

**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)  
2026 ACCESS AND FUNCTIONAL NEEDS (AFN) PLAN FOR  
PUBLIC SAFETY POWER SHUTOFF (PSPS) SUPPORT**

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Dated: April 30, 2026

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In accordance with the California Public Utilities Commission's Decision (D.) 21-06-034 Phase 3 OIR Decision Guidelines, Pacific Gas and Electric Company (PG&E) respectfully submits this 2026 Access and Functional Needs (AFN) Plan for Public Safety Power Shutoff Support (PSPS) regarding its efforts designed to support people and communities with AFN during PSPS de-energization events. The 2026 AFN Plan Fourth Quarterly Progress Report of Activities between January 1, 2026 to March 31, 2026, is attached hereto.

Respectfully submitted,

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Dated: April 30, 2026

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

Quarterly Progress Report of Activities  
between January 1, 2026 and March 31, 2026



April 30, 2026

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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 toward meeting our 2026 PSPS Access and Functional Needs (AFN) Plan and the impact of our efforts to support the AFN and vulnerable populations<sup>1</sup> during proactive de-energization (also known as Public Safety Power Shutoff (PSPS)). This update addresses our efforts between January 1, 2026 and March 31, 2026.

Since the last reporting progress on PG&E's AFN activities on January 30, 2026, PG&E has achieved the following significant milestones to help serve our most vulnerable customers before, during, and after a PSPS.

- PG&E AFN program team organized two training sessions for Department of Developmental Services Regional Centers staff. The first session, held on January 28, focused on Tips and Tools Best Practices and was attended by 45 people. The second, which took place on February 25, covered the Financial Assistance Programs, drawing 56 participants.
- Joint IOUs<sup>2</sup> delivered Medical Baseline (MBL) program training, along with an overview of AFN emergency response programs and services, to California Department of Social Services' In Home Supportive Services (IHSS) staff during a statewide training webinar held on March 23 and 30.
- PG&E AFN program team participated in four workshops dedicated to local Community Based Originations (CBOs) who participate in the Resilient Together Advisory Groups (RTAG) to share information on programs and services that support AFN community members.
- In partnership with the Washoe Native Temporary Assistance for Needy Families (TANF) Program, PG&E AFN program team participated in three community events, two in person on January 21 and 22 and one virtual on January 27, presenting information about our support programs and services to tribal families.
- PG&E held a virtual Community Organization and Advocate Training for approximately 95 attendees on March 25th and highlighted our Wildfire Safety program and provided updates on AFN programs and services in our service area.
- PG&E AFN program team overviewed our AFN emergency response programs

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<sup>1</sup> In accordance with D.19-05-042 AFN and vulnerable populations is defined by the CPUC via Government Code § 8593.3 as: Individuals who have at least one of: developmental or intellectual disabilities, physical disabilities, chronic conditions, injuries, limited English proficiency or who are non-English speaking, older adults, children, people living in institutional settings or those who are low income, homeless, or transportation disadvantaged, including but not limited to those who are dependent on public transit or those who are pregnant.

<sup>2</sup> Pacific Gas & Electric Company (PG&E), San Diego Gas & Electric (SDG&E) and Southern California Edison (SCE)

and services at two healthcare workshops. One on January 26 at the Santa Cruz County Healthcare Coalition and the second on March 24 at the Solano Healthcare Coalition- Emergency Preparedness Workshop.

For a full list of PG&E's quarterly accomplishments towards meeting the Key Objectives identified in the 2026 AFN Plan, please see [Appendix H.1](#).

# **1 CONCEPT OF OPERATIONS | HOW**

## **1.1 Preparedness/Readiness (Before Power Shutoff)**

### **1.2 AFN Identification Outreach**

PG&E continues to conduct awareness/preparedness outreach campaigns to AFN customers. In 2026, this outreach will include direct mail and email campaigns to the AFN Community, as well as social media and paid media campaigns. See section 1.2.1 for more information our Self-Identification marketing campaigns and Self-Identification Program. See Section 1.5.2 for customer enrollments by month in the MBL program. Table 1. provides the types and counts of AFN customers identified above and beyond the MBL program as of March 31, 2026.

**Table 1. Types and Counts of AFN Customers Beyond MBL Program<sup>3</sup> in High Fire Risk Areas (HFRA)<sup>4</sup>**

<b>Types of Customers Above and Beyond MBL Program that Self-Identify a Vulnerability in their Household<sup>5</sup></b>	<b>Number of Customers</b>
Enrolled in Self-identify Vulnerable Program (e.g., SIV) <sup>6</sup>	5,929
Disabled (e.g., “disabled”)	25,664
Non-standard communication format requested (Braille or large print)	502
Durable Medical Equipment (DME)	45,632
Assistive Technology (AT)	7,897
Blind/Low Vision (Vision Disability)	15,217
Deaf/Hard of Hearing (Hearing Disability)	22,247
Language Preference (Non-English)	19,159
Senior (65+)	85,820
Income Qualified (CARE and FERA)	203,146

### **1.2.1 Self-Identified Vulnerable Program**

PG&E continues to explore AFN Person Characteristic Self-Identification campaigns, which allow customers to identify if they or a resident in the household is living with one or more of the following characteristics: blind, low vision, Deaf or hard of hearing, disabled (cognitive, physical, developmental), senior, and/or dependent on assistive technology and/or durable medical equipment.

Customers are also asked to identify if they, or someone in their household, have a serious illness or condition that could become life-threatening if their electric or gas service is disconnected. Customers can then sign up for our Self-Identified Vulnerable program either by phone, paper application or online through their MyAccount portal. The program provides in-person doorbell notifications and places door hangers if customers do not respond to earlier PSPS alerts.

<sup>3</sup> Counts of customers are not mutually exclusive. Customers may self-identify under multiple types.

<sup>4</sup> Figures reported in this table are reflected of customers residing in HFRA

<sup>5</sup> Customers can self-identify with PG&E that they have a person in the household with a vulnerability. This customer designation currently has no end date. In accordance with D.12-03-054, for customers who have previously been identified as vulnerable 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).

<sup>6</sup> 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 Self-Identified Vulnerable Program. PG&E uses this designation to make an in-person visit prior to disconnection for non-payment. This designation remains on their account for 12 months following enrollment. 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.

In Q1, PG&E updated customer account information using results from approximately 44,000 self-identification surveys received in the prior year. These efforts increased the number of customers identified as having Access and Functional Needs (AFN) and informed refinements to PG&E’s outreach strategies for the current year. The enhanced data enables PG&E to identify customers who have reported vulnerable characteristics and to conduct targeted outreach to those not currently enrolled in the Medical Baseline (MBL) or Self-Identified Vulnerable (SIV) programs.

PG&E is continuing to expand its self-identification efforts and promote program enrollment through annual SIV enrollment campaigns, targeted email communications, and paid media outreach. PG&E will also continue engagement and training with community-based organizations (CBOs) in support of these efforts. In addition, In March PG&E began conducting customer testing of SIV marketing materials, to evaluate clarity, accessibility, and relevance for AFN audiences. PG&E will review the results of this testing and, in Q2, develop plans to update communication materials and channels, as appropriate, based on these findings.

### **1.1.1 Emergency Operations Center**

In Q1, PG&E did not activate our Emergency Operations Center for PSPS.

#### **1.1.1.1 Preparation Exercises**

In Q1, PG&E did not conduct any PSPS preparation exercises that included the AFN Liaison role or CBO partners. The EOC, including the AFN Liaison team, is preparing for a Full-Scale Exercise and Communications Drill scheduled for Q2, during the week of April 27 – May 1. Two of our Community Based Organizations—California 211 Providers Network (211) and CFILC’s Disability Disaster Access and Resource Program (DDAR)—will participate as resource partner players.

#### **1.1.1.2 Training**

In Q1, PG&E conducted a robust, in-person training for Emergency Operations Center (EOC) staff on March 20, along with role-specific breakout sessions for each team within the Customer Care organization. The training included a tabletop exercise that enabled the Customer Strategy Officer (CSO) team to participate in a simulated PSPS scenario and validate how teams would coordinate to respond effectively.

#### **1.1.1.3 AFN Liaison**

AFN Liaison team which is comprised of an AFN Strategy Lead and AFN Advisor, manages the AFN Situation Room to maintain ongoing communications with CBOs, our contact center, and any other functional areas that may receive AFN customer escalations before, during, and after PSPS. During PSPS in 2026, this team engages with Resource Partner CBOs (e.g., DDAR, California Network of 211 Providers (211), food banks, Meals on Wheels, and information-based CBOs) to manage two-way

communication leading up to and during each PSPS. This dedicated team also provides paratransit notifications and impacted ZIP Code lists to CBO resource partners and paratransit agencies. In Q1, the AFN Liaison role was not activated because PG&E did not experience a PSPS.

In Q1, the AFN Liaison team received monthly training. They were provided with recorded PSPS overview trainings and invited to participate in topical training sessions held each month, all focused on preparing them for their roles.

#### **1.1.1.4 Customer Care**

PG&E did not experience a PSPS in Q1. PG&E's Customer Service Representatives (CSR) continue to confirm contact information, assist customers with an application for the Medical Baseline (MBL) Program, indicate language preference, self-identifying as vulnerable<sup>7</sup>, and/or self-identifying that a person in their household has a disability<sup>8</sup>.

#### **1.3 AFN Support Resources**

To support and prepare 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 PG&E's programs and available resources are below. For additional information about PG&E's programs and available resources, see the 2026 AFN Plan for PSPS Support.

##### **1.3.1 California 211 Providers Network (211) Care Coordination, Referral, and Education Support**

PG&E continued its partnership with 211 who connects customers to approximately 11,000 community-based organizations (CBOs) and government agencies across PG&E's service area. Through inbound and outbound calls, texts, and in-person visits, 211 conducts PSPS needs screening to identify households with Access and Functional Needs (AFN) and assess support needs before, during, and after PSPS events. Central to this work is 211's Care Coordination service, through which customers complete an intake assessment with a trained Care Coordinator to evaluate household circumstances, electricity-dependent needs, and the use of medications or assistive technologies. Care Coordination results in the development of a personalized safety plan and includes proactive wellness checks during PSPS events, as well as direct connections to critical resources such as transportation, temporary lodging, food, fuel assistance, and other social services. In addition, 211 California conducts year-round, multilingual outreach and education to share PG&E wildfire safety and preparedness messaging through community events, presentations, digital communications, printed materials, and local resource centers.

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<sup>7</sup> In accordance with D.12-03-054, customers who 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 Self-Identified Vulnerable Program. 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 customer submits 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, is not included in this metric.

<sup>8</sup> 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, for 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).

Table 2 describes the 211 CA marketing outreach and communications throughout 2026.

**Table 2. 2025 211 CA Marketing and Outreach**

Outreach Efforts	Resources Provided to Customers			
	Q1	Q2	Q3	Q4
Social Media Posts	81			
Social Media Impressions	1,431,688			
Total Customer Direct Outreach *	39,009			
Events/Presentations	75			

\*Includes marketing outreach at fairs/tabling events, emails/texts sent, print materials distributed.

211 continues to distribute customer satisfaction surveys to all customers who completed care coordinate and had a safety plan mailed to them. Results are tracked and reviewed on quarterly basis. PG&E also continued to have regular working meetings with 211 to provide guidance, review quarterly reports, and discuss program enhancements. We continue to hold a bi-weekly meetings with 211 and Southern California Edison to align on offerings and program support.

In Q1, PG&E did not have a PSPS activation and did not require 211 to provide direct services. Instead focus was placed on conducting a coordinated 211 Day promotional campaign on February 11, across multiple channels to encourage customers to prepare for wildfire season and seek support through 211 services. The campaign included a 211 Day feature on the PG&E.com homepage promoting preparedness and available support services, which received more than 80,000 visits on the day of promotion. PG&E also conducted outreach on Facebook and Instagram in English, Spanish, and Chinese, highlighting wildfire preparedness and partnership with 211 and generating more than 152,000 impressions. In addition, PG&E shared information through its internal daily employee communications, posting an article focused on employee awareness of 211 and the importance of encouraging customers to utilize available resources, which resulted in 308 employee clicks. Collectively, these efforts reinforced consistent messaging and expanded awareness of 211 wildfire support services among customers and employees.

PG&E also provided SIV, MBL, and portable battery referral training to 211 network staff during this quarter. In addition, twelve wildfire fact sheets, including the 211 specific fact sheet, were revised and distributed to 211 to help with their outreach efforts. PG&E is also working to remediate, translate, and upload these resources to our online CBO Toolkit and shared with 211 as soon as the alternative versions become available in Q2. Work to develop an email and direct mail campaign around 211 awareness, describing their support and encouraging customers to call 211.

Distribution is planned for early Q2.

Table 3 includes the number of Care Coordination assessments and resources provided to customers through 211. PG&E will continue to provide these resources to customers through 211 before, during, and after future PSPS.

**Table 3. 2026 211 Program Resources Provided to Customers**

Resources/Engagement with Customers Before, During, and After PSPS	Resources Provided to Customers			
	Q1	Q2	Q3	Q4
Care Coordination Assessments	171			
Battery Referrals	11			
Food Vouchers*	-			
Hotel Stays*	-			
Gas Cards*	-			
Transportation*	-			

\* Only provided during PSPS Activations

### 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 on customers, including those most vulnerable. PG&E continues to work with partner organizations to provide outreach and support to customers with AFN. Below is a progress update on our customer resiliency programs and continuous power solutions. For additional information about our customer resiliency programs and continuous power solutions, see our 2026 AFN Plan for PSPS Support.

#### 1.4.1 Disability Disaster Access and Resources (DDAR) Program

In 2026, PG&E will continue its partnership with the California Foundation for Independent Living Centers (CFILC) to administer the DDAR Program. This initiative supports PSPS readiness for individuals with disabilities who depend on electricity—including those using durable medical equipment or assistive technology—as well as older adults. The DDAR Program will provide assistance before, during, and after future PSPS.

Prior to a PSPS event, DDAR works closely with eligible customers to develop tailored plans addressing their specific needs in such situations. These preparedness plans also serve as guidance for other hazards, such as storms or outages. During PSPS events,

the DDAR Program will offer a range of direct resources to qualified customers, including batteries, hotel accommodations, food vouchers, gas cards, transportation, and additional support as needed.

In Q1, portable batteries were not distributed to qualified customers, because there were no PSPS activations. Instead DDAR was focused on preparing vulnerable, electricity-dependent individuals with disabilities, for wildfire season. DDAR centers delivered emergency preparedness trainings to approximately 7,000 customers and over 1,500 disaster kits were handed out. PG&E established regular weekly working meetings with CFILC to provide guidance, review metrics, and discuss program administration and enhancements. PG&E conducted back-up power training and portable battery referral training to DDAR staff this quarter. PG&E provided back-up power and portable battery referral training to DDAR staff during this quarter. In addition, twelve wildfire fact sheets, including the DDAR-specific sheet, were revised and distributed to CFILC for use at DDAR centers assisting customers. Efforts are underway to remediate, translate, and upload these resources to our online CBO Toolkit and shared with CFILC as soon as the alternative versions become available in Q2.

Table 4 describes the CFILC DDAR marketing outreach and communications throughout 2026.

**Table 4. 2026 CFILC DDAR Marketing and Outreach**

Outreach Efforts	Resources Provided to Customers			
	Q1	Q2	Q3	Q4
Social Media Posts	35			
Social Media Impressions	9,272			
Individual Customer Direct Outreach *	8,468			
Group Presentations/Training	194			

\*Includes marketing outreach at fairs/tabling events, emails/texts sent, general 1:1 engagement, print materials distributed.

Table 5. includes the number of customer preparedness assessments and resources provided to customers through DDAR.

**Table 5. 2025 CFILC DDAR Program Resources Provided to Customers**

Resources/Engagement with Customers Before, During, and After PSPS	Resources Provided to Customers			
	Q1	Q2	Q3	Q4
Customer Preparedness Assessments	369			
Battery Referrals	30			
Batteries Delivered*	-			
Food Vouchers*	-			
Hotel Stays*	-			
Gas Cards*	-			
Transportation*	-			

\* Only provided during PSPS Activations

### **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 and deliver grid and customer benefits. The SGIP Equity Resiliency Budget (ERB) provides incentives for MBL customers, well-pump, and critical non-residential customers in HFTDs.

In 2026, PG&E will continue to focus on the SGIP Program and expects significant, positive changes to be made to the program as the result of Assembly Bill 209, which should benefit vulnerable customers in PG&E territory by providing additional funding for energy storage and solar. PG&E has updated 12 of our wildfire fact sheets, including the Back Up Power Fact sheet that discusses SGIP, for use with our CBO partners, CRCs, and customers. We are working to remediate, translate, and upload these to our CBO Toolkit and website in Q2

See Table 6. for an overview of relevant SGIP ERB application and interconnection metrics as of March 31, 2026.

**Table 6. SGIP ERB and Interconnection Metrics**

<p><b>Key Application Metrics</b></p>	<p>Equity Resiliency Budgets paid \$276.1M as of March 2026 10,888 applications received inception to date since SGIP Equity Resiliency Budgets opened in May 2020, including submitted and cancelled applications.</p> <ul style="list-style-type: none"> <li>• 5,825 MBL (including 0 waitlisted)</li> <li>• 4,176 well pump (including 0 waitlisted)</li> <li>• 193 commercial, educational, small business, and multi-family (including 0 waitlisted)</li> <li>• 0 waitlisted</li> <li>• 98% residential versus 0.01% commercial, .001% educational, .0005% small business, and .005% multi-family</li> <li>• Total allocated: \$110.7M MBL, \$69 M well pumps, \$33.2M commercial and multi-family</li> </ul>
<p><b>Key Interconnection Metrics</b></p>	<p>March 2026 inception-to-date 7,014 projects interconnected to grid:</p> <ul style="list-style-type: none"> <li>• 4,316 MBL</li> <li>• 2,386 well pump</li> </ul>

### 1.4.3 Portable Battery Program (PBP)

The PBP offers direct-to-customer outreach, assessments, and battery deliveries. The program continued this year with a target population of MBL and SIV customers who have experienced at least one PSPS or at least 3 EPSS outages since 2024.

Since 2020, the PBP partners have delivered approximately 28,000 portable batteries to MBL and Self-Identified Vulnerable customers at risk of being impacted by PSPS. In addition, more than 1,900 mini-fridges and approximately 915 insulin coolers were provided since 2022.

In 2026, PG&E and its partner organizations will maintain their commitment to supporting frequently impacted MBL and SIV customers who utilize durable medical equipment or assistive technology and have not previously participated in a resiliency program. Additionally, a direct referral pathway has been established for 211 and DDAR partners to connect eligible customers directly with the PBP program implementer. During Q1, no deliveries were made because the program implementer concentrated on subcontractor onboarding and preparations to commence battery deliveries in the second quarter. PG&E has updated 12 of our wildfire fact sheets, including the Back Up Power Fact sheet that discusses PBP, for use with our CBO partners, CRCs, and customers. We are working to remediate, translate, and upload these to our CBO Toolkit and website in Q2.

Table 7. includes PG&E’s quarterly progress on outreach and batteries delivered to customers before, during, and after 2026 PSPS.

**Table 7. 2025 PBP Outreach**

<b>Outreach and Batteries Delivered to Customers</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Customers Reached	0			
Customers Assessed	0			
Batteries Delivered	0			
Mini Fridges Delivered	0			
Insulin Cooler Wallets Delivered	0			
Extension Cords delivered	0			

### 1.4.4 Generator and Battery Rebate Program (GBRP) & Backup Power Transfer Meter (BPTM)

PG&E’s Generator Backup Rebate Program (GBRP) offers a \$300 rebate to customers residing in Tiers 2 or 3 High Fire-Threat Districts (HFTDs) or those served by circuits with Enhanced Powerline Safety Settings (EPSS). Customers enrolled in PG&E’s CARE or FERA programs may qualify for an additional \$200 rebate, provided the total rebate

amount does not exceed the purchase price of the product. Effective January 1, 2026, GBRP eligibility will extend to include areas designated as High Fire Risk, aligning with updated wildfire risk classifications to ensure that customers affected by wildfire-related outages are not excluded due to previous mapping criteria. To receive the rebate, eligible customers must submit their application within 12 months of purchasing a qualifying product or by December 31, 2026, whichever comes first. In Q1 PG&E issued 991 rebates with 13,763 issued since program inception. PG&E has updated 12 of our wildfire fact sheets, including the Back Up Power Fact sheet that discusses GBRP and BPTM, for use with our CBO partners, CRCs, and customers. We are working to remediate, translate, and upload these to our CBO Toolkit and website in Q2.

In Q1 2026, PG&E’s Backup Power Transfer Meter (BPTM) installed approximately 765 BPTMs to customers who reside in Tiers 2 or 3 HFTDs or serviced by an EPSS. The BPTM device is a meter that is also a transfer switch that will automatically switch power to a connected generator when it detects the grid is offline and switch back to the utility once the grid is back on. Since 2021, the BPTM program has installed approximately 11,749 meters.

Table 8 includes PG&E’s quarterly progress on the number of rebates PG&E paid to customers and the number of customers with BPTM devices installed.

**Table 8. 2025 GBRP Rebates and BPTM Devices Installed**

<b>GBRP Rebates and BPTM Devices Provided to Customers Before, During, and After PSPS</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Number of GBRP Rebates Paid to Customers	991			
Number of Customers who had BPTM Devices Installed	765			

**1.4.5 Residential Storage Initiative (RSI)**

In 2022, PG&E launched the pilot phase of the Residential Storage Initiative (RSI), a home battery energy storage program, funded by the EPSS program to support low-income customers vulnerable to wildfire safety outages. In 2023, the program was expanded to also include MBL customers and others facing a significant number of EPSS outages. In 2024, PG&E greatly expanded its efforts across more counties to support more customers with RSI.

Since the program launched, PG&E has provided permanent battery systems at no cost to approximately 4,300 residential customers who have been frequently impacted by outages because of PG&E’s EPSS program. Eligible customers were enrolled in the

California Alternate Rates for Energy (CARE) program, Family Electric Rate Assistance (FERA), the Medical Baseline program, or are Self-identified as Vulnerable with an assistive technology or durable medical equipment; did not already have a customer resiliency solution (such as a battery or permanently installed generator); and had experienced a significant number of safety-related outages.

PG&E continues to refine and improve RSI and plans to continue the program in 2026 to help ensure that the risks of wildfire safety outages such as EPSS and PSPS continue to be minimized for the most impacted and vulnerable customers.

In Q1, RSI installed 501 projects and will continue to conduct outreach to eligible customers. PG&E has updated 12 of our wildfire fact sheets, including the Back Up Power Fact sheet that discusses RSI, for use with our CBO partners, CRCs, and customers. We are working to remediate, translate, and upload these to our CBO Toolkit and website in Q2.

### 1.5 Customer Assistance Programs

For general information about PG&E’s customer assistance programs, see our 2026 AFN Plan for PSPS Support.

#### 1.5.1 Food Replacement Options and Other CBO Resources

Table 9. includes quarterly updates on our partnerships associated with food bank programs, meals on wheels providers, and other food resources. A full list of Food Bank Partners can be found in [Appendix D.1](#), Meals on Wheels Providers in [Appendix E.1](#), CBO Resource Partners with active agreements for PSPS Support in [Appendix F.1](#), and Accessible Transportation Partners in [Appendix G.1](#).

**Table 9. Resource Partnerships Agreements Executed**

Quarter	Food Banks		Meals on Wheels		Other Food Replacement/Transportation/Other	
	Number of Partnerships	Number of New Agreements Executed	Number of Partnerships	Number of New Agreements Executed	Number of Partnerships	Number of New Agreements Executed
Q1	26	0	20	0	8	0
Q2						
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 with low income. PG&E has an existing relationship with the

California Association of Food Banks and county food banks throughout our service area and will provide grants from Q2-Q3. From Q2-Q3 of 2025, PG&E supported food banks with grants totaling \$952K and in Q4 provided an additional \$1.25M to support them as they responded to continued and unprecedented demand resulting from the federal government shutdown in late 2025. PG&E also continues to establish agreements with food banks throughout its service area to seek additional support for customers experiencing food loss resulting from PSPS. For a full list of Food Bank Resource Partners with active agreements see [Appendix D.1](#).

PG&E continued to explore opportunities for additional partnerships. 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.

In Q1, Food Bank services were not provided since there was no PSPS de-energization. PG&E has updated 12 of our wildfire fact sheets, including the Food Bank fact sheet, for use with our CBO partners, CRCs, and customers. We are working to remediate, translate, and upload these to our CBO Toolkit and website in Q2.

#### **1.5.1.2 Meals on Wheels Partnerships**

PG&E has partnered with Meals on Wheels providers throughout the service area to provide seniors 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 on additional resources available through PG&E. For a full list of Meals on Wheels Partners with active agreements see [Appendix E.1](#).

In Q1, Meals on Wheels services were not provided since there was no PSPS de-energization.

#### **1.5.1.3 Grocery Delivery Services**

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

In Q1, grocery delivery services were not provided since there was no PSPS de-energization.

#### **1.5.1.4 Family Resource Centers**

PG&E has an established partnership with Cope Family Center, a family resource center, to provide families experiencing food loss with grocery gift cards depending on family size. Cope Family Center provides support in Napa County. PG&E continues to look for opportunities to expand agreements to additional family resource centers

throughout the service area.

In Q1, the Cope family resource centers did not provide gift cards since there was no PSPS de-energization.

#### **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 Q1, Lost Sierra Food Project did not provide fresh produce since there was no PSPS de-energization.

#### **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 Q1, portable shower and laundry services were not provided since there was no PSPS de-energization.

#### **1.5.1.7 Accessible Transportation**

PG&E provides accessible transportation for customers to Community Resource Centers (CRC) or hotels through the DDAR Program and 211. In addition, PG&E has established agreements with accessible transportation partners that allow customers to coordinate accessible transportation with the provider directly. Each active CRC location offers a Fact Sheet that lists all available accessible transportation providers. We also updated our CRC website to include a link to our transportation partners. Expanded accessible transportation is available in El Dorado, Fresno, Shasta, Solano, Sonoma, Marin, Tehama, Siskiyou, and San Francisco counties. For a full list of Accessible Transportation Partners with active agreements see [Appendix G.1](#). PG&E continues to explore opportunities to expand these agreements to other providers.

PG&E is also committed to providing proactive notification<sup>9</sup> and impacted zip code information to paratransit agencies that may serve all the known transit-or paratransit-dependent persons that may need access to community resources centers during a PSPS.

In Q1, our transportation partners did provide support since there was no PSPS de-energization. PG&E has updated 12 of our wildfire fact sheets, including the Transportation fact sheet, for use with our CBO partners, CRCs, and customers. We are working to remediate, translate, and upload these to our CBO Toolkit and website in Q2.

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<sup>9</sup> In accordance with PSPS Phase 3 D.21-06-034.

### **1.5.2 Medical Baseline (MBL) Program**

The MBL Program is an assistance program for residential customers with extra energy needs due to qualifying medical conditions. PG&E continued to encourage customer participation in the MBL Program (see Section 1.7.1, which describes the outreach conducted to drive enrollment in the program). PG&E filed a Joint IOU Tier 3 Advice Letter at the end of September 2024 requesting approval for an MBL Study Design and budget. This study will identify eligible customer populations in each IOU territory, supporting outreach, marketing, and enrollment goals. We've long recognized the importance of understanding how many customers may qualify for the program, and this study will offer valuable insights into the conditions and devices used across California to support our customers. As of Q1, there has been no additional updates and the filing is still under review with the CPUC.

PG&E allows customers taking service on a Master-Metered rate schedule (EM, EM-TOU, GM, and GM-TOU) to apply for the Medical Baseline program. Master-Metered is a residential single-phase and polyphase service supplied to a multifamily accommodation through one meter on a single premises where all the residential dwelling units are not separately sub metered in accordance with Rule 18. This schedule also applies to residential hotels as defined in Rule 1 and to residential RV parks which rent at least 50 percent of their spaces on a month-to-month basis for at least 9 months of the year to RV units used as permanent residences.

As of Q1, PG&E has 2,684 Master Meter Tenants enrolled in the MBL Program, an increase of 1.1% since the last reporting enrollment in Q4-2025.

Table 10. shows enrollments by month of customers who are enrolled in the MBL Program.

**Table 10. MBL Program Customer Enrollments (Jan 1 – Mar 31, 2026)**

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
Total Start of Month MBL Customers	239,872	241,159	243,704										243,704 <sup>10</sup>
New MBL Customers	2,601	3,948	3,769										10,318
MBL Customers Removed	1,314	1,403	1,552										4,269
<b>Total End of Month MBL Customers</b>	<b>241,159</b>	<b>243,704</b>	<b>245,921</b>										<b>245,921</b>

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<sup>10</sup> Total Start of Year MBL Customers can include additional MBL customers that were posted after previously filed reports

### 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 the service territory.

PG&E’s ESA contractors also continued to share information about emergency preparedness, PSPS, and other financial assistance programs through in-home educational activities.

Through the ESA Program, PG&E has been providing and distributing coolers to eligible ESA participants who reside in Tier 2 and 3 HFTDs, allowing them to keep food cold for an extended duration and possibly prevent spoilage perishables during an outage.

In Q1, efforts in both areas of customer education and cooler distribution assistance continued, see Table 11 below for a quarterly breakdown on the number of energy savings assistance interactions and distribution of coolers to eligible ESA participants.

**Table 11. Energy Savings Assistance Program Support**

<b>ESA Customer Education and Cooler Distribution Assistance</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Number of in-home educational customer opportunities	10			
Number of Coolers Distributed	10			

### 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 1.4 million<sup>11</sup> customers are receiving bill discounts through these two programs.

In Q1, PG&E held a routinely scheduled CBO training on March 25, 2026. Over 95 participants attended. During the training, community organizations received training on programs such as CARE/FERA, AMP, medical baseline, Budget Billing, demand response programs, as well as other programs supporting residential customers. The training also highlighted emergency preparedness programs and a PSPS overview, aiming to offer comprehensive customer education on relevant PG&E programs during the enrollment process.

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<sup>11</sup> As of March 31, 2026 - CARE: 1,371,495 FERA: 52,462

## 1.6 PSPS Preparedness Outreach and Community Engagements

### 1.6.1 PG&E Advisory Boards/Councils

In 2026, PG&E is committed to ongoing engagement with external stakeholders, Public Safety Partners, and advisory boards/councils to gain feedback on its approaches to serving customers before, during, and after PSPS. The following section describes our Q1 2026 engagement, the feedback we received, and how PG&E plans to incorporate the feedback to enhance the customer experience.

**Table 12. Summary of Local Advisory Boards, Stakeholder Councils & Working Groups**

People with Disabilities and Aging Advisory Council (PWDAAC) <sup>12</sup>	
<b>Meeting</b>	<p><b>Date:</b> March 11, 2026</p> <p><b>Location:</b> Virtual</p> <p><b>Purpose:</b> Bring organizations supporting AFN customers and those with disabilities with PG&amp;E’s leaders, to connect and collaborate, discuss relevant topics, highlight progress made, and identify areas for improvement in how PG&amp;E’s programs support seniors and individuals with disabilities.</p>
<b>Summary of Engagement</b>	<ul style="list-style-type: none"> <li>• Q4-2025 Meeting Survey – Feedback               <ul style="list-style-type: none"> <li>○ <b>Feedback:</b> Extending PWDAAC membership to specific organizations: Plumas Rural Services, Family Empowerment Center, Human Response Network</li> <li><b>User Response:</b> Suggested organizations: Plumas Rural Services, Family Empowerment Center, Human Response Network.</li> <li><b>PG&amp;E Response:</b> We are exploring including these organizations in future PWDAAC meetings and are reviewing what percentage of our service area each organization supports.</li> <li>○ <b>Feedback:</b> Q2-2026 meeting will include AFN updates with Community Resource Centers.</li> </ul> </li> </ul> <p><u>Americans with Disabilities Act Team Updates</u></p> <ul style="list-style-type: none"> <li>• Improving Accessibility at In-Person Events               <ul style="list-style-type: none"> <li>○ Ensuring locations account for accessibility needs</li> </ul> </li> </ul>

<sup>12</sup> See Appendix C.1 for the PWDAAC Council Participants

- Including closed captions ASL interpreter upon request
- ASL Video Relay Interpreting (VRI) is available through an on-demand vendor service
- Offering print materials in large print and braille
  - If don't have the material in these alternative formats onsite, onsite employees trained to gather contact information from the customer to mail following the event
  - Request for ADA reasonable accommodation contact information on all invites
- Enhancing Enrollment in Programs Through MyAccount
  - Usability study for customers with cognitive disabilities to examine the ease of locating and using the My Account self-serve functions
    - Standardized format and improved placement of key features
    - Updated language to clarify eligibility requirements and the differences between the Medical Baseline and Self-Identified Vulnerable Programs
    - Gathered learnings to implement in future web design projects
- Improving Accessibility During Temporary Construction
  - Customers with disabilities are supported and informed during construction projects that impact the pedestrian-rights-of-way
    - Annual ADA Surveys: Gathering insights on the impacts of construction to pedestrians
      - Getting out to all regions in the territory
      - Adequate sampling of types of job sites

- Disability Etiquette Training: Educating coworkers about the impacts that construction projects have on accessibility
  - Clear Signage: Examining existing signage to ensure that it is easy to understand and follows ADA guidelines
- Contacting the ADA Team
  - Developed internal procedures to address customer accessibility needs, resolve escalations, and identify process improvements
  - Equipped customer service coworkers with additional resources and information to share with customers
  - Added an "Accessibility" section at the bottom of all PG&E webpages
    - Email: [ADASupport@pge.com](mailto:ADASupport@pge.com)
    - Phone: 831-784-3592
    - Answer general questions for customers with disabilities and assist with ADA reasonable modification requests
    - PG&E works cross-functionally to address and resolve issues

#### 2026 Access and Functional Needs Focus Areas

- AFN Plan Key Objectives focus area for 2026
  - PG&E works with the Statewide AFN Council and Joint Collaborative IOU Council to develop and build awareness on fulfilling the four core objectives
  - PG&E produces an AFN Plan that discusses how PG&E addresses the needs of its most vulnerable customers during active emergencies, particularly PSPS.
  - PG&E Plan communicates focused efforts during 2026 on the four core objectives in its annual plan, which is filed with the Commission
  - The four core objectives do not change, but the Focus Areas or efforts exerted can change year-

over-year to move the needle and amplify messaging

- Delivering on AFN Plan Focus Areas
  - AFN Plan Focus Areas were shared with the PWDAAC council for review and to solicit additional feedback.
  - Core Objective 1 - Increase awareness of programs and services available before, during and after a PSPS.
    - PG&E works with SCE and SDG&E to support with this objective
    - PG&E educates CBOs through virtual or in-person trainings and workshops on programs and services to give CBO's the tools to amplify PG&E's messages in their focus areas
    - Increasing materials to target Deaf+ community intellectually and developmentally disabled
    - Enhancing materials to make them consumable to all different types of community members
    - Increase the promotion of 211 as a key resource to help simplify resources for our customers
  - Core Objective 2 - Continue to identify individuals who are electricity dependent
    - Promoting in unique ways to reach audiences that are vulnerable to communicate the importance of self-identifying
      - Social media influences
      - Rural advertising spaces
      - Radio for non-English vulnerable communities
      - Exploring other trusted resources for non-English vulnerable communities

- Promote ease of self-identifying, since efforts were made in 2025 to simplify the process via online or over the phone
- Core Objective 3 - Coordinate with state, CBO and utility partners to integrate resources and minimize duplication
  - Partner with Voluntary Organizations Active in Disaster (VOAD) to ensure constant collaboration and a statewide coalition
    - 211 CA sits on the board with VOAD
  - Explore opportunities to present and collaborate with the Department of Aging specifically with Area Agencies on Aging (4As) and California Associations of Area Agencies on Aging (C4As)
    - Expand messages to Caregivers, Residential Care Facilities and Seniors in general
  - Continue to engage with Regional Centers by providing trainings that share resources and assistance programs available to customers
    - Emphasis on working with the neurodivergent community and those with intellectual and developmental disabilities, as well as the Deaf+ community
- Core Objective 4 - Identify new enhancements to programs and resources
  - Develop a HFRA multi-unit dwelling customer survey to gather more customer insights and improve programs
    - Exploring ways to reach customers behind the meter or non-account holder and ensure awareness of PG&E program offerings and services

- Coordinate with PSPS contractors and CBO partners to implement standardized anonymous post-event surveys
- Continue to assess and pilot improvements at Community Resource Centers, like adding creating an environment that supports those who are neurodivergent and standardizing AFN resource signage
- Research improved solutions for individuals who cannot leave their homes during a PSPS

2026 PG&E Marketing Plan for Customers with AFN

- 2026 Marketing Plan for Customers with AFN
  - Customer testing and research to understand key elements of what customers are looking for from 211
    - Live agents personalized service was a big deal for customers
    - Updated all marketing materials and website to reflect the items that customers found most valuable.
  - Promoting Our Partnership with 211 California
    - PG&E is utilizing 211 services in all of our PSPS materials to simplify our resources and access to services for vulnerable customers
  - Enhancing Outreach Initiatives
    - Leveraging AFN influencers: Exploring the results of our social media pilot from 2025 for additional opportunities to connect with harder to reach groups (AFN, seniors, in-language, etc.) in 2026
    - Exploring outreach in public settings: Developing tailored materials that can be leveraged in various community spaces, including:
      - Assisted living facilities and caretakers

- Healthcare settings: doctor's offices (OB, pediatrician, vision, hearing, etc.), medical device stores, physical and occupational therapists and pharmacies
- Rural hubs: general stores, post offices, libraries
- Schools: counselors, nurses, administrators, teachers, newsletters
- Building paid media partnerships: Exploring the results of the AARP media campaign to determine additional opportunities to reach older adults and other audiences
- Customer Marketing Outreach Roadmap
  - Reviewed 2026 PSPS Marketing Plan for all customer campaigns, including the AFN series.
  - Awareness campaign around 211, targeting seniors
  - Neurodiverse email and direct mail series
  - Email series to healthcare professionals and caregivers
- Annual 2026 Access and Functional Needs Webinars
  - Shared our 2026 dates
    - Wednesday, May 20, 2026 – AFN Customers
    - Tuesday, July 14, 2026 – AFN Community Based Organizations
    - Tuesday, August 18, 2026 – AFN Customers
    - [AFNSupport@pge.com](mailto:AFNSupport@pge.com) for invites or request presentation for clients
    - Previous recordings available at [pge.com/webinars](https://www.pge.com/webinars)

### Question & Answer

- Question 1: When customers are asked to provide information, e.g., self-identify as vulnerable, what does PG&E do with the data collected? Does PG&E use the information to coordinate with other entities, such as local responders, to get the message out when an emergency strikes a vulnerable customer, such as an older adult?
- Answer 1: PG&E stores the information in its customer database but does not link that information to any other entity. During emergencies, PG&E uses the characteristics and program designations to pull customer lists to identify vulnerable customers in impacted areas. During emergency events, through PG&E's Emergency Operations Center (EOC), the Liaison team will work with local and county agencies through its Public Safety Specialists to coordinate with the County of Emergency Services to identify and assist vulnerable populations.
  
- Question 2: How many customers in the Medical Baseline Program (MBL) are 60+.
- Answer 2: Because PG&E does not ask for age during MBL enrollment, we cannot provide an exact number. While census data offers some information about household members' ages, it does not identify the actual program enrollee. Paid research may be required to determine this information accurately.

### Roundtable Discussion

- State Council on Developmental Disabilities (SCDD)
  - Offering collaborative opportunities for individuals with intellectual developmental disabilities pertaining to documentation review, share live experiences, etc.

- California Network of 211 (211 CA)
  - April 22-23, 2026, 211 CA will host an in-person conference in Sacramento, CA, with the theme *Disaster Ready and Resilient*
  - Invitations are extended to anyone who plays a role in disaster preparation
  - Limited spots are available, for more information, check out <https://www.211california.org/2026conference>
- California Association of Area Agencies on Aging (C4A)
  - C4A will conduct a panel for the 211 CA *Disaster Ready and Resilient* Conference, which facilitates a discussion among Vance Taylor, Aaron Carruthers, and Nevada County on how to work with the AFN community.
  - Nov 17-19, 2026, C4A will hold its annual conference in Orange County for more information, check out <https://www.c4a.info/annual-conference>
  - Assembly Bill 1069 was passed in 2025, allowing the Area Agencies on Aging (AAA's), Independent Living Centers, and Aging and Disability Resource Connection staff access to shelters when they are put up in place during a disaster. Procedures and the relationship between the agencies and local AFN shelters are being developed.
- California Foundation for Independent Living Centers (CFILC)
  - CFILC will also have a speaker at the 211 CA *Disaster Ready and Resilient* Conference
  - Nevada County developed partnerships with local Fire and Rescue, resulting in additional training for their community
  - CFILC is working with Senator Reyes and Vance Taylor on legislation that will provide education funding for aging and disability resource connections related to emergency preparedness

	<ul style="list-style-type: none"> <li>• Napa Valley Community Organizations Active in Disaster (COAD) <ul style="list-style-type: none"> <li>○ Continuing efforts to share information around Napa County, especially rural areas</li> </ul> </li> <li>• Redwood Coast Regional Center (RCRC) <ul style="list-style-type: none"> <li>○ Continuing efforts on general preparedness related to pre-fire season and disaster preparedness</li> <li>○ Hosting a local workshop on Saturday, March 14, for Humboldt County, which will be followed by Lake and Mendocino Counties in the weeks to follow</li> <li>○ Partnership with CFILC to get 28 backup batteries in homes within Lake and Mendocino Counties</li> </ul> </li> </ul>
<b>Feedback</b>	<ul style="list-style-type: none"> <li>• Reduce the number of steps required for a customer to get to a live person at the contact center.</li> </ul>
<b>Action Items Guided by Feedback</b>	<p><b>Completed Actions This Quarter:</b></p> <ul style="list-style-type: none"> <li>• Sent out PWDAAC newsletter and feedback survey to existing PWDAAC council members for feedback on enhancement opportunities</li> </ul> <p><b>On-Going Actions:</b></p> <ul style="list-style-type: none"> <li>• Continue utilizing the PWDAAC as a forum to receive input and feedback on a broad variety of PG&amp;E programs affecting AFN customers.</li> </ul> <p><b>Future Actions:</b></p> <ul style="list-style-type: none"> <li>• PG&amp;E to re-elevate PWDAAC goals, cadence, and membership</li> <li>• Survey to follow every meeting to solicit feedback from council participants</li> <li>• Create and send out quarterly newsletter</li> </ul>
<b>Future Meeting(s)</b>	June 10, 2026

**Access and Functional Needs Collaborative Council Meeting<sup>13</sup>**

<p><b>Meeting</b></p>	<p><b>Date:</b> March 18, 2026 <b>Location:</b> Virtual <b>Purpose:</b> Discuss Council membership updates, financial support for Council members, DDAR program status, 2026 AFN Plan updates, and AFN framework finalization.</p>
<p><b>Summary of Engagement</b></p>	<p><b>Bodewell Group (BWG) Introduction</b></p> <ul style="list-style-type: none"><li>• BWG introduced their team who will be supporting the AFN Councils and the development of the AFN Plans.<ul style="list-style-type: none"><li>○ Melissa Cameron, Strategic Counsel</li><li>○ Jessica Luternauer, Lead Facilitator</li><li>○ Stephanie Dell, Assistant Facilitator</li><li>○ Jeff Toney, Emergency Services Lead</li><li>○ Jenna Sharp, Day-to-Day Project Manager</li></ul></li></ul> <p><b>Council Membership Discussion</b></p> <ul style="list-style-type: none"><li>• Aaron Carruthers proposed formally adding two new members to the Collaborative Council: Alana Hitchcock from 211 California and Christina Mills from the California Association of Area Agencies on Aging.</li></ul> <p><b>Financial Support Update</b></p> <ul style="list-style-type: none"><li>• The IOUs proposed compensation in the amount of \$500 to \$625 per quarter. This range is similar to what other IOU Councils pay members. The IOUs highlighted the importance of aligning the compensation structure of this Council with other Councils they support.<ul style="list-style-type: none"><li>○ Several Council members noted that they have seen compensation amounts higher than what the IOUs proposed.</li></ul></li><li>• BWG agreed to facilitate further conversation by reaching out to the participating Council organizations to discuss compensation expectations individually.</li></ul>

<sup>13</sup> See Appendix A.1 for the AFN Collaborative Council Participants.

### **Disability Disaster Access & Resources (DDAR) Update**

- SCE shared findings from its post-DDAR evaluation of AFN programs, informed by CPUC requirements, DDAR program participant customer surveys, and coordination with 211, which identified two primary gaps: battery support for electricity-dependent customers not eligible for Critical Care Back-up Battery program during emergency preparedness, and in-home emergency preparedness training for customers with disabilities and medical needs.
- SCE shared that survey results also indicated strong prior engagement with DDAR and reliance on backup batteries and submitting Medical Baseline Allowance program applications, but revealed communication gaps after DDAR ended, ongoing consistency in emergency needs related to power, transportation, lodging, and practical, device, and disability focused preparedness education.
- SCE reported that of the 827 surveys sent out, 74 surveys were completed.
  - Several Council members expressed concern that the survey results are based on the responses of less than 100 customers when there are over 700 customers who used DDAR services and over one million across SCE's service territory who have identified as having AFN.
- Several Council members recommended SCE specifically connect with AFN customers who were not enrolled in DDAR to learn what they consider gaps in service offerings.
- SCE expressed concern that they would not have the budget to conduct a survey on this type of large scale but will look into their survey budget allocation to see if it is possible.
- SCE outlined interim approaches to DDAR including temporary battery support through 211, expanded

	<p>virtual preparedness assistance with an escalation pathway for unmet needs, and exploration of a limited Wildfire Mitigation Plan amendment within the current GRC cycle, potentially reallocating AFN funds to issue a targeted RFP to Independent Living Centers (ILCs).</p> <ul style="list-style-type: none"> <li>• Several Council members inquired what services would be reduced or stopped to fund the Request for Proposal (RFP) for ILCs. <ul style="list-style-type: none"> <li>○ SCE shared a high-level overview of the proposed redistribution of funds to support the RFP, including reduced community-based organization outreach and marketing, reduced emergency supply distribution (e.g., backpacks), and phased approach to Prepare for Power Down website ASL enhancements.</li> </ul> </li> </ul> <p><b>2026 AFN Plan Update</b></p> <ul style="list-style-type: none"> <li>• BWG provided an update on the IOU 2026 AFN plans, which were submitted to the CPUC by January 30, 2026.</li> <li>• California Governor's Office of Emergency Services (Cal OES) shared that the Council has a near-final AFN plan framework that they would like to finalize and share within the next year. The document is published on the Prepare for Power Down website and has the Prepare for Power Down logo.</li> </ul>
<p style="text-align: center;"><b>Feedback</b></p>	<ul style="list-style-type: none"> <li>• Several Council members expressed concern regarding the JIOUs' proposed compensation amount and emphasized the need for compensation commensurate with the expertise they are providing.</li> <li>• Several Council members recommended SCE expand the DDAR survey to reach all AFN customers, not just those who were enrolled in DDAR.</li> <li>• Several Council members reinforced the sentiment</li> </ul>

	<p>that ILCs should be the focus of the RFP process because ILCs have knowledge and expertise that no other organizations can provide.</p> <ul style="list-style-type: none"> <li>• Disability Rights California (DRC) stated that the AFN Plan framework provides a good opportunity to tell a statewide story about IOU and AFN Council collaboration.</li> </ul>
<p><b>Action Items Guided by Feedback</b></p>	<p><b>Completed Action Items:</b></p> <ul style="list-style-type: none"> <li>• SCE shared SCE's interim DDAR proposal with the Council, outlining the AFN support activities where funds may potentially be reallocated to allow for a targeted RFP to ILCs.</li> </ul> <p><b>Future Action Items:</b></p> <ul style="list-style-type: none"> <li>• BWG to reach out to member agencies individually to discuss compensation.</li> <li>• SCE to confirm budget allocation for surveys to see if it is possible to survey all AFN customers for feedback on how to improve assistance offerings.</li> <li>• BWG will assist the Council in officially finalizing the AFN framework.</li> <li>• The JIOUs will share their AFN Plan Quarterly updates to help create the story of IOU and AFN Council collaboration.</li> </ul>
<p><b>IOU Responsible Owner</b></p>	<p>Joe Wilson, Vice President North Valley &amp; Sierra Region</p>
<p><b>Future Meeting(s)</b></p>	<p>Q2 2026, In Person</p>

**Statewide Joint IOU Advisory Council<sup>14</sup>**

<p><b>Meeting</b></p>	<p><b>Date:</b> March 26, 2026  <b>Location:</b> Virtual  <b>Purpose:</b> Discuss DDAR program evaluation findings and survey feedback, 2026 AFN Plan updates and early 2027 AFN planning considerations.</p>
<p><b>Summary of Engagement</b></p>	<p><b>Bodewell Group (BWG) Introduction</b></p> <ul style="list-style-type: none"> <li>• BWG introduced their team who will be supporting the AFN Councils and the development of the AFN Plans.             <ul style="list-style-type: none"> <li>○ Melissa Cameron, Strategic Counsel</li> <li>○ Jessica Luternauer, Lead Facilitator</li> <li>○ Stephanie Dell, Assistant Facilitator</li> <li>○ Jeff Toney, Emergency Services Lead</li> <li>○ Jenna Sharp, Day-to-Day Project Manager</li> </ul> </li> </ul> <p><b>DDAR Program Update</b></p> <ul style="list-style-type: none"> <li>• SCE shared findings from its post-DDAR evaluation of AFN programs, informed by CPUC requirements, DDAR program participant customer surveys, and coordination with 211, which identified two primary gaps: limited battery support for electricity-dependent customers not eligible for Critical Care Back-up Battery program during emergency preparedness, and in-home emergency preparedness training for customers with disabilities and medical needs.</li> <li>• SCE shared that survey results also indicated strong prior engagement with DDAR and reliance on backup batteries and submitting Medical Baseline Allowance program applications, but revealed communication gaps after DDAR ended, ongoing consistency in emergency needs related to power, transportation, lodging, and practical, device, and disability focused preparedness education.</li> <li>• SCE reported that of the 827 surveys sent out, 74 surveys were completed.</li> </ul>

<sup>14</sup> See Appendix B.1 for the Joint IOU AFN Advisory Council List of Participants.

- Several Council members expressed concern regarding the low response rate and emphasized the importance of broader, more accessible outreach approaches.
- SCE stated that it plans to issue a third DDAR survey closer to the wildfire season.
- SCE outlined interim approaches to DDAR, including a temporary referral solution with 211 for battery support, virtual emergency preparedness assistance (Care Coordination) with an escalation pathway for unmet needs, and exploration of a limited Wildfire Mitigation Plan amendment within the current GRC cycle, potentially reallocating AFN funds to issue a targeted Request for Proposal (RFP) to Independent Living Centers (ILCs).
- Several Council members raised concerns about awareness gaps and whether customers know how and when to access 211 services.
- SCE mentioned the following examples of services that could be reduced or stopped to fund the RFP: community-based organization outreach and marketing materials, emergency supply distribution (e.g., backpacks with emergency supplies), and phased approach to Prepare for Power Down website ASL enhancements.
- Several Council members raised concerns regarding how backpack distribution effectiveness is measured and whether outcomes are tracked.

**2026 AFN Plan Update**

- BWG provided an update on the IOU 2026 AFN Plans, which were submitted to the CPUC by January 30, 2026.

**2027 AFN Planning Overview**

- IOUs outlined that the quarterly Statewide Council meetings will continue as working sessions to support development of the following year’s AFN Plan, an approach implemented last year, using the FEMA 6-Step planning process and incorporating

	<p>whole-community input.</p> <ul style="list-style-type: none"> <li>• Council members asked how lessons learned from recent wildfire events, including the January 2025 Altadena fires, are informing future planning efforts.</li> <li>• SCE shared how lessons learned from the 2025 wildfires are informing future planning efforts, including improvements to outage maps and backend systems to better manage traffic surges, and enhancements to PSPS-related information and customer-facing communications.</li> <li>• Further clarification will be provided regarding which elements of after-action reports can be shared publicly.</li> </ul>
<p><b>Feedback</b></p>	<ul style="list-style-type: none"> <li>• Several Council members provided suggested improvements for enhancing the accessibility and increasing the response rate of the AFN survey: <ul style="list-style-type: none"> <li>○ Engage Council members and ILCs to support survey distribution, rather than relying solely on utility-led outreach.</li> <li>○ Offer alternative survey formats for individuals who may not read, write, or have reliable email access.</li> <li>○ Explore ASL-accessible survey options, including ASL-based questions with simplified response formats.</li> </ul> </li> <li>• Several Council members expressed concern regarding the use of 211 as an interim replacement to DDAR, questioning community awareness and use of the resource among AFN populations.</li> <li>• Several Council members expressed interest in more interactive, discussion-based formats for the quarterly Statewide Council meetings, rather than primarily presentation-driven meetings.</li> </ul>
<p><b>Action Items Guided by Feedback</b></p>	<p>Completed Action Items</p> <ul style="list-style-type: none"> <li>• BWG sent Council members the list of questions SCE is asking for Council feedback on improvements to the</li> </ul>

	<p>DDAR survey. Council members could either provide recommendations via email or set up a one-on-one meeting.</p> <ul style="list-style-type: none"> <li>SCE shared follow-up data regarding 211 utilization among AFN populations.</li> </ul> <p>Future Action Items</p> <ul style="list-style-type: none"> <li>IOUs will explore ways to improve survey accessibility, including non-email formats and ASL accommodations.</li> </ul>
<b>Future Meeting(s)</b>	Q2 2026, Virtual

**Community Wildfire Advisory Council and Working Committee**

<b>Meeting</b>	<p><b>Date:</b> Thursday, March 19  <b>Location:</b> Microsoft Teams  <b>Purpose:</b> Collect feedback on proposed Community Wildfire Safety Program (CWSP) improvements from Tribal, county and city emergency managers.</p>
<b>Summary of Meeting Materials</b>	<ul style="list-style-type: none"> <li>Overview of 2025 CWSP improvements including systemwide safety work and Undergrounding progress as well as a PSPS look-ahead for 2026.</li> <li>Information regarding the 2026 AFN communications plan including objectives, strategies and feedback.</li> </ul>
<b>Feedback</b>	No feedback was received.
<b>Action Items Guided by Feedback</b>	<p><b>Completed Actions This Quarter:</b> No follow-up actions were discussed during the Q1 CWSP Advisory Committee.</p> <p><b>Ongoing Actions:</b> None</p> <p><b>Future Actions:</b> None</p>
<b>Future Meeting(s)</b>	<ul style="list-style-type: none"> <li><b>Q2 CWSP Advisory Committee:</b> Thursday, June 18</li> <li><b>Q3 CWSP Advisory Committee:</b> Thursday, September 17</li> <li><b>Q4 CWSP Advisory Committee:</b> Thursday, December 17</li> </ul>

## Low Income and Communities of Color Advisory Panel

<p><b>Meeting</b></p>	<p><b>Date:</b> February 19, 2026  <b>Location:</b> Virtual meeting  <b>Purpose:</b> Solicit input from Communities of Color Advisory Group which assists PG&amp;E in crafting outreach and engagement with communities of color on a broad spectrum of issues impacting diverse communities.</p>
<p><b>Summary of Engagement</b></p>	<ul style="list-style-type: none"> <li>• PG&amp;E shared recent organizational changes within the Customer Experience Organization.</li> <li>• PG&amp;E presented on new Base Services Charge and its impact on electric rates, and PG&amp;E’s efforts to lower rates and improve affordability for customers.</li> <li>• PG&amp;E shared updates on investments in grid reliability, wildfire risk reduction, and emergency response.</li> <li>• PG&amp;E highlighted Community involvement across different regions, including STEM engagement, customer-focused undergrounding projects, and economic growth support.</li> <li>• PG&amp;E presented on Wildfire Safety and Customer Support Programs and resources including Medical Baseline, Self-Identified Vulnerable programs and the importance of identifying and supporting vulnerable customers during outages.</li> <li>• PG&amp;E shared resources that are available to customers during Public Safety Power Shutoffs (PSPS) and other supporting services.</li> <li>• PG&amp;E shared information on Relief for Energy Assistance through Community Help (REACH) and Match My Payment for financial assistance for customers with past due bills.</li> </ul>
<p><b>Feedback</b></p>	<ul style="list-style-type: none"> <li>• Advisory members shared their support for PG&amp;E’s Community involvement and assistance programs through education and outreach.</li> <li>• Advisory members discussed Advisory Group Charter and membership.</li> </ul>

	<ul style="list-style-type: none"> <li>Advisory members requested that the next meeting be held in person.</li> </ul>
<b>Action Items Guided by Feedback</b>	<p><b>Completed Actions This Quarter:</b> Advisory Members discussed voted on co-chair stipend.</p> <p><b>On-Going Actions:</b></p> <ul style="list-style-type: none"> <li>N/A</li> </ul> <p><b>Future Actions:</b></p> <ul style="list-style-type: none"> <li>Advisory members will receive a link to vote on new members starting in 2026.</li> </ul>
<b>Future Meeting(s)</b>	Q2 meeting scheduled for June 4, 2026

<b>Low Income Oversight Board (LIOB)</b>	
<b>Meeting</b>	<p><b>Date:</b> March 26, 2026</p> <p><b>Location:</b> Virtual and In-person meeting</p> <p><b>Purpose:</b> The mission of the LIOB is to advise the Commission on low-income electric, gas and water corporation customer programs and to serve as a liaison for the Commission to low-income customers and representatives.</p>
<b>Summary of Engagement</b>	<ul style="list-style-type: none"> <li>Joint Investor-Owned Utilities Status Reports <ul style="list-style-type: none"> <li>Status report of the California Alternative Rates for Energy (CARE), Family Electric Rate Assistance (FERA) and Energy Saving Assistance (ESA) Programs</li> <li>PSPS update</li> <li>AMP and Disconnections</li> </ul> </li> </ul>
<b>Feedback</b>	<ul style="list-style-type: none"> <li>N/A – AFN topics not in scope</li> </ul>
<b>Action Items Guided by Feedback</b>	<p><b>Completed Actions This Quarter:</b> N/A</p> <p><b>On-Going Actions:</b> N/A</p> <p><b>Future Actions:</b> N/A</p>
<b>Future Meeting(s)</b>	Q2 meeting scheduled for June 24, 2026

### 1.6.2 Statewide Website for AFN Solutions

PrepareforPowerDown.com (P4PD) is a Joint IOU website, created as a centralized resource for statewide CBO and agencies serving AFN communities, providing easy access to IOU information on PSPS preparedness and resources.

The website offers downloads, including the Joint IOU CBO training presentations, PSPS social media graphics and utility specific PSPS support materials. While those materials are still available for CBOs, in response to the AFN Collaborative Council's request for a customer-facing website, the Joint IOUs embarked on a website refresh in 2022.

In 2022, the Joint IOUs completed Phase 1 of the refresh, which focused on incorporating user-friendly accessibility features and making emergency preparedness tools, such as signing up for utility outage alerts, prominent on the homepage.

In 2023, the Joint IOUs conducted a walk-through of the updated website with the AFN Collaborative Council for additional feedback, prior to beginning Phase 2 of the website refresh, to ensure inclusive design. The Phase 2 update takes a step back to revamp the user journey through the website so that visitors will soon have a utility-customized view of program and resources, customized preparedness checklists, and be encouraged to sign up for outage alerts, enroll in Medical Baseline Program if eligible, and engage with other utility customer support programs.

In 2024, the Phases 2 P4PD refresh was completed providing customized views of programs and resources by the selected utility. The site includes access to comprehensive emergency preparedness information, outage alert signups, enrollment in Medical Baseline Program and exploration of other customer support programs. The Joint IOUs provided marketing and communications materials for socializing of the P4PD website through Joint IOU presentations and AFN Council Stakeholders.

In Q1 2026, the Joint IOU's made progress in selecting an ASL translation company for the P4PD website with affordability, language equity, and website maintenance as considerations. Currently the P4PD vendor is coordinating security and compatibility with the ASL vendors technology. We will be finalizing the terms of the agreement with the proposed new vendor.

**Website Activity:**

Between January 1 and March 31, 2026, website performance metrics were collected from over 3,100 active users. The homepage continues to receive the most visits, while the Medical Baseline Allowance page is the second most engaged. Direct search remains the primary traffic source, accounting for 75.3% of all visits. Active users averaged just over a minute on the site. Bot activity continued to be monitored with

slightly skewed reporting accuracy resulting in the vendor manually filtering the data to ensure reporting accuracy. Additional measures have been implemented to mitigate such activity, with no security concerns to report.

### **1.7 AFN Public Education and Outreach**

PG&E utilizes a multi-pronged approach to communicate with its customers in the AFN community regarding PSPS awareness, preparedness education, and mitigation services through direct communications, paid media, CBO collaborations, and partnering with State agencies to jointly market solutions. PG&E continually distributes its public education and outreach materials, including paid and social media campaigns. Our preparedness outreach and community engagement are described below.

#### **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 healthcare industry. This outreach aims to help individuals who rely on power for their medical needs to save on their bill, prepare for PSPS events and connect with relevant resources for support.

PG&E runs an annual MBL acquisition campaign targeting likely eligible residential customers. The campaign includes a variety of tactics, including but not limited to emails, direct mail, bill inserts, and digital media. In 2025, PG&E enhanced its MBL outreach efforts by piloting a successful paid digital media campaign with AARP that began in Q3 and ended in Q4. This pilot aimed at engaging seniors and raising awareness about the MBL program. This campaign will be replicated in 2026.

In Q1, Joint IOUs<sup>15</sup> delivered Medical Baseline (MBL) program training, along with an overview of AFN emergency response programs and services, to California Department of Social Services' In Home Supportive Services (IHSS) staff during a statewide training webinar held on March 23 and 30. Approximately 61 attendees joined the training. PG&E also updated 12 of our wildfire fact sheets, including the MBL fact sheet, for use with our CBO partners, CRCs, and customers. We are working to remediate, translate, and upload these to our CBO Toolkit and website in Q2.

MBL. Table 13. summarizes the MBL acquisition campaign statistics and provides a year-over-year data comparison.

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<sup>15</sup> Pacific Gas & Electric Company (PG&E), San Diego Gas & Electric (SDG&E) and Southern California Edison (SCE)

**Table 13. 2025 vs. 2026 MBL Program Acquisition Targeting Outcomes**

<b>Goal: Increase engagement with prospective MBL Program customers through multi-channel outreach and awareness campaigns</b>											
Year	Total Channel Count	Direct Mail		Email			Bill Insert		Digital Media/Video		Broadcast TV & Radio
		Customers Reached	# Touches	Customers Reached	# Touches	Avg-Click Rate	Customers Reached	# Touches	Total Impressions	Total Conversions (Clicks)	Total Impressions
<b>2025</b>	4	129,890	4	3,105,832	3	2.26%	2,700,000	1	90,459,997	1,301,925	N/A <sup>16</sup>
<b>2026<sup>17</sup></b>	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

<sup>16</sup> There were no Broadcast TV or Radio campaigns ran in 2025

<sup>17</sup> 2026 MBL acquisition campaign will start in Q2 due to the upcoming upgrades to self-service channels on PGE.com.

### **1.7.2 Health Care Industry Strategy**

PG&E recognizes that ongoing engagement with health care practitioners, medical associations, and durable medical device suppliers in 2026 is a key opportunity to increase enrollment in the MBL Program and connect individuals with AFN to medical device resources if needed during PSPS.

In Q1, The Joint IOUs continued conversations with the AFN Statewide Councils and among the Joint IOU teams to identify opportunities to collaborate in order to further educate their members and/or constituents regarding PSPS preparedness, AFN Self-Identification and MBL through 2026.

The Joint IOUs continued discussion about ongoing collaboration with the California Department of Developmental Services (DDS) emergency response staff and deaf specialists to develop training for Deaf Plus individuals.

Additionally, the Joint IOU's AFN and MBL teams collaborated with the California Department of Social Services, In Home Support Services (IHSS) to provide a statewide training webinar to their employees. Topics included Medical Baseline Program participation, PSPS Support Services, and AFN Self-Identification/Vulnerable programs. The two MBL training sessions were conducted on March 23 and March 30 with approximately 61 attendees. PG&E presented PSPS preparedness information at the Solano Healthcare Coalition - Emergency Preparedness Workshop comprised of healthcare groups across the state. Information was shared about Prepare for Power Down (P4PD) website resources and statewide connection.

PG&E engaged with the Santa Cruz County Healthcare Coalition on January 26 to present PG&E's Access and Functional Needs (AFN) emergency response programs and services. In addition, the PG&E AFN program team facilitated two virtual training sessions for Department of Developmental Services Regional Center staff.

The first training, held on January 28, focused on "Tips and Tools: Best Practices" and introduced staff to key AFN resources and webpages, including where to quickly locate emergency preparedness and customer support information. The session included live demonstrations of PG&E tools and was attended by 45 participants.

The second training, conducted on February 25, provided an overview of PG&E's Financial Assistance Programs and included a live demonstration of the Savings Finder tool. This session attracted 56 attendees and helped equip Regional Center staff to support customers with access to available assistance programs.

### **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 Alerts<sup>18</sup>. PG&E continues to promote awareness of Address Alerts in CBO trainings and in-language webinars which allows residents who are not PG&E account holders to be notified in the event of a PSPS. To reference 2026 webinars, visit [www.pge.com/webinars](http://www.pge.com/webinars).

In Q1, PG&E did not reach out to master meter owners, property managers, or multi-unit account holders. However, PG&E worked on completing our annual outage preparedness campaign, which is set to launch in the second quarter, which will be sent to this group via direct mail or email. Our yearly dedicated outreach to these stakeholders takes place every June. PG&E has also started exploring ways to gather feedback from our AFN Non-Account holder populations, which is often associated with this subset of customers. PG&E's Customer Insight team is currently evaluating various survey options through different outreach channels.

### **1.7.4 Accessibility of Communications**

PG&E's online customer communications, including its websites and PSPS customer notification emails, have been tested for usability and accessibility to meet Web Content Accessibility Guidelines (WCAG) compliance. When adding new features to [www.pge.com](http://www.pge.com) and our [Emergency Website](#), we retest for WCAG 2.1 AA compliance and ensure content is written at an eighth grade level or lower, aiming for fifth grade when feasible.

In 2023, PG&E began mailing Braille and large print bill customers PSPS-related print outreach materials in their preferred alternative format. Braille and large print versions of the MBL Doorhangers were also produced for distribution to customers who receive their bills in these alternative formats if they fail to acknowledge notifications during an active PSPS event. Alternative formats are also available for all PSPS print outreach materials upon customer request. Outreach materials are tested for accessibility and typically written at an eighth grade reading level, with efforts made to achieve a fifth grade reading level when possible.

PG&E has an agreement with Linguabee, a Deaf-owned and operated sign language

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<sup>18</sup> PG&E Address Alerts is a tool designed to provide notifications about a potential PSPS for any address important to an individual, regardless of if they are a customer with PG&E or not. Address Alerts is available in 16 languages via phone or text.

interpreting agency, to provide American Sign Language (ASL) PSPS support. In Q1, PG&E did not require Linguabee to provide ASL interpreting because we did not have any EOC activations. PG&E revised 12 of our wildfire fact sheets for use with our CBO partners, CRCs, and customers. We are working to remediate, translate, and upload these to our CBO Toolkit and website in Q2.

### 1.7.5 Tribal Engagement

PG&E assists Tribal governments throughout our service area to mitigate the impacts of PSPS, EPSS, wildfires, and emergency events with the potential to cause an effect on their Tribal members. PG&E provides regular communication and outreach with Tribal governments and Tribal members to promote awareness and education regarding our programs and services.

Table 14. includes an overview of our Tribal outreach each quarter.

**Table 14. Recurring Tribal Outreach and Engagement Activity**

Outreach and Engagement				
Ongoing Outreach Activity	Q1	Q2	Q3	Q4
<b>Tribal Newsletter &amp; Healthcare Outreach</b> <sup>19</sup> (All Tribes)	3/30/2026			
<b>Tribal Outreach or Presentations Program &amp; Support Services</b>	4			
<b>Wildfire Safety Webinar for Tribes</b> (All Tribes)	-			

PG&E has a dedicated Tribal Liaison team that includes a Tribal Liaison Officer, Tribal Group Lead, and Tribal Coordinator. Our Tribal Liaison team is available to answer questions and provides real time one on one support to all impacted Tribal Leaders and staff before, during, and after the PSPS activation. Daily situational updates and coordination emails are provided to tribal governments, and a Tribal Operational Cooperators Call is held daily and hosted by our Tribal Liaison Officer. All Tribes are invited to the Systemwide Cooperators Calls. In Q1, Tribal Liaison was not activated because there was no PSPS de-energization.

In Q1, PG&E distributed a Tribal newsletter to share information on available assistance resources and programs. PG&E attended three in-person tribal events to present and share our income qualified programs and introduce the ESA program, and to provide resources for Medical Baseline and Self-Identified Vulnerable customers.

PG&E also participated in informational meetings in the tribal community. In

<sup>19</sup> The Tribal newsletter and healthcare outreach was not conducted in Q1 due to hiring and onboarding responsible for these activities.

partnership with Tejon Indian Tribe, PG&E participated in their Spring event on March 28th by sharing information about our support programs and services and bringing our Customer Support Office to provide direct customer program support to over 200 tribal families.

In partnership with Owens Valley Career Development Center, PG&E participated in Tachi, Big Sandy Rancheria, and Cold Springs Tribe's informational meetings on customer assistance programs. PG&E conducted one virtual and two in-person meetings with Tribes and Tribal TANF partners to provide an overview of available customer support programs.

### **1.7.6 Translations of Communications**

PG&E translates Community Wildfire Safety Program (CWSP) and PSPS communications and notifications in 15 non-English languages.<sup>20</sup> 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 its in-language options<sup>21</sup>, encouraging customers to select their preferences using various channels including direct mail, email, social media, multi-media partners, and CBOs.

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.

PG&E partners with about 39 multicultural media outlets throughout the year to promote safety initiatives, including PSPS, to monolingual or difficult-to-reach populations that may need 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 public webinars and virtual regional town halls throughout the year to provide safety information, progress updates and foster discussions on how it can better serve its communities. These events allow customers to learn more about PG&E's wildfire safety efforts and the steps it is taking to improve reliability. Additionally, PG&E participates in regular meetings and workshops with the CPUC and provides forums for key Tribal, local and agency stakeholders and Public Safety Partners to provide feedback.

PG&E also hosts and participates in community events focused on AFN customers,

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<sup>20</sup> These include Spanish, Chinese, Tagalog, Russian, Vietnamese, Korean, Farsi, Arabic, Hmong, Khmer, Punjabi, Japanese, Thai, Portuguese, and Hindi.

<sup>21</sup> Refer to Section 1.8.1.5 Website for the 15 new in-language vanity URLs created for easier access to AFN information on pge.com.

including AFN-specific webinars and meetings hosted by Community Based Organizations (CBO) and state agencies. All webinars include ASL interpreters and accessible presentation decks.

Table 15 summarizes PG&E’s targeted outreach with AFN and CBO partners.

**Table 15. Summary of AFN and CBO Targeted Outreach Conducted in Q1 2026**

Date	Event	Audience
January 21, 2026	Presentation for Tribal: Owen Valley Career Development Center	Tribal members
January 22, 2026	Presentation for Tribal: Big Sandy, Owens Valley Career Development Center	Tribal members
January 26, 2026	Presentation for County of Santa Cruz Public Health Emergency Preparedness	Healthcare coalition members
January 28, 2026	Regional Center Training on Tips and Tools	Regional centers
February 19, 2026	Presentation for Low-Income and Communities of Color Advisory Panel	Stakeholder groups
February 23-26, 2026	4 Presentations for Resilient Together Advisory Group	Stakeholder groups
February 25, 2026	Regional Center Training on Financial Assistance	Regional centers
March 11, 2026	Q1 People with Disabilities and Aging Advisory Council Meeting	Stakeholder groups
March 16, 2026	Presentation for Butte National Association for the Advancement of Colored People	Stakeholder groups
March 24, 2026	Presentation for Solano County Health and Social Services Public Health	Healthcare coalition members
March 25, 2026	Community Organization Advocate Training	Stakeholder groups

Table 16. summarizes our Wildfire Safety Webinars, Regional Town Halls, Regional Working Group meetings, meetings with key stakeholders and meetings with the CPUC.

**Table 16. CPUC Meetings, PSPS Wildfire Safety Town Halls, and Regional Working Groups in Q1 2026**

<b>Date</b>	<b>Event</b>	<b>Audience</b>
3/9/2026	Regional Town Hall	Bay Area Region Customers
3/10/2026	Regional Town Hall	North Coast Region Customers
3/11/2026	Regional Town Hall	North Valley & Sierra Region Customers
3/11/2026	Regional Working Group	North Valley & Sierra Region
3/11/2026	Regional Working Group	Central Valley Region
3/12/2026	Regional Working Group	North Coast Region
3/12/2026	Regional Working Group	South Bay & Central Coast Region
3/13/2026	Regional Working Group	Bay Area Region
3/18/2026	Regional Town Hall	Central Valley Region Customers
3/26/2026	Regional Town Hall	South Bay & Central Coast Region Customers

## **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, supplemented by website, call-center support, media engagement (multicultural 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 it knows about the weather and its equipment as soon as possible, keeping in mind weather conditions can be uncertain. Whenever the forecast will allow, PG&E’s goal is to send 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. If de-energization is delayed due to changes in weather conditions, customers may receive a pending delay notification to communicate they are still at risk of de-energization. PG&E will provide updates once the weather has passed until power has been restored. PG&E detailed its automated

notifications in Section 11.4.2 of the filed Revision 3 of the 2026-2028 Wildfire Mitigation Plan filed on December 30, 2025.<sup>22</sup>

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

PG&E’s MBL and SIV customers will receive doorbell rings during an active PSPS event if they do not acknowledge notifications. PG&E has approximately 73,339 individuals enrolled in MBL and SIV programs and residing in high fire threat areas. There were no activations in Q1 to utilize the process.

**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 needing access to a CRC during PSPS.

In Q1, PG&E did not have a PSPS, therefore, no notifications and ZIP Code information was provided.

**1.8.1.4 PG&E Contact Center Operations**

PG&E operates two 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 its contact centers. PG&E’s contact centers continue to be equipped to provide interpretation support in over 240+ languages, including 10 Indigenous languages.

Table 17. includes call center-related metrics associated with PSPS activations. In Q1, no PSPS occurred.

**Table 17. Call Center Support Services During Q1-2026 PSPS**

<b>PSPS Date</b>	<b>Total Calls Handled</b>	<b>PSPS Calls Handled</b>	<b>Average Speed of Answer for PSPS Calls</b>	<b>Number of Languages Supported by Call Center Translation Services</b>
N/A	N/A	N/A	N/A	N/A

**1.8.1.5 Website**

PG&E will continue to use its websites pge.com and pgealerts.alerts.pge.com to communicate information during PSPS events. PG&E provides content on pgealerts.alerts.pge.com to promote resources for customers before, during and after an outage (e.g., hotel discounts, health and accessibility support, and backup power options). PG&E also shows the closest Community Resource Center (CRC) to your address, if CRCs are open. PG&E remains committed to continuously improving its websites to meet the diverse needs of its customers.

<sup>22</sup> [PG&E’s 2026-2028 Wildfire Mitigation Plan, Vol 2, Section 11.4.2, Pages 518-520](#)

In Q1, PG&E enhanced the language on MyAccount to make the SIV enrollment process easier. The 211 webpage language was also updated to be easier to understand and actionable based on customer research conducted in January. PG&E revised 12 wildfire fact sheets for use with CBO partners, CRCs, and customers, and is working to remediate, translate, and upload these resources to the online CBO Toolkit and across the website in Q2. Updates to the main AFN webpage are underway, including refreshed language, layout, and reorganized key customer sections for simpler access to relevant materials. The initial updates will focus on sections for neurodivergent individuals, seniors, and caregivers, with a target launch set for Q2.

#### **1.8.1.6 Media**

PG&E engages with traditional broadcast and digital media outlets, including multicultural news organizations, in one or more of the following ways before and/or during PSPS events: distributing press releases, conducting live streaming news conferences, taking part in media interviews, and responding to media requests for information, and running paid advertising on digital and multicultural media (only before PSPS events).

To serve non-English speaking customers, PG&E engages multicultural media outlets throughout the year to promote safety initiatives, including PSPS, to monolingual or difficult-to-reach populations that may need 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 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, and event sponsorships).

##### **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. In 2026, PG&E plans to partner with at least 39 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.

In Q1, PGE collected data from participating media partners and compiled into campaign report to help shape the 2026 campaign timeline. Additional media partners were identified for inclusion in the 2026 engagement campaign. An information session was scheduled for April to promote enrollment among prospective partners.

Table 18 below summarizes our multi-cultural media engagement activities.

**Table 18. Multicultural Media Engagement Activities (by Month)**

Month	Summary of Multicultural Media Engagement Activities
January 2026	
February 2026	<ul style="list-style-type: none"> <li>• 2/9 Self-Help for the Elderly (SHE) Workshop, Jacky Chan Senior Center in Richmond District</li> </ul>
March 2026	<ul style="list-style-type: none"> <li>• 3/6 Self-Help for the Elderly (SHE) Workshop, Elderly’s Woolf House Senior Center in SOMA</li> <li>• 3/16 Self-Help for the Elderly (SHE) Workshop, Manilatown Senior Center in Chinatown</li> <li>• 3/11 pre-recorded interview with KSFN News for Chinese in San Jose</li> <li>• 3/20 Self-Help for the Elderly (SHE) Workshop, Stonestown YMCA Center in Parkside</li> </ul>

**1.8.1.6.2 Social Media**

PG&E provides customer preparedness resources through its official social media channels, including LinkedIn, Facebook, Instagram, and Nextdoor.

PG&E plans to partner with at least 39 multicultural media partners and a CBO to assist with in-language communications and share its social media posts in the event of a PSPS. With the newly added Spanish Facebook page and WeChat channel, PG&E plans to share more in-language messaging on wildfire preparedness in 2026.

In Q1, PG&E’s social media was focused on promoting 211 Day on February 11 to encourage our customers to start preparing for wildfire season by contacting our partners at 211. Messages were shared in English, Spanish, and Chinese across Facebook and Instagram. We received over 150,000 impressions with this campaign. Additionally, we evaluated the results of the 2025 paid social media campaigns and are working on developing strategy and plan around our efforts for 2026. Paid social media and influencer posts are expected to go live in mid to late Q2.

**1.8.1.6.3 Paid Media/Advertising**

To supplement PG&E’s outreach efforts during PSPS, PG&E runs zip code-targeted 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 and digital banners in English and multiple languages based on targeted ZIP Codes.

In Q1, PG&E did not have paid media but is evaluating the 2025 plan and working on the 2026 paid media strategy. The campaign is slated to go live in Q2 and run to Q4 with messages about PSPS awareness and preparedness resources. Paid media ads are planned to run in English, Spanish and Chinese.

**Table 19. 2026 AFN Paid Digital Media Status**

2026 AFN AD Campaign	Est. Reach	Impressions	Clicks	Click Through Rate
AFN Paid Media	N/A	N/A	N/A	N/A
PSPS Preparedness (Brand Campaign)	N/A	N/A	N/A	N/A

**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 with a safe and accessible location to meet their basic power needs, such as charging medical equipment and electronic devices. All customer print materials onsite are provided in Braille or large print upon customer request, and ASL Video Remote Interpreting (VRI) is available via customer service lead’s laptops. Upon activation and mobilization, members of the ADA Program Team conduct in-person and virtual spot checks of opened CRCs to ensure accessible site setup.

To support CRC readiness for people with disabilities, PG&E completes pre-deployment ADA reviews at indoor and outdoor 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 also for the betterment of the community year-round. In 2026, PG&E continues to monitor CRC location needs with local county government and tribes to ensure pre-identified CRC locations are well-situated to serve communities and adjust as needed. PG&E provides QR codes at all CRC sites, which links directly to a survey, allowing customers to provide feedback. As of March 2026, PG&E has secured just under 400 event-ready sites, which include 118 indoor sites and 272 outdoor sites.

In Q1, PG&E did not activate our Emergency Operations Center (EOC) to support any Public Safety Power Shutoff (PSPS) events. Nonetheless, we continue to collaborate with our CRC staffing vendor to update and integrate additional Access and Functional Needs (AFN) training into their employee onboarding process. Furthermore, all customer program and support fact sheets have been updated and are now stocked in our warehouse for distribution at each of our CRCs. We are also evaluating opportunities to incorporate neurodivergent accommodations within our CRC setups within 2026.

In accordance with D.21-06-034, PG&E will file an updated CRC plan as Appendix A within the 2026 Pre-Season Report.

Table 20. includes the number of CRCs, counties served, indoor vs. outdoor sites, and the total number of visitors during a PSPS. However, PG&E did not have a PSPS during Q1-2026

**Table 20. Q1-2026 Community Resource Centers (by PSPS)**

2026 PSPS Date	Total CRCs Deployed	Number of Counties Served	Total Indoor Sites	Total Outdoor Sites	Total Visitors
N/A	N/A	N/A	N/A	N/A	N/A

**1.9 Recovery (After – Power has been restored)**

**1.9.1 After Action Reviews and Reports**

The After-Action Reviews and Reports (AAR) process is described in detail in our 2026 AFN Plan was not used for PSPS in Q1 as PSPS did not occur during the quarter.

**1.9.2 Lessons Learned and Feedback**

PG&E leverages feedback from agencies, CBOs, critical facilities, and customers during the PSPS season to focus improvements on key initiatives. PG&E focused our efforts in 2025 on the following key initiatives to inform and enhance outreach efforts or prioritize improvements:

- Obtaining CBO feedback post-event, to incorporate process improvements and enhancements based on feedback received
- Conducting direct outreach to CBOs to understand specific clientele needs and understand how they use and share PG&E materials and toolkits

PG&E will continue applying best practices and leveraging lessons from our 2025 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 completes multiple customer surveys related to our PSPS season. Below is an overview of the surveys conducted in 2025.

Results from the 2025 Post-Season Outreach Effectiveness Survey are reported in Appendix F of PG&E’s 2026 AFN Plan for PSPS Support filed on January 30, 2026. The 2025 Pre-Season Outreach Effectiveness Survey was finalized in Q4 2025 and also reported in Appendix F of our 2026 AFN Plan. The 2026 Pre-Season Outreach Effectiveness Survey will be conducted in Q3 2026 and will be finalized and submitted

in the 2027 AFN Plan.

The Joint IOUs will continue to use the Key Performance Indicators (KPIs) <sup>23</sup> that were developed with the AFN Statewide Council Planning Team. These KPIs seek to measure the impacts of PSPS on individuals with AFN, awareness of support programs, and satisfaction of services offered. The most recent pre- and post-season survey results that address the KPIs can be found in the Appendix F for the 2026 AFN Plan.

In Q4 2025, PG&E did not conduct any PSPS post-event surveys with customers since no PSPS events took place this quarter.

Following future PSPS events, PG&E will continue to research areas for improvement and leverage lessons learned.

## **CONCLUSION**

PG&E will continue to provide a quarterly update regarding its progress towards meeting our 2026 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.

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<sup>23</sup> **Key Performance Indicators:**

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

## APPENDIX A.1 – AFN COLLABORATIVE COUNCIL

<b>Name</b>	<b>Organization</b>	<b>Title</b>	<b>Group</b>
Aaron Carruthers	State Council on Developmental Disabilities	Executive Director	Collaborative Council
Alana Hitchcock	California 211	Executive Director	Collaborative Council
Andy Imparato	Disability Rights California (DRC)	Executive Director	Collaborative Council
April Johnson	San Diego Gas & Electric (SDG&E)	Customer Programs Supervisor	Collaborative Council
Audrey Williams	California Public Utilities Commission (CPUC)	Project and Program Supervisor	Collaborative Council
Aurora Cantu	Southern California Edison (SCE)	Senior Manager	Collaborative Council
Britney Gaines	CPUC	Research Data Specialist	Collaborative Council
Chris Zenner	Pacific Gas & Electric Company (PG&E)	Vice President, Residential Services & Digital Channels	Collaborative Council
Christina Rathbun	San Diego Gas & Electric (SDG&E)	Access and Functional Needs Project Manager	Collaborative Council
Dana Golan	San Diego Gas & Electric (SDG&E)	Vice President of Customer Services	Collaborative Council
Danielle Finch	San Diego Gas & Electric (SDG&E)	Manager of Customer Success	Collaborative Council
Eric Schwarzrock	Liberty	President	Collaborative Council
Hollie Bierman	San Diego Gas & Electric (SDG&E)	Director, Customer Programs	Collaborative Council
James Cho	California Public Utilities Commission (CPUC)	Program Manager	Collaborative Council

<b>Name</b>	<b>Organization</b>	<b>Title</b>	<b>Group</b>
James Dui	California Public Utilities Commission (CPUC)	Safety Policy Division	Collaborative Council
Jendy Burchfield	Southern California Edison (SCE)	Vice President	Collaborative Council
Jennifer Guenther	Liberty	Senior Regional Manager - West	Collaborative Council
Jennifer Ocampo	Southern California Edison (SCE)	Access and Functional Needs Senior Advisor	Collaborative Council
Jenny Limones	Pacific Gas & Electric Company (PG&E)	Program Manager, Expert	Collaborative Council
Joe Wilson	Pacific Gas & Electric Company (PG&E)	Vice President, North Valley & Sierra Region	Collaborative Council
John Hagoski	San Diego Gas & Electric (SDG&E)	Customer Programs Advisor	Collaborative Council
Jordan Davis	Disability Rights California (DRC)	Attorney	Collaborative Council
Junaid Rahman	California Public Utilities Commission (CPUC)	Senior Regulatory Analyst	Collaborative Council
Karen Mercado	Disability Rights California (DRC)	Senior Administrative Assistant - Executive Unit	Collaborative Council
Kate Marrone	Liberty Utilities	Customer Care Manager	Collaborative Council
Katelin Scanlan	San Diego Gas & Electric (SDG&E)	Manager of Customer Engagement	Collaborative Council
Kayla Price	Bear Valley Electric Services (BVES)		Collaborative Council
Lisa Corbly	Pacific Power	AFN Program Manager	Collaborative Council
Lisa Hayes	California Foundation for Independent Living Centers (CFILC)	Executive Director	Collaborative Council

<b>Name</b>	<b>Organization</b>	<b>Title</b>	<b>Group</b>
Lizz Stout	Pacific Gas & Electric Company (PG&E)	Program Manager, Principal	Collaborative Council
Lori Blackwell	Southern California Edison (SCE)	Principal Manager, Key Accounts	Collaborative Council
Maria Jaya	California Public Utilities Commission (CPUC)	Researcher	Collaborative Council
Matthew Fehse	San Diego Gas & Electric (SDG&E)	Access and Functional Needs Regulatory and Compliance Advisor	Collaborative Council
Michelle Uzeta	Disability Rights Education and Defense Fund	Interim Executive Director	Collaborative Council
Moustafa Abou-Taleb	California Public Utilities Commission (CPUC)	Safety Policy Division	Collaborative Council
Nicholas Raft	Liberty	Regulatory Analyst	Collaborative Council
Paul Marconi	Bear Valley Electric Services (BVES)	President, Treasurer, & Secretary, Board Director	Collaborative Council
Pooja Kishore	PacifiCorp	Regulatory Affairs Manager	Collaborative Council
Robb Henderson	San Diego Gas & Electric (SDG&E)	Communications Advisor	Collaborative Council
Robert Carbajal	Southern California Edison (SCE)	Senior Manager, Customer PSPS Compliance and Strategy	Collaborative Council
Robert Hand	California Foundation for Independent Living Centers (CFILC)	Interim Executive Director	Collaborative Council

<b>Name</b>	<b>Organization</b>	<b>Title</b>	<b>Group</b>
Rosa Perea	Southern California Edison (SCE)	Senior Manager, Customer Engagement Division	Collaborative Council
Sarah Lee	Southern California Edison (SCE)	Senior Advisor, Public Safety	Collaborative Council
Sean Matlock	Bear Valley Electric Services (BVES)	Energy Resource Manager / Assistant Corporate Secretary	Collaborative Council
Tawny Re	Bear Valley Electric Services (BVES)	Customer Program Specialist	Collaborative Council
Tom Smith	Pacific Gas & Electric Company (PG&E)	Sr. Manager, LCE Planning & Operations	Collaborative Council
Vance Taylor	California Governor's Office of Emergency Services (Cal OES)	Chief, Office of Access and Functional Needs	Collaborative Council

**APPENDIX B.1 – STATEWIDE COUNCIL & CORE PLANNING TEAM PARTICIPANTS**

<b>Name</b>	<b>Organization</b>	<b>Title</b>	<b>Group</b>
Adam Willoughby	California Department of Aging (CDA)	Asst. Director of Legislation and Public Affairs	Statewide Council
Alana Hitchcock	California 211	Executive Director	Statewide Council
Alexandria (Giobbi) Moffat	San Diego Gas & Electric (SDG&E)	Director of Clean Transportation	Statewide Council
Alicia Menchaca	Bear Valley Electric Services (BVES)	Rate Analyst	Statewide Council
Alyson Feldmeir	California Foundation for Independent Living Centers (CFILC)	Disability Disaster Access and Resource Manager	Statewide Council
Amanda Kirchner	County Welfare Directors Association of California (CWDA)	Legislative Director	Statewide Council
Angela Nielsen	Hospital Council	Administrative Director	Statewide Council
Annabel Vera	California Department of Social Services (DSS)	Program Analyst	Statewide Council
Anthony Hoang	San Gabriel/Pomona Regional Center		Statewide Council
April Johnson	San Diego Gas & Electric (SDG&E)	Customer Programs Supervisor	Statewide Council
Aurora Cantu	Southern California Edison (SCE)	Senior Manager	Statewide Council
Carolyn Nava	Disability Action Center (DAC)	Executive Assistant	Statewide Council
Chris Bober	Pacific Gas & Electric Company (PG&E)	Director, Customer Enterprise Solutions	Statewide Council
Chris Garbarini	California Department of Developmental Services (DDS)	Senior Emergency Services Coordinator	Statewide Council
Chris Zenner	Pacific Gas & Electric Company (PG&E)	Vice President, Residential Services & Digital Channels	Statewide Council

<b>Name</b>	<b>Organization</b>	<b>Title</b>	<b>Group</b>
Christina Mills	California Association of Area Agencies on Aging (C4A)	Executive Director	Statewide Council
Christina Rathbun	San Diego Gas & Electric (SDG&E)	Access and Functional Needs Project Manager	Statewide Council
Dan Heller	Deaf Link	President	Statewide Council
Dan Okenfuss	California Foundation for Independent Living Centers (CFILC)	Public Policy Manager	Statewide Council
Dana Golan	San Diego Gas & Electric (SDG&E)	Vice President of Customer Services	Statewide Council
Danielle Finch	San Diego Gas & Electric (SDG&E)	Manager, Customer Success	Statewide Council
Eleonore Yotsov	PacifiCorp	Emergency Management Director	Statewide Council
Eric Schwarzrock	Liberty Utilities	President	Statewide Council
Evan Duffey	Pacific Gas & Electric Company (PG&E)	Manager, Forecasting and Operations	Statewide Council
Gina Esparza	Eastern Los Angeles Regional Center (ELARC)	Emergency Management Coordinator	Statewide Council
Greg Oliva	California Department of Social Services (DSS)	Assistant Deputy Director, Central Operations, Community Care Licensing Division	Statewide Council
James Cho	California Public Utilities Commission (CPUC)	Program Manager	Statewide Council
James Collins	California Council of the Blind (CCB)	Community Educator	Statewide Council
James Dui	California Public Utilities Commission (CPUC)	Safety Policy Division	Statewide Council
Jeana Arnold	Pacific Gas & Electric Company (PG&E)	ADA Specialist, Expert	Statewide Council

<b>Name</b>	<b>Organization</b>	<b>Title</b>	<b>Group</b>
Jendy Burchfield	Southern California Edison (SCE)	Vice President	Statewide Council
Jennifer Guenther	Liberty	Senior Regional Manager - West	Statewide Council
Jennifer Isbell	Pacific Gas & Electric Company (PG&E)	Senior ADA Specialist	Statewide Council
Jennifer Ocampo	Southern California Edison (SCE)	Senior Advisor, Corporate Giving	Statewide Council
Jenny Limones	Pacific Gas and Electric Company (PG&E)	Program Manager, Expert	Statewide Council
Joe Wilson	Pacific Gas and Electric Company (PG&E)	Vice President, North Valley and Sierra Region	Statewide Council
Jonathan Malicdem	Department of Social Services (DSS)		Statewide Council
Jordan Davis	Disability Rights California (DRC)	Attorney	Statewide Council
Jordan Parrillo	Liberty	Manager of Regulatory Affairs	Statewide Council
Joseph Grounds	Kern Regional Center (KERNRC)	Emergency Services Officer	Statewide Council
Josh Gleason	California Department of Social Services (DSS)	Unknown	Statewide Council
JR Antablian	California Department of Social Services (DSS)	Chief, Disaster Services Branch	Statewide Council
June Isaacson Kailes	Disability Policy Consultant	Disability Policy Consultant	Statewide Council
Karey Morris	Kern Regional Center (KERNRC)	HR Manager	Statewide Council
Kate Marrone	Liberty	Customer Care Manager	Statewide Council
Katelin Scanlan	San Diego Gas & Electric (SDG&E)	Manager of Customer Engagement	Statewide Council
Kay Chiodo	Deaf Link	CEO	Statewide Council
Kayla Price	BVES		Statewide Council

<b>Name</b>	<b>Organization</b>	<b>Title</b>	<b>Group</b>
Kelly Brown	Interface Children & Family Services	Community Information Officer	Statewide Council
Kendall Skillicorn	California Department of Social Services (DSS)	Bureau Chief, Department Operations Bureau	Statewide Council
Kevin Sharp	Pacific Gas & Electric Company (PG&E)	Customer Insights Strategist	Statewide Council
Kristopher Bourbois	San Diego Gas & Electric (SDG&E)	Financial Planning - Senior Business Analyst II	Statewide Council
Larry Grable	Service Center for Independent Living (SCIL)	Executive Director	Statewide Council
Laura Krolkowski	Interface Children & Family Services	Emergency Services Coordination Officer	Statewide Council
Lauren Giardina	Disability Rights California (DRC)	Executive Director Managing Attorney	Statewide Council
Leora Filosena	California Department of Social Services (DSS)	Deputy Director, Adult Programs Division	Statewide Council
Lisa Corbly	Pacific Power	AFN Program Manager	Statewide Council
Lizz Stout	Pacific Gas & Electric Company (PG&E)	AFN Program Manager	Statewide Council
Lori Blackwell	Southern California Edison (SCE)	Principal Manager, Key Accounts	Collaborative Council
Malorie Lanthier	North Los Angeles County Regional Center	IT Director	Statewide Council
Maria Aliferis-Gierde	Department of Rehabilitation (DOR)	Executive Officer, California Committee on Employment of People with Disabilities	Statewide Council
Maria Jaya	California Public Utilities Commission (CPUC)	Researcher	Statewide Council
Matt Fehse	San Diego Gas & Electric (SDG&E)	Access and Functional Needs Regulatory and Compliance Advisor	Statewide Council

<b>Name</b>	<b>Organization</b>	<b>Title</b>	<b>Group</b>
Mayra Alvarado	North Los Angeles County Regional Center	Manager	Statewide Council
Miguel Larios	San Diego Regional Center (SDRC)	Director, Community Services	Statewide Council
Moustafa Abou-Taleb	California Public Utilities Commission (CPUC)	Safety Policy Division	Statewide Council
Nguyen Quan	Bear Valley Electric Services (BVES)	Regulatory Affairs	Statewide Council
Nicole Pachaeco	California Council of the Blind (CCB)	Operations Manager	Statewide Council
Paul Marconi	Bear Valley Electric Services (BVES)	President, Treasurer, & Secretary	Statewide Council
Pooja Kishore	PacifiCorp	Regulatory Affairs Manager	Statewide Council
Rick Yrigoyen	California Department of Social Services (DSS)	Staff Services Manager	Statewide Council
Robb Henderson	San Diego Gas & Electric (SDG&E)	Communications Advisor	Statewide Council
Robert Carbajal	Southern California Edison (SCE)	Senior Manager, Customer PSPS Compliance and Strategy	Statewide Council
Ron Lee	Redwood Coast Regional Center	Emergency Management Coordinator	Statewide Council
Ronald Moore	Bear Valley Electric Services (BVES)	Regulatory Affairs	Statewide Council
Rosa Perea	Southern California Edison (SCE)	Senior Manager, Customer Engagement Division	Statewide Council
Rose Samaniego	California Department of Developmental Services (DDS)	Community Program Specialist III-FHA Supervisor	Statewide Council
Samuel Jain	Disability Rights California (DRC)	Senior Attorney	Statewide Council

<b>Name</b>	<b>Organization</b>	<b>Title</b>	<b>Group</b>
Sarah Harris	California Department of Rehabilitation	Section Chief, Independent Living and Assistive Technology	Statewide Council
Scott O'Connell	Red Cross	Regional Disaster Officer	Statewide Council
Sean Matlock	Bear Valley Electric Services (BVES)	Energy Resource Manager / Assistant Corporate Secretary	Statewide Council
Seneca St. James	California Department of Developmental Services (DDS)	Community Program Specialist III	Statewide Council
Serra Rea	California Foundation for Independent Living Centers (CFILC)	DDAR Manager	Statewide Council
Sheri Farinha	NorCal Services for Deaf and Hard of Hearing	Chief Executive Officer	Statewide Council
Staphany Lu	San Diego Regional Center (SDRC)	Emergency Management Coordinator	Statewide Council
Stephanie Tews Sheldrick	Pacific Gas & Electric Company (PG&E)	Director, Customer Experience & Insights	Statewide Council
Sydney Schellinger	California Department of Aging (CDA)	Senior Emergency Services Coordinator	Statewide Council
Tamara Rodriguez	California Department of Developmental Services (DDS)	Officer, Emergency Preparedness & Response	Statewide Council
Tawny Re	Bear Valley Electric Services (BVES)	Customer Program Specialist	Statewide Council
Tiffany Swan	San Diego Regional Center (SDRC)	Community Services Home and Community Based Services Specialist	Statewide Council
Tom Smith	Pacific Gas & Electric Company (PG&E)	Sr. Manager, LCE Planning & Operations	Statewide Council
Victor Duron	Department of Rehabilitation (DOR)	Acting Director	Statewide Council

Name	Organization	Title	Group
Yvonne Gratianne	San Gabriel/Pomona Regional Center	Communications and Public Engagement Officer	Statewide Council
Zeus Ferrao	Southern California Edison (SCE)	Customer Insights Project Manager, Advisor	Statewide Council

## APPENDIX C.1 – PEOPLE WITH DISABILITIES AND AGING COUNCIL PARTICIPANTS

<b>Name</b>	<b>Organization</b>	<b>Title</b>
Lizz Stout	PG&E	Co-Chair
Jennifer Isbell	PG&E	Co-Chair
Tom Smith	PG&E	Senior Manager, PSPS Customer Emergency Planning Operations
Linda Wingert	211 CA Network Providers	Senior Director, Operations
Christina Mills	California Association of Area Agencies on Aging	Executive Director
Lisa Hayes	California Foundation for Independent Living Centers	Executive Director
Karla Leon	California Foundation for Independent Living Centers	Program Coordinator II
Bobbie Wartson	Kings County Commission on Aging	Executive Director
Miguel Angel Castanon	Napa Valley Community Organizations Active in Disaster	Executive Director
Ron Lee	Redwood Coast Regional Center	Emergency Management Coordinator
Renee Bauer	State Council on Developmental Disabilities	North State Regional Manager
Julie Eby-McKenzie	State Council on Developmental Disabilities	North Coast Regional Manager
Kate Hoepke	Village Movement California	Board Chair
Caitlin O'Mailor	Lighthouse for the Blind and Visually Impaired	Project Manager of Advocacy, Communications, & Events
Vance Taylor	California Governor's Office of Emergency Services (Cal OES)	Chief, Office of Access and Functional Needs
Staci Wadley	Dignity Health	Senior Director of Operations-Safety Net Programs

## APPENDIX D.1 – FOOD BANK RESOURCE PARTNERS

Below is a list of food banks with active agreements with PG&E for PSPS.

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

## APPENDIX E.1 – MEALS ON WHEELS PARTNER ORGANIZATIONS

Below is a list of Meals on Wheels organizations with active agreements with PG&E for PSPS support.

<b>Meals on Wheels Organizations with Active Agreements for PSPS Support</b>	
1	Chico Meals On Wheels
2	Clearlake Senior Center (Highlands Senior Service Center)
3	Coastal Seniors
4	Community Action Partnership of Kern (CAPK)
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	Liveoak Senior Center
12	Meals on Wheels Diablo Region
13	Meals on Wheels Monterey Peninsula
14	Meals on Wheels Solano County
15	Middletown Senior Center
16	West Contra Costa Meals on Wheels
17	Petaluma People Services
18	Senior Coastsiders
19	Service Opportunity for Seniors
20	Spectrum Community Services
21	Tehama County Community Action Agency

**APPENDIX F.1 – CBOs WITH ACTIVE AGREEMENTS FOR PSPS SUPPORT**

Below is a list of CBOs with active agreements with PG&E for PSPS support.

<b>CBOs with Active Agreements for PSPS Support</b>	
1	California 211 Providers Network
2	California Center for Independent Living – Disability Disaster Access and Resource Program
3	Cope
4	Food For Thought
5	Haven of Hope on Wheels
6	Lost Sierra Food Project
7	Storefront
8	Linguabee

**APPENDIX G.1 – ACCESSIBLE TRANSPORTATION PARTNERS**

Below is a list of accessible transportation providers with active agreements with PG&E for PSPS.

<b>Accessible Transportation Providers with Active Agreements for PSPS Support</b>	
1	Dignity Health Connected Living
2	El Dorado Transit Authority
3	Fresno Economic Opportunities Commission
4	Vivalon

**APPENDIX H.1 – KEY OBJECTIVES**

As stated in PG&E’s 2026 PSPS AFN Plan, IOUs are reporting on progress made towards meeting Key Objectives in each AFN Plan Quarterly Update. Below is a table summarizing progress-to-date and recent updates made in the previous quarter. These updates are provided for activities that took place jointly with the other IOUs (i.e., Southern California Edison and San Diego Gas & Electric), as well as independently at PG&E.

2026 Key Objectives		Accomplished to date	Q1 2026 Updates
<p><b>Increase awareness of IOU programs and services available before, during and after a PSPS</b></p>	<p>Joint IOUs:</p>	<ul style="list-style-type: none"> <li>• Creation of the Prepare for Power Down website.</li> <li>• Collaborating with CalFresh on food support for individuals with AFN impacted by PSPS activations and identified information sharing needs for program participation.</li> <li>• Participated in MBL required annual training for the Department of Social Services’ In Home Supportive Services (IHSS) for greater engagement to increase PSPS awareness.</li> <li>• Continued awareness of PSPS and IOU supported programs and services to CBO’s and agencies.</li> </ul>	<ul style="list-style-type: none"> <li>• On 3/23 and 3/30, the AFN and MBL teams conducted two statewide training webinars to the In-Home Supportive Services case workers. Program education included MBL enrollment, PSPS Supportive Services and AFN Self Identification/Vulnerable customer programs. Approximately 61 individuals attended.</li> <li>• The JIOUs advanced the selection of an American Sign Language (ASL) company for the P4PD website and moving forward with finalizing the terms of the agreement.</li> <li>• PG&amp;E presented PSPS preparedness information at the Solano Healthcare Coalition - Emergency Preparedness Workshop comprised of healthcare groups across the state. Information was shared about Prepare for Power Down website resources and statewide connections.</li> </ul>
	<p>PGE:</p>	<ul style="list-style-type: none"> <li>• AFN CBO targeted webinars.</li> <li>• CBO annual training.</li> <li>• Annual mailers to AFN populations.</li> </ul>	<ul style="list-style-type: none"> <li>• PG&amp;E held the second two of a four-part training series for Department of Developmental Services Regional Centers staff on January 28<sup>th</sup> and February 25<sup>th</sup>. Topics included Tips and Tools and Financial Assistance for AFN customers.</li> <li>• PG&amp;E AFN program team participated in four workshops</li> </ul>

2026 Key Objectives		Accomplished to date	Q1 2026 Updates
			<p>dedicated to local Community Based Originations (CBOs) who participate in the Resilient Together Advisory Groups (RTAG) to share information on programs and services that support AFN community members.</p> <ul style="list-style-type: none"> <li>• In partnership with the Washoe Native Temporary Assistance for Needy Families (TANF) Program, PG&amp;E AFN program team participated in three community events, two in person on January 21 and 22 and one virtual on January 27, presenting information about our support programs and services to tribal families.</li> <li>• PG&amp;E held a virtual Community Organization and Advocate Training for approximately 95 attendees on March 25th and highlighted our Wildfire Safety program and provided updates on AFN programs and services in our service area.</li> <li>• PG&amp;E AFN program team overviewed our AFN emergency response programs and services at two healthcare workshops. One on January 26 at the Santa Cruz County Healthcare Coalition and the second on March 24 at the Solano Healthcare Workshop.</li> <li>• 211 Day promotions were conducted on February 11 across multiple PG&amp;E channels to raise awareness of 211 wildfire AFN services, encourage their use, and provide preparedness resources. Promotion efforts included: <ul style="list-style-type: none"> <li>○ <b>PG&amp;E.com homepage feature article:</b> On February 11, the PG&amp;E homepage received more than 80,000 visits.</li> <li>○ <b>Social media outreach:</b> PG&amp;E posted on Facebook and Instagram in English, Spanish, and Chinese on</li> </ul> </li> </ul>

2026 Key Objectives		Accomplished to date	Q1 2026 Updates
			<p>February 11, generating more than 152,000 impressions.</p> <ul style="list-style-type: none"> <li>○ <b>Internal employee communications:</b> Information shared through PG&amp;E’s internal daily distribution generated over 300 employee clicks.</li> </ul>
<p><b>Continue to identify individuals who are Electricity Dependent</b></p>	<p>Joint IOUs:</p>	<ul style="list-style-type: none"> <li>● Partnership with In-Home Supportive Services (IHSS) and Regional Centers.</li> <li>● Continue to monitor JIOU MBL population study to better understand the opportunity to promote MBL program. Currently awaiting CPUC approval of the study design and budget.</li> <li>● Continue to participate in community and CBO outreach events to reach and identify individuals who may be electricity dependent.</li> </ul>	<ul style="list-style-type: none"> <li>● On 3/23 and 3/30, the AFN and MBL teams conducted two statewide training webinars to the In Home Supportive Services case workers. Program education included MBL enrollment, PSPS Supportive Services and AFN Self Identification/Vulnerable customer programs. Approximately 61 individuals attended.</li> </ul>
	<p>PGE:</p>	<ul style="list-style-type: none"> <li>● SIV marketing campaign.</li> <li>● My PGE Portal enhancements to make AFN Self-ID enrollment easier and corresponding mailer.</li> </ul>	<ul style="list-style-type: none"> <li>● Enhancements to the MyAccount SIV enrollment process helped simplify enrollment and clarified instructions.</li> <li>● On February 11, PG&amp;E conducted 211 Day promotions across multiple channels to raise awareness of 211 wildfire AFN services, encourage utilization, and support customer preparedness.</li> <li>● 44,000 SIV customer surveys uploaded with customer characteristics to promote programs enrollment to. (use language from up above)</li> </ul>

2026 Key Objectives		Accomplished to date	Q1 2026 Updates
			<ul style="list-style-type: none"> <li>• 4 multicultural workshops were held to discuss the importance of self-identification with PG&amp;E and discuss our vulnerable customer programs.</li> <li>• AFN paid media campaign and multicultural radio campaign continued in Q1, with general and multicultural paid media ads to raise awareness on the resources available to AFN customers.</li> <li>• We evaluated the 2025 Paid Media campaign results and using the result to develop the 2026 strategy and plan.</li> </ul>
<p><b>Identify new enhancements to programs and resources needed to mitigate the impacts of PSPS</b></p>	<p>Joint IOUs:</p>	<ul style="list-style-type: none"> <li>• Establishment of the AFN Collaborative Council and the AFN Statewide Advisory Council.</li> <li>• Launched Phase 2 of the PrepareforPowerDown.com website; developed marketing materials for statewide partners.</li> <li>• Joint IOUs aligned and shared best practices of 211's care coordination to enhance offerings.</li> <li>• Redesigned the Statewide Council Advisory quarterly meetings by including the development of the 2026 AFN Plan to expand council participation.</li> </ul>	<ul style="list-style-type: none"> <li>• The JIOUs advanced the selection of an American Sign Language (ASL) company for the P4PD website and moving forward with finalizing the terms of the agreement.</li> <li>• Building on prior survey benchmarking efforts, the Joint IOUs worked with their internal survey teams and engaged in coordinated planning discussions to align survey terminology, consent tracking, and data management practices.</li> </ul>

2026 Key Objectives		Accomplished to date	Q1 2026 Updates
	PGE:	<ul style="list-style-type: none"> <li>• Conduct CBO Performance Surveys after every activation to obtain feedback.</li> <li>• Established a regular CRC check-in meeting with CRC program manager, ADA coordinator and AFN program manager.</li> <li>• Developed AFN collateral and signage at CRCs to help promote our resources and services to all visitors.</li> </ul>	<ul style="list-style-type: none"> <li>• Updated 12 CWSP Fact Sheets in English and are starting translations in 15 languages. Posted on PGE.com and sent 9 of the AFN focused Fact Sheets to our CRC warehouse to be included during activations.</li> <li>• 211 website enhancements</li> <li>• We are exploring opportunities to add in accessibility features at our CRC for the neurodivergent populations.</li> <li>• Exploring new ways to identify, target, and reach new vulnerable customers groups.</li> <li>• AFN webpage enhancements</li> </ul>
<b>Coordinate and integrate resources with state, community, utility to minimize duplication</b>	Joint IOUs:	<ul style="list-style-type: none"> <li>• Completed the development of the JIOU AFN Framework.</li> <li>• Creation of the Prepare for Power Down website.</li> <li>• Coordination with CalFresh regarding food support.</li> <li>• Participation with JIOU External Engagement &amp; Customer Experience Sub-Committee.</li> </ul>	<ul style="list-style-type: none"> <li>• Obtained confirmation that qualified Regional Center Medical Staff who are a Medical Doctor (MD), Doctor of Osteopathy (DO), Physician Assistant (PA) or Nurse Practitioner (NP) may provide the professional signature required for client participation in the MBL program.</li> </ul>
	PGE:	<ul style="list-style-type: none"> <li>• Quarterly updates for impacted county OES from PG&amp;E Public Safety Specialists.</li> <li>• Quarterly Regional Working Groups</li> <li>• PSPS Advisory Board.</li> <li>• Critical Infrastructure Workshop.</li> </ul>	<ul style="list-style-type: none"> <li>• March 11th PG&amp;E held our quarterly <a href="#">PWDAAC meeting</a> to engage with leaders of state and community organizations who provide input into our AFN programs and services.</li> <li>• Presented AFN 2026 objective focus areas and marketing strategy for feedback at the PG&amp;E Q1 Community Wildfire Safety Program Advisory Council on March 19.</li> </ul>

