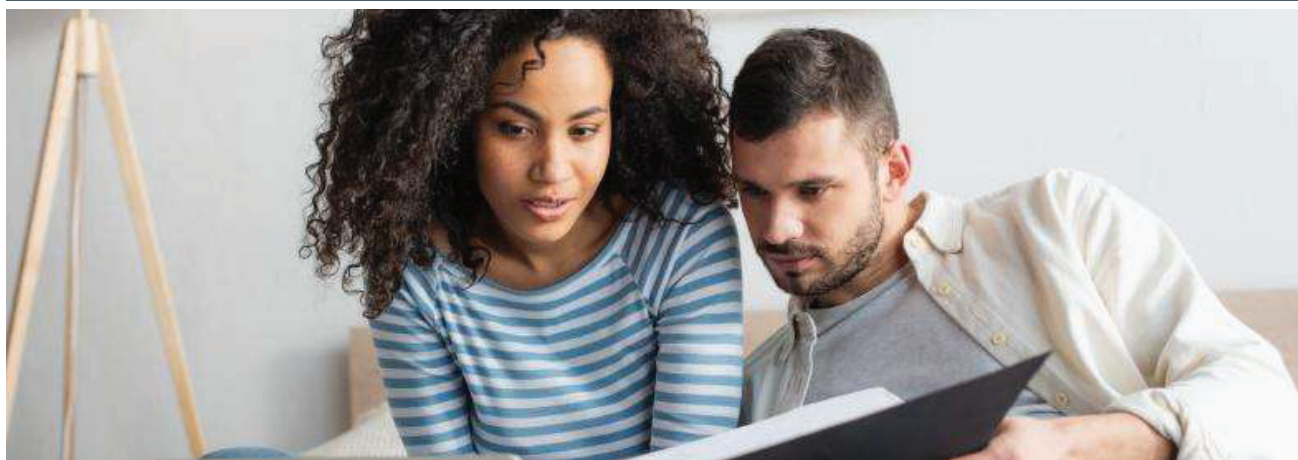
Sample

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

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

Respondent Screening

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



Executive Summary



Languages

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



Favorability

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



Awareness

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

Executive Summary (continued)

PSPS Preparedness



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

PSPS Alerts and Shutoffs



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

Executive Summary (continued)

Non-HFTD vs. HFTD



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

Executive Summary (continued)



AFN vs. Non-AFN Households

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



Small Business

Among the 45 small business participants:

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

Conclusions + Potential Implications

Conclusions

Potential Implications

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



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