

**2121 PRE PSPS SATISFACTION SURVEY****Questionnaire**

May 12, 2021

**Landing Page (Web)****SHOW LANGUAGE SELECTION DROPDOWN**

Thank you in advance for completing this survey from Pacific Gas & Electric (PG&E) Company.

The survey is intended to gauge public's awareness of its Public Safety Power Shutoff (PSPS) program and wildfire safety. We estimate that the survey will take about 15 minutes. Please be assured that all responses are strictly confidential and will only be analyzed in aggregate. We ask that you answer the questions honestly and accurately.

We appreciate your help!

Please press or click the ">" button below to continue.

**Introduction (Phone)**

Hello, my name is \_\_\_\_\_ calling on behalf of Pacific Gas & Electric Company from MDC Research. In order to gauge public's awareness of its Public Safety Power Shutoff (PSPS) program and wildfire safety, PG&E has hired MDC Research, an independent research firm, to conduct this survey. Your opinions are extremely important, and we just ask for a few minutes of your time to complete the survey.

**[IF ASKED]:** The survey should take less than 15 minutes, on average.

If not available: When would be a good time to call back and complete the survey over the phone?

**This call may be monitored for quality control purposes.**

**IF LANGUAGE BARRIER, FLAG AS SUCH TO REDIAL USING INTERVIEWER SPEAKING THE CUSTOMER'S LANGUAGE.**

**IF LANGUAGE IS KNOWN, FLAG ACCORDINGLY. IF UNKNOWN, PROBE WITH DO YOU SPEAK...?**

**Screening**

S0. DMA/Geo **[FROM SAMPLE]**

S1. Are you one of the heads of the household responsible for decisions for your residence?

- 1 Yes
- 2 No → **TERMINATE**
- 8 Refused / Don't know → **TERMINATE**

S2. What is your gender identification?

- 11 Female
- 12 Male
- 99 Prefer to self-describe (please specify): \_\_\_\_\_
- 98 Prefer not to answer

S3. And, just for classification purposes, into which of the following categories does your age fall?

- 11 Under 18 → **TERMINATE**
- 12 18 to 24
- 13 25 to 34
- 14 35 to 44
- 15 45 to 54
- 16 55 to 64
- 17 65 to 74
- 18 75 or older
- 98 Prefer not to say

### Communication Recall

Q1. In the past few months do you recall any communications of any type (i.e. mail, TV, radio, social media, etc.) from PG&E about the threat of wildfires and how you can prepare for them?

- 1 Yes
- 2 No
- 7 Unsure

Q2. **[Q1=1]** In what language(s) was the wildfire safety and preparedness information you recall hearing or seeing from PG&E? **[WEB: Select all that apply.]**

- 11 English
- 12 Spanish
- 13 Chinese Cantonese
- 14 Chinese Mandarin
- 15 South Korean
- 16 Vietnamese
- 17 Tagalog
- 18 Russian
- 19 Other—not sure which
- 99 Other (please specify): \_\_\_\_\_

Q3. **[ASK ALL]** What is your preferred language for receiving public safety information like this from PG&E?

- 11 English
- 12 Spanish
- 13 Chinese Cantonese
- 14 Chinese Mandarin
- 15 South Korean
- 16 Vietnamese
- 17 Tagalog
- 18 Russian
- 99 Other (please specify): \_\_\_\_\_

Q4. **[Q3≠11]** How do you feel about receiving wildfire communications from PG&E in English only?  
**[PHONE: READ LIST]**

- 1 I'm fine with that – I can understand English well
- 2 I'd rather have it in my preferred language, but I can also understand English
- 3 I need it in my preferred language – I do not understand English

Q5. What languages are often used in your home? **[WEB: Select all that apply.] [PHONE: MULTIPLE RESPONSES OK. PROGRAMMER: MULTIPLE RESPONSE.]**

- 11 English
- 12 Spanish
- 13 Chinese Cantonese
- 14 Chinese Mandarin
- 15 South Korean
- 16 Vietnamese
- 17 Tagalog
- 18 Russian
- 19 Arabic
- 20 Armenian
- 21 Farsi
- 22 French
- 23 German
- 24 Hindi
- 25 Hmong
- 26 Khmer
- 27 Portuguese
- 28 Punjabi
- 29 Thai
- 99 Other (please specify): \_\_\_\_\_

**[IF NO / UNSURE IN Q1 SKIP TO Q10]**

Q6. **[Q1=1 AND Q3=11]** Where did you see or hear PG&E’s communications about wildfire season safety and preparedness in English?

**Multiple response. [WEB: Select all that apply.]**

**[PHONE: MULTIPLE RESPONSES OK. DO NOT READ LIST. PROBE: “Anything else?”]**

**RANDOMIZE**

- 11 A letter in the mail from PG&E
- 12 An email from PG&E
- 13 A telephone call from PG&E
- 14 A text message from PG&E
- 15 PG&E website
- 16 PG&E representative or employee
- 17 PG&E wildfire preparedness webinar
- 18 PG&E Community meetings (in-person or online)
- 19 Informational videos on web
- 20 Informational videos on TV
- 21 Advertising on TV, radio, or online
- 22 Social media post (e.g. Facebook, Twitter, Nextdoor, Instagram, YouTube, etc.)
- 23 Billboards
- 24 Contractor of PG&E programs, e.g. CARE, FERA ESA, etc.
- 99 Other (please specify): \_\_\_\_\_
- 97 Don’t recall

Q6B. **[Q1=1 AND Q3≠11]** Where did you see or hear PG&E’s communications about wildfire season safety and preparedness in **[RECALL Q3 MENTION]**?

**Multiple response. [WEB: Select all that apply.]**

**[PHONE: MULTIPLE RESPONSES OK. DO NOT READ LIST. PROBE: “Anything else?”]**

**RANDOMIZE**

- 11 A letter in the mail from PG&E
- 12 An email from PG&E
- 13 A telephone call from PG&E
- 14 A text message from PG&E
- 15 PG&E website
- 16 PG&E representative or employee
- 17 PG&E wildfire preparedness webinar
- 18 PG&E Community meetings (in-person or online)
- 19 Informational videos on web
- 20 Informational videos on TV
- 21 Advertising on TV, radio, or online
- 22 Social media post (e.g. Facebook, Twitter, Nextdoor, Instagram, YouTube, etc.)
- 23 Billboards
- 24 Contractor of PG&E programs, e.g. CARE, FERA ESA, etc.
- 99 **[DNR]** Other (please specify): \_\_\_\_\_
- 97 **[DNR]** Don’t recall

Q6A. **[ASK IF Q6 =22]** On which Social Media platforms do you recall hearing or seeing information about wildfire season safety and preparedness in English?

**[PHONE: Confirm if specific social media site mentioned; probe for others]**

**RANDOMIZE**

- 11 Facebook
- 12 Twitter
- 13 Nextdoor
- 14 Instagram
- 15 YouTube
- 99 Other (please specify): \_\_\_\_\_

Q6AA. **[ASK IF Q6B=22]** On which Social Media platforms do you recall hearing or seeing information about wildfire season safety and preparedness in **[RECALL Q3 MENTION]**?

**[PHONE: Confirm if specific social media site mentioned; probe for others]**

**RANDOMIZE**

- 11 Facebook
- 12 Twitter
- 13 Nextdoor
- 14 Instagram
- 15 YouTube
- 99 Other (please specify): \_\_\_\_\_

Q7. **[ASK IF Q3≠11]** Which, if any, of these sources provided information in English and which provided information in your preferred language?

**[WEB: Select all that apply.]**

**[INSERT ALL RESPONSES FROM Q6B]**

		Information from this source was available in ...	
<b>RANDOMIZE</b>		English	My preferred language: <b>RECALL Q3 MENTION</b>
A	A letter in the mail from PG&E	1	2
B	An email from PG&E	1	2
C	A telephone call from PG&E	1	2
D	A text message from PG&E	1	2
E	PG&E website	1	2
F	PG&E representative or employee	1	2
G	PG&E wildfire preparedness webinar	1	2
H	PG&E Community meetings (in-person or online)	1	2
I	Informational videos on web	1	2
J	Informational videos on TV	1	2
K	Advertising on TV, radio, or online	1	2
L	Social media post (e.g. Facebook, Twitter, Nextdoor, Instagram, YouTube, etc.)	1	2
M	Billboards	1	2
N	Contractor of PG&E programs, e.g. CARE, FERA ESA, etc.	1	2
O	<b>(RECALL Q6B=99)</b>	1	2

- Q8. **[IF Q6 OR Q6B=15]** How satisfied were you with the information provided on the PG&E website about preparing for wildfires **[PHONE: where 1 is extremely dissatisfied and 5 is extremely satisfied]?** **[WEB: DO NOT REQUIRE A RESPONSE]**

Extremely dissatisfied				Extremely satisfied
1	2	3	4	5

- Q9a. **[IF Q3=11]** **[PHONE: On a 1 to 5 scale where 1 is not at all useful and 5 is extremely useful,]** how useful were the wildfire communications that you saw or heard from PG&E via...? **[WEB: DO NOT REQUIRE A RESPONSE]**

	<b>[INSERT ALL RESPONSES FROM Q6]</b>	Not at all useful				Extremely useful
	<b>RANDOMIZE</b>					
A	A letter in the mail from PG&E	1	2	3	4	5
B	An email from PG&E	1	2	3	4	5
C	A telephone call from PG&E	1	2	3	4	5
D	A text message from PG&E	1	2	3	4	5
E	PG&E website	1	2	3	4	5
F	PG&E representative or employee	1	2	3	4	5
G	PG&E wildfire preparedness webinar	1	2	3	4	5
H	PG&E Community meetings (in-person or online)	1	2	3	4	5
I	Informational videos on web	1	2	3	4	5
J	Informational videos on TV	1	2	3	4	5
K	Advertising on TV, radio, or online	1	2	3	4	5
L	Social media post (e.g. Facebook, Twitter, Nextdoor, Instagram, YouTube, etc.)	1	2	3	4	5
M	Billboards	1	2	3	4	5
N	Contractor of PG&E programs, e.g. CARE, FERA ESA, etc.	1	2	3	4	5
O	<b>(RECALL Q6=99)</b>	1	2	3	4	5

- Q9b1. **[Q3≠11]** **[PHONE: On a 1 to 5 scale where 1 is not at all useful and 5 is extremely useful,]** how useful were the wildfire communications in English that you saw or heard from PG&E via...?

	<b>[INSERT ALL RESPONSES WHERE Q7=1]</b>	Not at all useful				Extremely useful	Did not use the English version
	<b>RANDOMIZE</b>						
A	A letter in the mail from PG&E	1	2	3	4	5	8
B	An email from PG&E	1	2	3	4	5	8
C	A telephone call from PG&E	1	2	3	4	5	8
D	A text message from PG&E	1	2	3	4	5	8
E	PG&E website	1	2	3	4	5	8
F	PG&E representative or employee	1	2	3	4	5	8
G	PG&E wildfire preparedness webinar	1	2	3	4	5	8
H	PG&E Community meetings (in-person or online)	1	2	3	4	5	8
I	Informational videos on web	1	2	3	4	5	8

J	Informational videos on TV	1	2	3	4	5	8
K	Advertising on TV, radio, or online	1	2	3	4	5	8
L	Social media post (e.g. Facebook, Twitter, Nextdoor, Instagram, YouTube, etc.)	1	2	3	4	5	8
M	Billboards	1	2	3	4	5	8
N	Contractor of PG&E programs, e.g. CARE, FERA ESA, etc.	1	2	3	4	5	8
O	<b>(RECALL Q6B=99)</b>	1	2	3	4	5	8

Q9b2. **[Q3≠11]** And, how useful were the wildfire communications in **[PREFERRED LANGUAGE; Q3 MENTION]** that you saw or heard from PG&E via...?

	<b>[INSERT ALL RESPONSES WHERE Q7=2] RANDOMIZE</b>	Not at all useful				Extremely useful	Did not use the <b>[Q3 MENTION]</b> version
A	A letter in the mail from PG&E	1	2	3	4	5	8
B	An email from PG&E	1	2	3	4	5	8
C	A telephone call from PG&E	1	2	3	4	5	8
D	A text message from PG&E	1	2	3	4	5	8
E	PG&E website	1	2	3	4	5	8
F	PG&E representative or employee	1	2	3	4	5	8
G	PG&E wildfire preparedness webinar	1	2	3	4	5	8
H	PG&E Community meetings (in-person or online)	1	2	3	4	5	8
I	Informational videos on web	1	2	3	4	5	8
J	Informational videos on TV	1	2	3	4	5	8
K	Advertising on TV, radio, or online	1	2	3	4	5	8
L	Social media post (e.g. Facebook, Twitter, Nextdoor, Instagram, YouTube, etc.)	1	2	3	4	5	8
M	Billboards	1	2	3	4	5	8
N	Contractor of PG&E programs, e.g. CARE, FERA ESA, etc.	1	2	3	4	5	8
O	<b>(RECALL Q6B=99)</b>	1	2	3	4	5	8

Q10. **[ASK ALL] [IF Q3=11]** Other than PG&E’s communications, what other sources have you used to obtain information about wildfire safety and preparedness in English?

**Multiple response. [WEB: Select all that apply.]**

**[PHONE: MULTIPLE RESPONSES OK. DO NOT READ LIST. PROBE: “Anything else?”]**

**RANDOMIZE**

- 11 City or county government
- 12 State government
- 13 CalFire
- 14 Local fire department
- 15 Community-based organization (CBO)
- 16 Non-profit organizations
- 17 Healthcare providers or medical device suppliers
- 18 Local news reports
- 99 Other (please specify): \_\_\_\_\_

- 88 None of the above **[SKIP TO Q13]**
- 97 Don't recall

Q10A. **[ASK ALL] [IF Q3≠11]** Other than PG&E's communications, what other sources have you used to obtain information about wildfire safety and preparedness in **[RECALL Q3 MENTION]**?

**Multiple response. [WEB: Select all that apply.] [PHONE: MULTIPLE RESPONSES OK. DO NOT READ LIST. PROBE: "Anything else?"]**

**RANDOMIZE**

- 11 City or county government
- 12 State government
- 13 CalFire
- 14 Local fire department
- 15 Community-based organization (CBO)
- 16 Non-profit organizations
- 17 Healthcare providers or medical device suppliers
- 18 Local news reports
- 99 Other (please specify): \_\_\_\_\_
- 88 None of the above **[SKIP TO Q13]**
- 97 Don't recall

Q11. **[IF Q3≠11]** Which, if any, of these sources provided information in English and which provided information in your preferred language? **[WEB: Select all that apply.]**

**[INSERT ALL RESPONSES FROM Q10A]**

		Information from this source was available in ...	
	<b>RANDOMIZE</b>	English	My preferred language: <b>RECALL Q3 MENTION</b>
A	City or county government	1	2
B	State government	1	2
C	CalFire	1	2
D	Local fire department	1	2
E	Community-based organization (CBO)	1	2
F	Non-profit organizations	1	2
G	Healthcare providers or medical device suppliers	1	2
H	Local news reports	1	2
I	<b>(RECALL Q10A=99)</b>	1	2

Q12a. **[Q3=11]** On a 1 to 5 scale where 1 is not at all useful and 5 is extremely useful, how useful was the wildfire information from ...? **[WEB: DO NOT REQUIRE A RESPONSE] [PHONE: 1=Not at all useful to 5=Extremely useful]**

		Not at all useful				Extremely useful
	<b>[INSERT ALL RESPONSES FROM Q10]</b>					
	<b>RANDOMIZE</b>					
A	City or county government	1	2	3	4	5
B	State government	1	2	3	4	5
C	CalFire	1	2	3	4	5
D	Local fire department	1	2	3	4	5

E	Community-based organization (CBO)	1	2	3	4	5
F	Non-profit organizations	1	2	3	4	5
G	Healthcare providers or medical device suppliers	1	2	3	4	5
H	Local news reports	1	2	3	4	5
I	<b>(RECALL Q10=99)</b>	1	2	3	4	5

Q12b1. **[IF Q3≠11]** On a 1 to 5 scale where 1 is not at all useful and 5 is extremely useful, how useful was the wildfire information in English from...?

	<b>[INSERT ALL RESPONSES WHERE Q11=1] RANDOMIZE</b>	Not at all useful				Extremely useful	Did not use the English version
A	City or county government	1	2	3	4	5	8
B	State government	1	2	3	4	5	8
C	CalFire	1	2	3	4	5	8
D	Local fire department	1	2	3	4	5	8
E	Community-based organization (CBO)	1	2	3	4	5	8
F	Non-profit organizations	1	2	3	4	5	8
G	Healthcare providers or medical device suppliers	1	2	3	4	5	8
H	Local news reports	1	2	3	4	5	8
I	<b>(RECALL Q10A=99)</b>	1	2	3	4	5	8

Q12b2. **[IF Q3≠11]** And, how useful was the wildfire information in **[PREFERRED LANGUAGE; Q3 MENTION]** from...?

	<b>[INSERT ALL RESPONSES WHERE Q11=2] RANDOMIZE</b>	Not at all useful				Extremely useful	Did not use the <b>[Q3 MENTION]</b> version
A	City or county government	1	2	3	4	5	8
B	State government	1	2	3	4	5	8
C	CalFire	1	2	3	4	5	8
D	Local fire department	1	2	3	4	5	8
E	Community-based organization (CBO)	1	2	3	4	5	8
F	Non-profit organizations	1	2	3	4	5	8
G	Healthcare providers or medical device suppliers	1	2	3	4	5	8
H	Local news reports	1	2	3	4	5	8
I	<b>(RECALL Q10A=99)</b>	1	2	3	4	5	8

Q13. **[Q1=1]** In what ways could PG&E improve their communications about wildfire preparedness? **[Open-end]**  
**[PHONE: PROBE: "Anything else?"]**

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- Q14. **[ASK ALL]** Please indicate how much you agree or disagree with the following statements about PG&E **[PHONE: using a scale where 1 is completely disagree and 5 is completely agree].**

	<b>RANDOMIZE</b>	Completely disagree				Completely agree	Not sure
A	Takes proactive measures to protect the electricity grid from wildfires	1	2	3	4	5	7
B	Is committed to restoring power to customers affected by wildfires	1	2	3	4	5	7
C	Makes an effort to communicate with all customers about wildfires	1	2	3	4	5	7
D	Is a company I trust to act in the best interest of its customers	1	2	3	4	5	7
E	Shows care and concern for customers	1	2	3	4	5	7
F	Is proactive in taking steps to address wildfire risks	1	2	3	4	5	7
G	Is working to keep my community safe	1	2	3	4	5	7
H	Is committed to wildfire safety	1	2	3	4	5	7
I	Is helping me prepare for wildfire season	1	2	3	4	5	7

- Q15. **[ASK ALL]** Using a 5-point scale where “1” means you are “extremely dissatisfied” and “5” means you are “extremely satisfied,” how satisfied are you with PG&E’s overall wildfire safety and preparedness efforts?

Extremely dissatisfied				Extremely satisfied	Not sure
1	2	3	4	5	7

- Q16. **[ASK ALL]** Public Safety Power Shutoff, or PSPS, is a precautionary safety measure where PG&E may proactively turn off power lines when extreme fire danger conditions are forecasted, in order to reduce the risk of wildfires. Before today, had you ever heard of the Public Safety Power Shutoff program?

- 1 Yes  
2 No  
7 Unsure

**[IF NO / UNSURE SKIP TO Q20]**

Q17. **[IF Q16=1]** Where have you heard about Public Safety Power Shutoffs?

**[WEB: Select all that apply.][PHONE: MULTIPLE RESPONSES OK. DO NOT READ LIST. PROBE: "Anything else?"]**

**RANDOMIZE**

- 11 A letter in the mail from PG&E
- 12 An email from PG&E
- 13 A telephone call from PG&E
- 14 A text message from PG&E
- 15 PG&E website
- 16 PG&E representative or employee
- 17 PG&E wildfire preparedness webinar
- 18 TV or radio news report
- 19 Online news report
- 20 Advertising on TV, radio, or online
- 21 Billboards
- 22 Social media post (e.g. Facebook, Twitter, Nextdoor, Instagram, YouTube, etc.)
- 23 Informational videos on web
- 24 Informational videos on TV
- 25 Healthcare provider or medical device supplier
- 26 Word of mouth (e.g., friends/family)
- 27 Community-based organization (CBO)
- 28 PG&E community meetings (in-person or online)
- 29 Local city or county government
- 30 CalFire or local fire department
- 31 Contractor of PG&E programs, e.g. CARE, FERA ESA, etc.
- 32 Visited PG&E's Safety Action Center ([safetyactioncenter.pge.com](https://safetyactioncenter.pge.com))
- 33 My power was shut off **[DO NOT ASK IN Q18]**
- 99 Other (please specify): \_\_\_\_\_
- 97 Unsure

Q17a. **[IF Q17=22]** On which Social Media platforms do you recall hearing or seeing information about Public Safety Power Shutoffs? **[PHONE: Confirm if specific social media site mentioned; probe for others]**

**RANDOMIZE**

- 11 Facebook
- 12 Twitter
- 13 Nextdoor
- 14 Instagram
- 15 YouTube
- 99 Other (please specify): \_\_\_\_\_

Q18. **[IF Q3≠11]**. Which, if any, of these sources provided information in English and which provided information in your preferred language? **[WEB: Select all that apply.]**

**[INSERT ALL RESPONSES FROM Q17, EXCEPT “MY POWER WAS SHUT OFF”]**

	RANDOMIZE	Information from this source was available in ...	
		English	My preferred language: <b>RECALL Q3 MENTION</b>
A	A letter in the mail from PG&E	1	2
B	An email from PG&E	1	2
C	A telephone call from PG&E	1	2
D	A text message from PG&E	1	2
E	PG&E website	1	2
F	PG&E representative or employee	1	2
G	PG&E wildfire preparedness webinar	1	2
H	TV or radio news report	1	2
I	Online news report	1	2
J	Advertising on TV, radio, or online	1	2
K	Billboards	1	2
L	Social media post (e.g. Facebook, Twitter, Nextdoor, Instagram, YouTube, etc.)	1	2
M	Informational videos on web	1	2
N	Informational videos on TV	1	2
O	Healthcare provider or medical device supplier	1	2
P	Word of mouth (e.g., friends/family)	1	2
Q	Community-based organization (CBO)	1	2
R	PG&E community meetings (in-person or online)	1	2
S	Local city or county government	1	2
T	CalFire or local fire department	1	2
U	Contractor of PG&E programs, e.g. CARE, FERA ESA, etc.	1	2
V	Visited PG&E’s Safety Action Center (safetyactioncenter.pge.com)	1	2
W	<b>(RECALL Q17=99)</b>	1	2

Q18b. **[Q17=15]** How satisfied were you with the Public Safety Power Shutoff information provided on the PG&E website **[PHONE: where 1 is extremely dissatisfied and 5 is extremely satisfied]**? **[WEB: DO NOT REQUIRE A RESPONSE]**

Extremely dissatisfied				Extremely satisfied
1	2	3	4	5

Q19a. [Q3=11] On a 1 to 5 scale where 1 is not at all useful and 5 is extremely useful, how useful was the wildfire information from ...? [WEB: DO NOT REQUIRE A RESPONSE]

	[INSERT ALL RESPONSES FROM Q17]	Not at all useful				Extremely useful
	RANDOMIZE					
A	A letter in the mail from PG&E	1	2	3	4	5
B	An email from PG&E	1	2	3	4	5
C	A telephone call from PG&E	1	2	3	4	5
D	A text message from PG&E	1	2	3	4	5
E	PG&E website	1	2	3	4	5
F	PG&E representative or employee	1	2	3	4	5
G	PG&E wildfire preparedness webinar	1	2	3	4	5
H	TV or radio news report	1	2	3	4	5
I	Online news report	1	2	3	4	5
J	Advertising on TV, radio, or online	1	2	3	4	5
K	Billboards	1	2	3	4	5
L	Social media post (e.g. Facebook, Twitter, Nextdoor, Instagram, YouTube, etc.)	1	2	3	4	5
M	Informational videos on web	1	2	3	4	5
N	Informational videos on TV	1	2	3	4	5
O	Healthcare provider or medical device supplier	1	2	3	4	5
P	Word of mouth (e.g., friends/family)	1	2	3	4	5
Q	Community-based organization (CBO)	1	2	3	4	5
R	PG&E community meetings (in-person or online)	1	2	3	4	5
S	Local city or county government	1	2	3	4	5
T	CalFire or local fire department	1	2	3	4	5
U	Contractor of PG&E programs, e.g. CARE, FERA ESA, etc.	1	2	3	4	5
V	Visited PG&E's Safety Action Center (safetyactioncenter.pge.com)	1	2	3	4	5
W	(RECALL Q17=99)	1	2	3	4	5

Q19b1. [Q3=11] On a 1 to 5 scale where 1 is not at all useful and 5 is extremely useful, how useful was the information in English from...?

	[INSERT ALL RESPONSES WHERE Q18=1]	Not at all useful				Extremely useful	Did not use the English version
	RANDOMIZE						
A	A letter in the mail from PG&E	1	2	3	4	5	8
B	An email from PG&E	1	2	3	4	5	8
C	A telephone call from PG&E	1	2	3	4	5	8
D	A text message from PG&E	1	2	3	4	5	8
E	PG&E website	1	2	3	4	5	8
F	PG&E representative or employee	1	2	3	4	5	8
G	PG&E wildfire preparedness webinar	1	2	3	4	5	8
H	TV or radio news report	1	2	3	4	5	8
I	Online news report	1	2	3	4	5	8
J	Advertising on TV, radio, or online	1	2	3	4	5	8

K	Billboards	1	2	3	4	5	8
L	Social media post (e.g. Facebook, Twitter, Nextdoor, Instagram, YouTube, etc.)	1	2	3	4	5	8
M	Informational videos on web	1	2	3	4	5	8
N	Informational videos on TV	1	2	3	4	5	8
O	Healthcare provider or medical device supplier	1	2	3	4	5	8
P	Word of mouth (e.g., friends/family)	1	2	3	4	5	8
Q	Community-based organization (CBO)	1	2	3	4	5	8
R	PG&E community meetings (in-person or online)	1	2	3	4	5	8
S	Local city or county government	1	2	3	4	5	8
T	CalFire or local fire department	1	2	3	4	5	8
U	Contractor of PG&E programs, e.g. CARE, FERA ESA, etc.	1	2	3	4	5	8
V	Visited PG&E's Safety Action Center (safetyactioncenter.pge.com)	1	2	3	4	5	8
W	<b>(RECALL Q17=99)</b>	1	2	3	4	5	8

Q19b2. **[Q3≠11]** And, how useful was information in **[PREFERRED LANGUAGE; Q3 MENTION]** from...?  
**[PHONE: 1=Not at all useful to 5=Extremely useful/did not use the [PREFERRED LANGUAGE] version]**

<b>[INSERT ALL RESPONSES WHERE Q18=2]</b>		Not at all useful				Extremely useful	Did not use the <b>[Q3 MENTION]</b> version
<b>RANDOMIZE</b>							
A	A letter in the mail from PG&E	1	2	3	4	5	8
B	An email from PG&E	1	2	3	4	5	8
C	A telephone call from PG&E	1	2	3	4	5	8
D	A text message from PG&E	1	2	3	4	5	8
E	PG&E website	1	2	3	4	5	8
F	PG&E representative or employee	1	2	3	4	5	8
G	PG&E wildfire preparedness webinar	1	2	3	4	5	8
H	TV or radio news report	1	2	3	4	5	8
I	Online news report	1	2	3	4	5	8
J	Advertising on TV, radio, or online	1	2	3	4	5	8
K	Billboards	1	2	3	4	5	8
L	Social media post (e.g. Facebook, Twitter, Nextdoor, Instagram, YouTube, etc.)	1	2	3	4	5	8
M	Informational videos on web	1	2	3	4	5	8
N	Informational videos on TV	1	2	3	4	5	8
O	Healthcare provider or medical device supplier	1	2	3	4	5	8
P	Word of mouth (e.g., friends/family)	1	2	3	4	5	8
Q	Community-based organization (CBO)	1	2	3	4	5	8
R	PG&E community meetings (in-person or online)	1	2	3	4	5	8
S	Local city or county government	1	2	3	4	5	8
T	CalFire or local fire department	1	2	3	4	5	8
U	Contractor of PG&E programs, e.g. CARE, FERA ESA, etc.	1	2	3	4	5	8

V	Visited PG&E's Safety Action Center (safetyactioncenter.pge.com)	1	2	3	4	5	8
W	<b>(RECALL Q17=99)</b>	1	2	3	4	5	8

Q20. **[ASK ALL]** A Public Safety Power Shutoff event could last anywhere from 24-48 hours, or longer in some cases. How would you rate your level of preparedness for being without electricity for an extended period? Would you say you are...? **[PHONE: READ LIST]**

- 4 Completely prepared
- 3 Somewhat prepared
- 2 Not very prepared
- 1 Not at all prepared

Q21. **[ASK ALL]** What, if any, actions have you taken to prepare for a Public Safety Power Shutoff (PSPS) in 2020—whether before, during, or after an event? **[WEB: Select all that apply. RANDOMIZE]**  
**[PHONE: MULTIPLE RESPONSES OK. DO NOT READ LIST. PROBE: "Anything else?"]**

- 11 Went to PG&E website
- 12 Checked the PG&E mobile app
- 13 Went to PG&E's social media (e.g. Facebook, Twitter, Nextdoor, Instagram, YouTube, etc.)
- 14 Signed up for notifications from PG&E
- 15 Visited PG&E Community Resource Center
- 16 Followed PG&E on Twitter
- 17 Followed PG&E on Facebook
- 18 Prepared an emergency kit with food, water or medicine
- 19 Performed a safety check on your generator for your (home/business)
- 20 Purchased/used a battery powered radio
- 21 Developed an emergency plan
- 22 Activated your emergency plan
- 23 Notified others in area about potential power shutoff
- 24 Prepared for multiple-day outage
- 25 Purchased enough non-refrigerated food to last for several days without power
- 26 Purchased enough water to last for several days without power
- 27 Purchased new lanterns or flashlights
- 28 Have a place to go if without power for a prolonged period
- 29 Acquired a back-up generator
- 30 Acquired battery storage technology
- 31 Attended PG&E Community meeting (in-person or online)
- 32 Attended PG&E wildfire preparedness webinar or online meeting
- 33 Attended a community-based organization (CBO) event
- 34 Signed up for Medical Baseline Program
- 35 Removed vegetation from around your home
- 36 Allowed access to property for PG&E to trim trees
- 99 Other (please specify): \_\_\_\_\_
- 88 Have not taken any actions **[EXCLUSIVE]**

Q21A. **[IF Q21=13]** Which social media platforms did you use to prepare for a Public Safety Power Shutoff (PSPS)?

**[PHONE: Confirm if specific social media site mentioned; probe for others]**

**RANDOMIZE**

- 11 Facebook
- 12 Twitter
- 13 Nextdoor
- 14 Instagram
- 15 YouTube
- 99 Other (please specify): \_\_\_\_\_

**ASK Q22 HERE FOR PRE WAVE;**

Q22. **[ASK ALL]** Overall, what is your opinion of PG&E’s Public Safety Power Shutoff program? **[PHONE:** Please use a scale where 1 is very negative and 5 is very positive.]

Very negative				Very positive	Unsure
1	2	3	4	5	7

Along with the continued threat of wildfires, the COVID-19 pandemic has made 2020 has been an especially challenging year. Social distancing and sheltering-in-place continue to be the norm.

Q23. What, if any, impact has the pandemic had on your preparations for an extended power shutoff—do you feel that you are...?

- 1 More prepared
- 2 Less prepared
- 3 Neither more nor less prepared

Q23A. **[Q23=2]** Why do you feel less prepared?

\_\_\_\_\_

Q24. At any time this year, have you had to evacuate your home due to wildfires in your area?

- 1 Yes
- 2 No
- 7 Unsure

**Demographics**

D1 Now, we have just a few final questions for classification purposes. Into which of the ranges does your annual household income fall? **[PHONE: READ LIST]**

- 1 Less than \$50K
- 2 \$50K – \$99K
- 3 \$100K – \$149K
- 4 \$150K or more
- 8 Prefer not to say

D2 What is the highest level of education you have had the opportunity to complete?

- 11 Less than high school
- 12 High school degree or GED
- 13 Some college / trade/technical school / 2-year degree
- 14 College degree
- 15 Some graduate study
- 16 Graduate degree or higher
- 98 Prefer not to say

D3 Are you, yourself, of Hispanic origin or descent (that is, Mexican, Puerto Rican, Cuban, Central American, South American, or some other Spanish background)?

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

D4 Are you...? **(MULTIPLE MENTION)** **[WEB: Select all that apply.]**

- 11 Caucasian or White
- 12 African-American or Black
- 13 Asian
- 14 American Indian, Eskimo or Alaska native
- 15 Hawaiian or Pacific Islander
- 99 Some other ethnicity (please specify)
- 98 Prefer not to say

D5 Which of the following best describes your housing situation?

- 1 Homeowner
- 2 Renter
- 3 Neither of those (don't own home, don't pay rent)
- 8 Prefer not to say

D6 Do you, or does anyone in your household, rely on electricity for medical needs or medical equipment?

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

### Closing (Web)

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

Landing Page: [www.safetyactioncenter.pge.com](http://www.safetyactioncenter.pge.com)

### Closing (Phone)

Thank you for participating in this important survey. We appreciate your time and feedback. Have a great day/night!