

**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)

**PACIFIC GAS AND ELECTRIC COMPANY'S (U 39 E)
2022 ACCESS AND FUNCTIONAL NEEDS (AFN) PLAN FOR
PUBLIC SAFETY POWER SHUTOFF (PSPS) SUPPORT**

KENNETH LEE
Pacific Gas and Electric Company
77 Beale Street, B30A
San Francisco, CA 94105
Telephone: (415) 310-4687
Facsimile: (415) 973-5520
E-Mail: Kenneth.Lee@pge.com
Attorney for:
PACIFIC GAS AND ELECTRIC COMPANY

Dated: July 29, 2022

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In accordance with the California Public Utilities Commission's Phase 2 De-Energization Decision (D.) 20-05-051, Pacific Gas and Electric Company (PG&E) respectfully submits this 2022 Access and Functional Needs Plan for Public Safety Power Shutoff Support regarding its efforts designed to support people and communities with access and functional needs (AFN) during Public Safety Power Shutoff (PSPS) de-energization events (AFN Plan).

Respectfully submitted,

By: /s/ Kenneth Lee
KENNETH LEE

Pacific Gas and Electric Company
77 Beale Street, B30A
San Francisco, CA 94105
Telephone: (415) 310-4687
Facsimile: (415) 973-5520
E-Mail: Kenneth.Lee@pge.com

Attorney for:
PACIFIC GAS AND ELECTRIC COMPANY

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Access and Functional Needs (AFN) Plan for Public Safety Power Shutoff (PSPS) Support

Quarterly Progress Report of Activities
between April 1, 2022 and June 30, 2022



July 29, 2022

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INTRODUCTION

In accordance with D.20-05-051 and D.21-06-034, Pacific Gas and Electric Company (PG&E) provides this quarterly update regarding our progress towards meeting our 2021 PSPS Access and Functional Needs (AFN) Plan and the impact of our efforts to support the AFN and vulnerable population during proactive de-energization (also known as Public Safety Power Shutoff (PSPS)). This update addresses our efforts between April 1, 2022, and June 30, 2022.

Since last reporting progress on PG&E's AFN activities on April 29, 2022, PG&E has achieved the following significant milestones to help serve our most vulnerable customers before, during, and after a PSPS:

- PG&E **secured accessible transportation agreements with two organizations.** These organizations will provide accessible transportation **to and from a Community Resource Center (CRC) during a PSPS for individuals who may be AFN.**
- PG&E **established a framework** for a pilot program to run in the 2022 PSPS season where **CRC visitors will be permitted to leave medical devices to charge** unattended at CRCs during operating hours.
- PG&E expanded efforts launched in Q1 to allow customers to Self-Identify.
- PG&E expanded its **Medical Baseline and Self-Certified Vulnerable Customer Notification Process** to include **electricity-dependent** individuals who **have identified as using Durable Medical Equipment and/or Assistive Technology** through **PG&E's AFN Self-Identification survey.** Approximately 10,000¹ individuals have self-identified as electricity dependent and are not enrolled in Medical Baseline Program or Self-Certified as Vulnerable.

1 CONCEPT OF OPERATIONS | HOW

1.1 Preparedness/Readiness (Before Power Shutoff)

1.1.1 Emergency Operations Center

In Q2 2022, PG&E did not activate our Emergency Operations Center for PSPS.

¹ As of July 8, 2022

1.1.1.1 Preparation Exercises

PG&E completed a tabletop exercise on May 18 and a full-scale exercise from June 13-17 including CBO resources partners as players. Centers from both the California Network of 211 and the Disability Disaster Access and Resources (DDAR) program participated in both exercises. Following the full-scale exercise PG&E hosted an After Action Review to obtain feedback and gather best practices from CBO players. Both the tabletop exercise and the full-scale exercise allowed the DDAR Centers and 211 to improve and enhance their coordination with PG&E.

1.1.1.2 Training

In Q2, PG&E held robust trainings for our EOC staff, as well as role-specific training for each team in the Customer Care organization. PG&E also provided its dedicated AFN EOC team with additional training.

1.1.1.3 AFN Liaison

The AFN Liaison role was not activated in Q2 because PG&E did not experience any PSPS.

1.1.1.4 Customer Care

PG&E did not experience a PSPS in Q2, however, PG&E's Customer Service Representatives continue to confirm contact information, assist customers with an application for the Medical Baseline Program, indicate language preference, self-identifying as vulnerable² and/or self-identifying that a person in their household has a

² In accordance with D.12-03-054, customers that are not enrolled or do not qualify for the MBL Program can "self-identify that they have a serious illness or condition that could become life threatening if service is disconnected" and enroll in PG&E's Vulnerable Customer Status. PG&E uses this designation to make an in-person visit prior to disconnection for non-payment. This designation remains on their account temporarily for 90 days and can be extended to 12 months if the customers submit an application. The customer characteristic, vulnerable senior, is no longer included in the Disconnect OIR based on CPUC D. 20-06-003 (pg. 14), and therefore not included in this metric.

disability³.

1.2 AFN Identification Outreach

In Q2, PG&E launched two digital versions of the AFN Self-Identification survey. The first campaign targeted approximately 52,000 MBL, Disabled, or SIV customers that are likely to experience PSPS and did not respond to the mailed survey. Similar to the survey mailed to customers in Q1, this digital campaign allowed customers an alternative to returning a paper version and self-identify digitally, if they, or someone in their home, identifies with one or more of the following: blind, low vision, Deaf or hard of hearing, disabled (cognitive, physical, developmental), 65+ years old, and/or dependent on assistive technology and/or durable medical equipment.

PG&E executed a second email campaign at the end of Q2. This campaign was sent to over 795k customers who are likely to be impacted by PSPS and have not self-identified as a result of previous campaigns.

PG&E also executed a second call campaign (the first was in Q1) to approximately 17,100 customers who were not MBL or identified as Disabled or SIV, and that have a propensity to qualify for PG&E's MBL program. PG&E's MBL propensity data is used to identify and efficiently target acquisition efforts to households with the highest likelihood to qualify for and enroll in the MBL Program. The call campaign allowed customers to identify if they, or someone in their home, identifies with one or more of the following: blind, low vision, Deaf or hard of hearing, disabled (cognitive, physical, developmental), 65+ years old, and/or dependent on assistive technology and/or durable medical equipment.

As of June 30, approximately 40,000 customers have responded with one or more characteristics.

³ Customers can self-identify with PG&E that they have a person in the household with a disability. This customer designation currently has no end date. In accordance with D.12-03-054, customers who have previously been identified as disabled and who have identified a preferred form of communication, the utility shall provide all information concerning the risk of disconnection in the customer's preferred format (e.g., phone, text, email, TDD/TTY).

See Section 1.5.2 for customer enrollments by month in the MBL program.

The CPUC Phase 3 PSPS Guidelines stipulate that “persons reliant on electricity to maintain necessary life functions, including durable medical equipment (DME) and assistive technology (AT)” must be included in each electric investor-owned utility’s identification efforts, in addition to the existing requirement for each utility from the CPUC Phase 2 PSPS Guidelines⁴.

Table 1 provides the types and counts of customers who have been identified above and beyond the MBL program as of June 30, 2022.

Table 1. Types and Counts of Customers Above and Beyond MBL Program⁵

Types of Customers Above and Beyond MBL Program	Number of Customers (through Jun 30, 2022)
Self-identify to receive an in-person visit before disconnection for non-payment (e.g., vulnerable) ⁶	9,258
Self-identify as having a person with a disability in the household (e.g., “disabled”) ⁷	30,763

⁴ D.20-05-051, Appendix A.

⁵ Counts of customers are not mutually exclusive. Customers may self-identify under multiple types.

⁶ In accordance with D.12-03-054, customers that are not enrolled or do not qualify for the MBL Program can “self-identify that they have a serious illness or condition that could become life threatening if service is disconnected” and enroll in PG&E’s Vulnerable Customer Status. PG&E uses this designation to make an in-person visit prior to disconnection for non-payment. This designation remains on their account temporarily for 90 days and can be extended to 12 months if the customers submit an application. The customer characteristic, vulnerable senior, is no longer included in the Disconnect OIR based on CPUC D. 20-06-003 (pg. 14), and therefore not included in this metric.

⁷ Customers can self-identify with PG&E that they have a person in the household with a disability. This customer designation currently has no end date. In accordance with D.12-03-054, customers who have previously been identified as disabled and who have identified a preferred form of communication, the utility shall provide all information

Types of Customers Above and Beyond MBL Program	Number of Customers (through Jun 30, 2022)
Preference to receive utility communications in non-standard format (e.g., in braille or large print)	1,287
Durable Medical Equipment (DME)	26,381
Assistive Technology (AT)	3,784

1.3 AFN Support Resources

To aid in the support and preparedness of customers with AFN, PG&E provides a broad range of programs and resources before, during, and after PSPS. PG&E is committed to continuously identifying improvements and new opportunities. A progress update on our programs and available resources is below. For additional information about our programs and available resources see our 2022 AFN Plan for PSPS Support.

1.3.1 211 Care Coordination & Referral Service

PG&E’s partnership with 211 connects customers with approximately 11,000 CBOs across PG&E’s service area.

211 continued its focus in Q2 on outreach to at-risk customers, including those living in PG&E’s high-fire-risk areas who are eligible for income-qualified assistance programs and those who rely on life-sustaining medical equipment. The focus of this engagement is to evaluate these customers’ resiliency plans, connect them with existing programs that can help them prepare for outages, and assist them in completing applications for these programs.

211 provides PSPS needs screening via incoming calls and texts, outbound efforts, and in-person visits to identify the needs of households before, during and after PSPS activations. Needs screening efforts also help in identifying households with AFN who may need assistance preparing for emergencies. In addition to these calls and texts, 211 provides Care Coordination. Through the Care Coordination process, individuals will go through an intake assessment with a 211 Care Coordinator, this will include the individuals’ current household situation, electricity needs and medication and/or assistive technology usage to determine their needs before and during a PSPS. Care Coordination provides a personalized safety plan that will list the individual’s emergency contacts, local emergency organizations’ contact information, health and

concerning the risk of disconnection in the customer’s preferred format (e.g., phone, text, email, TDD/TTY).

medical information, etc. During a PSPS, 211 Care Coordinators will reach out to the individual customer to check whether they require any additional support. —

In Q2, PG&E and Southern California Edison (SCE) promoted the availability of Care Coordination through 211 via a joint press release.

In early June, PG&E sent an email to customers likely to be impacted by a PSPS, promoting 211 and the Disability Disaster Access and Resources Program.

1.3.2 Resource Planning and Partnerships

PG&E has established a robust assistance model through agreements with several CBOs and will continue to explore opportunities to provide customer support before, during, and after PSPS.

1.4 Customer Resiliency Programs and Continuous Power Solutions

PG&E offers solutions to reduce adverse impacts from PSPS to customers, including those who are most vulnerable. In advance of wildfire season and throughout Q2 2022, PG&E continued to work with partner organizations to provide outreach and support to customers with AFN. We provide a progress update on our customer resiliency programs and continuous power solutions below. For additional information about our customer resiliency programs and continuous power solutions see our 2022 AFN Plan for PSPS Support.

1.4.1 Disability Disaster Access and Resources (DDAR) Program

In 2022, PG&E continues our partnership with the California Foundation for Independent Living Centers (CFILC) through the DDAR Program to deliver a readiness program that supports people with disabilities, older adults, and to customers who use durable medical equipment and assistive technology that is required to live independently. Table 2 includes the number of customer energy assessments and resources provided to customers through DDAR. In Q2, PSPS did not occur during the quarter, so food vouchers, hotel stays, gas cards, and transportation were not provided. PG&E will continue to provide these resources to customers through DDAR before, during, and after future PSPS.

Table 2. 2022 DDAR Program Resources Provided to Customers

Resources/Engagement with Customers Before, During, and After PSPS	Resources Provided to Customers			
	Q1	Q2	Q3	Q4
Customer Energy Assessments	524	447		
Batteries Delivered	282	306		
Food Vouchers	0	0		
Hotel Stays	0	0		
Gas Cards	0	0		
Transportation	0	0		

1.4.2 Self-Generation Incentive Program (SGIP)

The CPUC’s statewide SGIP provides incentives for permanent battery systems that can provide whole-home backup power during PSPS in addition to providing grid and customer benefits. The SGIP Equity Resiliency Budget (ERB) provides incentives for MBL customers, well pump, and critical non-residential customers in HFTDs.

See Table 3 for an overview of relevant SGIP ERB application and interconnection metrics as of June 30, 2022.

Table 3. SGIP ERB and Interconnection Metrics

Key Application Metrics	999 Equity Resiliency Budgets paid in 2022 (\$39.3M) as of June 2022 5,470 applications received inception to date since SGIP Equity Resiliency Budgets opened in May 2020 <ul style="list-style-type: none">• 2,703 MBL (including 0 waitlisted)• 2,413 well pump (including 0 waitlisted)• 166 commercial and multi-family (including 0 waitlisted)• 0 waitlisted• 52% residential versus 48% commercial and multi-family• Total allocated: \$66.5M MBL, \$69.7M well pumps, \$132.2M commercial and multi-family
Key Interconnection Metrics	June 2022 inception-to-date 3,585 projects interconnected to grid: <ul style="list-style-type: none">• 1,779 MBL• 1,674 well pump

1.4.3 Portable Battery Program (PBP)

The PBP provides free portable backup battery solutions to MBL customers in Tier 2 and 3 High Fire Threat Districts (HFTDs) or who have experienced two or more PSPS since 2020 to support resiliency during PSPS. The program re-launched in June 2022 with direct to customer outreach, assessments, and battery deliveries. Battery deliveries will ramp up in early July. Table 4 includes our quarterly progress on outreach and batteries delivered to customers before, during, and after 2022 PSPS.

Table 4. 2022 PBP Outreach

Outreach and Batteries Delivered to Customers Before, During, and After PSPS	Q1	Q2	Q3	Q4
Customers Reached	N/A	4,408		
Customers Assessed	N/A	2,677		
Batteries Delivered	0	60		

1.4.4 Generator and Battery Rebate Program (GBRP)

PG&E’s GBRP provides leveled rebates to MBL customers, well pump customers, and small and micro-sized business customers that are deemed essential but non-critical. Those located in Tiers 2 or 3 HFTDs are eligible for a \$200 additional rebate if the customer is on PG&E’s CARE or FERA program, so long as the rebate does not exceed the price of the product. Eligible customers must submit their rebate application within 12 months from their purchase date of the qualifying product or by December 31, 2022, whichever date is sooner.

In 2021, PG&E launched the Backup Power Transfer Meter (BPTM) pilot to install devices BPTMs for customers who participated in the GBRP and had compatible generators. The BPTM device is a meter that is also a transfer switch that will automatically connect power to a generator when it detects the grid is offline and switch back to the utility once the grid is back on.

In Q2, PG&E did not install any BPTM devices due to supply chain constraints and updates required to provide a better customer experience. PG&E plans to conduct additional customer outreach to increase enrollment into the BPTM pilot.

Table 5 includes our quarterly progress on the number of rebates PG&E paid to customers and the number of customers that had BPTM devices installed.

Table 5. 2022 GBRP Rebates and BPTM Devices Installed

GBRP Rebates and BPTM Devices Provided to Customers Before, During, and After PSPS	Q1	Q2	Q3	Q4
Number of Rebates Paid to Customers	612	188		
Number of Customers who had BPTM Devices Installed	64	0		

1.5 Customer Assistance Programs

For general information about our customer assistance programs see our 2022 AFN Plan for PSPS Support.

1.5.1 Food Replacement Options and Other CBO Resources

Table 6 includes our quarterly update on our partnerships associated with our food bank programs, meals on wheels providers, and other food resources. A full list of Food Bank Partners can be found in Appendix C, Meals on Wheels Providers in Appendix D, CBOs with Active Agreements for PSPS Support in Appendix E, and Accessible Transportation Partners in Appendix F.

Table 6. Food Resource Partnerships

Quarter	Food Banks		Meals on Wheels		Other Food Replacement/Other	
	Number of Partnerships	Number of Agreements Executed	Number of Partnerships	Number of Agreements Executed	Number of Partnerships	Number of Agreements Executed
Q1	22	0	25	1	7	0
Q2	22	0	25	0	7	0
Q3						
Q4						

1.5.1.1 Community Food Bank Support

PG&E recognizes food replacement is a critical need for some individuals with AFN, particularly those who are low income. While PG&E has an existing relationship with

the California Food Bank Association and provides resilience grants to the various regional food banks, PG&E also continues to establish agreements with food banks throughout our service area to seek additional support for customers experiencing food loss resulting from PSPS. In Q2 2022, PG&E continued to look for opportunities to enhance food bank agreements. Additionally, PG&E will continue to offer grants to affected food banks within our service territory to provide critical services to vulnerable customers during emergencies, including wildfires, power outages, and PSPS.

1.5.1.2 Meals on Wheels Partnerships

PG&E has partnered with Meals on Wheels providers throughout our service area to provide seniors who are impacted by a PSPS with one or two additional meal(s) per day for the duration of the power shutoff. In addition to the meal, the provider completes an in-person wellness visit that includes messaging about the potential PSPS and guidance to additional resources available through PG&E. In Q2 2022, PG&E continued to explore opportunities for additional partnerships.

1.5.1.3 Grocery Delivery Services

Food for Thought, based in Sonoma County, provides groceries to customers who are impacted by a PSPS and are homebound due to advanced medical conditions (e.g., COVID-19, congestive heart failure, HIV/AIDS). Groceries provide the participating individual with enough food for three meals a day for a week.

In Q2 2022, PSPS did not occur during the quarter, and therefore, Food for Thought did not provide any groceries for PSPS.

1.5.1.4 Family Resource Centers

In 2021, PG&E established partnerships with one family resource center to provide families experiencing food loss with grocery gift cards depending on family size. This family resource center provides support in Napa County.

In Q2 2022, PSPS did not occur during the quarter, and therefore, the family resource center did not provide grocery gift cards. PG&E continues to look for opportunities to expand agreements to additional family resource centers throughout our service area.

1.5.1.5 Fresh Produce

Lost Sierra Food Project in Plumas County has an agreement with PG&E to provide fresh produce and vegetables from their local farm to customers experiencing food loss due to PSPS.

In Q2 2022, PSPS did not occur during the quarter, and therefore, Lost Sierra Food Project did not provide fresh produce and vegetables to our customers.

1.5.1.6 Portable Shower and Laundry Services

Haven of Hope on Wheels in Butte County has partnered with PG&E to deploy portable showers and laundry services in Butte County when customers are without power due to PSPS.

In Q2 2022, PSPS did not occur during the quarter, and therefore, Haven of Hope on Wheels did not deploy portable showers and laundry services.

1.5.1.7 Accessible Transportation

PG&E provides accessible transportation for our customers to Community Resource Centers (CRC) or hotels through our DDAR Program and 211.

In Q2, PSPS did not occur during the quarter, and therefore, customers did not require accessible transportation due to the impacts of PSPS. In an effort to expand accessible transportation to a CRC from an individual residence and back, PG&E approached a number of organizations in Q2 and successfully established 2 new agreements that will allow customers to coordinate accessible transportation directly. Expanded accessible transportation is now available in Shasta, Solano, Sonoma, Marin, and San Francisco counties. PG&E continues to explore opportunities to expand these agreements to other providers.

1.5.2 MBL Program

The MBL Program is an assistance program for residential customers who have extra energy needs due to qualifying medical conditions. PG&E continued to encourage customer participation in the MBL Program⁸ (see Section 1.7.1, which describes the outreach we conducted to drive enrollment in the program). Table 7 shows the growth in enrollments by month of persons eligible for the MBL Program.

⁸ On September 23, 2021, the CPUC released the final resolution E-5169, “Implementing Improvements to MBL Programs and Affirming Compliance with SB 1338.” Pursuant to this resolution, PG&E, SCE, and SDG&E will establish a goal to increase MBL enrollment relative to 2018 levels by 7 percent in 2021, 8 percent above 2018 levels in 2022, and 9 percent above 2018 levels in 2023. As of June 2022, PG&E has surpassed its MBL enrollment targets for 2022.

Table 7. MBL Program Customer Enrollments (Jan 1 – Jun 30, 2022)

	Jan	Feb	Mar	Apr	May	Jun	YTD
Total Start of Month MBL Customers	263,534	263,792	264,596	265,315	265,947	266,218	N/A
New MBL Customers	1,929	2,405	3,130	2,653	2,072	2,461	14,650
MBL Customers Removed ⁹	1,671	1,601	2,411	2,021	1,801	1,980	11,485
Total End of Month MBL Customers	263,792	264,596	265,315	265,947	266,218	266,699	266,699

As of June 30, 2022, PG&E has 3,581 Master Meter Tenants enrolled in the MBL Program, which is an increase of 0.3% since the last reporting enrollment in our Q1 2022 AFN Progress Report.

As of June 30, 2022, 169,914 MBL customers are designated as “Life-Support” customers. “Life Support” is a sub-category under the MBL Program. During MBL certification, the qualified medical practitioner is required to specify if the customer (or the resident with medical needs) is dependent on a life support device, and therefore, belongs in the “Life Support” sub-category. A life support device is any medical device necessary to sustain life or relied upon for mobility. The term “life-support device” includes, but is not limited to, respirators, iron lungs, hemodialysis machines, suction machines, electric nerve simulators, pressure pads and pumps, aerosol tents, electrostatic and ultrasonic nebulizers, compressors, Intermittent Positive Pressure Breathing (IPPB) machines, and motorized wheelchairs.

⁹ In March 2020, PG&E voluntarily suspended MBL recertification and self-certification requirements as part of our COVID-19 Consumer Protections Plan. Since then, the removed customers number only reflects those who have asked to be removed from the MBL program or who have stopped their PG&E service(s).

1.5.3 Energy Savings Assistance (ESA) Program

The ESA program provides free home weatherization, energy-efficient appliances, and energy education services to income-qualified PG&E customers throughout our service territory.

Through the end of Q2 2022, PG&E's ESA contractors continued to share information about emergency preparedness, PSPS, and other financial assistance programs with 35,375 customers through in-home educational activities, following all public safety protocols, and some virtually due to COVID-19 concerns.

PG&E will be providing and distributing coolers to eligible ESA participants who reside in Tier 3 HFTDs, allowing them to keep food cold for an extended duration and possibly prevent perishables spoilage during an outage, when this measure is available in Q3 of 2022 in the new ESA Plus Program.

1.5.4 California Alternative Rates for Energy Program (CARE)/Family Electric Rate Assistance (FERA)

The CARE and FERA are PG&E discount programs that help eligible customers afford their energy bills. Over 1.5 million¹⁰ customers are receiving bill discounts through these two programs. Biannual CARE outreach training for contractors will be held in 2022 for new contractors and as a refresher for existing contractors.

In 2022, PG&E started a focused training series. Throughout the year PG&E highlights various programs with a special focus on programs that can help customers save money. The trainings are provided by a program subject matter expert and are designed to help CBOs understand each program so they can better educate customers on options available to them.

In Q2, PG&E provided focused training on CARE/FERA, Smart AC and Power Saver Rewards.

1.6 PSPS Preparedness Outreach and Community Engagement

1.6.1 PG&E Advisory Boards/Councils

In 2022, PG&E is committed to ongoing engagement with external stakeholders, Public Safety Partners, and advisory boards/councils to gain feedback on its approaches for serving customers before, during, and after PSPS. The following section describes our

¹⁰ CARE: 1.473 million, FERA: 38,948

Q2 2022 engagement and the feedback we received, and how PG&E plans to incorporate the feedback to enhance the customer experience.

Table 8. Summary of Consultation with Advisory Boards and Councils

People with Disabilities and Aging Advisory Council (PWDAAC)		
Meeting	Summary of Engagement and Feedback	Actions Guided by Feedback
<p>Date: June 10, 2022 Location: Virtual Purpose:</p> <ul style="list-style-type: none"> Bring together organizations supporting AFN customers with PG&E’s leaders, to connect and collaborate, discuss relevant topics, highlight progress made, and identify areas for improvement for how PG&E’s programs support seniors and individuals with disabilities. 	<p>Summary of Engagement</p> <ul style="list-style-type: none"> PG&E provided an overview of Enhanced Powerline Safety Settings (EPSS), a progress report on AFN identification efforts, information on PG&E’s customer resiliency programs, an overview of the PSPS Pre-Season Report that was to be filed July 1, and information on PG&E’s CRCs for PSPS including information for service animals. 	<p>Completed Actions This Quarter</p> <ul style="list-style-type: none"> Provided April, May, and June newsletters to PWDAAC. Conducted outreach via AFN Call Campaigns Conducted pre-season outreach efforts in April to those within EPSS scope including an initial email and letter to customers, an email to customers in May who reside in areas that might be more impacted, radio ads, and CWSP webinars and communications. Shared CBO Toolkit, including a social media toolkit. Continued working with partners to ensure all videos are accessible to all.
	<p>Feedback</p> <ul style="list-style-type: none"> PWDAAC noted that it would be helpful for consumers to have a 	<p>On-Going Actions</p> <ul style="list-style-type: none"> Continue utilizing the PWDAAC as a forum to receive input and

	<p>generalized notification May-November that they may likely experience an unexpected shutoff.</p> <ul style="list-style-type: none"> • PWDAAC recommended sending postcards to durable medical equipment (DME) providers regarding EPSS. • PWDAAC acknowledged and were thankful for the addition of privacy screens and drop-off charging at CRCs. • PWDAAC recommended developing protocols for and providing training to CRC staff to assist customers with dementia who visit and/or are dropped off at CRCs. • PWDAAC recommended ensuring large print format is available at CRCs. • PWDAAC inquired if CRC staff have been trained to enable accessibility features on laptops for customers that may need to utilize a PG&E device at a CRC. 	<p>feedback on a broad variety of PG&E programs affecting AFN customers</p> <ul style="list-style-type: none"> • Continue working on the development of the one-stop shop for customers with access and functional needs to learn about and enroll in programs/services. • Continue working with Health Care Providers and DME companies to provide information about PG&E's programs. <p>Future Actions</p> <ul style="list-style-type: none"> • PWDAAC to share with PG&E any recommendations on supplemental EPSS information they would like to see in future newsletters. • PWDAAC to share with PG&E if they hear from customers that they received PG&E information from their DME providers. • PG&E to ensure large print format is available at CRCs. • PG&E is working towards the broad use of size 14 font in all
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	<ul style="list-style-type: none"> • PWDAAC recommended including designated relieving areas for service animals that are safe from traffic at CRCs. • PWDAAC recommended including audio descriptions and closed captioning on all PG&E videos. • PWDAAC recommended ensuring council members are connected to PGE's social media accounts. 	<p>wildfire safety marketing materials.</p> <ul style="list-style-type: none"> • PG&E will provide information to PWDAAC on CRC staff's training on enabling accessibility features on laptops at CRCs. • PWDAAC will review www.pge.com/CRC/ and make recommendations on accessibility. • PG&E to look into providing training to establish a relieving area for service animals at CRCs. • PG&E to include social media handles on upcoming PWDAAC newsletters.
Future Meeting(s)	September 16, and December 16, 2022 (Meeting cadence is quarterly.)	
Access and Functional Needs Collaborative Council Meeting¹¹		
Meeting	Summary of Engagement and Feedback	Actions Guided by Feedback
Date: April 4, 2022 Location: Virtual Purpose:	Summary of Engagement <ul style="list-style-type: none"> • PSPS is a solution to one public safety problem that created another public safety problem 	Completed Actions This Quarter <ul style="list-style-type: none"> • N/A

¹¹ See Appendix A for the AFN Collaborative Council Participants.

<ul style="list-style-type: none"> • Provide a forum for the AFN executives and Joint IOU CEOs/leadership to convene for a progress update in advance of wildfire season 	<ul style="list-style-type: none"> ○ AFN leaders communicated a lack of a comprehensive and consistent plan statewide • Identified need to build capacity in a way that provides consistency across the state for people with AFN and/or electricity dependency before, during and after events <ul style="list-style-type: none"> ○ DDAR is excellent but serves a slim number of those who rely on power statewide, and is not available in all areas served by CA IOUs ○ AFN Stakeholders asserted that it ultimately comes down to the capital and the financial investments to build internal capacity <ul style="list-style-type: none"> ▪ AFN partners are willing and able to help IOUs build internal solutions to reach/serve the community with the IOU-funded resources 	
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	<ul style="list-style-type: none"> ○ Opportunity to lead not just the nation, but the world to meet the needs of customers impacted by PSPS and climate-related challenges ● Identified opportunity to think about overall customer engagement and need to tell the complete story of how the IOUs are working with these communities in order to help affect the way people view the individual brands ● Shared need for mapping of the customer experience journey to identify the current state, ideal state, gaps, and areas most critical to zero in on ● Reinforcement surrounding continued partnership and that conversations like these continue to occur 	
	<p>Feedback</p> <ul style="list-style-type: none"> ● AFN executives communicated a lack of a comprehensive and consistent plan statewide 	<p>On-Going Actions</p> <ul style="list-style-type: none"> ● Evaluate a universal landing page as a central hub for all utilities providing a customer evaluation tool; consider pairing with Prepare

	<ul style="list-style-type: none"> • Asserted that capacity ultimately comes down to the capital and the financial investments to build internal capacity and that they are willing and able to help IOUs build internal solutions to reach/serve the community with the IOU-funded resources • Overall, great progress has been made with the advisory council group 	<ul style="list-style-type: none"> • for Power Down website [started in Q1, continuous] • Conduct market research to help identify and reach out to individuals and communities geographically who are categorized with AFN and provide necessary resources accordingly [Q3, continuous] • Consider communication campaigns and strategic partnerships with CBOs to provide awareness around AFN campaigns [started in Q1, continuous] <p>Future Actions</p> <ul style="list-style-type: none"> • Committed to pursuing a uniform approach for people with disabilities and AFN across the state taking into consideration regional needs and services <ul style="list-style-type: none"> ○ Same customer experience and resources regardless of where you're served • Evaluate programs & communications along with resources to be provided
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		<ul style="list-style-type: none"> • Explore a combined central public-facing website with a one-stop-shop for people to get information regardless of where they're served • Make significant progress in the above efforts before the next wildfire season
<p>Date: June 15, 2022 Location: Virtual Purpose:</p> <ul style="list-style-type: none"> • Provide a forum for the AFN executives and Joint IOU CEOs/leadership to convene for a progress update in advance of wildfire season 	<p>Summary of Engagement</p> <ul style="list-style-type: none"> • Action Item Dashboard- <ul style="list-style-type: none"> ○ AFN executives received a preview of the action item dashboard and tracker the Joint IOUs have prepared for progress made-to-date on action items identified by the council. • Joint IOUs provided updates on data heat maps, AFN Self-Identification and medical device charging at CRCs 	<p>Completed Actions This Quarter</p> <ul style="list-style-type: none"> • N/A
	<p>Feedback</p> <p>Action Item Dashboard-</p> <ul style="list-style-type: none"> • Written summary of completion and differentiating between 	<p>On-Going Actions</p> <ul style="list-style-type: none"> • Continue to review customer feedback and lessons learned from incidents such as winter

	<p>utility-specific and statewide action items provided for IOU consideration. Aligned on quarterly updates provided on dashboard from IOUs to AFN executives.</p> <ul style="list-style-type: none"> • Ensure that expectations for CRCs are similar (if not the same) across all offerings and all IOUs in terms of charging capabilities, temperature control, accessibility spacing, etc. 	<p>storms or other hazards to inform future actions</p> <ul style="list-style-type: none"> • Continue to leverage the AFN executives to obtain feedback <p>Future Actions</p> <ul style="list-style-type: none"> • N/A
IOU Responsible Owner	Aaron August, Vice President of Business Development & Customer Engagement	
Future Meeting(s)	Future meetings are TBD.	
Statewide Joint IOU Advisory Council¹²		
<p>Date: June 22, 2022 Location: Virtual Purpose:</p> <ul style="list-style-type: none"> • Provide statewide council an update on outstanding action items to date and receive feedback on the 	<p>Summary of Engagement</p> <ul style="list-style-type: none"> • Discussed Future Meeting Format <ul style="list-style-type: none"> ○ Reviewed combined meeting format for Q3 2022 and beyond, which incorporates a joint format with the AFN Advisory Council 	<p>Completed Actions This Quarter</p> <ul style="list-style-type: none"> • Shared eligibility requirements for IOU portable battery/generator rebate offerings • San Diego Gas & Electric (SDG&E) provided details regarding data

¹² See Appendix B for the Joint IOU AFN Advisory Council List of Participants.

<p>comms/notification plan in advance of wildfire season</p>	<ul style="list-style-type: none"> ○ Determined that the AFN Statewide Council will function as a working group and the AFN Leadership Council will function as a steering committee ● IOU-Specific Action Item Updates <ul style="list-style-type: none"> ○ Joint IOUs provided updates on data heat maps, AFN self-identification, and medical device charging at CRCs. ● Questions arose regarding the recent CPUC proposed Administrative Enforcement Orders issued surrounding 2020 wildfire season ● IOUs went into further detail regarding the market research data they received compared to regional center and IHSS data ● PSPS Communications/Notification Plan Feedback <ul style="list-style-type: none"> ○ Statewide Council members inquired about address alerts and who could sign up for them. 	<p>obtained for heat maps and how used</p> <ul style="list-style-type: none"> ● Provided short-language explanation of strategies in getting to the “who” from each IOU for the AFN communities to be shared externally ● Reviewed outstanding action items and ensured progress is being made. ● Hosted meetings to align on joint commitments and outstanding action items ● Presented findings on action items during AFN Exec Meeting <p>On-Going Actions</p> <ul style="list-style-type: none"> ● Continue to review customer feedback and lessons learned from incidents such as winter storms or other hazards to inform future actions
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	<ul style="list-style-type: none">▪ IOUs noted that any individual can sign up for address alerts for any address, regardless if they are the account holder• Statewide Website<ul style="list-style-type: none">○ IOUs shared that they are looking into a one-stop shop website for individuals with AFN to be able to visit in order to see applicable programs from the IOUs that serve them.<ul style="list-style-type: none">▪ IOUs requested feedback from council members regarding vanity URL suggestions.▪ Statewide Council agreed with the importance of this website and asked for search engine optimization to be	
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	<p>considered for easy accessibility</p>	
	<p>Feedback</p> <ul style="list-style-type: none"> • IOUs took an action item to discuss the recent CPUC proposed Administrative Enforcement Orders issue surrounding the 2020 wildfire season in the Q3 meeting • Statewide Council recommended that ASL is considered when mentioning notifications available in multiple languages • Statewide Council members wanted further clarification sent out to external partners to ensure that all parties are aware individuals can sign up for address-level alerts regardless of whether or not they are an account holder 	<p>Future Actions</p> <ul style="list-style-type: none"> • Discuss proposed administrative enforcement order issues by CPUC regarding the 2020 wildfire season and IOU failures including direct responses to improve in Q3 2022 Statewide Council Meeting • Review Census data by zip code for potential use in heat map data layers • Provide Council members and other CBOs with digital creative about Address Alerts, reiterating one does not need to have a utility account to set up notifications for any address via Address Alerts • Ensure that ASL notifications are being considered • Draft list inclusive of keyword searches for a one-stop-shop website that individuals may

		search when trying to find resources online
Future Meeting(s)	Q3 2022 Statewide Joint IOU AFN Advisory Council (August 2022; Date TBD)	
Local Government Advisory Councils and Working Groups		
Meeting	Summary of Engagement and Feedback	Actions Guided by Feedback
Date: June 30, 2022 Location: Virtual Purpose: <ul style="list-style-type: none"> • PSPS Exercises • PSPS Policies and Procedures • Public Safety Specialist Staffing 	Summary of Engagement <ul style="list-style-type: none"> • Review of Outage Portal • Discussion PSPS Exercises 	Completed Actions This Quarter <ul style="list-style-type: none"> • Followed up on accessible transportation • Discussed PSPS messaging consistency from different teams • Provide further information regarding automated PSPS agency notification threshold
	Feedback <ul style="list-style-type: none"> • Inquired on how the Outage Portal can be used to inform the community; recommend Public Safety Partners use the Outage Portal to leverage real-time outage information 	On-Going Actions <ul style="list-style-type: none"> • Discussion on PG&E's undergrounding efforts • Discuss PSPS notifications
		Future Actions <ul style="list-style-type: none"> • Discussion on PG&E's undergrounding efforts • Discuss PSPS notifications • Better prepare full-scale exercise observers regarding exercise communication expectations ahead of next year's exercises

Future Meeting(s)	September 29 and December 15, 2022 (Meeting cadence is quarterly.)	
Communities of Color Advisory Group		
Meeting	Summary of Engagement and Feedback	Actions Guided by Feedback
<p>Date: June 22, 2022 Location: Virtual Purpose:</p> <ul style="list-style-type: none"> Solicit input from Communities of Color Advisory Group which assists PG&E in crafting outreach and engagement with communities of color on a broad spectrum of issues impacting diverse communities. 	<p>Summary of Engagement</p> <ul style="list-style-type: none"> PG&E presented its Community Wildfire Safety Program and the key initiatives and program highlights Focus on mitigating wildfire risk, minimizing impact on customers and maximizing situational awareness 	<p>Completed Actions This Quarter</p> <ul style="list-style-type: none"> Follow-up on SGIP funding availability
	<p>Feedback</p> <ul style="list-style-type: none"> Interested in learning more about PSPS resources 	<p>On-Going Actions</p> <ul style="list-style-type: none"> Paid partnerships with some members of this group to increase penetration in bill savings programs
		<p>Future Actions</p> <ul style="list-style-type: none"> NA
Future Meeting(s)	September 28, 2022	

1.6.2 Statewide Website for AFN Solutions

PrepareforPowerdown.com is a Joint IOU website, created as a centralized resource for statewide CBO and agencies serving AFN communities, providing easy access to IOU information on PSPS preparedness and resources. The website offers downloads, including the 2021 Joint IOU Medical Baseline flyer in 11 languages, the Joint IOU CBO training presentations, PSPS social media graphics and utility-specific PSPS support materials.

In response to the AFN Collaborative Council’s request for a Joint IOU centralized website, the IOU’s established a working group in Q1 and began identifying enhancements for PrepareforPowerdown.com based on the feedback received. The Joint IOU working group benchmarked with other organizations to look for both short and long-term solutions. A vendor has been identified and a proposal and scope of work (SOW) was submitted to the Joint Utilities for review. The Joint Utilities are reviewing the proposal and SOW; in parallel a meeting to review design, phased deliverables, and demonstration for external stakeholders is being scheduled for Q3. In addition, the Joint IOU working group is engaged with the Universal Application System (UAS)¹³ working group that explored an Income Qualified UAS to understand the feasibility of developing a “one-stop shop”, and how efforts made by the Joint Utilities WG and the Qualified UAS Working Group could be aligned. The UAS Report¹⁴ recommends pursuing integrations for resiliency programs that help customers mitigate the impacts of PSPS once CARE, FERA, and ESA applications are successfully integrated. The Joint Utilities Working Groups will continue to seek opportunities to work with the Qualified UAS Working Group.

1.7 AFN Public Education and Outreach

PG&E utilizes a multi-pronged approach to communicate with our customers in the AFN community regarding PSPS awareness, preparedness education, and mitigation services through direct communications, mass media, CBO collaborations, and more recently partnering with State agencies to jointly market solutions.

PG&E’s customer preparedness outreach and community engagement conducted in Q2 2022 is described below.

¹³ D.21-06-015

¹⁴ Universal Application System (UAS) Report - Final, <https://pda.energydataweb.com/#!/documents/2626/view>

1.7.1 MBL Customer Outreach

PG&E encourages customer participation and enrollment in the MBL Program through direct-to-customer outreach, CBO partnerships, and building strong relationships with the health care industry. This outreach aims to help individuals who rely on power for their medical needs prepare for PSPS and connect with relevant resources for support.

Table 9 summarizes the MBL acquisition campaign statistics as of June 30, 2022.

Table 9. 2021 vs. 2022 MBL Program Acquisition Targeting Outcomes

Goal: Increase engagement with prospective MBL Program customers through multi-channel outreach and awareness campaigns										
Year	Total Channel Count	Direct Mail		Email			Bill Insert		Digital Media	
		Customers Reached	# Touches	Customers Reached	# Touches	Avg. Click Rate	Customers Reached	# Touches	Total Impressions	Total Conversions (Clicks)
2021	23	2,463,629	8	2,317,955	11	1.42	11,016,000	4	128,745,568	317,645
2022	14	2,130,464	4	4,129,053	9	2.2	3,000,000	1	15,449,348	40,686

1.7.2 Health Care Industry Strategy

PG&E recognizes that ongoing engagement with healthcare practitioners, medical associations, and durable medical device suppliers in 2022 is a key opportunity to increase enrollment in the MBL Program and connect individuals with AFN to medical device resources if needed during PSPS.

On June 30, 2022, the Joint IOUs developed a pre-recorded, on-demand training video with the California Hospital Association/California Hospital Council. The Joint IOU presentation featured wildfire safety, PSPS, MBL, backup battery options and other resources available to customers. The training video will be made available on the California Hospital Association's website for staff and members.

PG&E also engaged with the following healthcare industry and durable medical equipment partners in Q2: Plumas District Hospital, California Association of Health Facilities (CAHF), Marysville Medical Clinic, CA Physicians' Assistant Board, Owens HealthCare, and Durable Medical Equipment Company, and We Care Home Assistants LLC.

The Joint IOUs have scheduled a series of workshops that will be presented in Q3. These workshops will provide an education focus on wildfire safety, PSPS and other resources available to customers.

1.7.3 Outreach and Engagement with Master-Metered Owners, Property Managers, and Multi-Unit Dwelling Account Holders

PG&E conducts outreach to multi-unit dwelling account holders, property managers, and master-meter owners whose residents are not direct PG&E-metered customers that includes information about resiliency programs, PSPS preparedness and resources, and reinforces the importance of tenants signing up for direct notifications prior to PSPS via Address Alerts¹⁵.

PG&E continues to promote awareness of Address Alerts in training and webinars.

In June, PG&E mailed and emailed an informational toolkit to master-meter owners. The toolkit shared information and resources including how tenants can sign up for

¹⁵ PG&E Address Alerts is a tool designed to provide notifications about a potential PSPS for any address that is important to an individual, regardless if they are a customer with PG&E or not. Address Alerts is available in 16 languages via phone or text.

MBL and Address Alerts. The toolkit was also emailed to master meter customers with a valid address on file.

PG&E established an informational partnership with North Valley Property Owners Association to share preparedness information with their members which include a mixture of property managers of multi-unit dwellings and private owners who are renting out their homes or duplex. In Q2, PG&E hosted a webinar focused on wildfire prevention efforts and took a deep dive into resources and support available for tenants, such as PG&E's MBL, 211, Meals on Wheels and in-event food replacement.

Also, in Q2, a general wildfire preparedness article was posted to the CA Apartment Associations' website through a joint effort with SCE and SDG&E. This article was also emailed to all 43,000 CA Apartment Association subscribers.

1.7.4 Accessibility of Communications

PG&E's online customer communications, including our website and PSPS customer notification emails, have been tested for usability and accessibility to meet Web Content Accessibility Guidelines (WCAG) 2.0 AA accessibility standards. In 2022, we will start testing some content for WCAG 2.1 AA accessibility standards.

In Q2, PG&E explored ways to enhance accessibility of notification to individuals who may be Deaf or hard of hearing by releasing a request for proposal (RFP) from agencies who translate communications into American Sign Language (ASL). Responses to the RFP are expected in Q3.

1.7.5 Tribal Engagement

PG&E assists tribal governments throughout our service area to mitigate the impacts of PPS on their tribal members, and other emergency situations such as the COVID-19 pandemic, extreme weather storms, wildfires, and rotating outages.

In Q2, PG&E held a PPS Critical Facilities Review, ESA Project Presentation and a CWSP Webinar with Tribes. The Quarterly Tribal Newsletter included information on AFN programs available to Tribes and upcoming AFN webinars.

1.7.6 Translations of Communications

PG&E translates Community Wildfire Safety Program (CWSP) and PPS

communications and notifications in 15 non-English-languages.¹⁶ This includes the translation of in-event PSPS notifications, as well as PG&E’s website and other critical wildfire safety and PSPS preparedness materials. PG&E promotes our in-language options, encouraging customers to select their preference, using various channels including direct mail, email, social media, multi-media partners, and CBOs.

As of June 30, 2022, PG&E has a contract with one CBO to provide in-language communications to customers in a variety of Indigenous languages both for preparedness outreach and in-event communications during PSPS. This CBO provides in-language outreach using social media, in-person communications, and one-on-one phone calls in one or more of the following languages: Spanish and Nahuatl.

In Q2, PG&E continued to develop new notifications and update notifications that will be launched later this year. These messages will be translated into all 15 non-English languages and include specific reference to resources available through 211.

PG&E continues to offer in-language support through our Contact Center. The Contact Center is equipped to provide translation support in over 240 languages.

Further, PG&E engages with multicultural media outlets throughout the year to promote safety initiatives, including PSPS, to monolingual or difficult-to-reach populations that may not have access to mainstream television media and/or read/speak English. See Section 1.8.1.6.1 for more information on our multicultural media engagement.

1.7.7 “Wildfire Safety Town Halls,” Webinars and other Community Events

PG&E hosts interactive virtual safety town halls where customers can learn about our work to prevent wildfires, hear about emergency preparedness activities, get answers to their questions, and provide feedback to PG&E executives on our wildfire prevention plans and PSPS initiatives. Additionally, PG&E holds webinars for our customers and communities to help them prepare for emergencies. PG&E hosts and/or participates in community events focused on AFN customers, including AFN-targeted webinars and participation in virtual meetings hosted by CBOs and state agencies (IHSS/Regional Centers).

In 2022, the format and timing of community events will depend on the public health

¹⁶ These include Spanish, Chinese, Tagalog, Russian, Vietnamese, Korean, Farsi, Arabic, Hmong, Khmer, Punjabi, Japanese, Thai, Portuguese, and Hindi.

safety protocols related to COVID-19. When it becomes safe for our customers, communities, and employees to gather, PG&E will review the potential to resume in-person events, based on state and local health guidance.

Table 10 summarizes our targeted outreach in Q2 2022. Table 11 summarizes our PSPS Safety Webinars, Regional Working Meetings, and Wildfire Webinars in Q2 2022.

Table 10. Summary of Targeted Outreach Conducted in Q2 2022

Date	Summary of Outreach and Engagement	Audience/County
April 6, 2022	Q1/Q2 Community Outreach Training #2	CARE Contractors
April 13, 2022	Undergrounding Advisory Group	Key stakeholders and industry experts
April 19, 2022	Critical Facilities Webinar for Tribes	Tribes
May 12, 2022	Redwood Coast and North Bay Regional Centers	Regional Centers
May 18, 2022	Public Safety Partner Webinar-Telecommunications Providers	Telecommunications Provider
May 19, 2022	Alta California and Valley Mountain Regional Centers	Regional Centers
May 19, 2022	Paratransit Coordination Council (PCC)	Paratransit Providers
May 20, 2022	Public Safety Partner Webinar-Community Choice Aggregators	Community Choice Aggregators
May 31, 2022	Golden Gate and East Bay Regional Centers	Regional Centers
June 2, 2022	Area Agency on Aging	CBO
June 9, 2022	Public Safety Partner Webinar-Water Agencies	Water Agencies
June 9, 2022	Far Northern Regional Center	Regional Centers
June 9, 2022	C-PAC Q2 Meeting	CBO

Date	Summary of Outreach and Engagement	Audience/County
June 10, 2022	People with Disabilities and Aging Advisory Council (PWDAAC)	CBO
June 15, 2022	AFN Leadership Council	CBO
June 27, 2022	Central Valley and Kern Regional Centers	Regional Centers
June 27, 2022	California Governor's Office PSPS Overview Briefing	California Governor's Office
June 30, 2022	CWSP Advisory Committee	Key Tribal, local and agency stakeholders
June 30, 2022	Wildfire Safety Webinar for Tribes	Tribes

Table 11. CPUC Meetings, PSPS Wildfire Safety Town Halls, and Regional Webinars

Date	Event	Audience/County
April 5, 2022	CPUC Monthly PSPS Briefing	CPUC
April 5, 2022	CWSP Webinar for San Francisco Federal Executive Board	San Francisco Federal Executive Board
April 6, 2022	CWSP Webinar: Mariposa, Tuolumne, Calaveras, Alpine and Amador County	Mariposa, Tuolumne, Calaveras, Alpine, Amador County
April 13, 2022	CWSP Webinar: Placer and El Dorado County	Placer, El Dorado County
April 20, 2022	Safety Town Hall/CWSP Webinar: All Customers	All Customers
April 27, 2022	CWSP Webinar: Napa, Lake and Colusa County	Napa, Lake, Colusa County
May 3, 2022	CPUC Monthly PSPS Briefing	CPUC
May 3, 2022	AFN Webinar for Deaf/Hard of Hearing Customers	Deaf/Hard of Hearing Customers
May 4, 2022	CWSP Webinar: Marin and Sonoma County	Marin, Sonoma County

Date	Event	Audience/County
May 11, 2022	CWSP Webinar: Mendocino, Humboldt, Trinity, and Siskiyou County	Mendocino, Humboldt, Trinity, Siskiyou County
May 18, 2022	CWSP Webinar: Nevada, Sierra, and Yuba County	Nevada, Sierra, Yuba County
May 19, 2022	AFN Webinar for Blind/Low Vision Customers	Blind/Low Vision Customers
May 25, 2022	CWSP Webinar: Tehama, Shasta, Lassen, and Glenn County	Tehama, Shasta, Lassen, Glenn County
June 2, 2022	KDTV Univision Webinar	Bay Area
June 8, 2022	Safety Town Hall: Santa Clara	Santa Clara County
June 8, 2022	Regional Working Group: Central Valley	Central Valley
June 8, 2022	Regional Working Group: North Valley/Sierra	North Valley/Sierra
June 9, 2022	Regional Working Group: North Coast	North Coast
June 9, 2022	Regional Working Group: South Bay/Central Coast	South Bay/Central Coast
June 10, 2022	Regional Working Group: Bay Area	Bay Area
June 15, 2022	Safety Town Hall: San Mateo County	San Mateo County
June 22, 2022	Safety Town Hall: Monterey and San Benito County	Monterey, San Benito County
June 23, 2022	AFN CBO Webinar	CBO
June 29, 2022	Safety Town Hall: Santa Cruz County	Santa Cruz County

1.8 PSPS Activation (During – Emergency Operation Center Activated)

1.8.1 In-Event PSPS Customer Communications

PG&E will continue to use all communication channels available during PSPS, including direct-to-customer notifications sent via phone, text, and email, which will be supplemented by website, call-center support, media engagement (multi-cultural news outlets, earned and paid media, social media), and collaboration with Public Safety

Partners and CBOs. Using the multi-channel communication approach enables PG&E to notify and engage with potentially impacted public safety partners, critical facilities, MBL customers, SIV customers, all other customers, and the general public.

1.8.1.1 PSPS Notifications

PG&E aims to share what we know about the weather and our equipment as soon as we can, keeping in mind weather conditions can be uncertain. Our goal, whenever the forecast will allow, is to send automated notifications (i.e., calls, texts, and emails) to potentially impacted customers two days ahead, one day ahead, just before shutting off power and when power is shut off. PG&E will provide updates once the weather has passed until power has been restored. PG&E provided in detail our automated notifications in our 2022 Wildfire Mitigation Plan filed on February 25, 2022. In years past, PG&E refrained from sending PSPS notifications between the hours of 9:00 pm and 8:00 am as a courtesy to our customers, to avoid disrupting them in the middle of the night. In response to the CPUC's Proposed Administrative Enforcement Order for PG&E's 2020 event notification performance, issued in June of 2022, PG&E will change our policy on courtesy hours for future PSPS and will send notifications during courtesy hours.

1.8.1.2 Doorbell Rings for MBL and Self-Identified Vulnerable (SIV) Customers

In Q2 2022, PSPS did not occur during the quarter, and therefore, no doorbell rings for MBL and SIV customers were completed for PSPS.

In Q2, PG&E expanded its Medical Baseline and Self-Certified Vulnerable Customer Notification Process to include electricity dependent individuals who have identified as using Durable Medical Equipment and/or Assistive Technology through PG&E's AFN Self-Identification survey. These customers will receive doorbell rings if they do not acknowledge notifications before PSPS. As of July 8, 2022, approximately 10,000 individuals have self-identified as electricity dependent and are not enrolled in Medical Baseline Program or Self-Certified as Vulnerable.

PG&E also completed an outbound IVR campaign to MBL customers who did not confirm receipt of notifications during the 2021 PSPS season and required a doorbell ring. The IVR provided a prompt for customers to connect with a Customer Service Representative and confirm the contact information on file was correct, or to log in online to update their information.

1.8.1.3 Engagement with Paratransit Agencies

In accordance with D.21-06-034, PG&E provides proactive notifications and impacted

ZIP Code information to paratransit agencies that may serve all the known transit- or paratransit-dependent persons that may need access to a CRC during PSPS. In Q2 2022, PSPS did not occur during the quarter, and therefore, proactive notifications and impacted ZIP Code information was not provided to paratransit agencies.

1.8.1.4 PG&E Contact Center Operations

PG&E operates three contact centers that provide 24/7 emergency live agent service for customers to report emergencies and obtain PSPS-related updates, as needed. As an option for in-language support, PG&E's PSPS webpage directs customers to call our contact centers. PG&E's contact centers continue to be equipped to provide translation support in over 240 languages including 10 Indigenous languages.

In Q2 2022, PSPS did not occur during the quarter, and therefore, PG&E did not have any contact center-related metrics associated with Q2 2022 for PSPS. PG&E will provide contact center-related metrics associated with PSPS if applicable in future quarterly progress reports.

1.8.1.5 Website

PG&E remains committed to the continuous improvement of its websites to better meet the diverse needs of our customers. In Q2 2022, PG&E completed the following PSPS-related improvements to our website:

- When low bandwidth is detected, added a message that points users to tools designed for lower connection speeds
- Added a "power restored" message that stays up for 48 hours after restoration, so customers know how long power was out
- Added improved "pending cancel" messaging for customers who haven't been shut off by the original estimated shutoff time due to changing weather conditions, but who may still be de-energized at a later time
- Added a "map overlay" for desktop (mobile launched in 2021) to take users on a tour of the map's features
- Completed usability testing for a new landing page layout on the PSPS site that makes it easier to get to key tools faster, and shows support resources are available without scrolling

1.8.1.6 Media

PG&E engages with the media, including multi-cultural news organizations, issuing press releases, augmenting paid advertising, issuing radio advertisements, conducting

live streaming news conferences with ASL translators, taking part in media interviews, and, when available, running paid advertising on radio and digital channels. In turn, these media organizations may provide communications on the radio, broadcast, tv, and online. In 2022, PG&E plans to share more translated infographics with our media partners to post on their social media channels.

To serve non-English speaking customers, PG&E engages with over 150 multicultural media outlets throughout the year to promote safety initiatives, including PSPS, to monolingual or difficult-to-reach populations that may not have access to mainstream television media and/or read/speak English.

PG&E shares news releases and coordinates interview opportunities with media outlets to help educate non-English speaking customers on various PG&E programs, including the CWSP, PSPS, emergency preparedness, public safety, consumer protections, and income qualified programs. PG&E also schedules media visits with these organizations to discuss other partnership opportunities (e.g., Public Service Announcements, advertising, event sponsorships).

PG&E also staffs bilingual and multilingual employees to serve in the EOC supporting the PIO multimedia engagement function. These employees provide urgent translation support, such as verification and approval of ad hoc written translations during emergencies. These staff assist PG&E with avoiding delays that can occur when engaging outside vendors for translation needs during an PSPS.

1.8.1.6.1 Multicultural Media Engagement

In addition to the general media engagement described above, PG&E is focused on enhancing coordination with multi-cultural media organizations. PG&E currently has a partnership with 37 multi-cultural media organizations that provide information in-language through multiple outlets. PG&E plans to host in-language PSPS webinars with our multicultural media partners. Table 12 summarizes our multi-cultural media engagement activities.

Table 12. Multi-Cultural Media Engagement Activities (by Month)

Month	Summary of Multi-Cultural Media Engagement Activities
April 2022	<ul style="list-style-type: none"> • Identified and began discussions with potential multicultural media partners with coverage in the HFTDs for their interests to participate in the 2022 PSPS Multicultural Media Engagement Campaign. • Hosted an online information session on April 20 to answer questions about the campaign this year.
May 2022	<ul style="list-style-type: none"> • Identified and began discussions with potential multicultural media partners with coverage in the HFTDs for their interests to participate in the 2022 PSPS Multicultural Media Engagement Campaign. • Hosted an online information session on April 20 to answer questions about the campaign this year.
June 2022	<ul style="list-style-type: none"> • Co-hosted Spanish CWSP webinar with Univision Bay Area on June 2. • Co-hosted Spanish CWSP webinar with Univision Central Valley on June 9. • Co-hosted Hmong CWSP webinar with Hmong TV Network on June 15. • Co-hosted Spanish CWSP webinar with Univision Sacramento on June 16. • Hosted Multicultural Media Roundtable on Wildfire Safety and Preparedness on June 29.

1.8.1.6.2 Social Media

PG&E regularly provides customer preparedness resources through our official social media channels, including Twitter, Facebook, Instagram, and Nextdoor. As of June 30, 2022, PG&E holds contracts with 37 multicultural media partners and one CBO to assist with in-language communications and share our social media posts before and during PSPS. In Q2 2022, PG&E shared 18 general emergency preparedness-related messages across its social media channels.

1.8.1.6.3 Paid Media/Advertising

To supplement PG&E’s outreach efforts during PSPS, PG&E runs PSPS emergency messages to reach customers via paid media channels, when/where channels are available. PG&E purchases a combination of English and in language radio ads, as well

as digital banners in English and multiple languages based on targeted ZIP Codes.

In Q2 2022, PSPS did not occur during the quarter, and therefore, PG&E did not run any PSPS emergency messages via paid media channels.

1.8.2 Community Resource Centers (CRCs)

To minimize impacts during PSPS, PG&E opens CRCs in potentially impacted counties and tribal communities. CRCs provide customers and residents a safe location to meet their basic power needs, such as charging medical equipment and electronic devices.

In Q2 2022, PSPS did not occur during the quarter, and therefore, no CRCs were deployed for PSPS.

To support CRC readiness for individuals who may be disabled, PG&E completed ADA reviews at all indoor CRC sites in coordination with local government agency partners and tribes to identify appropriate CRC locations. From these site reviews, PG&E selected ADA-friendly sites and invested in site improvements to comply with ADA requirements for not only CRC use but for the betterment of the community year-round. In 2022, PG&E continues to conduct site reviews on potential additional CRC locations identified by local county governments and tribes, and make improvements as needed. In Q2 2022, PG&E completed 2 CRC ADA reviews. As of June 30, 2022, PG&E has secured 394 event-ready sites, which include 113 indoor sites and 281 outdoor sites.

In Q2, PG&E established a framework for a pilot program to run in the 2022 PSPS season where CRC visitors will be permitted to leave medical devices to charge unattended at CRCs during operating hours. This pilot is being launched in direct response to feedback from the AFN 2022 Plan Core Team.

PG&E will continue site reviews and improvements at additional CRC sites as needed in 2022. In accordance with D.21-06-034, PG&E filed an updated CRC plan as Appendix A within the 2022 Pre-Season Report.

1.9 Recovery (After – Power has been restored)

1.9.1 After Action Reviews and Reports

The AAR process described in detail in our 2022 AFN Plan was not used for PSPS in Q2 2022 as PSPS did not occur during the quarter.

1.9.2 Lessons Learned and Feedback

Based on feedback from agencies, CBOs, critical facilities, and customers on the 2021

PSPS season, PG&E focused our efforts in Q2 2022 on the following key initiatives to inform and enhance outreach efforts or prioritize improvements:

- Accessible Transportation
- AFN Self-Identification Campaigns
- Outreach and Education

PG&E will continue to apply best practices and leverage lessons learned from our 2021 customer outreach experience. PG&E supports a collaborative, data driven process to define the most effective and appropriate outreach and in language translation requirements.

1.9.3 Customer Surveys

PG&E concluded the 2021 Post-Season Outreach Effectiveness Survey on Jan 13, 2022. Results were reported in Appendix F of PG&E's 2022 AFN Plan for PSPS Support filed on January 31, 2022.

PG&E did not conduct PSPS post-event surveys in Q2 2022 as PSPS did not occur during the quarter.

PG&E will continue customer research via surveys as well as other research methodologies to identify areas for improvement, apply best practices, and leverage lessons learned.

CONCLUSION

PG&E will continue to provide a quarterly update regarding its progress towards meeting our 2022 AFN Plan and the impact of our efforts to support the AFN and vulnerable population during PSPS to help the CPUC understand where future gaps in addressing this population before, during, and after PSPS.

APPENDIX A – AFN COLLABORATIVE COUNCIL

First	Last	Organization	Title
Aaron	Carruthers	State Council on Developmental Disabilities (SCDD)	Executive Director
Andy	Imparato	Disabilities Rights California	Executive Director
Anne	Kim	CPUC	Public Utilities Regulatory Sr. Analyst
Christina	Mills	CFILC	Executive Director
Robert	Hand	CFILC	Interim Executive Director
James	Cho	CPUC	Public Utilities Regulatory Program Manager
Karen	Mercado	Disability Rights California	Executive Assistant
Susan	Hernderson	Disabilities Rights Education & Defense Fund	Executive Director
Vance	Taylor	Cal OES	Chief, Office of Access and Functional Needs

APPENDIX B – STATEWIDE JOINT IOU AFN ADVISORY COUNCIL PARTICIPANTS

First	Last	Organization	Title
Kelly	Brown	211	Director, Interface 2-1-1
Hewitt	Matanari	Alta California Regional Center	Emergency Response Coordinator
Tracey	Singh	American Red Cross	Pacific Division Disability Integration Advisor
James	Collins	CA Council of the Blind	Community Educator
Rick	Yrigoyen	CA Department of Social Services Adult Program Division - CDSS	Staff Services Manager
Ally	Bartz	CA Department of Social Services Adult Program Division - CDSS	unknown
Mark	LaBeau	CA Indian Rural Health Board (CIRHB)	CEO
Sutep	Laohavanich	California Department of Aging (CDA)	Program Director
Adam	Willoughby	California Department of Aging (CDA)	Asst. Director of Legislation and Public Affairs
Tamara	Rodriguez	California Department of Development Services (DDS)	Officer, Emergency Preparedness & Response
Rose	Samaniego	California Department of Development Services (DDS)	Community Program Specialist III-FHA Supervisor
Seneca	St. James	California Department of Development Services (DDS)	Community Program Specialist III
John	Barnett	California Department of Social Services (DSS)	Manager, Response and Redirect Unit
Joanne	Brandani	California Department of Social Services (DSS)	Deputy Chief, Disaster Services Branch

First	Last	Organization	Title
Michael	Butier	California Department of Social Services Disaster Unit (DSS)	Functional Assessment Service Team Coordinator
Kendall	Skillicorn	California Department of Social Services Disaster Unit (DSS)	Bureau Chief, Department Operations Bureau
Bonny	Wolf	California Department of Social Services Disaster Unit (DSS)	Disaster Unit
Dan	Okenfuss	California Foundation for Independent Living Centers (CFLIC)	Public Policy Manager
Elizabeth	Basnett	California Health & Human Services	Assistant Secretary
Annette	Rogers	Central Valley Regional Center (CVRC)	Fresno NVRC Representative
Kay	Chiodo	Deaf Link, Inc.	Chief Executive Officer
Dan	Heller	Deaf Link, Inc.	President
Ana	Acton	Department of Rehabilitation - DOR)	Deputy Director Independent Living and Community Access Division
June	Isaacson Kailes	Disability Policy Consultant	Disability Policy Consultant
Lauren	Giardina	Disability Rights California (DRC)	Executive Director Managing Attorney
Mary Ellen	Ittner	Keadjian	Senior Advisor
Joseph	Grounds	Kern Regional Center (KERNRC)	Emergency Response Coordinator
Yenter	Tu	No Barriers Communications	National Liaison
Gabby	Esharati	North Los Angeles County Regional Center	Consumer Services Director
Fred	Keplinger	Redwood Coast Regional Center	Emergency Management Coordinator
Larry	Grable	Service Center for Independent Living - SCIL	Executive Director
Brian	Weisel	State Council on Developmental Disabilities	Legal Counsel

APPENDIX C – FOOD BANK RESOURCE PARTNERS

Table 13 below includes a list of food banks with active agreements with PG&E for PSPS.

Table 13. Food Bank Resource Partnerships with PG&E

Food Banks with Active Agreements for PSPS Support	
1	Alameda County Community Food Bank
2	Amador Tuolumne Community Action Agency (ATCAA) Food Bank
3	Central California Food Bank
4	Community Action Agency of Butte County-North State Food Bank
5	Community Action Agency of Napa Valley
6	Dignity Health Connected Living
7	Food Bank of Contra Costa & Solano
8	Food Bank of El Dorado County
9	Food For People
10	Interfaith Council of Amador
11	Kings Community Action Organization
12	Merced County Food Bank
13	Nevada County Food Bank
14	Placer Food Bank
15	Redwood Empire Food Bank
16	Second Harvest Food Bank of San Joaquin & Stanislaus
17	Second Harvest Food Bank of Santa Cruz County
18	Second Harvest Food of Silicon Valley
19	SF Marin Food Bank
20	The Resource Connection
21	Yolo Food Bank
22	Yuba-Sutter Food Bank

APPENDIX D – MEALS ON WHEELS PARTNER ORGANIZATIONS

Table 14 below includes a list of Meals on Wheels organizations with active agreements with PG&E for PSPS support.

Table 14. Meals on Wheels Partnerships with PG&E

Meals on Wheels Organizations with Active Agreements for PSPS Support	
1	Chico Meals on Wheels
2	Clearlake Senior Center
3	Coastal Seniors
4	Common Ground Senior Services
5	Community Action Agency of Napa Valley
6	Community Bridges
7	Council on Aging, Sonoma County
8	Dignity Health Connected Living
9	Gold Country Community Services
10	J-Sei
11	Lakeport Senior Center
12	Life ElderCare
13	Liveoak Senior Center
14	Meals on Wheels Diablo Region
15	Meals on Wheels Monterey Peninsula
16	Meals on Wheels Solano County
17	Middletown Senior Center
18	Passages
19	Peninsula Volunteers
20	Petaluma People Services
21	Senior Coastsiders
22	Service Opportunity for Seniors
23	Spectrum Community Services
24	Tehama County Community Action Agency
25	West Contra Costa Meals on Wheels
26	Agency on Aging, Area 4 (Yuba Sutter Meals on Wheels)

APPENDIX E – CBOS WITH ACTIVE AGREEMENTS FOR PSPS SUPPORT

Table 15 below lists CBOs with active agreements with PG&E for PSPS support.

Table 15. CBOs with Active Agreements for PSPS Support

CBOs with Active Agreements for PSPS Support	
1	California Council of the Blind
2	California Network of 211s
3	Cope
4	Food For Thought
5	Haven of Hope on Wheels
6	Lost Sierra Food Project
7	Open Heart Kitchen

APPENDIX F – ACCESSIBLE TRANSPORTATION PARTNERS

Table 16 below includes a list of accessible transportation providers with active agreements with PG&E for PSPS.

Table 16. Accessible Transportation Partnerships with PG&E

Accessible Transportation Providers with Active Agreements for PSPS Support	
1	Dignity Health Connected Living
2	Vivalon