

**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)
2025 ACCESS AND FUNCTIONAL NEEDS (AFN) PLAN FOR
PUBLIC SAFETY POWER SHUTOFF (PSPS) SUPPORT
QUARTERLY PROGRESS REPORT
JANUARY 1, 2025 AND MARCH 31, 2025**

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Dated: April 30, 2025

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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 2025 Access and Functional Needs Plan for Public Safety Power Shutoff Support regarding its efforts designed to support people and communities with access and functional needs (AFN) during Public Safety Power Shutoff (PSPS) de-energization events (AFN Plan).

Respectfully submitted,

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

Quarterly Progress Report of Activities
between January 1, 2025 and March 31, 2025



April 30, 2025

Table of Contents

Introduction	1
1 Concept of Operations HOW	3
1.1 Preparedness/Readiness (Before Power Shutoff)	3
1.1.1 Emergency Operations Center	3
1.2 AFN Identification Outreach	4
1.3 AFN Support Resources	5
1.3.1 California 211 Providers Network (211) Care Coordination, Referral, and Education Support	6
1.3.2 Resource Planning and Partnerships	7
1.4 Customer Resiliency Programs and Continuous Power Solutions	8
1.4.1 Disability Disaster Access and Resources (DDAR) Program	8
1.4.2 Self-Generation Incentive Program (SGIP)	9
1.4.3 Portable Battery Program (PBP)	10
1.4.4 Generator and Battery Rebate Program (GBRP) & Backup Power Transfer Meter (BPTM)	10
1.4.5 Residential Storage Initiative (RSI)	11
1.5 Customer Assistance Programs	12
1.5.1 Food Replacement Options and Other CBO Resources	12
1.5.2 Medical Baseline (MBL) Program	15
1.5.3 Energy Savings Assistance (ESA) Program	17
1.5.4 California Alternative Rates for Energy Program (CARE)/Family Electric Rate Assistance (FERA)	17
1.6 PSPS Preparedness Outreach and Community Engagements	17
1.6.1 PG&E Advisory Boards/Councils	17
1.6.2 Statewide Website for AFN Solutions	33
1.7 AFN Public Education and Outreach	34
1.7.1 MBL Customer Outreach	35
1.7.2 Health Care Industry Strategy	37
1.7.3 Outreach and Engagement with Master-Metered Owners, Property Managers, and Multi-Unit Dwelling Account Holders	37
1.7.4 Accessibility of Communications	38
1.7.5 Tribal Engagement	38
1.7.6 Translations of Communications	39
1.7.7 “Wildfire Safety Town Halls,” Webinars and other Community Events	40
1.8 PSPS Activation (During – Emergency Operation Center Activated)	41
1.8.1 In-Event PSPS Customer Communications	41
1.8.2 Community Resource Centers (CRCs)	45
1.9 Recovery (After – Power has been restored)	46
1.9.1 After Action Reviews and Reports	46
1.9.2 Lessons Learned and Feedback	47
1.9.3 Customer Surveys	47
Conclusion	48
Appendix A.1 – AFN Collaborative Council	49
Appendix B.1 – Statewide Council Participants	51
Appendix C.1 – 2025 AFN Plan Working Group (Core planning team)	56
Appendix D.1 – People with Disabilities and Aging Council Participants	57
Appendix E.1 – Food Bank Resource Partners	58
Appendix F.1 – Meals on Wheels Partner Organizations	59
Appendix G.1 – CBOs with Active Agreements for PSPS Support	60
Appendix H.1 – Accessible Transportation Partners	61
Appendix I.1 – Key Objectives	62

LIST OF TABLES

Table 1. Types and Counts of Customers Above and Beyond MBL Program..... **4**

Table 2. 2025 211 Program Resources Provided to Customers **6**

Table 3. 2025 211 Program Resources Provided to Customers **7**

Table 4. 2025 DDAR Program Resources Provided to Customers **8**

Table 5. SGIP ERB and Interconnection Metrics **8**

Table 6. 2025 PBP Outreach **9**

Table 7. 2025 GBRP Rebates and BPTM Devices Installed **10**

Table 8. Food Resource Partnerships Agreements Executed..... **12**

Table 9. MBL Program Customer Enrollments (January 1 – March 31) **16**

Table 10. Summary of Consultation with Advisory Boards and Councils **17**

Table 11. 2024 vs. 2025 MBL Program Acquisition Targeting Outcomes **36**

Table 12. Recurring Tribal Outreach and Engagement Activity **39**

Table 13. Summary of AFN and CBO Targeted Outreach Conducted in Q1-2025 **40**

Table 14. CPUC Meetings, PSPS Wildfire Safety Town Halls, and Regional Webinars **41**

Table 15. Call Center Support Services During Q1-2025 PSPS **43**

Table 16. Multi-Cultural Media Engagement Activities (by Month)..... **44**

Table 17. 2025 AFN Paid Digital Media Status **45**

Table 18. Q1-2025 Community Resource Centers (by PSPS)..... **46**

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 2025 PSPS Access and Functional Needs (AFN) Plan and the impact of our efforts to support the AFN and vulnerable populations during proactive de-energization (also known as Public Safety Power Shutoff (PSPS)). This update addresses our efforts between January 1, 2025 and March 31, 2025.

Since last reporting progress on PG&E's AFN activities on December 31, 2024 PG&E has achieved the following significant milestones to help serve our most vulnerable customers before, during, and after a PSPS.

- The Disability Disaster Access and Resources (DDAR) engaged with 39 AFN customers during the PSPS activations that occurred on January 13, 20 and 22.
- CA Network of 211 engaged with 112 AFN customers during the PSPS activations that occurred on January 13, 20 and 22.
- Joint IOUs ¹ delivered MBL and AFN program training to California Department of Social Services, In Home Support Services (IHSS) statewide training webinar to IHSS employees
- PG&E held a Community Based Organizations (CBO) Webinars training for more than 40 organizations that provided updates on our various programs, including AFN support services, throughout PG&E's service area.

For a full list of PG&E's accomplishments towards meeting the Key Objectives identified in the 2025 AFN Plan please see [Appendix I.1](#).

¹ Pacific Gas & Electric Company (PG&E), San Diego Gas & Electric (SDG&E) and Southern California Edison (SCE)

1 CONCEPT OF OPERATIONS | HOW

1.1 Preparedness/Readiness (Before Power Shutoff)

1.1.1 Emergency Operations Center

In Q1, PG&E activated the Emergency Operations Center to support the PSPS activations on January 13, January 20, and January 22. The Customer Care and AFN Liaison role were activated to support AFN individuals and Community Based Organizations (CBO).

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. Exercise plans were developed with our CBOs in preparation for our Full Scale Exercise that is planned for Q2.

1.1.1.2 Training

In Q1, PG&E did not hold any PSPS dedicated training for our AFN EOC team.

1.1.1.3 AFN Liaison

In Q1, the AFN Liaison role was activated to support the PSPS activations on January 13, January 20, and January 22. This dedicated team, including the AFN Strategy Lead and AFN Advisor, maintained ongoing communications with all CBOs leading up to and during the three PSPS activations in Q1. Additionally, the AFN Strategy Lead and Advisor hosted daily resource partner calls which are open to all activated CBOs to attend to get a situational update and ask questions.

1.1.1.4 Customer Care

In Q1, PG&E had three PSPS activations. PG&E's Customer Service Representatives (CSR) responded to customer inquiries leading up to and during the PSPS. CSRs were able to confirm contact information, assist customers with an application for the Medical Baseline (MBL) Program, indicate language preference, self-identifying as vulnerable², and/or self-identifying that a person in their household has a disability³.

² In accordance with D.12-03-054, customers that are not enrolled or do not qualify for the MBL Program can "self-identify that they have a serious illness or condition that could become life-threatening if service is disconnected" and enroll in PG&E's 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, not included in this metric.

³ Customers can self-identify with PG&E that they have a person in the household with a disability. This customer designation currently has no end date. In accordance with D.12-03-054, 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).

1.2 AFN Identification Outreach

PG&E began a multi-channel outreach campaign to begin collecting information on customers in 2022 in response to CPUC Phase 3 PSPS Guideline Decision 21-06-034, which stipulates that “persons reliant on electricity to maintain necessary life functions, including durable medical equipment (DME) and assistive technology (AT)” must be included in each electric investor-owned utility’s identification efforts, in addition to the existing requirement for each utility from the CPUC Phase 2 PSPS Guidelines⁴.

PG&E continues to conduct self-identify outreach campaigns and awareness/preparedness campaigns to customers who self-identified as having AFN. In 2025, 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.

In Q1 PG&E has been conducting pre-testing of our AFN outreach campaign materials with customers and has been working to incorporate feedback into our finalized materials for deployment in 2025.

Table 1. provides the types and counts of customers identified above and beyond the MBL program as of March 31, 2025.

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

Types of Customers Above and Beyond MBL Program	Number of Customers (through March 31, 2025)
Self-identify to receive an in-person visit before disconnection for non-payment (e.g., vulnerable) ⁶	7,771
Self-identify as having a person with a disability in the	40,861

⁴ D.20-05-051, Appendix A.

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

⁶ In accordance with D.12-03-054, customers that are not enrolled or do not qualify for the MBL Program can “self-identify that they have a serious illness or condition that could become life-threatening if service is disconnected” and enroll in PG&E’s 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, not included in this metric.

Types of Customers Above and Beyond MBL Program	Number of Customers (through March 31, 2025)
household (e.g., “disabled”) ⁷	
Preference to receive utility communications in non-standard format (e.g., in Braille or large print)	1,165
Durable Medical Equipment (DME) ⁸	51,886
Assistive Technology (AT)	8,166

1.2.1 Self-Identified Vulnerable Program

In 2022, PG&E began an AFN Person Characteristic Self-Identification call, direct mail, and email campaign, which allowed 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), 65+ years old, and/or dependent on assistive technology and/or durable medical equipment.

Customers were also asked to identify if they, or someone in their household, has 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. The program support includes doorbell rings and door hanger leave-behinds if a customer does not respond to previous PSPS notifications.

In Q1-2025, PG&E began another Self-Identification outreach campaign. On March 27, an email was sent to customers with a survey link asking them how they rely on power for their health and safety and to self-identify any Access and Functional Needs characteristics that may apply to them or someone in their household. The data will be collected for use in future direct outreach for our AFN awareness/preparedness campaigns and additional assistance for enrollment into our Self-Identified Vulnerable program (SIV) and our Medical Baseline program (MBL).

In Q1, updates were made to the SIV webpage (pge.com/siv) that included more detailed program benefits, better enrollment details, and easier linking to additional program support pages like MBL and AFN pages. Later this year we are also working on

⁷ Customers can self-identify with PG&E that they have a person in the household with a disability. This customer designation currently has no end date. In accordance with D.12-03-054, 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).

⁸ Self-Identify as reliant on DME and AT

an updated paper application and online enrollment feature utilizing My Accounts.

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 2025 AFN Plan for PSPS Support.

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

PG&E's partnership with 211 connects customers with approximately 11,000 CBOs and government agencies across PG&E's service area. 211 provides PSPS needs screening via incoming calls and texts, outbound efforts, and in-person visits to identify the needs of households before, during, and after PSPS activations. Needs screening efforts also help identify households with AFN who may need assistance preparing for emergencies. In addition to these calls and texts, 211 provides Care Coordination.

Through the Care Coordination process, individuals will undergo an intake assessment with a 211 Care Coordinator, including their current household situation, electricity needs, and medication and/or assistive technology usage to determine their needs before and during a PSPS. Care Coordination provides a personalized safety plan that will list the individual's emergency contacts, local emergency or customer organizations' contact information, health, and medical information, etc. During a PSPS, 211 Care Coordinators will contact the individual customer to check whether they require additional support. 211 also provides those with AFN a connection to social services of local community-based organizations (CBOs) or directly offers critical resources like transportation, hotel stays, food, fuel vouchers, and other social services during PSPS.

211 CA provides proactive outreach and education in multiple languages to their clients throughout the year regarding PG&E's wildfire safety and preparedness messaging. 211 CA utilizes various methods for sharing our messaging including community fairs, tabling events, virtual and in-person presentations, emails, text messages, print material distributions, and social media posts. Information is also available at their local resource center to assist the community during Wildfire Safety Outages.

Table 2 describes the marketing outreach and communications throughout 2025.

Table 2. 2025 211 CA Marketing and Outreach

Outreach Efforts	Resources Provided to Customers			
	Q1	Q2	Q3	Q4
Social Media Posts	94			
Social Media Impressions	73,191			
Total Customer Direct Outreach *	36,422			
Events/Presentations	73			

*Includes marketing outreach at fairs/tabling events, virtual/in person presentations, emails/texts sent, print materials distributed.

In 2024, PG&E worked with 211 to create a customer satisfaction survey that will be mailed to all customers who inquired about assistance for PSPS in 2024. Results are expected to be collected through Q1 2025 and reviewed in Q2 2025. PG&E continued to have regular working meetings with 211 to provide guidance, review quarterly reports, and discuss program enhancements. We also continue to hold a bi-weekly meeting with 211 and Southern California Edison to align on offerings and program support. PG&E worked directly with 211 to support 112 AFN customers who were impacted during the January 13, January 20, and January 22 PSPS activations.

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. 2025 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	207			
Food Vouchers*	30			
Hotel Stays*	8			
Gas Cards*	21			
Transportation*	0			

* 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. In Q1 2025, PG&E continued 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 2025 AFN Plan for PSPS Support.

1.4.1 Disability Disaster Access and Resources (DDAR) Program

In 2025, PG&E is continuing its partnership with the California Foundation for Independent Living Centers (CFILC) through the DDAR Program to deliver a readiness program that supports people with disabilities, older adults, and customers using durable medical equipment and assistive technology that is required to live independently.

The DDAR Program will continue to offer a variety of resources to qualified customers in High Fire Threat Districts or who reside in areas that are likely to be impacted by PSPS. Resources will include batteries, hotel stays, food vouchers, gas cards, transportation, and other resources. The DDAR program delivered over 500 batteries to qualified customers in 2024. In Q1 11 portable batteries were delivered to qualified customers with an anticipated ramp up in Q2 2025.

In Q4 2024, PG&E began working with the CFILC to develop a PSPS guidebook for their participating DDAR centers to utilize while activated. PG&E worked with CFILC and their DDAR centers who engaged with 1902 AFN customers impacted during the January 13, January 20, and January 22, 2025, PSPS activations.

Table 4. includes the number of customer energy assessments and resources provided to customers through DDAR. PG&E will continue to provide these resources to customers through DDAR before, during, and after future PSPS.

Table 4. 2025 DDAR Program Resources Provided to Customers

Resources/Engagement with Customers Before, During, and After PSPS	Resources Provided to Customers			
	Q1	Q2	Q3	Q4
Customer Energy Assessments	148			

Batteries Delivered	11			
Food Vouchers*	20			
Hotel Stays*	2			
Gas Cards*	2			
Transportation*	0			

* 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 2025, 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.

See Table 5. for an overview of relevant SGIP ERB application and interconnection metrics as of March 31, 2025.

Table 5. SGIP ERB and Interconnection Metrics

Key Application Metrics	<p>6,194 Equity Resiliency Budgets paid \$256.3M as of March 2025 10,257 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"> • 5,373 MBL (including 0 waitlisted) • 4,103 well pump (including 0 waitlisted) • 181 commercial, educational, small business, and multi-family (including 0 waitlisted) • 0 waitlisted • 98% residential versus 0.01% commercial, .001% educational, .0005% small business, and .005% multi-family • Total allocated: \$135.3M MBL, \$117.6M well pumps, \$97.9M commercial and multi-family
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Key Interconnection Metrics	March 2025 inception-to-date 6,646 projects interconnected to grid: <ul style="list-style-type: none"> • 3,942 MBL • 2,427 well pump
------------------------------------	--

1.4.3 Portable Battery Program (PBP)

The PBP offers direct-to-customer outreach, assessments, and battery deliveries. The program relaunched this year with a target population of MBL and SIV customers who have experienced at least one PSPS since 2022 or at least 3 EPSS outages since 2024.

Since 2020, the PBP partners have delivered approximately 26,000 portable batteries to MBL and Self-Identified Vulnerable customers at risk of being impacted by PSPS. In addition, more than 1,600 mini-fridges and more 900 insulin coolers were provided since 2022.

In Q1-2025, PG&E and our partner organizations continue to focus on serving frequently impacted MBL and SIV customers that use durable medical equipment or assistive technology who have not previously participated in a resiliency program. Outreach and customer assessments began in Q1 with battery deliveries scheduled to resume in Q2.

Table 6. includes PG&E's quarterly progress on outreach and batteries delivered to customers before, during, and after 2025 PSPS.

Table 6. 2025 PBP Outreach

Outreach and Batteries Delivered to Customers Before, During, and After PSPS	Q1	Q2	Q3	Q4
Customers Reached	237			
Customers Assessed	178			
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 GBRP provides a \$300 rebate to customers located in Tiers 2 or 3 HFTDs or are serviced by an Enhanced Powerline Safety Settings (EPSS) circuit. Customers are eligible for a \$200 additional rebate if the customer is on PG&E's CARE or FERA

program, so long as the rebate does not exceed the price of the product. Eligible customers must submit their rebate application within 12 months from their purchase date of the qualifying product or by December 31, 2025, whichever date is sooner.

In Q1 2025, PG&E’s Backup Power Transfer Meter (BPTM) installed approximately 84 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 7,628 meters

In 2025, PG&E will expand the BPTM program to 6,000 eligible customers who are in need of a backup power solution.

Table 7. 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 7. 2025 GBRP Rebates and BPTM Devices Installed

GBRP Rebates and BPTM Devices Provided to Customers Before, During, and After PSPS	Q1	Q2	Q3	Q4
Number of GBRP Rebates Paid to Customers	906			
Number of Customers who had BPTM Devices Installed ⁹	84			

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 nearly 2,300 residential customers who had been frequently impacted by outages because of PG&E’s EPSS program. RSI installed 357 of those projects in Q1 2025.

⁹ In Q1 2024 PG&E processed and attempted to install 563 BPTM customer installs of which 481 were installed and 65 were cancelled due to customer installation issues.

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 2025 to help ensure that the risks of wildfire safety outages such as EPSS and PSPS continue to be minimized for the most impacted customers.

1.5 Customer Assistance Programs

For general information about PG&E’s customer assistance programs, see our 2024 AFN Plan for PSPS Support.

1.5.1 Food Replacement Options and Other CBO Resources

Table 8. the quarterly update 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 E.1](#), Meals on Wheels Providers in [Appendix F.1](#), CBO Resource Partners with active agreements for PSPS Support in [Appendix G.1](#), and Accessible Transportation Partners in [Appendix H.1](#).

Table 8. Resource Partnerships Agreements Executed

	Food Banks		Meals on Wheels		Other Food Replacement/Transportation/Other	
Quarter	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	25	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. 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.

During the Q1 January 13, January 20 and January 22 PSPS activations, PG&E did not have any local Food Banks in Kern County activated. Instead, customers were provided information on how to work with California 211 Providers Network (211 CA) to be connected with food services.

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](#).

During the Q1 January 13, January 20 and January 22 PSPS activations, PG&E did not have any local Meals on Wheels in Kern County activated. Instead, customers were provided information on how to work with 211 CA to be connected with food services.

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., COVID-19, congestive heart failure, HIV/AIDS). Groceries provide the participating individual with enough food for three meals a day for a week.

In Q1, Food for Thought did not provide grocery delivery services in Sonoma County during the January 13, January 20, and January 22 PSPS activations because Sonoma County was not in scope.

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 during the January 13, January 20, and January 22 PSPS activations because Napa was not in scope.

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 during the January 13, January 20, and January 22 PSPS activations due Plumas County not being in scope.

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 during the January 13, January 20, and January 22 PSPS activation because Butte County was not in scope.

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. All active CRC locations carry a Fact Sheet with all accessible transportation provides listed. 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 notification¹⁰ 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.

¹⁰ In accordance with PSPS Phase 3 D.21-06-034.

In Q1, Our transportation partners did not provide support during the January 13, January 20 and January 22 PSPS activations PSPS. PG&E deferred AFN transportation requests to our DDAR and 211 CA, who also provide transportation assistance.

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 we conducted to drive enrollment in the program).

Historically, the financial benefits received by PG&E's MBL customers have only been available to customers taking service on a tiered rate schedule like PG&E's default Time- of- Use (TOU) rate, Schedule E TOU C, or its simple tiered (non- TOU) rate, Schedule E 1. This is because the financial benefits were provided to MBL customers solely via augmented baseline allowances that are applicable only to tiered rates. In 2024 PG&E completed the implementation of D-MEDICAL 12% flat line discount for its Medical Baseline customers taking electric service on non-tiered rate plans. MBL customers taking service on Electric Home (E-ELEC), E-TOU-D, and EV2-A are now receiving the financial benefits in the form of D-MEDICAL discount.

PG&E allows customers taking on a Master-Metered rate schedule (EM, EM-TOU, GM, and GM-TOU) 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 of 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.

PG&E has 3,074 Master Meter Tenants enrolled in the MBL Program, an increase of 0.6% since the last reporting enrollment in our Q4-2024.

Table 9. shows the growth in enrollments by month of customers who are enrolled in the MBL Program.

Table 9. MBL Program Customer Enrollments (Jan 1 – Mar 31, 2025)

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
Total Start of Month MBL Customers	244,427	246,482	248,113										248,113
New MBL Customers	3,717	3,475	3,655										10,847
MBL Customers Removed	1,662	1,844	1,770										5,276
Total End of Month MBL Customers	246,482	248,113	249,998										249,998

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. In Q1, information was shared with approximately 8,132 customers 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 3 HFTDs, allowing them to keep food cold for an extended duration and possibly prevent perishables spoilage during an outage. In Q1, ESA Program has provided 2 cold storages to customers.

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. About 1.4 million¹¹ customers are receiving bill discounts through these two programs.

In Q1, PG&E held a CBO training on March 25 where we invited more than 40 CBO's and had over 200 participants attended. We reviewed bill savings programs like CARE and FERA as well as many other supporting programs, like medical baseline, that can help customers. The training also highlighted emergency preparedness programs and a PSPS overview, aiming to offer a comprehensive customer education on relevant PG&E programs during the enrollment process.

1.6 PSPS Preparedness Outreach and Community Engagements

1.6.1 PG&E Advisory Boards/Councils

In 2025, 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 2025 engagement, the feedback we received, and how PG&E plans to incorporate the feedback to enhance the customer experience.

¹¹ As of March 31, 2025 - CARE: 1,389,112, FERA: 40,095

Table 10. Summary of Consultation with Advisory Boards and Councils

People with Disabilities and Aging Advisory Council (PWDAAC)¹²	
Meeting	<p>Date: March 26, 2025</p> <p>Location: Virtual</p> <p>Purpose: Bring organizations supporting AFN customers and those with disabilities with PG&E's leaders, to connect and collaborate, discuss relevant topics, highlight progress made, and identify areas for improvement in how PG&E's programs support seniors and individuals with disabilities.</p>
Summary of Engagement	<ul style="list-style-type: none"> ○ Safety <ul style="list-style-type: none"> ▪ Winter Safety Preparedness ○ Q4 Meeting Survey – Feedback and Follow Up Items <ul style="list-style-type: none"> ▪ Feedback items <ul style="list-style-type: none"> ▪ Plain Language – PG&E materials reviewed for plain language <ul style="list-style-type: none"> • PG&E CWSP and majority of pge.com content has been reviewed to be written up to a 9th grade reading level. We are working towards a goal of moving to a 5th grade reading level for pge.com when possible ▪ Aspects of Emergency Operations Center activation questions: CBOSupport@pge.com ○ PG&E CBO Toolkit Overview: <ul style="list-style-type: none"> ▪ Updated Fact Sheets ▪ PG&E's website that consolidates fact sheets and materials for community-based organizations to easily access and share information related to PG&E's programs and services ▪ CBO Toolkit Email: Annually the fact sheets and social medial posts get linked in an email that gets sent to CBO partners ▪ CBO quarterly newsletter: PG&E sends out a quarterly CBO newsletter that contains a variety of topics. To sign up for this you can send an email to

¹² See Appendix C.1 for the PWDAAC Council Participants

CBOEngagementSupport@pge.com

- CBO Toolkit can be downloaded from:
www.pge.com/cbo
- Backup Power Program
 - New UL 2743 warning label requirements for batteries over 1 kW.
 - The new requirement addresses risks associated with improper usage or overcharging of batteries, which could stress the batteries and pose safety hazards
 - PG&E will cease providing batteries over 1kW and limit the number of batteries per household to two, to comply with the cumulative wattage restriction.
 - PG&E will still be providing batteries under the 1kW limit through our portable battery program and DDAR program.
 - Additional resiliency options available beyond portable batteries
 - Exploring other backup power solutions for increased reliability
 - Batteries already in the general population will not be recalled since they do not have the UL sticker
 - www.pge.com/backuppower
- Generator and Battery Rebate Program
 - Offers eligible customers in the High Fire Threat Areas, a \$300 rebate with the purchase of a qualifying portable generator or battery to prepare for power outages.
 - Additional \$200 rebate for eligible customer who are in the CARE/FERA programs.
 - www.pge.com/gbrp
- Backup Power Transfer Meter Program
 - Free for customers with a compatible generator
 - Saves money on the purchase of a separate transfer switch
 - Power is delivered
 - Power is delivered directly to the circuit breaker which eliminates any power cords running in the

home

- Customers should be sure to start the generator at a safe location
- Provides an affordable solution for customers who are unable to afford solar or backup batteries
- Medical Baseline customers are prioritized There is a signup form for this program
- www.pge.com/transfermeter
- Customer Resources and Support for Wildfire Safety Outages
 - Portable Battery Program: Supporting eligible customers with fully subsidized portable battery solutions www.pge.com/portablebattery
 - Disability Disaster Access and Resources:
 - Emergency preparedness planning, portable batteries, and support for customers requiring additional accommodation www.pge.com/ddar
 - Generator and Battery Rebate Program: Rebates for eligible customers to purchase a qualified generator
 - www.pge.com/gbrp
 - Permanent Battery Storage Rebate Program: Rebates to help customer safe on energy storage systems for their residence or business
 - www.pge.com/permanentbatterystorage
 - Self-Generation Incentive Program: Rebates to help customers save on energy storage systems for their business
 - pge.com/sgip
 - Residential Storage Initiative: Permanent long-term backup power solutions for the most impacted customers
 - www.pge.com/residentialstorageinitiative
- **Roundtable**
 - DDAR Program Manager for CFILC – Transitioning to delivering smaller batteries
 - 16 centers are already delivering lower batteries

- Awaiting feedback from inclined consumers who are taking the leap to try out new options
- Getting information out to customers regarding the battery changes and educating customers on options available, along with training
- The California Commission on Aging is hosting a hearing on May 22 regarding the impact of emergencies on older adults and people with disabilities. Response to the disproportionate impact these events have on these populations

○ **Q&A:**

Q1. Does PG&E also consider plain language in its social media postings?

A1. As PG&E is working to ensure that its website is WCAG 2.1 AA compliant, content creation and ensuring plain language is another checkpoint is being considered.

Q2. Are the CBO toolkits available in other languages?

A2. Yes, PG&E works with 28 language partners to create the content in 15 languages other than English.

Q3: How do I sign up for CBO quarterly updates?

A3. Please send an email to CBOEngagementsupport@pge.com.

Q4. How do you determine the draw weight or kWh required for a customer to meet their essential device needs?

A4. Vendor partnership with PG&E, along with research, tool estimators, and local support from public health nurses, helped estimate the usage needed.

Q5. How does a Backup Power Transfer Meter (BPTM) work for homes that have solar?

A5. There needs to be a 2S socket, and the backup power transfer meter has a built-in auto transfer switch that

	<p>essentially switches the service over to the plug instead of going through the wall side.</p> <p>Q7. If someone has solar, is there a rebate program for them to install a battery? A7. Yes, the Self Generation Incentive Program (SGIP).</p>
Feedback	<ul style="list-style-type: none"> • Simplifying the step required to find backup program solutions on PGE's website
Action Items Guided by Feedback	<p>Completed Actions This Quarter:</p> <ul style="list-style-type: none"> • Sent out meeting feedback survey to existing PWDAAC council members for feedback on enhancement opportunities <p>On-Going Actions:</p> <ul style="list-style-type: none"> • Continue utilizing the PWDAAC as a forum to receive input and feedback on a broad variety of PG&E programs affecting AFN customers. <p>Future Actions:</p> <ul style="list-style-type: none"> • PG&E to re-elevate PWDAAC goals, cadence, and membership • Survey to follow every meeting to solicit feedback from council participants for prior meeting and next meeting planning
Future Meeting(s)	Q2-2025 (TBD)

Access and Functional Needs Collaborative Council Meeting¹³	
Meeting	<p>Date: March 28, 2025</p> <p>Location: Virtual</p> <p>Purpose: Collaborative discussion of the lessons learned from the 2024-2025 PSPS Season, overview of updates to the Battery UL Certification and JIOU backup power programs, and a look towards the next year of the Collaborative Council.</p>
Summary of Engagement	<ul style="list-style-type: none"> • Notification Process Overview

¹³ See Appendix A.1 for the AFN Collaborative Council Participants.

- PG&E explained the process for notifying customers before and during a PSPS and while power is being restored.
- Notifications begin 48-72 hours before a PSPS and are sent via automated calls, texts, and emails.
- PPS Outlook
 - PG&E gave an overview of the recent PPS season, which included 11 PPS during which 52,291 customers were de-energized.
 - Lessons learned included opportunities to re-energize customers between periods of extreme weather, better CRC site coordination and additional CRC staff trainings.
 - SCE gave an overview of their recent PPS season, during which they executed 22 PPS and de-energized 601,511 customers.
 - As a result of this last season, SCE has implemented more robust communication protocols and is taking deliberate steps to improve their operational efficiency through enhanced weather forecasting and refined practices used during complex events.
 - SCE is also working to improve their notifications and CRC/CCV maps.
 - SDG&E gave an overview of the recent PPS season which included 4 PPS during which 104,673 customers were de-energized.
 - SDG&E's lessons learned included improving 211 access for customers living near the Mexico border, activating a tribal liaison EOC position, and increasing the AFN liaison bench.
- PPS Lessons Discussion

	<ul style="list-style-type: none"> ○ IOUs led an in-depth discussion of the challenges and lessons learned from the 2024-2025 PSPS season. ○ PG&E learned that there is an issue with accessing potable water in rural areas during PSPS outages and that many customers were unprepared. ○ PG&E identified an opportunity for the business customer organization to work with water districts for emergency planning. ○ SCE noted that the January 2025 PSPS event was the largest in the utility's history and posed an enormous challenge. To manage effective communications, SCE held regular briefings for government officials and will continue to provide additional customer updates during major events. ○ Some customers were affected by PSPS outages, as well as windstorms or wildfire-related outages. SCE sent out customer ad hoc communications to a subset of customers to ensure they were provided with the appropriate outage update. ○ In cases where doorbell ring wellness checks were not possible due to active wildfires, SCE executed texting campaigns to check on Medical Baseline customers. ○ SDG&E had been providing twice a day critical facilities briefings, and soon learned there needed to be more informed weather briefings, as well as offering the opportunity for more robust Q&A. SDG&E brought in a meteorologist to provide real time updates and dedicated a portion of the meeting to answer questions that were both broad as well as specific to the customer.
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	<ul style="list-style-type: none"> ○ SDG&E is conducting listening tours and tribal feedback sessions to understand further opportunities for support. ● 2025 AFN Plan and Process Update <ul style="list-style-type: none"> ○ SDG&E updated the Council that each IOU has posted their 2025 AFN Plan to the CPUC site. ○ SDG&E gave an overview of how future AFN Plans will be developed in collaboration with the Statewide Council. ● Battery Safety Standard Update <ul style="list-style-type: none"> ○ SDG&E gave an overview of previous and new safety standards for the backup batteries that utilities provide/lend to customers who are electricity dependent. <ul style="list-style-type: none"> ▪ Safety standard UL 2743 was updated to require a label for batteries with a capacity larger than 1kWh warning not to use in a sleeping room or any habitable space of a dwelling. ▪ UL 2743 applies to the types of portable batteries that the IOUs have been distributing/lending to customers. IOUs will discontinue use of the larger capacity batteries and instead provide up to two (as needed) batteries of less than 1kWh. ▪ IOUs shared that backup batteries have never been intended as a long-term solution for outages and that the utilities have a breadth of other solutions available to customers. ● 2025 Collaborative Council Look Ahead <ul style="list-style-type: none"> ○ M.E. Ittner led a discussion of where the Collaborative Council should look to move in 2025 and beyond.
Feedback	<ul style="list-style-type: none"> ● State Council on Developmental Disabilities (SCDD) noted that the issues raised here are relevant beyond

	<p>the context of PSPS and there is an opportunity to reset goals based on the lessons discussed here.</p> <ul style="list-style-type: none"> ○ IOUs noted that there is not currently a funding mechanism in place to support all-hazards response in the same manner as PSPS. ○ SCDD agreed and requested that partners at the CPUC review and respond to this issue. <ul style="list-style-type: none"> ● 211 raised the issue of emergency planning for both extreme heat and extreme cold weather events and asked the IOUs what public awareness messaging efforts are being made to inform customers of the risks and resources available during extreme weather events. <ul style="list-style-type: none"> ○ SDG&E responded that they are focused on expanding partnerships with medical organizations to communicate with their patients about preparedness. ○ PG&E is launching a preparedness campaign to bring PSPS-style mitigation practices into unplanned outages and increase awareness of the fact that most AFN resources do not have income-based qualifications. ○ SCE explained that they work closely with 211, the ILCs and 74 CBOs partners to understand the needs of customers with an AFN during extreme heat and cold weather. ● SCDD asked if there is a solution that directly addresses the limitations of the UL battery issue. <ul style="list-style-type: none"> ○ PG&E responded that the smaller batteries address the problem by complying with the safety requirements. ○ CalOES commented that the greater problem is that even multiple batteries would not power a person through 3-4 days involving multiple PSPS events. It is important that people be able to remain in the environment of their choice and
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	the solution may be to give them a whole house generator.
Action Items Guided by Feedback	<p>Completed Actions this Quarter:</p> <ul style="list-style-type: none"> • Joint IOUs provided the Council with a copy of the Framework for AFN Support and requested that Council organizations who wish to do so provide their logo for inclusion. • Joint IOUs determined that the CPUC can submit a request to obtain data and GIS files based on reporting provided in AFN reports. • Provided a list of Statewide Council members and AFN Plan Working Group participants to Collaborative Council members. • Joint IOUs to follow up on bed-shaker resource in 2025. <p>On-Going Actions:</p> <ul style="list-style-type: none"> • CPUC representative to identify additional opportunities to jointly present the AFN/Joint IOU progress made to the CPUC. <ul style="list-style-type: none"> ○ Status update: Additional follow up to be conducted in Q2 2025. • Collaborative Council to coordinate potential guest speaking opportunity during respective upcoming meetings, including: <ul style="list-style-type: none"> ○ Disability Rights California monthly staff meeting ○ Statewide AFN Community Advisory Committee ○ State Council on Developmental Disabilities meetings ○ Status update: Additional follow up to be conducted in Q2 2025. • Collaborative Council to provide names of statewide disability leaders with capacity and networks to connect with the IOUs.

	<ul style="list-style-type: none"> ○ Status update: Additional follow up to be conducted in Q1 2025. <p>Future Actions:</p> <ul style="list-style-type: none"> • PG&E to research Medical Baseline enrollment drop-off with CPUC and SCDD. • JIOUs will share their post-season customer survey results in advance of the Q2 Collaborative Council meeting. <p>PG&E to share examples of materials promoting accommodations and support services used at CRCs.</p>
IOU Responsible Owner	Chris Zenner, Vice President Residential Services & Digital Channels
Future Meeting(s)	Q2 2025

Statewide Joint IOU Advisory Council¹⁴	
Meeting	<p>Date: March 13, 2025</p> <p>Location: Virtual</p> <p>Purpose: Collaborative discussion covering the 2024-2025 PSPS Season, 2025 AFN Plan Updates, and a lookahead at 2025 Statewide Council activities.</p>
Summary of Engagement	<ul style="list-style-type: none"> • Battery UL 2743 Update <ul style="list-style-type: none"> ○ IOUs explained Safety standard UL 2743 was updated to require a label for batteries with a capacity larger than 1kWh warning not to use in a sleeping room or any habitable space of a dwelling. ○ IOUs have met to discuss the changes and how they will affect the distribution of batteries to AFN customers. ○ Pending further discussions with legal, risk, and safety teams within each utility, the IOUs will develop a plan of response and will update the Council in Q2. • PSPS Updates

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

	<ul style="list-style-type: none"> ○ PG&E gave an overview of the 2024 PSPS season, noting that it extended into 2025. <ul style="list-style-type: none"> ▪ Lessons learned from this season included the need for increased coordination with county partners when developing CRC locations, opportunities to be proactive with our AFN outreach at CRCs. Flexibility was key in serving communities when they are hit with back-to-back activation. ○ SCE gave an overview of the recent PSPS season, highlighting the severity and complexity of the recent wildfires in Southern California in January 2025. <ul style="list-style-type: none"> ▪ There was a dedicated AFN supervisor in place to support incidents affecting customers with AFN. ▪ SCE is actively expanding its machine learning capabilities to improve forecasting for PSPS events. ▪ The PSPS team was divided into two teams, with one focused on de-energization and the other on re-energization. • SDG&E gave an overview of the recent PSPS season. <ul style="list-style-type: none"> ○ Lessons learned include providing mitigations for customers impacted by cell tower misidentification when calling 211 near the US-Mexico border. • 2025 AFN Plan Update <ul style="list-style-type: none"> ○ Each IOU has filed their 2025 AFN Plan with the CPUC: <ul style="list-style-type: none"> ▪ PG&E ▪ SCE ▪ SDG&E • 2025 Statewide Council Lookahead
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	<ul style="list-style-type: none"> ○ IOUs outlined a proposal to use the quarterly Statewide Council meetings as working sessions to develop the following year's AFN Plan. This proposal would create broader visibility and participation in the development process and would ease the time constraints of doing all of the planning in Q4. ○ This proposal would still utilize the 6 Step FEMA planning process, including incorporating whole community input into the AFN Plans.
Feedback	<ul style="list-style-type: none"> • J. Kailes pointed out the new UL battery requirements have a significant impact on multi-family building dwellers who cannot run generators and other forms of backup power. <ul style="list-style-type: none"> ○ PG&E shared a CPUC statewide Solar on Multifamily Affordable Housing (SOMAH) program that has been historically focused on providing solar for income qualified apartment buildings. More information on SOMAH: <ul style="list-style-type: none"> ▪ The Solar on Multifamily Affordable Housing (SOMAH) Program ▪ SOMAH Solar on Multifamily Affordable Housing • California Department of Developmental Services (DDS), PacifiCorp, and J. Kailes expressed support of the revised AFN Plan process. • J. Kailes cautioned that some issues still need to be addressed quickly rather than wait to be incorporated into the following year's plan.
Action Items Guided by Feedback	<p>On-Going Actions:</p> <ul style="list-style-type: none"> • Statewide Council member organizations to send a list of support services offered before, during, and after a PSPS to SCE. <ul style="list-style-type: none"> ○ Status update: Additional follow-up completed with follow-up planned for Q2 2025.

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

Local Government Advisory Councils and Working Groups	
Meeting	Date: Thursday, March 27, 2025 Location: Microsoft Teams Purpose: Collect feedback on proposed Community Wildfire Safety Program (CWSP) improvements from a subset of city, county, and tribal emergency managers.
Summary of Meeting Materials	<ul style="list-style-type: none"> • Shared an update on 2025 PSPS notification improvements and testing. • Provided an overview of the Wildfire Safety Progress Map and conducted a demonstration of new features.
Feedback	<ul style="list-style-type: none"> • N/A
Action Items Guided by Feedback	Completed Actions This Quarter: <ul style="list-style-type: none"> • N/A Ongoing Actions: <ul style="list-style-type: none"> • N/A Future Actions: <ul style="list-style-type: none"> • Follow up with representatives the Tuolumne Rancheria Tribe, Santa Clara County and the City of San Jose on PSPS notification testing impacts.
Future Meeting(s)	<ul style="list-style-type: none"> • Q2 - June 12, 2025 • Q3 - September 11, 2025 • Q4 - December 11, 2025

Low-income and Communities of Color Advisory Panel

Meeting	<p>Date: March 18, 2025</p> <p>Location: Virtual meeting</p> <p>Purpose: Solicit input from Communities of Color Advisory Group which assists PG&E in crafting outreach and engagement with communities of color on a broad spectrum of issues impacting diverse communities.</p>
Summary of Engagement	<ul style="list-style-type: none"> PG&E shared its efforts to engage with the community through coffee connects, townhalls, and volunteer events in the community across PG&E service area. PG&E presented on community wildfire safety program, income-qualified programs, and marketing outreach support for community advocates. Citizens Energy Corporation presented an overview of the Citizens Energy Lease application and the proposed investment aiming to provide emergency bill paying assistance to PG&E customers who are in arrears.
Feedback	<ul style="list-style-type: none"> PG&E received feedback on outreach support for community advocates and community engagement.
Action Items Guided by Feedback	<p>Completed Actions This Quarter:</p> <ul style="list-style-type: none"> Advisory Group Members voted on new nominees. <p>On-Going Actions:</p> <ul style="list-style-type: none"> N/A <p>Future Actions:</p> <ul style="list-style-type: none"> National Diversity Coalition and others interested will meet with Citizens Energy regarding learning more about support for the Citizens Lease Application.
Future Meeting(s)	June 26, 2025.

Low Income Oversight Board (LIOB)	
Meeting	<p>Date: March 25, 2025</p> <p>Location: Virtual and In-person meeting</p> <p>Purpose: 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>

Summary of Engagement	<ul style="list-style-type: none"> Joint Investor-Owned Utilities Status Reports <ul style="list-style-type: none"> Status report of the California Alternative Rates for Energy (CARE), Family Electric Rate Assistance (FERA) and Energy Saving Assistance (ESA) Programs Budget of unspent 2024 funds, program outlook, and systems challenges in 2025. 2024 PSPS Summary AMP and Disconnections
Feedback	<ul style="list-style-type: none"> N/A – AFN topics not in scope
Action Items Guided by Feedback	<p>Completed Actions This Quarter: N/A</p> <p>On-Going Actions: N/A</p> <p>Future Actions: N/A</p>
Future Meeting(s)	Q2 meeting scheduled for June 11, 2025

1.6.2 Statewide Website for AFN Solutions

PrepareforPowerDown.com (P4PD) ¹⁵ 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

¹⁵ Available at <https://prepareforpowerdown.com>. Based on decision D 19-05-042, dated May, 30, 2019, and issued on June 4, 2019. The California Public Utilities Commission (“Commission”) directed the IOUs to jointly oversee development and execution of a statewide Public Safety Power Shut-off education campaign, developed in partnership with the California Governor’s Office of Emergency Services and the California Department of Forestry and Fire Protection.

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 IOU's provided marketing and communications materials for socializing of the P4PD website through Joint IOU presentations and AFN Council Stakeholders.

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

Website Activity:

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

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 a paid media campaign. Our preparedness outreach and community engagement are described below.

In Q1, as part of our standard PSPS notification process¹⁶, email, text, or phone calls were sent to impacted AFN customers providing general information regarding the PSPS and resources on staying prepared during the January 13, January 20, and January 22 PSPS.

¹⁶ See [10-Day reports](#) for more details on these notifications.

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.

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 11 and March 18 with approximately 134 attendees. Additionally, a MBL overview was provided to approximately 40 CBO's on March 25. Our direct-to-customer outreach and acquisition campaigns will begin in Q2.

Table 11. summarizes the MBL acquisition campaign statistics for 2025 and provides a year-over-year data comparison.

Table 11. 2024 vs. 2025 MBL Program Acquisition Targeting Outcomes

Goal: Increase engagement with prospective MBL Program customers through multi-channel outreach and awareness campaigns												
Year	Total Channel Count	Direct Mail		Email			Bill Insert		Digital Media		Broadcast TV & Radio	Digital Video
		Customers Reached	# Touches	Customers Reached	# Touches	Avg. Click Rate	Customers Reached	# Touches	Total Impressions	Total Conversions (Clicks)	Total Impressions	Total Impressions
2024	6	125,000	4	4,353,820	3	2%	3,000,000	1	100,301,735	1,120,390	10,033,595	n/a
2025 ¹⁷	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

¹⁷ 2025 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 2025 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 to identify opportunities to collaborate in order to further educate their members and/or constituents regarding PSPS preparedness, AFN Self-Identification and MBL. Joint IOUs collaborated with the California Department of Developmental Services emergency response staff who provided feedback on PSPS support services and program material. This included the Joint IOU Prepare for Power Down Fact Sheet and possible additions to CRC support offerings.

Additionally, the Joint IOU's AFN and MBL teams collaborated with the California Department of Social Services, 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 11 and March 18 with approximately 134 attendees.

PG&E continued conversations with the Statewide Councils and among the joint IOU team to look for opportunities to present on PSPS preparedness, AFN Self-Identification and MBL programs will continue through 2025.

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 Alerts¹⁸. In Q2 2025, PG&E will conduct annual outreach via direct mail and email. The outreach will include a letter with details on how tenants can sign up for direct PSPS notifications through Address Alerts, as well as the resources PG&E offers before, during and after a PSPS.

¹⁸ 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.

In Q1, PG&E continued to strategize the best processes for 2025 outreach involving master-metered owners, property managers, and multi-unit dwelling account holders. PG&E will continue to conduct outreach through email and direct mail campaigns to these account holders to reach residents that are not direct PG&E-metered customers that include information about resiliency programs, PSPS preparedness and resources.

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

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. As we launch new features and functionality to www.pge.com and to our [Emergency Website](#), we test again for compliance with WCAG 2.1 AA standards and write content to a fifth grade reading level when possible.

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 print outreach materials upon customer request. Content of outreach materials is written to an eighth grade reading level when possible.

PG&E has an agreement with Linguabee, a Deaf-owned and operated sign language interpreting agency, to provide American Sign Language (ASL) PSPS support.

In Q1, PG&E had Linguabee provide ASL interpreting during the January 13, January 20, and January 22, 2025 PSPS CBO Daily Resource Partner call.

1.7.5 Tribal Engagement

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

PG&E provides regular communication and outreach with our Tribal governments and Tribal members to promote awareness and education regarding our programs and services. See Table 12. for an overview of our outreach.

Table 12. Recurring Tribal Outreach and Engagement Activity

Outreach and Engagement				
Ongoing Outreach Activity	Q1	Q2	Q3	Q4
Tribal Newsletter & Healthcare Outreach (All Tribes)	March 12			
Tribal Outreach Presentations Program & Support Services	10			
Wildfire Safety Webinar for Tribes (All Tribes)	-			

PG&E also 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 update and coordination emails are provided to tribal governments and a Tribal Cooperators Call is held daily and hosted by our Tribal Liaison Officer. All Tribes are also invited to the Systems Statewide Cooperators Calls.

In Q1, our Tribal Liaison team activated and provided support during the January 13, January 20, and January 22, 2025, PSPS activations. In addition, two AFN emergency response related questions will be incorporated into a new annual tribal survey. The primary goal is to explore how PG&E is doing within the tribal communities and discover ways our various programs can support them in 2025. The annual survey is planned to launch in Q2.

1.7.6 Translations of Communications

PG&E translates Community Wildfire Safety Program (CWSP) and PSPS communications and notifications in 15 non-English languages.¹⁹ 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 options²⁰, 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 39 multicultural media outlets throughout the year to promote

¹⁹ These include Spanish, Chinese, Tagalog, Russian, Vietnamese, Korean, Farsi, Arabic, Hmong, Khmer, Punjabi, Japanese, Thai, Portuguese, and Hindi.

²⁰ 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.

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 town halls throughout the year to foster discussions on how it can better serve its communities while allowing customers to learn more about its wildfire safety efforts and the steps PG&E is taking to improve reliability. Additionally, PG&E participates in regular meetings and workshops with the California Public Utilities Commission (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, including AFN-specific webinars and meetings hosted by CBOs and state agencies. All webinars included ASL interpreters and accessible presentation decks.

Table 13. summarizes PG&E’s targeted outreach with AFN and CBO partners.

Table 13. Summary of AFN and CBO Targeted Outreach Conducted in Q1 2025

Date	Event	Audience
3/11/2025	In-Home Supportive Services (IHSS) Medical Baseline Allowance Program Training	In-Home Supportive Services (IHSS)
3/18/2025	National Diversity Council Customer Advisory Panel, Low-income and Communities of Color Advisory	Various CBO leadership with a focus on Low-income and Communities of Color
3/18/2025	In-Home Supportive Services (IHSS) Medical Baseline Allowance Program Training	In-Home Supportive Services (IHSS)
3/25/2025	Community Based Organizations (CBOs) Training	All Community Based Organizations
3/26/2025	PWDAAC Q1 Meeting	People with Disability and Aging Advisory Council (PWDAAC)

Table 14. summarizes our Wildfire Safety Webinars, Safety Town Halls, Regional Town

Halls, Regional Working Group meetings, meetings with key stakeholders and meetings with the CPUC.

Table 14. CPUC Meetings, PSPS Wildfire Safety Town Halls, and Regional Webinars in Q1 2025

Date	Event	Audience
3/11/2025	Regional Town Hall	Customers, Local Tribes, Agencies and CBOs in the South Bay & Central Coast Region
3/12/2025	Regional Town Hall	Customers, Local Tribes, Agencies and CBOs in the North Valley & Sierra Region
3/18/2025	Regional Town Hall	Customers, Local Tribes, Agencies and CBOs in the Bay Area Region
3/20/2025	Regional Town Hall	Customers, Local Tribes, Agencies and CBOs in the Central Valley Region
3/27/2025	Regional Town Hall	Customers, Local Tribes, Agencies and CBOs in the North Coast Region
3/5/2025	Regional Working Group	Central Valley Region
3/5/2025	Regional Working Group	North Valley & Sierra Region
3/6/2025	Regional Working Group	North Coast Region
3/6/2025	Regional Working Group	South Bay & Central Coast Region
3/7/2025	Regional Working Group	Bay Area Region

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 automated notifications (i.e., calls, texts, and emails) to potentially impacted customers two days ahead, one day ahead, just before shutting off power and when power is shut off. 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 2026-2028 Wildfire Mitigation Plan filed on April 4, 2025.²¹

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 138 individuals enrolled in MBL and SIV programs and residing in high fire threat areas. We utilized our doorbell ring process during the Q1 January 13, January 20, and January 22, 2025, PSPS activations.

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 Q4, PG&E provided notifications during the Q1 January 13, January 20, and January 22, 2025, PSPS activations.

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 15. includes call center-related metrics associated with Q1 January 13, January 20, and January 22, 2025 PSPS activations.

²¹ [PG&E's 2026-2028 Wildfire Mitigation Plan, Vol 1, Section 11.4.2, Pages 507-509](#)

Table 15. Call Center Support Services During Q1-2025 PSPS

PSPS Date	Total Calls Handled	PSPS Calls Handled	Average Speed of Answer for PSPS Calls	Number of Languages Supported by Call Center Translation Services
January 13, 2025	85,352	1,677	6	240+
January 20, 2024	46,883	858	6	240+
January 22, 2024	82,485	1,605	8	240+

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 added new content to 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 added a new feature to pgealerts.pge.com that will show 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. PG&E is using insights from customer testing to incorporate additional improvements for categorization and usability of pages with content related to outages, safety, and accessibility resources in 2025.

In Q1, PG&E improved the self-identified vulnerable webpage (pge.com/siv) to better explain program benefits and the enrollment process. The page now more clearly links to a verify of resources, like our PSPS AFN resources and the MBL webpage.

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 with, 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).

Additionally, PG&E partners with Linguabee to provide ASL translation for any EOC Press Conferences held during a PSPS.

In Q1, media outreach efforts were focused on promoting our wildfire safety webinars for customers, where we shared information about assistance and resources available to support people with disabilities, chronic conditions or relying on power for medical needs, among other topics.

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 2025, PG&E plans to partner with 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.

Table 16. below summarizes our multi-cultural media engagement activities.

Table 16. Multi-Cultural Media Engagement Activities (by Month)

Month	Summary of Multi-Cultural Media Engagement Activities
January 2025	<ul style="list-style-type: none">• Compiled the Wildfire Safety and Preparedness Multicultural Media Engagement Campaign Year-end Report
February 2025	<ul style="list-style-type: none">• Confirmed budget for 2025 campaigns including Multicultural Media Engagement Campaign and AFN Multicultural Radio Campaign
March 2025	<ul style="list-style-type: none">• Sent out invite to potential multicultural media partners for an information session on April 30• Planning began with potential multicultural media partners

1.8.1.6.2 Social Media

PG&E provides customer preparedness resources through its official social media channels, including X, Facebook, Instagram, and Nextdoor. As of March 31, 2025, PG&E plans to work with 39 multicultural media partners and a CBO to assist with in-language communications and share its social media posts before and during PSPS.

In Q1, social media posts were aimed at promoting preparation and assistance for storms and weren’t yet focused on wildfire season. Plans are underway on social media in Q2 and beyond to promote backup power resources and assistance to seniors, care facility operators and customers who rely on well water.

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.

To enhance customer outreach efforts, PG&E will run paid media English and Spanish AFN radio ads with messages about PSPS awareness, the MBL Program, and preparedness resources in 2025, along with paid media search and display ads, social media, and pre-roll video ads.

In Q1, PG&E worked with paid media agencies on planning for the 2025 advertising campaign. The AFN paid media digital advertising is planned to launch in Q2 and continued running into Q4.

Table 17. 2025 AFN Paid Digital Media Status

2025 AFN AD Campaign	Est. Reach	Impressions	Clicks	Click Through Rate
Display Ads, Video Ads, Online Audio Ads for radio/podcast, Search To launch Q2-2025	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 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 2025, PG&E will continue 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 2025, PG&E has secured 405 event-ready sites, which include 119 indoor sites and 286 outdoor sites.

In Q1 we utilized feedback received through our CRC surveys to develop collateral, signage, and name tags that create a more prominent awareness of resources and support services that visitors with AFN can utilize. We are also working with our CRC staffing vendor to update and incorporate additional AFN training into their annual employee onboarding. Additionally, we updated all of our customer program and support fact sheets that will be available at each of our CRCs for distribution.

In accordance with D.21-06-034, PG&E filed an updated CRC plan as Appendix A within the 2024 Pre-Season Report.

Table 18. includes the number of CRCs, counties served, indoor vs. outdoor sites, and the total number of visitors for January 13, 20, and 22 during Q1-2025.

Table 18. Q1-2025 Community Resource Centers (by PSPS)

2025 PSPS Date	Total CRCs Deployed	Number of Counties Served	Total Indoor Sites	Total Outdoor Sites	Total Visitors
January 13, 2025	1	1	0	1	527
January 20, 2025	1	1	0	1	228
January 22, 2025	1	1	0	1	495

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 2024 AFN Plan. PG&E held an AAR for the January 13, January 20, and January 22 PSPS activations. No AFN related areas of improvement were identified.

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 2024 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 survey's conducted in 2024.

PG&E finalized the 2024 Post-Season Outreach Effectiveness Survey in Q1 2025. Results were reported in Appendix F of PG&E's 2025 AFN Plan for PSPS Support filed on January 31, 2025. The 2024 Pre-Season Outreach Effectiveness Survey was finalized in Q4 2024 and also reported in Appendix F of our 2025 AFN Plan.

The Joint IOUs will continue to use the Key Performance Indicators (KPIs) ²² that were developed with the AFN Core 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 2025 AFN Plan.

In Q1'25, PG&E conducted three PSPS post-event surveys with customers who were notified and/or impacted by the January 13, January 20, and January 22 PSPS activations and leverages the findings for lessons learned, process improvements, and program enhancements.

PG&E will continue to research areas for improvement and leverage lessons learned.

²² **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

CONCLUSION

PG&E will continue to provide a quarterly update regarding its progress towards meeting our 2025 AFN Plan and the impact of our efforts to support the AFN and vulnerable population during PSPS to help the CPUC understand where future gaps in addressing this population before, during, and after PSPS.

APPENDIX A.1 – AFN COLLABORATIVE COUNCIL

Name	Organization	Title	Group
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
Beena Morar	Southern California Edison (SCE)	Senior Project Manager	Collaborative Council
Brett Eisenberg	California Foundation for Independent Living Centers (CFILC)	Executive Director	Collaborative Council
Britney Gaines	CPUC		Collaborative Council
Chris Alario	Liberty	President, California	Collaborative Council
Chris Zenner	Pacific Gas & Electric 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 De Clercq	San Diego Gas & Electric (SDG&E)	Access and Functional Needs	Collaborative Council

Name	Organization	Title	Group
		Customer Strategy Manager	
Danielle Kyd	San Diego Gas & Electric (SDG&E)	Manager of Customer Success	Collaborative Council
Edward Jackson	Liberty	President	Collaborative Council
Hollie Bierman	San Diego Gas & Electric (SDG&E)	Director, Customer Programs	Collaborative Council
James Cho	California Public Utilities Commission (CPUC)	Program Manager	Collaborative Council
James Dui	California Public Utilities Commission (CPUC)	Safety Policy Division	Collaborative Council
Jennifer Guenther	Liberty	Senior Regional Manager - West	Collaborative Council
Jennifer Ocampo	Southern California Edison (SCE)	Access and Functional Needs Senior Advisor	Collaborative Council
John Hagoski	San Diego Gas & Electric (SDG&E)	Customer Programs Advisor	Collaborative Council
Jordan Davis	Disability Rights California (DRC)	Attorney	Collaborative Council
Junaid Rahman	California Public Utilities Commission (CPUC)	Senior Regulatory Analyst	Collaborative Council
Karen Mercado	Disability Rights California (DRC)	Senior Administrative Assistant - Executive Unit	Collaborative Council

APPENDIX B.1 – STATEWIDE COUNCIL PARTICIPANTS

Name	Organization	Title	Group
Aaron Christian	California Department of Developmental Services (DDS)	Assistant Deputy Director of Office of Community Operations	Statewide Council
Adam Willoughby	California Department of Aging (CDA)	Asst. Director of Legislation and Public Affairs	Statewide Council
Alana Hitchcock	California 211	Executive Director	Statewide Council
Alejandro Garibay	Southern California Edison (SCE)	Marketing Project Manager/Advisor	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
Annabel Vera	California Department of Social Services (DSS)	Program Analyst	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
Beatrice Lavrov	California Department of Developmental Services (DDS)	Staff Service Manager	Statewide Council
Beena Morar	Southern California Edison (SCE)	PSPS Readiness Senior Project Manager	Statewide Council
Carolyn Nava	Disability Action Center (DAC)	Executive Assistant	Statewide Council
Carrie Bowers	San Diego Gas & Electric (SDG&E)	Fire Science Meteorologist	Statewide Council

Name	Organization	Title	Group
Chris Bober	Pacific Gas & Electric Company (PG&E)	Director, Customer Care	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
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 De Clercq	San Diego Gas & Electric (SDG&E)	Access and Functional Needs Customer Strategy Manager	Statewide Council
Danielle Kyd	San Diego Gas & Electric (SDG&E)	Manager, Customer Success	Statewide Council
Dara Mikesell	San Gabriel Pomona Regional Center (SGPRC)	CFO	Statewide Council
David Siuta	Southern California Edison (SCE)	Meteorology Senior Advisor	Statewide Council
Eleonore Yotsov	PacifiCorp	Director, Emergency Management, PacifiCorp	Statewide Council
Evan Duffey	Pacific Gas & Electric Company (PG&E)	Manager, Forecasting and Operations	Statewide Council
Gabby Eshрати	North Los Angeles County Regional	Consumer Services Director	Statewide Council

Name	Organization	Title	Group
	Center		
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
Jennifer Guenther	Liberty	Senior Regional Manager - West	Statewide Council
Jennifer Nerida	Pacific Gas & Electric Company (PG&E)	Senior ADA Specialist	Statewide Council
Jennifer Ocampo	Southern California Edison (SCE)	Senior Advisor, Corporate Giving	Statewide Council
Joe Xavier	Department of Rehabilitation (DOR)	Director	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

Name	Organization	Title	Group
June Isaacson Kailes	Disability Policy Consultant	Disability Policy Consultant	Statewide Council
Karey Morris	Kern Regional Center (KERNRC)	HR Manager	Statewide Council
Kari Gardner	Southern California Edison (SCE)	Sr. Manager of Consumer Affairs	Statewide Council
Kate Marrone	Liberty	Customer Care Manager	Statewide Council
Kayla Price	BVES		Statewide Council
Kay Chiodo	Deaf Link	CEO	Statewide Council
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
Lauren Burnett	Southern California Edison (SCE)	Senior Manager, Customer Insights	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	Emergency Management Specialist	Statewide Council
Lizz Stout	Pacific Gas & Electric Company (PG&E)	AFN Program Manager	Statewide Council
Malorie Lanthier	North Los Angeles County Regional	IT Director	Statewide Council

Name	Organization	Title	Group
	Center		
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
Matthew McVee	PacifiCorp	Vice President, Regulatory Policy	Statewide Council
Megan Geraci	Pacific Gas & Electric Company (PG&E)	Manager, Customer Resiliency (Generation & Storage Team)	Statewide Council
Melissa Kasnitz	The Center for Accessible Technology (C4AT)	Director, Legal	Statewide Council
Michael Butier	California Department of Social Services (DSS)	Functional Assessment Service Team Coordinator	Statewide Council
Miguel Larios	San Diego Regional Center (SDRC)	Director, Community Services	Statewide Council

APPENDIX C.1 – 2025 AFN PLAN WORKING GROUP (CORE PLANNING TEAM)

Name	Organization	Title
Tamara Rodriguez	Department of Developmental Services	Officer, Emergency Preparedness & Response
Lizz Stout	Pacific Gas & Electric Company (PG&E)	AFN Program Manager
Tom Smith	Pacific Gas & Electric Company (PG&E)	Sr. Manager, LCE Planning & Operations
Lisa Corbly	PacifiCorp (Pacific Power)	Emergency Management Specialist
Ronald Lee	Redwood Coast Regional Center	Emergency Management Coordinator
Christina Rathbun	San Diego Gas & Electric (SDG&E)	Access and Functional Needs Project Manager
Matthew Fehse	San Diego Gas & Electric (SDG&E)	Access and Functional Needs Regulatory and Compliance Advisor
Danielle De Clercq	San Diego Gas & Electric (SDG&E)	Access and Functional Needs Customer Strategy Manager
April Johnson	San Diego Gas & Electric (SDG&E)	Customer Programs Supervisor
Staphany Lu	San Diego Regional Center (SDRC)	Emergency Management Coordinator
Jennifer Ocampo	Southern California Edison (SCE)	Access and Functional Needs Senior Advisor
Ryan Bullard	Southern California Edison (SCE)	Senior Manager, PSPS Support and Accessibility
Beena Morar	Southern California Edison (SCE)	Senior Project Manager
June Kailes	Disability Policy Consultant	Disability Policy Consultant
Chris Garbarini	California Department of Developmental Services (DDS)	Senior Emergency Services Coordinator

APPENDIX D.1 – PEOPLE WITH DISABILITIES AND AGING COUNCIL PARTICIPANTS

Name	Organization	Title
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
Serra Rea	California Foundation for Independent Living Centers	DDAR Program Manager
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
Erick Larson	Village Movement California	Co-Executive Director, Advocacy and Resource Development
Peter Heredia	Napa Valley Community Organizations Active in Disaster	Lead AFN & Older Adults subcommittee

APPENDIX E.1 – FOOD BANK RESOURCE PARTNERS

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

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

APPENDIX F.1 – MEALS ON WHEELS PARTNER ORGANIZATIONS

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

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

APPENDIX G.1 – CBOS WITH ACTIVE AGREEMENTS FOR PSPS SUPPORT

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

CBOs with Active Agreements for PSPS Support	
1	California 211 Providers Network
2	Cope
3	Food For Thought
4	Haven of Hope on Wheels
5	Lost Sierra Food Project
6	Center for Independent Living

APPENDIX H.1 – ACCESSIBLE TRANSPORTATION PARTNERS

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

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

APPENDIX I.1 – KEY OBJECTIVES

As stated in PG&E’s 2025 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.

2025 Key Objectives		Progress to date	Q1 2025 Updates
Increase awareness of IOU programs and services available before, during and after a PSPS	Joint IOUs:	<ul style="list-style-type: none"> • Creation of the Prepare for Power Down website • Collaborating with CalFresh on food support for individuals with AFN impacted by PSPS activations, and identified information sharing needs for program participation. 	<ul style="list-style-type: none"> • JIOU conducted statewide training for California Department of Social Services’ In Home Support Services (IHSS) employees to increase awareness of PSPS and resources. • Collaborated with California Department of Developmental Services to review the Prepare for Power Down websites factsheet and possible additions to CRC support offerings.
	PGE:	<ul style="list-style-type: none"> • AFN CBO targeted webinars • Annual mailers to AFN populations 	<ul style="list-style-type: none"> • Community Based Organizations (CBO) Webinars training where more than 40 organizations were invited and over 200 participants attended. The training updated customers and CBOs on various programs, including AFN support services, throughout PG&E’s service area.

2025 Key Objectives		Progress to date	Q1 2025 Updates
Continue to identify individuals who are Electricity Dependent	Joint IOUs:	<ul style="list-style-type: none"> Partnership with In-Home Services (IHSS) and Regional Centers Continue to monitor JIOU MBL population study to better understand the opportunity to promote MBL program. Currently awaiting CPUC approval of the study design and budget. 	<ul style="list-style-type: none"> JIOU conducted statewide training for California Department of Social Services' In Home Support Services (IHSS) employees; PSPS program and services information also included details on how to enroll in Medical Baseline
	PGE:	<ul style="list-style-type: none"> SIV marketing campaign My PGE Portal enhancements to make AFN Self-ID enrollment easier and corresponding mailer 	<ul style="list-style-type: none"> First of three emails will be sent to customers asking them to self-identify any Access and Functional Needs characteristics that may apply to them for use in direct outreach for our self-identified program and our medical baseline program
Identify new enhancements to	Joint IOUs:	<ul style="list-style-type: none"> Establishment of the Collaborative Council and the Statewide Advisory Council Launched Phase 2 of the PrepareforPowerDown.com website; developed marketing materials for statewide partners. Joint IOUs aligned and shared best practices of 211's care coordination to enhance offerings. 	<ul style="list-style-type: none"> Collaborated with California Department of Developmental Services to review the Prepare for Power Down websites factsheet and possible additions to CRC support offerings. Developed new strategy to expand the AFN Core Planning team by including the Statewide Council for the development of the 2026 AFN Plan JIOU led a robust discussion with Collaborative Council on battery

2025 Key Objectives		Progress to date	Q1 2025 Updates
programs and resources needed to mitigate the impacts of PSPS			updates, including recent safety concerns; JIOUs expressed a commitment to partner with the Council on finding a prudent solution in the future.
	PGE:	<ul style="list-style-type: none"> • Conduct CBO Performance Surveys after every activation to obtain feedback • Established a regular CRC check in meeting with CRC program manager, ADA coordinator and AFN program manager 	<ul style="list-style-type: none"> • Developed CRC name badges with AFN images and messaging around resources for staff to wear • Updated Food Bank, Transportation, and General Resources Fact Sheets for inclusion at CRCs • Developed new Fact Sheet on Back- Up Power and Generators for inclusion at CRC • Worked with our CRC vendor, Southwest Strategies, to updated their employee training to include specific AFN education and awareness

2025 Key Objectives		Progress to date	Q1 2025 Updates
Coordinate and integrate resources with state, community, utility to minimize duplication	Joint IOUs:	<ul style="list-style-type: none"> • Development of the JIOU AFN Framework • Creation of the Prepare for Power Down website • Coordination with CalFresh regarding food support • Participation with JIOU External Engagement & Customer Experience Sub-Committee 	<ul style="list-style-type: none"> • Collaborated with California Department of Developmental Services to review the Prepare for Power Down website factsheet and possible additions to CRC support offerings
	PGE:	<ul style="list-style-type: none"> • Quarterly updates for impacted county OES from PG&E Public Safety Specialists • Quarterly Regional Working Groups • PSPS Advisory Board • Critical Infrastructure Workshop 	<ul style="list-style-type: none"> • Held our quarterly PG&E PWDAAC meeting to engage with leaders of state and community organization who provide input into our AFN programs and services • Provided the National Diversity Council Customer Advisory Panel a AFN program and service overview. This group is comprised of leadership within various CBOs who have a focus on low income and communities of color