

**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
APRIL 1, 2025 AND JUNE 30, 2025**

KENNETH LEE
Pacific Gas and Electric Company
Law Department, 19th Floor
300 Lakeside Drive, Suite 210
Oakland, CA 94612
Telephone: (415) 310-4687
Facsimile: (415) 973-5520
E-Mail: Kenneth.Lee@pge.com
Attorney for:
PACIFIC GAS AND ELECTRIC COMPANY

Dated: July 31, 2025

**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
APRIL 1, 2025 AND JUNE 30, 2025**

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,

By: /s/ Kenneth Lee
KENNETH LEE

Pacific Gas and Electric Company
Law Department, 19th Floor
300 Lakeside Drive, Suite 210
Oakland, CA 94612
Telephone: (415) 310-4687
Facsimile: (415) 973-5520
E-Mail: Kenneth.Lee@pge.com

Attorney for:
PACIFIC GAS AND ELECTRIC COMPANY

Dated: July 31, 2025

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

Quarterly Progress Report of Activities
between April 1, 2025 and June 30, 2025



July 31, 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
1.2.1 Self-Identified Vulnerable Program	5
1.3 AFN Support Resources	6
1.3.1 California 211 Providers Network (211) Care Coordination, Referral, and Education Support	6
1.3.2 Resource Planning and Partnerships	8
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)	11
1.4.5 Residential Storage Initiative (RSI)	12
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	18
1.5.4 California Alternative Rates for Energy Program (CARE)/Family Electric Rate Assistance (FERA)	18
1.6 PSPS Preparedness Outreach and Community Engagements	18
1.6.1 PG&E Advisory Boards/Councils	18
1.6.2 Statewide Website for AFN Solutions	35
1.7 AFN Public Education and Outreach	36
1.7.1 MBL Customer Outreach	37
1.7.2 Health Care Industry Strategy	39
1.7.3 Outreach and Engagement with Master-Metered Owners, Property Managers, and Multi-Unit Dwelling Account Holders	39
1.7.4 Accessibility of Communications	40
1.7.5 Tribal Engagement	40
1.7.6 Translations of Communications	41
1.7.7 “Wildfire Safety Town Halls,” Webinars and other Community Events	42
1.8 PSPS Activation (During – Emergency Operation Center Activated)	43
1.8.1 In-Event PSPS Customer Communications	43
1.8.2 Community Resource Centers (CRCs)	48
1.9 Recovery (After – Power has been restored)	49
1.9.1 After Action Reviews and Reports	49
1.9.2 Lessons Learned and Feedback	49
1.9.3 Customer Surveys	50
Conclusion	50
Appendix A.1 – AFN Collaborative Council	51
Appendix B.1 – Statewide Council & Core Planning Team Participants	55
Appendix C.1 – People with Disabilities and Aging Council Participants	62
Appendix D.1 – Food Bank Resource Partners	63
Appendix E.1 – Meals on Wheels Partner Organizations	64
Appendix F.1 – CBOs with Active Agreements for PSPS Support	65
Appendix G.1 – Accessible Transportation Partners	66
Appendix H.1 – Key Objectives	67

LIST OF TABLES

Table 1. Types and Counts of Customers Above and Beyond MBL Program.....	5
Table 2. 2025 211 CA Marketing and Outreach	7
Table 3. 2025 211 Program Resources Provided to Customers	8
Table 4. 2025 DDAR Program Resources Provided to Customers	9
Table 5. SGIP ERB and Interconnection Metrics	10
Table 6. 2025 PBP Outreach	11
Table 7. 2025 GBRP Rebates and BPTM Devices Installed	12
Table 8. Food Resource Partnerships Agreements Executed.....	13
Table 9. MBL Program Customer Enrollments (April 1 – June 30)	17
Table 10. Summary of Consultation with Advisory Boards and Councils	19
Table 11. 2024 vs. 2025 MBL Program Acquisition Targeting Outcomes	39
Table 12. Recurring Tribal Outreach and Engagement Activity	42
Table 13. Summary of AFN and CBO Targeted Outreach Conducted in Q2-2025	43
Table 14. CPUC Meetings, PSPS Wildfire Safety Town Halls, and Regional Webinars	44
Table 15. Call Center Support Services During Q2-2025 PSPS	46
Table 16. Multi-Cultural Media Engagement Activities (by Month).....	48
Table 17. 2025 AFN Paid Digital Media Status	49
Table 18. Q2-2025 Community Resource Centers (by PSPS).....	50

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 April 1, 2025 and June 30, 2025.

Since last reporting progress on PG&E's AFN activities on March 31, 2025 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 546 AFN customers during the June 19 activation.
- CA Network of 211 engaged with 285 AFN customers during the June 19 PSPS activation.
- PG&E held a Full-Scale Exercise from April 28 – May 2 including our Community Based Organization (CBO) resource partners as players.
- Joint IOUs¹ delivered statewide MBL and AFN program overviews to Department of Public Health case managers employees, at the Western Regional Alliance for Pediatric Emergency Management (WRAP-EM) and Inform USA.
- PG&E presented wildfire AFN preparedness messaging, MBL overview, and financial assistance information at the Mendocino Volunteers Organizations During Active Disasters (VOAD) on May 5.
- PG&E hosted over 50 other utilities across North and South America on May 6 – 8 for a second “PG&E Utility Wildfire Mitigation Conference”. Topics focused on near and long-term wildfire mitigation solutions and included guided site visits showcasing wildfire mitigation efforts in action and innovative vendors supporting the wildfire space

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 Q2, PG&E activated the Emergency Operations Center to support the PSPS activation on June 19. 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 Q2, PG&E conducted a Full-Scale Exercise from April 28 to May 2, including Community Based Organization (CBO) resource partners as players. Centers from both the California Network of 211 and the California Center for Independent Living, Disability Disaster Access and Resources (CFILC- DDAR) program participated in the exercise. Following the Full-Scale Exercise, PG&E offered an After-Action Review to obtain feedback and gather best practices from CBO players. The Full-Scale Exercise allowed the DDAR Centers and 211 to improve and enhance their coordination with PG&E.

During the full-scale exercise PG&E also set up a full outdoor CRC and invited our CBO partners to tour the site and provide feedback.

1.1.1.2 Training

In Q2, PG&E held robust trainings for our EOC staff in May, as well as role-specific training for each team in the Customer Care organization. PG&E also provides dedicated AFN EOC team with additional PSPS training monthly through wildfire season. AFN Liaisons were invited to attend two separate role specific training sessions. The first training session held on May 28 focused on our Foundry and Teams systems used during PSPS activations. The second training held on June 27 focused on how to log, process, and close our AFN escalation. PSPS AFN training kick off will be held in Q3.

1.1.1.3 AFN Liaison

In Q2, the AFN Liaison role was activated to support the PSPS activation on June 19. This dedicated team, including the AFN Strategy Lead and AFN Advisor, maintained ongoing communications with all CBOs leading up to and during the PSPS activation in Q2. 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 Q2, PG&E had two PSPS activations. PG&E’s Customer Service Representatives (CSR) continue to confirm contact information, assist customers with an application for the Medical Baseline (MBL) Program, indicate language preference, self-identifying as vulnerable², and/or self-identifying that a person in their household has a disability³.

1.2 AFN Identification Outreach

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 Q2, PG&E sent outage preparedness and resources to all customers who are within the PSPS and EPSS scope. PG&E also implemented an AFN paid media campaign, with general and multicultural paid media ads to raise awareness on the resources available to AFN customers. Email communications geared to the older adult population and care facilities were created for send in Q3. In June, the Medical Baseline Master Meter tenant letter was sent to customers who have tenants on the Medical Baseline Program with resources available to them.

Table 1. provides the types and counts of customers identified above and beyond the MBL program as of June 30, 2025.

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

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).

Table 11. Types and Counts of Customers Above and Beyond MBL Program⁴

Types of Customers Above and Beyond MBL Program	Number of Customers (through June 30, 2025)
Self-identify to receive an in-person visit before disconnection for non-payment (e.g., vulnerable) ⁵	26,433
Self-identify as having a person with a disability in the household (e.g., “disabled”) ⁶	40,679
Preference to receive utility communications in non-standard format (e.g., in Braille or large print)	1,586
Durable Medical Equipment (DME) ⁷	52,126
Assistive Technology (AT)	8,205

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, have a serious illness or condition that could become life-threatening if their electric or gas service is disconnected. Customers can then sign up for our Self-Identified Vulnerable program. The program support includes doorbell rings and door hanger leave-behinds if a customer does not respond to previous PSPS notifications.

⁴ Counts of customers are not mutually exclusive. Customers may self-identify under multiple types.

⁵ 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.

⁶ 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).

⁷ Self-Identify as reliant on DME and AT

In Q2-2025, PG&E began another Self-Identification outreach campaign. In April, an email was sent to customers with a survey link asking them if they rely on power for their health and safety and requesting that they 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).

Additionally, changes to My Accounts went live in June which allow customers to now enroll in SIV online. Customers now have three enrollment options for SIV which include options by phone, by paper application, or online through 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	90		
Social Media Impressions	73,191	56,528		
Total Customer Direct Outreach *	36,422	25,658		
Events/Presentations	73	69		

*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 on an ongoing basis. 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 works directly with 211 to support AFN customers who are impacted by a PSPS. In Q2, PG&E worked directly with 211 to support 285 AFN customers who were impacted during the June 19 PSPS activation.

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	217		
Food Vouchers*	30	87		
Hotel Stays*	8	28		
Gas Cards*	21	16		
Transportation*	0	2		

* 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 Q2 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. In Q2 2025, 57 portable batteries were delivered to qualified customers with an anticipated ramp up in Q3 2025.

In Q2, PG&E worked with CFILC to conduct a training on our back-up power programs.

PG&E works with CFILC and their DDAR centers who engage with AFN customers during PSPS activations. We also worked with CFILC and their DDAR centers who engaged with 546 AFN customers impacted during the June 19 PSPS activation.

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	240		
Batteries Delivered	11	57		
Food Vouchers*	20	19		
Hotel Stays*	2	13		
Gas Cards*	2	3		
Transportation*	0	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 June 30, 2025.

Table 5. SGIP ERB and Interconnection Metrics

Key Application Metrics	<p>Equity Resiliency Budgets paid \$261M as of June 2025 6,322 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">• 5,504 MBL (including 0 waitlisted)• 4,142 well pump (including 0 waitlisted)• 185 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: \$109M MBL, \$68.4M well pumps, \$33.8M commercial and multi-family
Key Interconnection Metrics	<p>June 2025 inception-to-date 18,124 projects interconnected to grid:</p> <ul style="list-style-type: none">• 3,973 MBL• 2,356 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 27,000 portable batteries to MBL and Self-Identified Vulnerable customers at risk of being impacted by PSPS. In addition, more than 1,800 mini-fridges and more 911 insulin coolers were provided since 2022.

In Q2, PG&E and our partner organizations continued 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.

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	1,130		
Customers Assessed	178	710		
Batteries Delivered	0	1,006		
Mini Fridges Delivered	0	157		
Insulin Cooler Wallets Delivered	0	6		
Extension Cords delivered	0	64		

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 Q2 2025, PG&E's Backup Power Transfer Meter (BPTM) installed approximately 510 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 8,049 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	419		
Number of Customers who had BPTM Devices Installed ⁸	84	510		

1.4.5 Residential Storage Initiative (RSI)

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

Since the program launched, PG&E has provided permanent battery systems at no cost to approximately 2,800 residential customers who have been frequently impacted by outages because of PG&E's EPSS program. RSI installed 524 of those projects in Q2 2025. 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 2025 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

⁸ 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.

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	25	0	20	0	8	0
Q3						
Q4						

1.5.1.1 Community Food Bank Support

PG&E recognizes food replacement is a critical need for some individuals with AFN, particularly those 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.

In Q2, PG&E partnered with Community Food Bank providers during the June 19 PSPS activation.

1.5.1.2 Meals on Wheels Partnerships

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

Partners with active agreements see [Appendix E.1](#).

In Q2, PG&E partnered with Community Food Bank providers during the June 19 PSPS activation.

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 Q2, Food for Thought did not provide grocery delivery services in Sonoma County during the June 19 PSPS activation 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 Q2, the Cope family resource centers did not provide gift cards during the June 19 PSPS activation because Napa County 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 Q2, Lost Sierra Food Project did not provide fresh produce during the June 19 PSPS activation due to 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 Q2, portable shower and laundry services were not provided during the June 19 PSPS activation.

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 providers 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 notification⁹ and impacted zip code information to paratransit agencies that may serve all the known transit-or paratransit-dependent persons that may need access to community resources centers during a PSPS.

In Q2, our transportation partners did provide support during the June 19 PPS activation.

1.5.2 Medical Baseline (MBL) Program

The MBL Program is an assistance program for residential customers with extra energy needs due to qualifying medical conditions. PG&E continued to encourage customer participation in the MBL Program (see Section 1.7.1, which describes the outreach conducted to drive enrollment in the program).

In Q2, PG&E enhanced the Medical Baseline webpage by incorporating clear language regarding the internal Medical Baseline (MBL) application processing timeline. This update was implemented to proactively address common customer inquiries, improve transparency, and elevate the overall customer experience. By setting clearer expectations, the revised content is expected to reduce high call volumes to the customer contact center, allowing for more efficient resource allocation and improved customer service.

PG&E allows customers taking service on a Master-Metered rate schedule (EM, EM-TOU, GM, and GM-TOU) to apply for the Medical Baseline program. Master-Metered is a residential single-phase and polyphase service supplied to a multifamily

⁹ In accordance with PSPS Phase 3 D.21-06-034.

accommodation through one meter on a single premises where all the residential dwelling units are not separately sub metered in accordance with Rule 18. This schedule also applies to residential hotels as defined in Rule 1 and to residential RV parks which rent at least 50 percent of their spaces on a month-to-month basis for at least 9 months of the year to RV units used as permanent residences.

PG&E has 2,659 Master Meter Tenants enrolled in the MBL Program, a decrease of 13.5% since the last reporting enrollment in Q1-2025.

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

Table 9. MBL Program Customer Enrollments (Apr 1 – Jun 30, 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	249,998	250,040	240,626							240,626
New MBL Customers	3,717	3,475	3,655	4,514	2,532	2,424							20,317
MBL Customers Removed	1,662	1,844	1,770	4,472	11,946	12,772							34,466
Total End of Month MBL Customers	246,482	248,113	249,998	250,040	240,626	230,278							230,278

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 Q2, information was shared with approximately 14,025 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 Q2, the ESA Program provided one cold storage to a customer.

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 million¹⁰ customers are receiving bill discounts through these two programs.

In Q2, PG&E held a CBO training on April 3. Over 70 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 Q2 2025 engagement, the feedback we received, and how PG&E plans to incorporate

¹⁰ As of June 30, 2025 - CARE: 1,381,483, FERA: 41,139

the feedback to enhance the customer experience.

Table 10. Summary of Consultation with Advisory Boards and Councils

People with Disabilities and Aging Advisory Council (PWDAAC)¹¹	
Meeting	<p>Date: June 13, 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	<p><u>Q1 2025 Meeting Survey – Feedback and Follow Up Items</u></p> <ul style="list-style-type: none"> Reviewed the feedback and follow up received during previous quarters survey <ul style="list-style-type: none"> Top three proposed topics for Q2-2025 PWDAAC Meeting Live Demo of PG&E Outage and PSPS Resources Website – will be covered in Q3 Feedback items <ul style="list-style-type: none"> CBO Toolkit- www.pge.com/CBO is undergoing a lot of updates with redesign. The CBO email will go out once the CBO website redesign is completed Reviewed customer and stakeholder notification policies for Emergency Shutoff Notifications, power restoration priority, and days without power. <p><u>Napa Valley Community Organization Active in Disaster (COAD)</u></p> <ul style="list-style-type: none"> Key areas of focus: <ul style="list-style-type: none"> Communication – vetted and timely Coordination – avoid duplication and identify gaps in service Collaboration – common goals and shared solution Structure: https://napavalleycoad.org/about-

¹¹ See Appendix C.1 for the PWDAAC Council Participants

[us/committees/](#)

- The outreach campaign is conducted annually
- Four weekly themed questions to ask, and resources to share
 - Preparing your home for safety, and information regarding PG&E's MBL program and Address Alerts
 - Evacuation and Transportation
 - Emergency Supplies & Critical Documents
 - Preparing for Power Outages
- Tracking metrics for installment campaigns, e.g., email click rates
- Having flyers in PDF form so people can print and refer to as a resource
- COAD Preparedness Calendar on <https://napavalleycoad.org/preparedness-calendar/> provides general emergency preparedness information that will be covered each month

Back Up Power Solutions

PG&E has a portfolio of programs, but the three following programs target aging customers or customers with disabilities:

- Self-Generation Incentive Program (SGIP): pge.com/sgip
 - The SGIP program offers a financial incentive for qualifying customers
 - *NEW* Equity Resiliency Budget – Residential Solar & Storage Equity Budget – Targets Low-income customers in California with program incentives paying up to 100% of solar and battery costs. No other criteria other than low income
 - The Equity Resiliency Budget is closing at the end of 2025.
- Portable Battery Program: pge.com/portablebattery
 - Focuses on customers who have medical needs for electricity: MBL, SIV, Durable Medical Equipment (DME), Assistive Technology (AT)

- Residential Storage Initiative:
[pge.com/residentialstorageinitiative](https://www.pge.com/residentialstorageinitiative)
 - PG&E provides one permanent battery installation that can power critical circuits for the customer's home to help get the customer through a EPSS
 - If a customer already has solar, it can be integrated. Solar is not being installed for this offering
 - This program focuses on Access and Functional Needs (AFN) customers and is fully subsidized by PG&E

Savings Finder Webpage

- Tool launched in 2024: www.pge.com/savingsfinder
- Walks customers through 8 questions about them and their household
- The tool will take the customer responses and provide a list of programs and offerings the customer may qualify for

Roundtable

- North State Region Manager, State Council on Developmental Disabilities (SCDD)
 - Working with folks with intellectual and developmental disabilities across a lifespan and in so many different ways to make sure that they have the support and services to live the most integrated life.
 - Connecting with the American Red Cross
 - Streamline and recognize certain months, e.g., September is national disaster preparedness month
- Project Manager, Lighthouse for the Blind
 - Half of Camp Enchanted Hills was lost in the 2017 Napa Wildfire, and since then, Lighthouse for the Blind has rebuilt it to be absolutely gorgeous
 - In its rebuild, a ton of fire safety was incorporated into the design.

- August of 2024, Camp Enchanted Hills became a fire safety zone for anyone who could potentially be displaced due to any fires in the area
- Lighthouse for the Blind is working closely with Napa City and County to provide safety information to the community and neighboring communities in the area.
- Co-Executive Director of Village Movement California (VMC) <https://villagemovementcalifornia.org/>
 - 50 non-profit organizations called Villages Around the State with about 10,000 members
 - In Pasadena during the Eaton fires, 93 villagers who lost their homes and other villages took them in so none of them ended up in shelters
 - VMC is preparing for its 7th annual fall conference in Sacramento, focusing on emergency preparation, September 11 & 12
 - VMC has an incubator program and is starting 10 new villages around California this year
- Senior Director of Operations, CA Network of 211
 - Working really hard as a statewide network to get 100 percent, 211 coverage for disaster only, as well as 24/7 211 coverage in every county in California.
 - Three counties that are on deck right now and hoping to achieve statewide coverage by the end of the year.
 - 211 conducted a nationwide conference in Anaheim in late May for INFORM USA, which is the information referral strategy and regulatory agency
 - 600 people attended the conference
 - CA 211 presented with SCE, PGE, and SDGE on a combined PSPS presentation that was well-received at the conference
- Outreach and Engagement Analyst, California Commission On Aging (CCOA)

- The Commission hosted an informational hearing in May on the disaster response and recovery of older adults and people with disabilities in the Los Angeles fires
- Older adults and people with disabilities were disproportionately impacted by the fires in Los Angeles
- Learned about successes and failures during the fires
- Emergency Management Coordinator, Redwood Coast Regional Center (RCRC)
 - Serving folks who live with developmental intellectual disabilities in Mendocino, Lake, and Humboldt counties that are in the PG&E catchment area, as well as Del Norte, which is Pacific Power
 - Attending pre-wildfire season briefings with the local Office of Emergency Services (OES) partners to get wildfire season projections
 - Backup battery resources for those who depend on electricity for their medical devices.
 - Developing tools to streamline service coordinators' work when meeting with families to review what RCRC can do to assist families and individuals.
- Disability Disaster and Resources (DDAR) Program Manager for California Foundation of Independent Living Centers (CFILC)
 - Revamping the ILC model focusing on the emergency aspect, rather than the disaster aspect, which will be presented in Washington DC, in July.
 - LA fires, having a different model can help transition customers into a hotel, providing food sources, and helping with insurance issues, instead of responding to a disaster and focusing on the emergency side.

	<ul style="list-style-type: none"> • Regional Manager, SCDD <ul style="list-style-type: none"> ○ Focused efforts on pending Medicaid cuts ○ Partnership with RCRC on emergency preparedness • Napa Valley COAD Program Coordinator <ul style="list-style-type: none"> ○ Preparing for the upcoming wildfire season by conducting outreach and getting the community resilient and prepared ○ New project – Cultivating Connections by getting resource navigators up into underserved parts of Napa county. <p><u>Q&A:</u></p> <p>Q1. For SGIP, there is funding through the end of 2025. Can a customer go through SGIP in 2025 and have the system integrated the following year?</p> <p>A1. Yes, as long as the customer places the application by the end of 2025. They can have the system installed in 2026. The customer can only take advantage of one offering.</p> <p>Q2. Does PG&E have a team that can help customers navigate the various offerings and determine their eligibility, especially for customers with intellectual and developmental disabilities?</p> <p>A2. Yes, PG&E has a partnership with CFILC, which supports customers with various offerings. Staff from DDAR have offered to call PG&E with the customer to help them navigate the eligibility process. There is also an address lookup tool: www.pge.com/progressmap where customers can check eligibility for some of these programs. A single point of contact or a subject matter expert who is knowledgeable about all these resilience programs can help customers navigate eligibility challenges. For an immediate point of contact, 211 is a great resource to leverage in supporting customers with the different offerings.</p>
Feedback	<ul style="list-style-type: none"> • Simplifying the steps required to find backup program solutions on PGE's website
Action Items Guided by	Completed Actions This Quarter:

Feedback	<ul style="list-style-type: none"> • Sent out PWDAAC newsletter and 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 • Create and send out quarterly newsletter
Future Meeting(s)	Q3 2025 (TBD)

Access and Functional Needs Collaborative Council Meeting¹²	
Meeting	<p>Date: June 6, 2025</p> <p>Location: PG&E Office, 6030 West Oaks Blvd., Rocklin, CA; Virtual Participation Option Available</p> <p>Purpose: Convene collaborative discussion of PSPS survey results, efforts to expand resources for individuals with AFN, including Community Resource Center offerings, and provide an update on the Framework for AFN Support.</p>
Summary of Engagement	<ul style="list-style-type: none"> • PSPS Survey Methodologies <ul style="list-style-type: none"> ○ PG&E gave an overview of the methodologies used in the IOUs' PSPS surveys, noting that this is a mixed-mode survey utilizing both phone calls and online surveys. ○ The pre- and post-season surveys are 20-25 minutes each, and no compensation or incentives are provided to participants. • PSPS Customer Survey Results – PG&E <ul style="list-style-type: none"> ○ PG&E gave an overview of PG&E's 2024 PSPS season survey results, noting that 72% of all

¹² See Appendix A.1 for the AFN Collaborative Council Participants.

	<p>customers with AFN and 85% of HFTD customers said they feel prepared for a PSPS outage.</p> <ul style="list-style-type: none"> ○ PG&E is working to increase customer awareness through multiple marketing campaigns and telling specific customer stories rather than simply providing a list of things to do to prepare ● PPS Customer Survey Results – SCE <ul style="list-style-type: none"> ○ SCE gave an overview of SCE’s 2024 PPS season survey results, noting that there is a high satisfaction rate among customers who are aware of available resources. The challenge is ensuring that customers are aware of resources. ● PPS Customer Survey Results – SDG&E <ul style="list-style-type: none"> ○ SDG&E gave an overview of SDG&E’s 2024 PPS season survey results, noting that while program satisfaction declined, the majority of customers are satisfied with the notifications they receive. ○ SDG&E noted that 2024 was the first year the company had multiple PPS event(s) in many years, which provided the opportunity to collect new data on their customers’ experience. ● Key Findings Discussion <ul style="list-style-type: none"> ○ SDG&E commented that due to a lack of de-energization for 5 years, customers may become unaware of PPS. ○ 211 shared that they regularly screen callers on their preparedness and that roughly half of those screened said that they do not feel prepared for a PPS. <ul style="list-style-type: none"> ▪ Of those who do not feel prepared, about 50% said they were interested in care coordination. ● Request for Consideration of Financial Support for Council Members <ul style="list-style-type: none"> ○ DRC raised that since the Collaborative Council formed, there has been consistent participation
--	---

	<p>from CalOES and SCDD as well as participation from DRC, CFILC and DRDEF.</p> <ul style="list-style-type: none"> ○ DRC proposed that the IOUs consider investing in a funded partnership with CFILC, DRC and DRDEF. ● AFN Enhanced Support Resources <ul style="list-style-type: none"> ○ IOUs gave an overview of resources provided by each utility before, during, and after a PSPS. <ul style="list-style-type: none"> ▪ Vouchers for hotel stays are a powerful resource for customers. ▪ Transportation support is a particular challenge for customers in rural areas where there may be limited vendors to provide services. ○ PG&E gave an overview of their efforts to expand AFN resources. <ul style="list-style-type: none"> ▪ DRC shared information about ongoing outreach efforts with disabled indigenous community. ○ SCE gave an overview of their efforts to expand AFN resources. ○ SDG&E gave an overview of their efforts to expand AFN resources. <ul style="list-style-type: none"> ▪ Discussion of changes to recent PSPS circumstances, including PSPS in colder seasons, longer PSPS, and PSPS occurring outside of HFTDs. ▪ Comment that SCDD and DS have developed storybooks for helping individuals with sensory differences. ● Resource Improvements Opportunities <ul style="list-style-type: none"> ○ The Council engaged in discussion of how to enhance resources to more effectively support individuals with AFN. ● Community Resource Centers <ul style="list-style-type: none"> ○ IOUs gave an overview of Community Resource Centers and the services they provide. ● Framework for AFN Support Update
--	--

	<ul style="list-style-type: none"> ○ IOUs gave an update on the status of the Framework for AFN Support. ○ The document is complete and is being shared with CalOES leadership for final approval. ○ A preliminary version has been published on the Prepare for Power Down site and access has been shared with the Collaborative Council. <ul style="list-style-type: none"> ▪ A preliminary copy with a QR to Prepare for Power Down site was shared with utilities from across the country at a recent wildfire mitigation conference. Attendees were excited by the document and very interested in learning from California’s experiences in this area.
<p>Feedback</p>	<ul style="list-style-type: none"> ● Referring to the PSPS surveys, DRC commented that instead of focusing on the 70% of customers who said they were prepared, we could focus on the 30% who are unprepared. ● CalOES asked for a breakdown of specific AFN needs within the survey respondents. CalOES suggested that other utilities follow SCE's approach in providing a detailed breakdown of AFN program survey results and information. <ul style="list-style-type: none"> ○ PG&E responded that they do have a breakdown of subgroups from the respondents but did not have that information on hand. PG&E to follow up to provide this breakdown. ● DRC commented that state and federal budgets are both proposing cuts to programs that support individuals with AFN. Utilities should keep in mind that partner organizations serving these communities are currently facing reduced funding. ● CalOES commented that there is more the Council could do if the CPUC facilitated rate recovery. We need to look at ways to go beyond providing batteries. The Council

	<p>should lay out a strategy for how to fund expanded resources through rates.</p> <ul style="list-style-type: none"> • SCE commented that the general population of utility customers place a great deal of pressure on IOUs to keep rates lower. • CalOES emphasized the need for continued collaboration to improve public outreach beyond the scope of PSPS. <ul style="list-style-type: none"> ○ IOUs committed to addressing this topic in the Q3 Collaborative Council meeting.
Action Items Guided by Feedback	<p>Completed Actions this Quarter:</p> <ul style="list-style-type: none"> • JIOUs shared their post-season customer survey results in advance of the Q2 Collaborative Council meeting. • PG&E to share examples of materials promoting accommodations and support services used at CRCs. • PG&E responded to CPUC data request regarding Medical Baseline enrollment drop-off with CPUC and SCDD. <p>Future Actions:</p> <ul style="list-style-type: none"> • PG&E and SDG&E to provide a breakdown of specific AFN needs within PSPS survey respondents. • IOUs to meet before the next Council meeting to address funding questions raised by CalOES and DRC.
IOU Responsible Owner	Chris Zenner, Vice President Residential Services & Digital Channels
Future Meeting(s)	Q3 2025, Virtual

Statewide Joint IOU Advisory Council¹³	
Meeting	<p>Date: June 12, 2025</p> <p>Location: Virtual</p> <p>Purpose: Collaborative discussion providing an update on the UL battery safety requirements, a review of the 2025 AFN Plan Key Objectives, and identification of focus areas for</p>

¹³ See Appendix B.1 for the Joint IOU AFN Advisory Council List of Participants.

	the 2026 AFN Plan.
Summary of Engagement	<ul style="list-style-type: none"> • UL Battery Code Update <ul style="list-style-type: none"> ○ PG&E gave an overview of the updated safety standards set for portable power packs, which state that packs with a capacity larger than 1kwh should be marked with a warning label and not be used inside a bedroom or dwelling unit. ○ PG&E shared alternate mitigations and resource programs currently offered by JIOUs for electricity dependent customers. • AFN Plan Review <ul style="list-style-type: none"> ○ IOUs gave an overview of their four Key Objectives, how they have worked toward them in 2025, and the work that is planned for the remainder of the year. • AFN Planning Workshop <ul style="list-style-type: none"> ○ M.E. Ittner gave an overview of the FEMA six step planning process for developing the yearly AFN Plan. ○ Explanation that the Council would be going into breakout rooms to brainstorm potential activities for the IOUs to achieve their Key Objectives in 2026. • The council was divided into three breakout rooms to discuss and develop a list of suggestions for how to achieve the AFN Plan Key Objectives.
Feedback	<ul style="list-style-type: none"> • Statewide Council raised the importance of addressing electricity needs no longer met by large batteries following the new UL safety standards. • Statewide Council suggested the expansion of transportation support, self-ID program outreach and standardized toolkits for CBOs as potential methods of achieving Key Objectives.

Action Items Guided by Feedback	Completed Action Items: <ul style="list-style-type: none"> IOUs provided an update during the Q2 Statewide Council meeting on how they will address the impacts of the new UL battery code requirements. Future Actions: <ul style="list-style-type: none"> IOUs to develop 2026 AFN Plan based on suggestions shared during the Statewide Council brainstorming session.
Future Meeting(s)	Q3 2025

Local Government Advisory Councils and Working Groups	
Meeting	Date: Thursday, June 12, 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"> Provided an overview of the Undergrounding and System Hardening improvements. Reviewed improvements to the notification process for Public Safety Partners and resources offered at Community Resource Centers (CRC). Provided an open forum for attendees to share feedback and ask questions.
Feedback	<ul style="list-style-type: none"> The Director of the San Jose Office of Emergency Management expressed support for the improvements being shared by PG&E.
Action Items Guided by Feedback	Completed Actions This Quarter: <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. Ongoing Actions: <ul style="list-style-type: none"> N/A Future Actions: <ul style="list-style-type: none"> N/A
Future Meeting(s)	<ul style="list-style-type: none"> Q3 - September 11, 2025

	<ul style="list-style-type: none"> Q4 - December 11, 2025
--	--

Low-income and Communities of Color Advisory Panel	
Meeting	<p>Date: June 3, 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 the General Rate Case (GRC) for 2027-2030, focusing on delivering safe, reliable, clean and affordable energy, and highlighted the smallest GRC percentage increase in a decade due to reduced operating and capital costs. PG&E shared its efforts to engage with diverse communities through In-Language Speakers Bureau, through bilingual support in various languages, including Spanish, Chinese, Hindi and more. PG&E presented on Base Services Charge, which restructures residential customer rate plans to provide more bill transparency and equitable costs, with implementation set for March 2026. PG&E provided an overview of the Electric Program Investment Charge (EPIC) and the EV Connect Project, which aims to avoid costly home electric panel upgrades by using smart meters to adjust EV charging rates based on available capacity. PG&E shared information on a new pilot program for Community Based Organizations focused on working with organizations that have partnerships with housing authorities to provide education and awareness on PG&E assistance programs.
Feedback	

	<ul style="list-style-type: none"> PG&E received feedback on a new pilot program for Community Based Organizations focusing on education and outreach. The Advisory Group Members expressed interest in expanding eligibility of the proposed pilot program to include organizations that do not have existing relationships with housing organizations. PG&E received feedback on the Clean Energy Calculator. Advisory Group Members requested more information to share with community members once the Clean Energy Calculator launches.
Action Items Guided by Feedback	<p>Completed Actions This Quarter:</p> <ul style="list-style-type: none"> N/A <p>On-Going Actions:</p> <ul style="list-style-type: none"> N/A <p>Future Actions:</p> <ul style="list-style-type: none"> Advisory Group Members expressed interest in local community engagement events in Central Valley and requested upcoming event information. PG&E will provide the link to the Clean Energy Calculator for distribution when available.
Future Meeting(s)	November 4, 2025.

Low Income Oversight Board (LIOB)	
Meeting	<p>Date: June 11, 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 planning and systems challenges in 2025

	<ul style="list-style-type: none"> ○ PSPS Update ○ AMP and Disconnections ● Joint Investor-Owned Utilities Application Update
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)	Q3 meeting scheduled for September 11, 2025

1.6.2 Statewide Website for AFN Solutions

PrepareforPowerDown.com (P4PD) ¹⁴ is a Joint IOU website, created as a centralized resource for statewide CBO and agencies serving AFN communities, providing easy access to IOU information on PSPS preparedness and resources. The website offers downloads, including the Joint IOU CBO training presentations, PSPS social media graphics and utility specific PSPS support materials. While those materials are still available for CBOs, in response to the AFN Collaborative Council’s request for a customer-facing website, the Joint IOUs embarked on a website refresh in 2022.

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

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

¹⁴ 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.

support programs.

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

In Q2 2025, Joint IOUs provided the California Small Multi-Jurisdictional Utilities (SMJU) a quote to participate in the Prepare for Power Down website. The quote includes opportunities to add SMJU's links of their websites onto the P4PD home page.

The Joint IOU's began reviewing several accessibility website vendors to explore opportunities for ASL translation enhancements to the P4PD website pages.

In addition, the Framework for AFN Support is a document developed by the AFN Collaborative council and Joint IOUs as a guide to supporting customers with Access and Functional Needs during a PSPS. The framework document is now being hosted on the P4PD website for any organization to utilize.

Website Activity:

Between April 1 and June 31, 2025, performance metrics showed over 1,700 active users. The newly added Framework page is now the second most visited page aside from the homepage. Additionally, 58.97% of user sessions were direct visits with additional traffic originating from organic social (Facebook and LinkedIn).

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 Q2, as part of our standard PSPS notification process¹⁵, email, text, or phone calls were sent to impacted AFN customers providing general information regarding the PSPS and resources on staying prepared during the June 19 PSPS.

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.

The Joint IOU’s AFN and MBL teams delivered a learning session to the California Department of Public Health, aiming to raise statewide awareness on emergency preparedness. The June 11 session, attended by approximately 38 employees, covered key topics including Medical Baseline Program participation, PSPS Support Services, and AFN Self-Identification/Vulnerable programs.

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

¹⁵ See [10-Day reports](#) for more details on these notifications.

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 ¹⁶	TBD	129,890	4	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

¹⁶ 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 Q2, 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 continued collaboration with the California Department of Developmental Services emergency response staff and deaf specialists to develop training for Deaf Plus individuals and to understand the potential impact of sensory kits as a PSPS mitigation resource.

The Joint IOU's also partnered with Western Regional Alliance for Pediatric Emergency Management (WRAP-EM) to present AFN PSPS support service programs and resources at their quarterly meeting. WRAP-EM's mission is to develop regional pediatric disaster planning and response capabilities

Additionally, the Joint IOU's AFN and MBL teams collaborated with the Center for Preparedness and Response, California Department of Public Health (CDPH) to provide a statewide training webinar to their staff. Topics included Medical Baseline Program participation, PSPS Support Services, and AFN Self-Identification/Vulnerable programs.

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 Alerts¹⁷. In Q2 2025, PG&E completed annual outreach via direct mail and email. The outreach included a letter with details on how tenants can sign up for

¹⁷ 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.

direct PSPS notifications through Address Alerts, as well as the resources PG&E offers before, during and after a PSPS.

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 Q2, PG&E had Linguabee provide ASL interpreting during the June 19 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	2		
Wildfire Safety Webinar for Tribes (All Tribes)	-	June 4		

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 updates 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 Q2, our Tribal Liaison team activated and provided support during the June 19, PSPS activation. 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 Q3.

1.7.6 Translations of Communications

PG&E translates Community Wildfire Safety Program (CWSP) and PSPS communications and notifications in 15 non-English languages.¹⁸ 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 options¹⁹, 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.

¹⁸ These include Spanish, Chinese, Tagalog, Russian, Vietnamese, Korean, Farsi, Arabic, Hmong, Khmer, Punjabi, Japanese, Thai, Portuguese, and Hindi.

¹⁹ 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.

PG&E partners with 39 multicultural media outlets throughout the year to promote safety initiatives, including PSPS, to monolingual or difficult-to-reach populations that may need access to mainstream television media and/or read/speak English. See Section 1.8.1.6.1 for more information on our multicultural media engagement.

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

PG&E hosts public webinars and town halls throughout the year to foster discussions on how it can better serve its communities. These events allow customers to learn more about PG&E’s wildfire safety efforts and the steps it is taking to improve reliability. Additionally, PG&E participates in regular meetings and workshops with the 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 Community Based Organizations (CBO) and state agencies. All webinars include ASL interpreters and accessible presentation decks. PG&E has scheduled webinars targeting AFN customers and CBOs for Q3 2025.

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

Table 13. Summary of AFN and CBO Targeted Outreach Conducted in Q2 2025

Date	Event	Audience
N/A	AFN webinars will be hosted in Q3	Community Based Organizations

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 Q2 2025

Date	Event	Audience
4/8/2025	Wildfire Safety Webinar	All Customers within PG&E Service Area
5/14/2025	Wildfire Safety Webinar	Alameda County
5/15/2025	Wildfire Safety Open House	Mill Valley
5/22/2025	Wildfire Safety Webinar	Carmel Valley
5/28/2025	Wildfire Safety Webinar	Tehama, Glenn and Colusa Counties
6/4/2025	Wildfire Safety Webinar	Placer, El Dorado and Nevada Counties
6/5/2025	Wildfire Safety Webinar	San Joaquin, Tuolumne, Madera and Mariposa Counties
6/10/2025	Wildfire Safety Webinar	Contra Costa County
6/24/2025	Wildfire Safety Webinar Group	Amador, Calaveras, Fresno, Kern, Merced and Stanislaus Counties
6/25/2025	Wildfire Safety Webinar	Santa Cruz Mountains
6/25/2025	Regional Working Group	Central Valley Region
6/25/2025	Regional Working Group	North Valley & Sierra Region
6/26/2025	Regional Working Group	South Bay & Central Coast Region
6/26/2025	Regional Working Group	North Coast Region
6/27/2025	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, 2025.²⁰

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 Q2, June 19 PSPS activation.

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 Q2, PG&E provided notifications during the June 19 PSPS activation.

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 PSPS activations.

²⁰ [PG&E's 2026-2028 Wildfire Mitigation Plan, Vol 1, Section 11.4.2, Pages 507-509](#)

Table 15. Call Center Support Services During Q2-2025 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
6/19/2025 – 6/22/2025	74,763	735	32	798

1.8.1.5 Website

PG&E will continue to use its websites pge.com and pgealerts.alerts.pge.com to communicate information during PSPS events. PG&E provides content on pgealerts.alerts.pge.com to promote resources for customers before, during and after an outage (e.g., hotel discounts, health and accessibility support, and backup power options). PG&E also shows the closest Community Resource Center (CRC) to your address, if CRCs are open. PG&E remains committed to continuously improving its websites to meet the diverse needs of its customers. 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 Q2, PG&E added Support for Critical Facilities Customers information to the PSPS webpage (pge.com/pmps) to provide planning support and assistance for outages and other emergencies.

1.8.1.6 Media

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

To serve non-English speaking customers, PG&E engages multicultural media outlets throughout the year to promote safety initiatives, including PSPS, to monolingual or difficult-to-reach populations that may need access to mainstream television media and/or read/speak English.

PG&E shares news releases and coordinates interview opportunities with media outlets to help educate non-English speaking customers on PG&E programs, including

the CWSP, PSPS, emergency preparedness, public safety, consumer protections, and income-qualified programs. PG&E also schedules media visits with these organizations to discuss other partnership opportunities (e.g., Public Service Announcements, advertising, and event sponsorships).

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

In Q2, media outreach efforts continued through our wildfire safety webinars for customers, sharing information about assistance and resources available to support people with disabilities, chronic conditions or relying on power for medical needs, among other topics. Additionally, PG&E conducted outreach to promote Wildfire Safety and Preparedness Grants, building on support provided for underserved communities, including senior citizen and in-language populations.

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. Multicultural Media Engagement Activities (by Month)

Month	Summary of Multicultural 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
April 2025	<ul style="list-style-type: none"> Hosted Wildfire Safety and Preparedness Campaign information session on April 30 Met with potential multicultural media partners to confirm participation and budget Sent out invite to participating multicultural media partners for an online training on May 21
May 2025	<ul style="list-style-type: none"> Confirmed budget for each multicultural media partner Host Wildfire Safety and Preparedness Campaign online training on May 21 Planned and scheduled in-language CWSP webinars
June 2025	<ul style="list-style-type: none"> Hosted two Spanish CWSP webinars on June 18 and June 25 Supported PSPS events on June 19 Sent out invite for Wildfire Safety and Preparedness Multicultural Media Roundtable on July 16

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 June 30, 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 Q2, PG&E shared social media posts offering outage preparedness tips and resources (including 211 and Community Resource Centers) to customers facing PSPS outages, including aging and disabled populations and customers relying on power for medical needs. In Q3 and throughout wildfire season, PG&E plans to share additional social media posts around 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, in Q2 and running into Q4 PG&E began running paid media English and Spanish AFN radio ads with messages about PSPS awareness, the MBL Program, and preparedness resources, along with paid media search and display ads, social media, and pre-roll video ads.

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	N/A	10 million	105,000	0.98%

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 continues to monitor CRC location needs with local county government and tribes to ensure pre-identified CRC locations are well-situated to serve communities and adjust as needed. PG&E provides QR codes at all CRC sites, which links directly to a survey, allowing customers to provide feedback. As of July 2025, PG&E has secured 400 event-ready sites, which include 119 indoor sites

and 281 outdoor sites.

In Q2, we continue to work with our CRC staffing vendor to update and incorporate additional AFN training into their employee onboarding. Additionally, all of our new customer program and support fact sheets will be available at each of our CRCs for distribution starting in August 2025.

In accordance with D.21-06-034, PG&E filed an updated CRC plan as Appendix A within the 2025 Pre-Season Report.

Table 18. includes the number of CRCs, counties served, indoor vs. outdoor sites, and the total number of visitors during a PSPS. However, PG&E did not have a PSPS during Q2-2025

Table 18. Q2-2025 Community Resource Centers (by PSPS)

2025 PSPS Date	Total CRCs Deployed	Number of Counties Served	Total Indoor Sites	Total Outdoor Sites	Total Visitors
6/19/2025 -6/22/2025	20	12	5	15	14,060

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 June 19 PSPS activation. 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 surveys 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) ²¹ 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 June 19 PSPS activation 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.

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.

²¹ **Key Performance Indicators:**

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

APPENDIX A.1 – AFN COLLABORATIVE COUNCIL

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
Britney Gaines	CPUC	Research Data Specialist	Collaborative Council
Chris Zenner	Pacific Gas & Electric Company (PG&E)	Vice President, Residential Services & Digital Channels	Collaborative Council
Christina Rathbun	San Diego Gas & Electric (SDG&E)	Access and Functional Needs Project Manager	Collaborative Council
Dana Golan	San Diego Gas & Electric (SDG&E)	Vice President of Customer Services	Collaborative Council
Danielle Finch	San Diego Gas & Electric (SDG&E)	Manager of Customer Success	Collaborative Council
Eric Schwarzrock	Liberty	President	Collaborative Council
Hollie Bierman	San Diego Gas & Electric (SDG&E)	Director, Customer Programs	Collaborative Council

Name	Organization	Title	Group
James Cho	California Public Utilities Commission (CPUC)	Program Manager	Collaborative Council
James Dui	California Public Utilities Commission (CPUC)	Safety Policy Division	Collaborative Council
Jendy Burchfield	Southern California Edison (SCE)	Vice President	Collaborative Council
Jennifer Guenther	Liberty	Senior Regional Manager - West	Collaborative Council
Jennifer Ocampo	Southern California Edison (SCE)	Access and Functional Needs Senior Advisor	Collaborative Council
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
Kayla Price	Bear Valley Electric Services (BVES)		Collaborative Council
Larry Chung	Southern California Edison (SCE)	Vice President	Collaborative Council
Lisa Corbly	Pacific Power	Emergency Management Specialist	Collaborative Council
Lizz Stout	Pacific Gas & Electric Company (PG&E)	Program Manager, Principal	Collaborative Council
Lori Blackwell	Southern California Edison (SCE)	Principal Manager, Key Accounts	Collaborative Council

Name	Organization	Title	Group
Maria Jaya	California Public Utilities Commission (CPUC)	Researcher	Collaborative Council
Matthew Fehse	San Diego Gas & Electric (SDG&E)	Access and Functional Needs Regulatory and Compliance Advisor	Collaborative Council
Moustafa Abou-taleb	California Public Utilities Commission (CPUC)	Safety Policy Division	Collaborative Council
Nicholas Raft	Liberty	Regulatory Analyst	Collaborative Council
Paul Marconi	Bear Valley Electric Services (BVES)	President, Treasurer, & Secretary, Board Director	Collaborative Council
Pooja Kishore	PacifiCorp	Renewable Compliance Officer	Collaborative Council
Robb Henderson	San Diego Gas & Electric (SDG&E)	Communications Advisor	Collaborative Council
Robert Carbajal	Southern California Edison (SCE)	Senior Manager, Customer PSPS Compliance and Strategy	Collaborative Council
Robert Hand	California Foundation for Independent Living Centers (CFILC)	Interim Executive Director	Collaborative Council
Rosa Perea	Southern California Edison (SCE)	Senior Manager, Customer Engagement Division	Collaborative Council
Sarah Lee	Southern California Edison (SCE)	Senior Advisor, Public Safety	Collaborative Council
Sean Matlock	Bear Valley Electric Services (BVES)	Energy Resource Manager / Assistant	Collaborative Council

Name	Organization	Title	Group
		Corporate Secretary	
Tawny Re	Bear Valley Electric Services (BVES)	Customer Program Specialist	Collaborative Council
Tom Smith	Pacific Gas & Electric Company (PG&E)	Sr. Manager, LCE Planning & Operations	Collaborative Council
Vance Taylor	California Governor's Office of Emergency Services (Cal OES)	Chief, Office of Access and Functional Needs	Collaborative Council

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

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

Name	Organization	Title	Group
	Company (PG&E)	Residential Services & Digital Channels	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 Finch	San Diego Gas & Electric (SDG&E)	Manager, Customer Success	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
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

Name	Organization	Title	Group
Jeana Arnold	Pacific Gas & Electric Company (PG&E)	ADA Specialist, Expert	Statewide Council
Jendy Burchfield	Southern California Edison (SCE)	Vice President	Statewide Council
Jennifer Guenther	Liberty	Senior Regional Manager - West	Statewide Council
Jennifer Isbell	Pacific Gas & Electric Company (PG&E)	Senior ADA Specialist	Statewide Council
Jennifer Ocampo	Southern California Edison (SCE)	Senior Advisor, Corporate Giving	Statewide Council
Jordan Davis	Disability Rights California (DRC)	Attorney	Statewide Council
Jordan Parrillo	Liberty	Manager of Regulatory Affairs	Statewide Council
Joseph Grounds	Kern Regional Center (KERNRC)	Emergency Services Officer	Statewide Council
Josh Gleason	California Department of Social Services (DSS)	Unknown	Statewide Council
JR Antablian	California Department of Social Services (DSS)	Chief, Disaster Services Branch	Statewide Council
June Isaacson Kailes	Disability Policy Consultant	Disability Policy Consultant	Statewide Council
Karey Morris	Kern Regional Center (KERNRC)	HR Manager	Statewide Council
Kari Gardner	Southern California Edison (SCE)	Sr. Manager of Consumer Affairs	Statewide Council
Kate Marrone	Liberty	Customer Care Manager	Statewide Council
Kay Chiodo	Deaf Link	CEO	Statewide Council
Kayla Price	BVES		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

Name	Organization	Title	Group
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
Lori Blackwell	Southern California Edison (SCE)	Principal Manager, Key Accounts	Collaborative Council
Malorie Lanthier	North Los Angeles County Regional Center	IT Director	Statewide Council
Maria Aliferis-Gierde	Department of Rehabilitation (DOR)	Executive Officer, California Committee on Employment of People with Disabilities	Statewide Council
Maria Jaya	California Public Utilities Commission (CPUC)	Researcher	Statewide Council
Matt Fehse	San Diego Gas & Electric (SDG&E)	Access and Functional Needs Regulatory and Compliance Advisor	Statewide Council
Matthew McVee	PacifiCorp	Vice President, Regulatory Policy	Statewide Council
Mayra Alvarado	North Los Angeles County Regional	Manager	Statewide Council

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

Name	Organization	Title	Group
	California (DRC)		Council
Sarah Harris	California Department of Rehabilitation	Section Chief, Independent Living and Assistive Technology	Statewide Council
Scott O'Connell	Red Cross	Regional Disaster Officer	Statewide Council
Sean Matlock	Bear Valley Electric Services (BVES)	Energy Resource Manager / Assistant Corporate Secretary	Statewide Council
Seneca St. James	California Department of Developmental Services (DDS)	Community Program Specialist III	Statewide Council
Serra Rea	California Foundation for Independent Living Centers (CFILC)	DDAR Manager	Statewide Council
Sheri Farinha	NorCal Services for Deaf and Hard of Hearing	Chief Executive Officer	Statewide Council
Staphany Lu	San Diego Regional Center (SDRC)	Emergency Management Coordinator	Statewide Council
Stephanie Tews Sheldrick	Pacific Gas & Electric Company (PG&E)	Director, Customer Experience & Insights	Statewide Council
Sydney Schellinger	California Department of Aging (CDA)	Senior Emergency Services Coordinator	Statewide Council
T. Abraham	Hospital Council	Regional Vice President	Statewide Council
Tamara Rodriguez	California Department of Developmental Services (DDS)	Officer, Emergency Preparedness & Response	Statewide Council
Tawny Re	Bear Valley Electric Services (BVES)	Customer Program Specialist	Statewide Council
Tiffany Swan	San Diego Regional Center (SDRC)	Community Services Home and Community Based Services Specialist	Statewide Council
Tom Smith	Pacific Gas & Electric	Sr. Manager, LCE	Statewide

Name	Organization	Title	Group
	Company (PG&E)	Planning & Operations	Council
Victor Duron	Department of Rehabilitation (DOR)	Acting Director	Statewide Council
Yvonne Gratianne	San Gabriel/Pomona Regional Center	Communications and Public Engagement Officer	Statewide Council
Zeus Ferrao	Southern California Edison (SCE)	Customer Insights Project Manager, Advisor	Statewide Council

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

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 D.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 E.1 – MEALS ON WHEELS PARTNER ORGANIZATIONS

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

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 F.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 G.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 H.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	Q2 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.• Completed the required annual training for the Department of Social Services’ In Home Support Services (IHSS) for greater engagement to increase PSPS awareness.	<ul style="list-style-type: none">• Continued to expand outreach and education by collaborating with CBOs to amplify PSPS messaging and promote the Prepare for Power Down (P4PD) website as a centralized resource. Engagements included:<ul style="list-style-type: none">○ 6/11/25- Western Regional Alliance for Pediatric Emergency Management (WRAP-EM). WRAP-EM’s mission is to develop regional pediatric disaster planning and response capabilities.○ 5/12/25 Center for Preparedness and Response California Department of Public Health (CDPH),○ 5/18-22/25 Inform USA Conference, engaging information and referral providers (e.g., 211, Area Agencies on Aging) from across the U.S. and Canada.○ 5/6-8/2025 PG&E Wildfire Mitigation Conference, where IOUs highlighted strategic outreach and communication efforts with regulators, stakeholders, and customers.

2025 Key Objectives		Progress to date	Q2 2025 Updates
			<ul style="list-style-type: none"> Continued collaboration with the California Department of Developmental Services emergency response staff and deaf specialists to co-develop training for Deaf Plus individuals. This included exploration of sensory kits as a mitigation resource during PSPS events. JIOU reported quarterly analytics for the Prepare for Power Down (P4PD) website, which is included in each IOU's AFN Plan update filed with the CPUC.
	PGE:	<ul style="list-style-type: none"> AFN CBO targeted webinars. Annual mailers to AFN populations. 	<ul style="list-style-type: none"> PG&E hosted over 50 other utilities across North and South America on May 6 – 8 for a second “PG&E Utility Wildfire Mitigation Conference”. Topics focused on near and long-term wildfire mitigation solutions and included guided site visits showcasing wildfire mitigation efforts in action and innovative vendors supporting the wildfire space. An AFN breakout group was held where we introduced The Framework for AFN Support. On May 5th PG&E presented Medical Baseline Allowance program, Public Safety Power Shutoff (PSPS) preparedness, and customer support programs to Mendocino VOAD. On June 10 PG&E met with San Andreas Regional Center Emergency Response Coordinator to provide a AFN program overview and collaborate on additional

2025 Key Objectives		Progress to date	Q2 2025 Updates
			community and Regional Center education opportunities.
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"> Engaged with the following CBOs to share available PSPS resources. <ul style="list-style-type: none"> Western Regional Alliance for Pediatric Emergency Management (WRAP-EM) Center for Preparedness and Response California Department of Public Health (CDPH) California Department of Developmental Services
	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"> Second of three emails is being 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. General and Multicultural paid media ads launched. Medical Baseline Master Meter Tenant Letter sent to multi-unit dwelling account holders, property managers, and master-meter owners whose residents are not direct PG&E-metered customers that includes information about resiliency programs, PSPS preparedness and resources and reinforces the importance of tenants signing up for direct notifications prior to PSPS via Address Alerts.

2025 Key Objectives		Progress to date	Q2 2025 Updates
			<ul style="list-style-type: none"> Outage Preparedness letter and email identifying resources for customers potentially impacted by a PSPS sent.
Identify new enhancements to programs and resources needed to mitigate the impacts of PSPS	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. Redesigned the Statewide Council Advisory quarterly meetings by including the development of the 2026 AFN Plan expanding council participation. 	<ul style="list-style-type: none"> JIOU continued to assess and pilot enhancements to PSPS mitigation resources to improve accessibility and statewide consistency, including piloting sensory kits and standardized AFN resource signage at CRCs, and align on expanded water resources for rural customers. A statewide AFN Council survey was initiated to identify unmet needs, reduce duplication of services, and inform future program development.
	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 a table top AFN fact sheet resource that identifies all 7 AFN Fact Sheets that staff and customers can reference if they need additional assistance. Worked with 211 to add a water bladder resource for customer who rely on wells for their water and have water preparedness needs. Working with CRCs to also explore in-event water bladder options.

2025 Key Objectives		Progress to date	Q2 2025 Updates
			<ul style="list-style-type: none"> Developed new water resource Fact Sheet for those that rely on electricity for a well pump. The fact sheet directs AFN customers to dial 211 for preparedness help. Continued to work with our CRC vendor, Southwest Strategies, to update their employee training to include specific AFN education and awareness.
Coordinate and integrate resources with state, community, utility to minimize duplication	Joint IOUs:	<ul style="list-style-type: none"> Completed the 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"> Engaged the California Small Multi-Jurisdictional Utilities (SMJU) for inclusion in the Prepare for Power Down (P4PD) website, ensuring consistent statewide messaging. Initiated a survey through the Statewide AFN Council to identify existing AFN-related resources and identify opportunities to minimize duplication. Shared the JIOU Framework for AFN at national and industry forums, including the Inform USA Conference and the PG&E Wildfire Mitigation Conference, to promote cross-sector collaboration and share best practices.
	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"> June 13 PG&E held our quarterly PWDAAC meeting to engage with leaders of state and community organization who provide input into our AFN programs and services.