

2022 PG&E PSPS EXPERIENCE SURVEY

Dual-mode questionnaire (telephone & online)
Version 3.1

November 9, 2022

2022 Survey Managed by Escalent



Study objectives	To understand how to improve or reduce the hardship on customers while the Public Safety Power Shutoff process is conducted	
Qualified respondent	PG&E customers who have received notifications for a power shut off and/or experienced a power shut off within the past week	
Sample size goal	<ul style="list-style-type: none"> See Quotas below. 	
Survey length	5 minutes (estimated)	
Sample source	Provided by PG & E	
Quotas (outside of phone targets, quotas-should be set as tracking and not produce any over-quotas)	Larger event quotas (ESIZE=1)	
	Phone (MODE=1)	n=300
	Residential De-energized (CLASSIF_Q=1)	n=100
	Residential Notified/Not De-energized (CLASSIF_Q=2)	n=100
	SMB De-energized (CLASSIF_Q=3)	n=50
	SMB Notified/Not De-energized (CLASSIF_Q=4)	n=50
	Web (MODE=2) – Set as minimum targets	n=300+
	Residential De-energized (CLASSIF_Q=1)	n=100+
	Residential Notified/Not De-energized (CLASSIF_Q=2)	n=100+
	SMB De-energized (CLASSIF_Q=3)	n=50+
	SMB Notified/Not De-energized (CLASSIF_Q=4)	n=50+
	Smaller event quotas (ESIZE=2)	
	Phone (MODE=1)	n=250
	Residential De-energized (CLASSIF_Q=1)	n=100
	Residential Notified/Not De-energized (CLASSIF_Q=2)	n=100
	SMB De-energized (CLASSIF_Q=3)	n=25
	SMB Notified/Not De-energized (CLASSIF_Q=4)	n=25
	Web (MODE=2) – Set as minimum targets	n=220+
	Residential De-energized (CLASSIF_Q=1)	n=100+
	Residential Notified/Not De-energized (CLASSIF_Q=2)	n=100+
SMB De-energized (CLASSIF_Q=3)	n=10+	
SMB Notified/Not De-energized (CLASSIF_Q=4)	n=10+	

FONT COLOR KEY

If responses in orange are selected, the respondent will be terminated
Items in bold and blue are notes and instructions to the survey programmer
Text in black is what the interviewer/respondent will see onscreen

Contents

Opening screen for online survey	3
Introduction for phone survey.....	4
Screening questions.....	5
Term Message	7
Main Questionnaire – NOT DE-ENERGIZED CUSTOMER	8
Main Questionnaire – DE-ENERGIZED CUSTOMER.....	11
Demographics (RESIDENTIAL)	17
Firmographics (SMB)	18
Closing screen	19
Front end created variables	Error! Bookmark not defined.

Ask all

QLANG. **Show if respondent is being contacted via web (MODE=2):** In which language would you prefer to complete the survey?
Show if respondent is being contacted via phone (MODE=1): Select the language you will conduct the interview in

- 1 English
- 2 Spanish (Español)

break

Opening screen for online survey

Show if online survey (MODE=2):

Thank you in advance for completing this survey from Pacific Gas & Electric (PG&E) Company about Public Safety Power Shutoffs (PSPS). For public safety, it may be necessary for PG&E to turn off electricity when gusty winds and dry conditions, combined with a heightened fire risk, are forecasted. This is called a Public Safety Power Shutoff, or PSPS. Customers impacted by these shutoffs receive advanced notifications about the planned shutoff, and in some cases, have their electricity shut off. We recognize that prolonged power shutoffs are a hardship. They are only used as a last resort to prevent large, destructive wildfires that put lives and property at risk. We appreciate your feedback to help us improve how we implement Public Safety Power Shutoffs.

We estimate that the survey will take about 5 minutes or less.

Your participation in this research is voluntary. Your responses, along with information that identifies you personally, may be shared with PG&E, but only for purposes of research-related analysis. We ask that you answer the questions honestly and accurately.

Under no circumstances will information you share with us be used to directly sell or market any products or services to you.

Do not use the Back or Forward arrows on your browser to move through the survey. Please do so using only the arrows at the bottom of your screen.

Click on or tap the "Next" arrow when you are ready to begin your survey.

break

Introduction for phone survey

Show if phone survey (MODE=1):

My name is (NAME) and I'm calling on behalf of Pacific Gas & Electric from Escalent, a national survey research firm.

Our records indicate that you may have been affected by a recent Public Safety Power Shutoff – receiving advanced notifications about this planned shutoff and possibly having your electricity shut off to prevent wildfires.

We would appreciate your feedback to help us improve how PG&E implements Public Safety Power Shutoffs.

(READ IF NECESSARY): For public safety, it may be necessary for PG&E to turn off electricity when gusty winds and dry conditions, combined with a heightened fire risk, are forecasted. This is called a Public Safety Power Shutoff, or PSPS.

Show if Residential customer (CUSTYPE=1): I'm looking to speak with an adult member of the household. Would that be you?

Show if SMB customer (CUSTYPE=2): I'm looking to speak with someone who is in charge or shares responsibility for making decisions regarding your business' utility plan with PG&E.

(READ ONCE LIKELY RESPONDENT HAS BEEN REACHED) For quality assurance, this call may be monitored and recorded.

break

Ask if phone survey (MODE=1):

OBJ. *(DO NOT READ)* Did the respondent object to the call being monitored/recorded?
(RECORD BY OBSERVATION)

- 1 Yes, an objection was made
- 2 No

break

Show if no objection to the call being monitored/recorded (OBJ=2)

We will start our survey now on a recorded line.

break

Show if respondent DOES object to the call being monitored/recorded (OBJ=1)

OK, this call will not be recorded.

break

Ask if phone survey (MODE=1):

This is a hidden variable not seen by respondents

RECORD_CONFIRM. Will call be recorded?

- 1 **Set if (OBJ=2):** No objection; record call
- 2 **Set if (OBJ=1):** Do NOT record call

break

Show if phone survey (MODE=1):

CELL1. For safety reasons, are you driving a car, using any equipment or machinery or doing anything else that requires your focused attention?
(ASK AS OPEN END)

(IF YES, READ) We will need to call you back at a more convenient time, then. Thank you.

- 1 Yes—doing something potentially unsafe (SET CALLBACK)
- 2 No—safe to continue with survey
- REF Refused

break

Show if phone survey (MODE=1):

INTRO1. **Keep if PII/PHI may be shared, but only with the client:** Your participation in this research is voluntary. Your responses, along with information that identifies you personally, may be shared with PG&E, but only for purposes of research-related analysis.

Under no circumstances will information you share with us be used to directly sell or market any products or services to you.

break

Screening questions

Ask all

D2. To begin, into which of the following age categories do you fall?

Show if phone survey (MODE=1): (READ CODES)
Show if online survey (MODE=2): (Select one)

- 1 Under 18
- 2 18 to 34
- 3 35 to 49
- 4 50 to 64
- 5 65 or older
- REF Prefer not to say

break

Ask all

For WAVE=1, autofill S1a and S1b="no" and skip to S2

Please confirm, was your power shut off by PG&E **within the past week** as part of a Public Safety Power Shutoff (PSPS)?

Yes	No	Not sure/Not applicable
1	2	DK

Show "my" and "I" for web respondents and "your" and "you" for phone respondents

- S1a. **Show if phone survey (MODE=1):** For your residence/home
Show if web survey (MODE=2): For my residence/home
 - S1b. **Show if phone survey (MODE=1):** For your business (that you own or manage)
Show if web survey (MODE=2): For my business (that I own or manage)
-

Ask all

Show if notifications only (WAVE=1): Did you receive any notifications about a Public Safety Power Shutoff (PSPS) in the past week?

Show if WAVE=2-5: Did you receive any notifications about the power shut off?

Yes	No	Not sure/Not applicable
1	2	DK

- S2a. **Show if phone survey (MODE=1):** For your residence/home
Show if web survey (MODE=2): For my residence/home
 - S2b. **Show if phone survey (MODE=1):** For your business (that you own or manage)
Show if web survey (MODE=2): For my business (that I own or manage)
-

These are the hidden variables not seen by respondents

CLASSIF_1. RES DE-ENERGIZED ONLY

- 1 **Set if (S1a=1 AND S1b=2 OR DK) AND (S2b=2 OR DK):** RES ONLY DE-ENERGIZED
- 2 No

CLASSIF_2. SMB DE-ENERGIZED ONLY

- 1 **Set if (S1a=2 OR DK AND S1b=1) AND (S2a=2 OR DK):** SMB ONLY DE-ENERGIZED
- 2 No

CLASSIF_3. RES NOTIFICATION ONLY

- 1 **Set if (S1a=2 OR DK AND S1b=2 OR DK) AND (S2a=1 AND S2b=2 OR DK):** RES NOTIFICATION ONLY
- 2 No

CLASSIF_4. SMB NOTIFCATION ONLY

- 1 Set if ((S1a=2 OR DK AND S1b=2 OR DK) AND (S2a=2 OR DK AND S2b=1)) OR (S1a=2,DK AND S1b=2,DK) AND (S2a=1 AND S2b=1): SMB NOTIFCATION ONLY
- 2 No

CLASSIF_5. RES DE-ENERGIZED AND SMB RECEIVED NOTIFICATION ONLY/ BOTH RES AND SMB DE-ENERGIZED/ RES NOTIFICATIONS ONLY AND SMB DE-ENERGIZED

- 1 Set if ((S1a=1 AND S1b=2,DK) AND S2b=1) OR (S1a=1 AND S1b=1) OR ((S1a=2,DK AND S1b=1) AND S2a=1) OR : RES DE-ENERGIZED AND SMB RECEIVED NOTIFICATION ONLY/ BOTH RES AND SMB DE-ENERGIZED/ RES NOTIFICATIONS ONLY AND SMB DE-ENERGIZED
- 2 No

CLASSIF_6. NOT DE-ENERGIZED AND NO NOTIFICATIONS

- 1 Set if (S1a=2 OR DK) AND (S1b=2 OR DK) AND (S2a=2 OR DK) AND (S2b=2 OR DK): NOT DE-ENERGIZED AND NO NOTIFICATIONS
- 2 No

break

This is a hidden variable not seen by respondents

CLASSIF_Q. Classification for Quota

- 1 Set if CLASSIF_1=1: Residential De-energized
- 2 Set if CLASSIF_3=1: Residential Notified/Not De-energized
- 3 Set if (CLASSIF_2=1 OR (CLASSIF_5=1 AND S1b=1)): SMB De-energized
- 4 Set if (CLASSIF_4=1 OR (CLASSIF_5=1 AND S1b=2,DK AND S2b=1)): SMB Notified/Not De-energized

break

Term Message

At this time, we are looking for customers who have received notifications for a power shut off and/or experienced a power shut off within the past week. Thank you very much for your help with this survey.

break

Main Questionnaire – NOT DE-ENERGIZED CUSTOMER

Ask if RES NOTIFICATIONS ONLY or SMB NOTIFICATIONS ONLY customers (CLASSIF_3=1 or CLASSIF_4=1)

A1. Overall, how would you rate PG&E’s handling of the recent Public Safety Power Shutoff?

Show if phone survey (MODE=1): (READ CODES)

Show if taking the survey by online (MODE=2): (Select the response that best describes how you feel.)

Very negative	Somewhat negative	Neither positive nor negative	Somewhat positive	Very positive
1	2	3	4	5

REF Show if Phone (MODE=1): Refused

break

Ask if RES NOTIFICATIONS ONLY or SMB NOTIFICATIONS ONLY customers (CLASSIF_3=1 or CLASSIF_4=1)

A2. Please describe how you were personally impacted by the Public Safety Power Shutoff?

Show if taking the survey by phone (MODE=1): (ASK AS OPEN END; PROBE FOR SPECIFICS)

Show if taking the survey by online (MODE=2): (Enter your response in the box below. Be as specific as possible.)

break

Ask if RES NOTIFICATIONS ONLY or SMB NOTIFICATIONS ONLY customers (CLASSIF_3=1 or CLASSIF_4=1)

How would you rate PG&E’s performance during the **most recent** Public Safety Power Shutoff on each of the following?

Show if phone survey (MODE=1): (READ CODES)

Show if online survey (MODE=2): (Select the rating scale point that best describes how you feel.)

Extremely dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Extremely satisfied
1	2	3	4	5

REF Show if Phone (MODE=1): Refused

Randomize

- A3_1. Clarity of communications
- A3_2. Timeliness of notifications and updates
- A3_3. Usefulness of the PG&E website
- A3_4. Accuracy of notifications and updates

break

Ask if RES NOTIFICATIONS ONLY or SMB NOTIFICATIONS ONLY customers (CLASSIF_3=1 or CLASSIF_4=1)

To what degree did you feel the following emotions after this **most recent** Public Safety Power Shutoff?
Show if phone survey (MODE=1): Using a one to five scale, where a one means you do not feel the emotion at all and a five means you feel it extremely.

Show if online survey (MODE=2): (Select the rating scale point that best describes how you feel.)

Not at all				Extremely
1	2	3	4	5

REF **Show if Phone (MODE=1):** Refused

Randomize

- A4_1. Angry
- A4_2. Frustrated
- A4_3. Prepared
- A4_4. Relieved
- A4_5. Safe
- A4_6. Stressed

break

Ask if RES NOTIFICATIONS ONLY or SMB NOTIFICATIONS ONLY customers (CLASSIF_3=1 or CLASSIF_4=1)

A6A. Did you receive any PG&E notifications (via phone, text and/or email) between 9:00 p.m. and 8:00 a.m. related to this **most recent** Public Safety Power Shutoff?

- 1 Yes
- 2 No
- 3 Not sure

REF **Show if Phone (MODE=1):** Refused

break

Ask if respondents who received any PG&E notifications (via phone, text and/or email) (A6A=1)

A6B. Which of the following contact methods did you receive notifications between 9:00 p.m. and 8:00 a.m.?

Show if phone survey (MODE=1): (READ CODES)

Show if online survey (MODE=2): (Select all that apply.)

Randomize

- 1 Phone call
- 2 Text message
- 3 Email
- 4 Not sure **[ANCHOR]**

REF **Show if Phone (MODE=1):** Refused

break

Ask if respondents who received any PG&E notifications (via phone, text and/or email) (A6A=1)

To what degree did you feel the following emotions about receiving notifications between 9:00 p.m. and 8:00 a.m.?

Show if phone survey (MODE=1): Using a one to five scale, where a one means you did not feel the emotion at all and a five means you felt it extremely.

Show if online survey (MODE=2): (Select the rating scale point that best describes how you feel.)

Not at all				Extremely
1	2	3	4	5

REF **Show if Phone (MODE=1):** Refused

Randomize

- A6C_1. Angry
- A6C_2. Frustrated
- A6C_3. Prepared
- A6C_4. Relieved
- A6C_5. Safe
- A6C_6. Stressed

break

Ask if respondents have not received any PG&E notifications (via phone, text and/or email) (A6A=2, 3, REF)

How satisfied would you feel if you received a Public Safety Power Shutoff notification between 9:00 p.m. and 8:00 a.m. by...?

Show if phone survey (MODE=1): (READ CODES)

Show if online survey (MODE=2): (Select the rating scale point that best describes how you feel.)

Extremely dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Extremely satisfied
1	2	3	4	5

REF **Show if Phone (MODE=1):** Refused

Randomize

- A6D_1. Phone call
- A6D_2. Text message
- A6D_3. Email

break

Main Questionnaire – DE-ENERGIZED CUSTOMER

Ask if DE-ENERGIZED customers (CLASSIF_1=1 or CLASSIF_2=1 or CLASSIF_5=1)

Q1. Roughly how many hours were you without power during the **most recent** Public Safety Power Shutoff?

Show if phone survey (MODE=1): (READ CODES)

Show if web survey (MODE=2): (Select one)

- 1 Less than 24 hours
- 2 24 hours but less than 48 hours (1-2 days)
- 3 48 hours but less than 72 hours (2-3 days)
- 4 72 hours but less than 96 hours (3-4 days)
- 5 96 hours or more (4 or more days)
- 6 My power was not shut off

REF Show if Phone (MODE=1): Refused
break

Ask if DE-ENERGIZED customers (CLASSIF_1=1 or CLASSIF_2=1 or CLASSIF_5=1)

Q2. Overall, how would you rate PG&E's handling of the recent Public Safety Power Shutoff you experienced?

Show if phone survey (MODE=1): (READ CODES)

Show if online survey (MODE=2): (Select the response that best describes how you feel.)

Very negative	Somewhat negative	Neither positive nor negative	Somewhat positive	Very positive
1	2	3	4	5

REF Show if Phone (MODE=1): Refused

break

Ask if DE-ENERGIZED customers (CLASSIF_1=1 or CLASSIF_2=1 or CLASSIF_5=1)

Q3. Please describe how you were personally impacted by the Public Safety Power Shutoff.

Show if taking the survey by phone (MODE=1): (ASK AS OPEN END; PROBE FOR SPECIFICS)

Show if taking the survey by online (MODE=2): (Enter your response in the box below. Be as specific as possible.)

break

Ask if DE-ENERGIZED customers (CLASSIF_1=1 or CLASSIF_2=1 or CLASSIF_5=1)

How would you rate PG&E’s performance during the **most recent** Public Safety Power Shutoff on each of the following?

Show if phone survey (MODE=1): (READ CODES)

Show if online survey (MODE=2): (Select the rating scale point that best describes how you feel.)

Extremely dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Extremely satisfied
1	2	3	4	5

NA Not sure

REF **Show if Phone (MODE=1):** Refused

Randomize

- Q4_1. Providing an accurate estimate of when your power would be shut off
- Q4_2. Providing an accurate estimate of when your power would be restored
- Q4_3. Restoring power in a reasonable amount of time
- Q4_4. Providing resources to those with disabilities, medical, or other critical needs
- Q4_5. Clarity of communications
- Q4_6. Timeliness of notifications and updates
- Q4_7. Usefulness of the PG&E website

break

Ask if DE-ENERGIZED customers (CLASSIF_1=1 or CLASSIF_2=1 or CLASSIF_5=1)

To what degree do you feel each of the following emotions after this **most recent** Public Safety Power Shutoff?

Show if phone survey (MODE=1): Using a one to five scale, where a one means you do not feel the emotion at all and a five means you feel it extremely.

Show if online survey (MODE=2): (Select the rating scale point that best describes how you feel.)

Not at all				Extremely
1	2	3	4	5

REF **Show if Phone (MODE=1):** Refused

Randomize

- Q6_1. Angry
- Q6_2. Frustrated
- Q6_3. Prepared
- Q6_4. Relieved
- Q6_5. Safe
- Q6_6. Stressed

break

Ask if DE-ENERGIZED customers (CLASSIF_1=1 or CLASSIF_2=1 or CLASSIF_5=1)

Q6A. Did you receive any PG&E notifications (via phone, text and/or email) between 9:00 p.m. and 8:00 a.m. related to this **most recent** Public Safety Power Shutoff?

- 1 Yes
 - 2 No
 - 3 Not sure
 - REF **Show if Phone (MODE=1):** Refused
break
-

Ask if respondents who received any PG&E notifications (via phone, text and/or email) (Q6A=1)

Q6B. Which of the following contact methods did you receive notifications between 9:00 p.m. and 8:00 a.m.?

Show if phone survey (MODE=1): (READ CODES)
Show if online survey (MODE=2): (Select all that apply.)

Randomize

- 1 Phone call
 - 2 Text message
 - 3 Email
 - 4 Not sure [ANCHOR]
 - REF **Show if Phone (MODE=1):** Refused
break
-

Ask if respondents who received any PG&E notifications (via phone, text and/or email) (Q6A=1)

To what degree did you feel each of the following emotions about receiving notifications between 9:00 p.m. and 8:00 a.m.?

Show if phone survey (MODE=1): Using a one to five scale, where a one means you did not feel the emotion at all and a five means you felt it extremely.

Show if online survey (MODE=2): (Select the rating scale point that best describes how you feel.)

Not at all				Extremely
1	2	3	4	5

REF **Show if Phone (MODE=1):** Refused

Randomize

- Q6C_1. Angry
- Q6C_2. Frustrated
- Q6C_3. Prepared
- Q6C_4. Relieved
- Q6C_5. Safe
- Q6C_6. Stressed

break

Ask respondents who did not receive any PG&E notifications (via phone, text and/or email) (Q6A=2,3, REF)

How satisfied would you feel if you received a Public Safety Power Shutoff notification between 9:00 p.m. and 8:00 a.m. by...?

Show if phone survey (MODE=1): (READ CODES)

Show if online survey (MODE=2): (Select the rating scale point that best describes how you feel.)

Extremely dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Extremely satisfied
1	2	3	4	5

REF Show if Phone (MODE=1): Refused

Randomize

- Q6D_1. Phone call
- Q6D_2. Text message
- Q6D_3. Email

break

Ask if DE-ENERGIZED customers (CLASSIF_1=1 or CLASSIF_2=1 or CLASSIF_5=1)

Q7. Have you experienced a Public Safety Power Shutoff (PSPS) prior to this most recent occurrence?

- 1 Yes
- 2 No
- NA Not sure

REF Show if Phone (MODE=1): Refused

break

Ask if customer experienced a Public Safety Power Shutoff (PSPS) prior to this most recent occurrence (Q7=1)

Q8. Compared to previous shutoffs, would you say that PG&E's handling of the **most recent** Public Safety Power Shutoff was...?

Show if phone survey (MODE=1): (READ CODES)

Show if online survey (MODE=2): (Select the response that best describes how you feel.)

Much worse	Somewhat worse	About the same	Somewhat improved	Much improved
1	2	3	4	5

NA Not sure

REF Show if Phone (MODE=1): Refused

break

Ask if DE-ENERGIZED customers (CLASSIF_1=1 or CLASSIF_2=1 or CLASSIF_5=1)

Show on 1st screen: PG&E supports several resources that are available to our customers during Public Safety Power Shutoffs. Please indicate whether you were aware or have used each item in relation to the **most recent** shutoff.

Show on 2nd screen: Please review these additional resources that are available during Public Safety Power Shutoffs, and indicate whether you were aware or have used each in relation to the **most recent** shutoff.

Show if phone survey (MODE=1): *(IF AWARE, CLARIFY IF R HAS USED THE ITEM OR NOT)*

Show if phone survey (MODE=1): *(Read resource descriptions if necessary)*

Show if online survey (MODE=2): Place your cursor over or tap each resource for a more detailed description.

Not aware	Aware but did not use	Used
1	2	3

REF **Show if Phone (MODE=1):** Refused

Randomize

- Q9_1. Address Level Alerts for Non-Account Holders
- Q9_2. Community Resource Centers (CRCs)
- Q9_3. Disability Disaster Access & Resources (DDAR) program
- Q9_4. County Food Bank Program
- Q9_5. Language Preferences for Alerts and Communications
- Q9_6. PG&E's Portable Battery Program
- Q9_7. Hotel Accommodations for People with Disabilities
- Q9_8. Accessible Transportation for People with Disabilities
- Q9_9. Call 2-1-1 for shutoff information
- Q9_10. PG&E's Generator Rebate Program
- Q9_11. PG&E's Medical Baseline Program
- Q9_12. Ability to self-identify as dependent on electricity to receive additional notifications
- Q9_13. Food Delivery Services (e.g., Meals on Wheels)

break

Ask if DE-ENERGIZED customers and used at least one resource (CLASSIF_1=1 or CLASSIF_2=1 or CLASSIF_5=1)

Please rate your satisfaction with the resource(s) you used during this most recent shutoff.

Show if online survey (MODE=2): Place your cursor over or tap each resource for a more detailed description.

Show if phone survey (MODE=1): *(Read resource descriptions if necessary)*

Show if phone survey (MODE=1): *(READ CODES)*

Show if online survey (MODE=2): *(Select the rating scale point that best describes how you feel.)*

Extremely dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Extremely satisfied
1	2	3	4	5

REF **Show if Phone (MODE=1):** Refused

Randomize in Q9 order; DISPLAY RESOURCE ONLY IF USED AT Q9 (Q9_X=3)

- Q10_1. Address Level Alerts for Non-Account Holders
- Q10_2. Community Resource Centers (CRCs)
- Q10_3. Disability Disaster Access & Resources (DDAR) Program
- Q10_4. County Food Bank Program
- Q10_5. Language Preferences for Alerts and Communications
- Q10_6. PG&E's Portable Battery Program
- Q10_7. Hotel Accommodations for People with Disabilities
- Q10_8. Accessible Transportation for People with Disabilities
- Q10_9. Call 2-1-1 for shutoff information
- Q10_10. PG&E's Generator Rebate Program
- Q10_11. PG&E's Medical Baseline Program
- Q10_12. Ability to self-identify as dependent on electricity to receive additional notifications
- Q10_13. Food Delivery Services (e.g., Meals on Wheels)

break

Ask if DE-ENERGIZED customers (CLASSIF_1=1 or CLASSIF_2=1 or CLASSIF_5=1)

Q10A. In your opinion, how could PG&E improve the way they inform you about all of the resources available during a Public Safety Power Shutoff?

Show if taking the survey by phone (MODE=1): *(ASK AS OPEN END; PROBE FOR SPECIFICS, Do not force response)*

Show if taking the survey by online (MODE=2): *(Enter your response in the box below. Be as specific as possible.)*

Do not force response

break

Ask if DE-ENERGIZED customers (CLASSIF_1=1 or CLASSIF_2=1 or CLASSIF_5=1)

Q11. Other than not having the power shut off in the first place, what could PG&E do to improve your experience in the future?

Show if taking the survey by phone (MODE=1): (ASK AS OPEN END; PROBE FOR SPECIFICS, Do not force response)

Show if taking the survey by online (MODE=2): (Enter your response in the box below. Be as specific as possible.)

Do not force response

break

Demographics (RESIDENTIAL)

Now, we have just a few final questions for classification purposes.

Ask if Residential customers (CLASSIF_1=1 or CLASSIF_3=1 or CLASSIF_5=1)

D4. Are you, yourself, of Hispanic origin or descent (that is, Mexican, Puerto Rican, Cuban, Central American, South American, or some other Spanish background)?

Show if online survey (MODE=2): (Select one)

- 1 Yes
- 2 No
- REF Prefer not to say

break

Ask if Residential customers (CLASSIF_1=1 or CLASSIF_3=1 or CLASSIF_5=1)

D5. Are you...?

Show if phone survey (MODE=1): (READ CODES)

Show if online survey (MODE=2): (*Select one*)

- 1 Caucasian or White
- 2 African American or Black
- 3 Asian
- 4 American Indian, Eskimo or Alaska native
- 5 Hawaiian or Pacific Islander
- 7 Other, please specify: [OTHER: S]
- REF Prefer not to say

break

Ask if Residential customers (CLASSIF_1=1 or CLASSIF_3=1 or CLASSIF_5=1)

D8. Do you, or does anyone in your household, rely on electricity for medical needs or medical equipment?

Show if phone survey (MODE=1): (READ CODES)

Show if online survey (MODE=2): (*Select one*)

- 1 Yes
- 2 No
- REF Prefer not to say

break

Firmographics (SMB)

Ask if SMB customers (CLASSIF_2=1 or CLASSIF_4=1 or CLASSIF_5=1)

Please think about the business you own or manage as you answer these last few questions.

F1_SMB. Do you own or rent your facility that was impacted by the recent PSPS event?

Show if phone survey (MODE=1): (READ CODES)

Show if online survey (MODE=2): (*Select one*)

- 1 Own
- 2 Rent/lease
- NA Not applicable

break

Ask if SMB customers (CLASSIF_2=1 or CLASSIF_4=1 or CLASSIF_5=1)

F2_SMB. How many employees work at this facility? Your best guess is fine.

Show if phone survey (MODE=1): (ASK OPEN END; READ CODES IF NECESSARY)

Show if online survey (MODE=2): (*Select one*)

- 1 1 to 5
- 2 6 to 10
- 3 11 to 25
- 4 26 to 50
- 5 51 to 100
- 6 101 to 250
- 7 251 to 500
- 8 More than 500
- NA Not applicable

break

Ask if SMB customers (CLASSIF_2=1 or CLASSIF_4=1 or CLASSIF_5=1)

F3_SMB. Which of the following best describes your organization's type of business?

Show if phone survey (MODE=1): (READ CODES UNTIL RESPONDENT ANSWERS)

Show if online survey (MODE=2): (*Select one*)

- 1 Agriculture
- 2 Education
- 3 Financial services
- 4 Healthcare
- 5 Government
- 6 Life science
- 7 Manufacturing
- 8 Media & entertainment
- 9 Non-profit
- 10 Retail
- 11 Telecommunications
- 12 Transportation
- 13 Other, please specify: [OTHER: S]
- REF Prefer not to say

break

Closing screen

Thank you for participating in this important survey. We appreciate your time and feedback.

Show if online survey (MODE=2): Landing Page: www.safetyactioncenter.pge.com

Remove "click here to continue" from this page

break

APPENDICES

Exceptions

No previous arrow

Track these variables

CUSTTYPE
CLASSIFICATION (hidden variable in questionnaire section)

Front end sample move-ins

Ask all

SAMPLE. Sample source.

1 Client supplied

break

Ask all

CUSTYPE. Customer type from RES_IND in sample file.

1 Set if RES_IND=RES: Residential

2 Set if RES_IND=SMB: Business

break

Ask all

PSPSID. PSPS identification number, from PSPS in sample file.

[OPEN END: S]

break

Ask all

RECNO_1. Record number, from RECNO in sample file.

[OPEN END: S]

break

Ask all

FNAME. First name, from FIRST_NAME in sample file.

[OPEN END: S]

break

Ask all

LNAME. Last name, from LAST_NAME in sample file.

[OPEN END: S]

break

Ask all

EMAIL. Email address, from EMAIL in sample file.

[OPEN END: S]

break

Ask all

WAVE. Survey Wave.

- 1 Wave 1
- 2 Wave 2
- 3 Wave 3
- 4 Wave 4
- 5 Wave 5

break

Ask all

ESIZE. Event Size.

- 1 Larger
- 2 Smaller

break

Ask all

SP_FLG. Spanish Language Flag

- 1 Yes
- 2 No

break

Ask all

CTYPE. Customer Type Text Field.

[OPEN END: S]

break

RESOURCE DESCRIPTIONS

Ability to Self-identify as Dependent on Electricity to Receive Additional Notifications

Customers who do not qualify for PG&E’s Medical Baseline Program or are at an increased risk of harm to their health, safety and independence during a prolonged power outage can self-identify as “electricity dependent.” These customers will receive additional PSPS notifications, including doorbell rings, if previous alerts are not acknowledged.

Accessible Transportation for People with Disabilities

Available during a Public Safety Power Shutoff (PSPS) to those who rely on power for medical or independent living needs. Part of the Disability Disaster Access & Resources (DDAR) program.

Address Level Alerts for Non-Account Holders

Address Alerts can notify you directly by text or automated phone call about the potential for a PSPS at any address that is important to you or a loved one, even if you don’t have a PG&E account.

Call 2-1-1 for Shutoff Information

Provides information about Public Safety Power Shutoffs before, during, and after PSPS events. In addition, qualified callers are connected to critical resources before and during a Public Safety Power Shutoff.

Community Resource Centers (CRCs)

During wildfires or Public Safety Power Shutoffs, PG&E opens Community Resource Centers which provide ADA-compliant restrooms, bottled water, snacks, WI-FI, electronic-device charging (including medical devices), blankets, information, and other resources.

County Food Bank Program:

If you experience food loss due to a Public Safety Power Shutoff, participating food banks in your county will provide your family with food replacement during a PSPS event and three days following power being restored.

Disability Disaster Access & Resources (DDAR) Program

In partnership with PG&E, the DDAR program is managed by the California Foundation for Independent Living Centers (CFILC). The program provides resources during Public Safety Power Shutoffs for those who rely on power for medical or independent living needs. Resources offered through the program include portable backup batteries, hotel accommodations, food stipends, and accessible transportation.

Food Delivery Services (e.g., Meals on Wheels)

PG&E partners with community-based organizations such as Meals on Wheels to provide food replacement and delivery to households experiencing food loss due to Public Safety Power Shutoffs. Customers who already participate in Meals on Wheels will receive an additional shelf-stable meal during a PSPS event.

Hotel Accommodations for People with Disabilities

Available during a Public Safety Power Shutoff (PSPS) to those who rely on power for medical or independent living needs. Part of the Disability Disaster Access & Resources (DDAR) program.

Language Preference for Alerts and Notifications:

By logging into their account, PG&E customers can choose to receive PSPS notifications in one of 16 languages.

PG&E's Generator Rebate Program

This program provides eligible customers with a single rebate for purchasing a qualified portable power generator. Eligible customers must be PG&E customers who reside in high fire threat areas and who either depend on well water pumps or are enrolled in PG&E's Medical Baseline Program.

PG&E's Medical Baseline Program

An assistance program for residential customers who have special energy needs due to qualifying medical conditions. Eligibility is based on medical conditions or needs of a person, not on income.

PG&E's Portable Battery Program:

PG&E's Portable Battery Program (PBP) provides no-cost backup portable batteries to income-qualified Medical Baseline customers in high fire threat districts or who have experienced 2 or more PSPS events in the past.

