

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

Quarterly Progress Report of Activities
between April 1, 2026 and June 30, 2026



Filed July 31, 2026
Amended September 3, 2026

Table of Contents

1	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)	10
1.4.3	Portable Battery Program (PBP)	11
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	13
1.5.1	Food Replacement Options and Other CBO Resources.....	13
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	19
1.6.1	PG&E Advisory Boards/Councils	19
1.6.2	Statewide Website for AFN Solutions.....	35
1.7	AFN Public Education and Outreach	37
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	42
1.7.7	Wildfire Safety Town Halls, Webinars and other Community Events	42
1.8	PSPS Activation (During – Emergency Operation Center Activated).....	44
1.8.1	In-Event PSPS Customer Communications	44
1.8.2	Community Resource Centers (CRCs).....	49
1.9	Recovery (After – Power has been restored)	50
1.9.1	After Action Reviews and Reports.....	50
1.9.2	Lessons Learned and Feedback	50
1.9.3	Customer Surveys.....	50
	Conclusion	51
	Appendix A.1 – AFN Collaborative Council	52
	Appendix B.1 – Statewide Council & Core Planning Team Participants	56
	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 AFN Customers Beyond MBL Program in HFRA	5
Table 2. 2026 211 CA Marketing and Outreach	7
Table 3. 2026 211 Program Resources Provided to Customers	8
Table 4. 2026 CFILC DDAR Marketing and Outreach	9
Table 5. 2026 CFILC DDAR Program Resources Provided to Customers	9
Table 6. SGIP ERB and Interconnection Metrics	10
Table 7. 2026 PBP Outreach	11
Table 8. 2026 GBRP Rebates and BPTM Devices Installed	12
Table 9. Resource Partnerships Agreements Executed.....	13
Table 10. MBL Program Customer Enrollments (April 1 – June 30)	17
Table 11. Energy Savings Assistance Program Support	18
Table 12. Summary of Local Advisory Boards, Stakeholder Councils & Working Groups	19
People of With Disabilities and Aging Advisory Council (PWDAAC)	19
Access and Functional Need Collaborative Council Meeting	22
Statewide Joint IOU Advisory Council	28
Community Wildfire Advisory Council and Working Committee	33
Low Income and Communities of Color Advisory Panel	34
Low Income Oversight Board (LIOB)	35
Table 13. 2025 vs. 2026 MBL Program Acquisition Targeting Outcomes	38
Table 14. Recurring Tribal Outreach and Engagement Activity	41
Table 15. Summary of AFN and CBO Targeted Outreach Conducted in Q2-2026	43
Table 16. CPUC Meetings, PSPS Wildfire Safety Town Halls, and Regional Webinars	44
Table 17. Call Center Support Services During Q2-2026 PSPS	45
Table 18. Multi-Cultural Media Engagement Activities (by Month).....	47
Table 19. 2026 AFN Paid Digital Media Status	48
Table 20. Q2-2026 Community Resource Centers (by PSPS).....	50

1 INTRODUCTION

In accordance with D.20-05-051 and D.21-06-034, Pacific Gas and Electric Company (PG&E) provides this quarterly update regarding our progress toward meeting our 2026 PSPS Access and Functional Needs (AFN) Plan and the impact of our efforts to support the AFN and vulnerable populations¹ during proactive de-energization (also known as Public Safety Power Shutoff (PSPS)). This update addresses our efforts between April 1, 2026 and June 30, 2026.

Since the last reporting on PG&E's AFN activities on March 31, 2026, PG&E has achieved the following significant milestones to help serve our most vulnerable customers before, during, and after a PSPS.

- PG&E AFN program team collaborated with the Department of Developmental Services Regional Center Emergency Management Coordination Team to deliver educational sessions for Regional Center clients on vulnerable customer programs, including Medical Baseline and Self-Identified Vulnerable programs on May 13, and PG&E Backup Power programs on June 10.
- PG&E met with Village Movement California in April to explore a statewide outreach partnership focused on increasing awareness of IOU PSPS programs and services among older adults in high fire risk areas.
- Engaged with the California Assisted Living Association (CALA) to support outreach to residential care facilities serving older adults, connect facilities with 211 support services, and disseminate IOU PSPS program and resource information through CALA communication channels.
- PG&E Represented the Joint IOUs at the Developmental Disability Neurodivergent Conference (DDNC) on April 3–4, 2026, conducting outreach on AFN customer programs and promoting the Prepare for Power Down (P4PD) website as a preparedness resource.
- Launched a non-account holder survey initiative to gather input from individuals who may qualify for PSPS support services but are not primary account holders and therefore may not receive PG&E customer surveys.
- PG&E held a virtual Community Organization and Advocate Training for approximately 45 attendees on April 22nd and highlighted our Wildfire Safety program and provided updates on AFN programs and services.

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

- Conducted the first of three planned AFN-focused webinars on May 20, 2026, for customers and Community-Based Organizations, providing information on wildfire safety initiatives, preparedness resources, customer support programs, and partnership opportunities.

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

1 CONCEPT OF OPERATIONS | HOW

1.1 Preparedness/Readiness (Before Power Shutoff)

1.1.1 Emergency Operations Center

In Q2, PG&E activated the Emergency Operations Center to support the May 17 and June 10 PSPS activations. 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 Exercise² from April 27 to May 1, including Community Based Organization (CBO) resource partners as players. Participants from both the California Network of 211 and the California Center for Independent Living (CFILC), Disability Disaster Access and Resources (DDAR) program teams 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 program team and 211 to improve and enhance their coordination with PG&E.

1.1.1.2 Training

In Q2, PG&E did not conduct any large-scale EOC trainings that included participation from the AFN Liaison role or CBO partners.

1.1.1.3 AFN Liaison

The AFN Liaison team which is comprised of an AFN Strategy Lead and AFN Advisor, manages the AFN Situation Room to maintain ongoing communications with CBOs, our contact center, and any other functional areas that may receive AFN customer escalations before, during, and after PSPS. During PSPS in 2026, this team engages with Resource Partner CBOs (e.g., DDAR, California Network of 211 Providers (211), food banks, Meals on Wheels, and information-based CBOs) to manage two-way communication leading up to and during each PSPS. This dedicated team also provides paratransit notifications and impacted ZIP Code lists to CBO resource partners and paratransit agencies. The AFN Liaison team received monthly training. They are provided with recorded PSPS overview trainings and invited to participate in topical training sessions held each month, all focused on preparing them for their roles.

² In compliance with PSPS Phase 3 D.21-06-034, Appendix A, Section C. PPS Exercises, Each electric IOU must conduct PPS simulation exercises, referred to herein as PPS exercises, both table-top and functional, for the various events triggered when a utility decides it may de-energize parts of its electrical system to mitigate possible wildfire caused by its infrastructure, in preparation for such a de-energization, during such a de-energization, in preparation for re-energizing, and after the electricity service has been restored. Each utility must coordinate its PPS exercises with various entities, measure the successes and failures of the PPS exercises, report lessons learned directly to various groups and participants, and utilize lessons learned to inform improvements in PPS protocols.

In Q2, the AFN Liaison role was activated to support the PSPS activations for the May 17 and June 10 PSPS. 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, refer qualifying AFN customers to appropriate Community Based Organizations (CBO), assist customers with an application for the Medical Baseline (MBL) Program, indicate language preference, self-identifying as vulnerable³, and/or self-identifying that a person in their household has a disability⁴.

1.2 AFN Identification Outreach

PG&E continues to conduct awareness/preparedness outreach campaigns to AFN customers. In 2026, this outreach will include direct mail and email campaigns to the AFN Community, as well as social media and paid media campaigns. See section 1.2.1 for more information on our Self-Identification marketing campaigns and Self-Identification Program. See Section 1.5.2 for customer enrollments by month in the MBL program. Table 1. provides the types and counts of AFN customers identified above and beyond the MBL program as of June 30, 2026.

³ 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 or PSPS. This designation remains on their account temporarily for 365 days and can be extended after expiration if the customer self-identifies as vulnerable. 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.

⁴ Customers can self-identify with PG&E that they have a person in the household with a disability. This customer designation/characteristic 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).

Amended Table 1. Types and Counts of AFN Customers Beyond MBL Program⁵ in High Fire Risk Areas (HFRA)⁶

Types of Customers Above and Beyond MBL Program that Self-Identify a Vulnerability in their Household ⁷	Number of Customers	
	Q1 2026	Q2 2026
Enrolled in Self-Identify Vulnerable Program (e.g., SIV) ⁸	5,929	6,246
Disabled (e.g., “disabled”)	25,664	25,356
Non-standard communication format requested (Braille or large print)	502	531
Durable Medical Equipment (DME)	45,632	45,220
Assistive Technology (AT)	7,897	7,801
Blind/Low Vision (Vision Disability)	15,217	14,988
Deaf/Hard of Hearing (Hearing Disability)	22,247	21,887
Language Preference (Non-English)	19,159	18,984
Senior (65+)	85,820	85,188
Income Qualified (CARE and FERA)	203,146	201,550

1.2.1 Self-Identified Vulnerable Program

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

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

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

⁶ Figures reported in this table are reflected of customers residing in HFRA

⁷ Customers can self-identify with PG&E that they have a person in the household with a vulnerability. This customer designation currently has no end date. In accordance with D.12-03-054, for customers who have previously been identified as vulnerable and who have identified a preferred form of communication, the utility shall provide all information concerning the risk of disconnection in the customer’s preferred format (e.g., phone, text, email, TDD/TTY).

⁸ In accordance with D.12-03-054, customers that are not enrolled or do not qualify for the MBL Program can “self-identify that they have a serious illness or condition that could become life-threatening if service is disconnected” and enroll in PG&E’s Self-Identified Vulnerable Program. PG&E uses this designation to make an in-person visit prior to disconnection for non-payment. This designation remains on their account for 12 months following enrollment. The customer characteristic, vulnerable senior, is no longer included in the Disconnect OIR based on CPUC D. 20-06-003 (pg. 14) and therefore, not included in this metric.

In Q2 2026, PG&E continued efforts to identify customers who may be electricity dependent or have Access and Functional Needs (AFN) through targeted Self-Identified Vulnerable (SIV) enrollment campaigns, email communications, paid search advertising, and community-based outreach. These efforts were designed to increase customer self-identification, expand awareness of available preparedness and outage support resources, and enable more targeted outreach to customers who are not currently enrolled in the Medical Baseline (MBL) or SIV programs.

PG&E initiated customer testing of SIV marketing materials to evaluate their clarity, accessibility, and relevance for AFN audiences. Q2 findings are being used to inform communication enhancements planned for Q3 2026. PG&E also continued engagement and training with community-based organizations (CBOs) to support customer identification efforts. Looking ahead, PG&E plans to launch multicultural SIV radio outreach, present SIV information during the Q3 2026 all-customer Spanish-language webinar, and implement a targeted SIV acquisition campaign. In Q4 2026, PG&E plans to conduct a follow-up AFN SIV survey and renewal campaign to further increase program awareness, encourage self-identification, and support continued enrollment in available assistance programs.

1.3 AFN Support Resources

To support and prepare customers with AFN, PG&E provides a broad range of programs and resources before, during, and after PSPS. PG&E is committed to continuously identifying improvements and new opportunities. A progress update on PG&E's programs and available resources are below. For additional information about PG&E's programs and available resources, see the 2026 AFN Plan for PSPS Support.

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

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

messaging through community events, presentations, digital communications, printed materials, and local resource centers.

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

Table 2. 2026 211 CA Marketing and Outreach

Outreach Efforts	Resources Provided to Customers			
	Q1	Q2	Q3	Q4
Social Media Posts	81	127		
Social Media Impressions	1,431,688	363,507		
Total Customer Direct Outreach *	39,009	74,051		
Events/Presentations	75	105		

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

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

In Q2 2026, PG&E continued to strengthen its partnership with 211 California to expand customer awareness of available preparedness resources and support services before, during, and after PSPS events. PG&E provided training to 211 network staff on Backup Power Programs and Enhanced Powerline Safety Settings (EPSS) and developed wildfire safety outage social media content to support 211's outreach efforts. A targeted 211 awareness email campaign was launched in April to promote 211 as a trusted resource for customers with Access and Functional Needs (AFN), while additional outreach materials, direct mail, and paid media campaigns were developed to further increase awareness and are scheduled to launch in Q3. PG&E also partnered with 211 during the May 17 and June 10 PSPS activations, providing care coordination and resource support to approximately 200 AFN customers impacted by those events.

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

Table 3. 2026 211 Program Resources Provided to Customers

Resources/Engagement with Customers Before, During, and After PSPS	Resources Provided to Customers			
	Q1	Q2	Q3	Q4
Care Coordination Assessments	171	301		
Battery Referrals	11	30		
Food Vouchers*	-	72		
Hotel Stays*	-	12		
Gas Cards*	-	3		
Transportation*	-	0		

* Only provided during PSPS Activations

1.3.2 Resource Planning and Partnerships

PG&E has established a robust assistance model through agreements with several CBOs and will continue to explore opportunities to provide customer support before, during, and after PSPS.

1.4 Customer Resiliency Programs and Continuous Power Solutions

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

1.4.1 Disability Disaster Access and Resources (DDAR) Program

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

Prior to a PSPS activation, DDAR works closely with eligible customers to develop tailored plans addressing their specific needs in such situations. These preparedness plans also serve as guidance for other hazards, such as storms or outages. During PSPS events, the DDAR Program will offer a range of direct resources to qualified customers, including batteries, hotel accommodations, food vouchers, gas cards, transportation, and additional support as needed.

In Q2, DDAR was activated to support the May 17 and June 10 PSPS activations. Local DDAR program centers provided outreach and support to 1,623 customers who rely on power for medical or independent living needs.

In addition to activation support, DDAR program teams were focused on preparing vulnerable, electricity-dependent individuals with disabilities, for wildfire season. DDAR centers delivered emergency preparedness training to approximately 12,900 customers where PSPS and DDAR Fact Sheets, applications, disaster kits, and preparedness plans were distributed. PG&E continues our regular weekly working meetings with CFILC to provide guidance, review metrics, and discuss program administration and enhancements.

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

Table 4. 2026 CFILC DDAR Marketing and Outreach

Outreach Efforts	Resources Provided to Customers			
	Q1	Q2	Q3	Q4
Social Media Posts	35	52		
Social Media Impressions	9,272	9,424		
Individual Customer Direct Outreach *	8,468	9,213		
Group Presentations/Training	194	126		

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

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

Table 5. 2026 CFILC DDAR Program Resources Provided to Customers

Resources/Engagement with Customers Before, During, and After PSPS	Resources Provided to Customers			
	Q1	Q2	Q3	Q4
Customer Preparedness Assessments	369	165		
Battery Referrals	30	13		
Batteries Delivered*	-	5		
Food Vouchers*	-	2		
Hotel Stays*	-	5		
Gas Cards*	-	8		
Transportation*	-	0		

* Only provided during PSPS Activations

1.4.2 Self-Generation Incentive Program (SGIP)

The CPUC's statewide SGIP provides incentives for permanent battery systems that can provide whole-home backup power during PSPS and deliver grid and customer benefits. The SGIP Equity Resiliency Budget (ERB) provides incentives for MBL customers, well-pump, and critical non-residential customers in HFTDs. The Equity Resiliency budget was closed to new application on December 31, 2025.

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

See Table 6. for an overview of relevant SGIP ERB application and interconnection metrics as of June 30, 2026.

Table 6. SGIP ERB and Interconnection Metrics

Key Application Metrics	Equity Resiliency Budgets paid \$280.1M as of June 2026 10,888 applications received inception to date since SGIP Equity Resiliency Budgets opened in May 2020, including submitted and cancelled applications. • 5,825 MBL (including 0 waitlisted) • 4,176 well pump (including 0 waitlisted) • 193 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: \$110.7M MBL, \$69 M well pumps, \$33.2M commercial and multi-family
Key Interconnection Metrics	June 2026 inception-to-date 7,322 projects interconnected to grid: • 4,494 MBL • 2,480 well pump

1.4.3 Portable Battery Program (PBP)

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

Since 2020, the PBP partners have delivered approximately 28,180 portable batteries to MBL and Self-Identified Vulnerable customers at risk of being impacted by PSPS. In addition, more than 1,980 mini-fridges and approximately 915 insulin coolers were provided since 2022.

In 2026, PG&E and its partner organizations will maintain their commitment to supporting frequently impacted MBL and SIV customers who utilize durable medical equipment or assistive technology and have not previously participated in a resiliency program. Additionally, a direct referral pathway has been established for 211 and DDAR partners to connect eligible customers directly with the PBP program implementer.

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

Table 7. 2026 PBP Outreach

Outreach and Batteries Delivered to Customers	Q1	Q2	Q3	Q4
Customers Reached	0	843		
Customers Assessed	0	741		
Batteries Delivered	0	115		
Mini Fridges Delivered	0	33		
Insulin Cooler Wallets Delivered	0	0		
Extension Cords delivered	0	3		

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

PG&E's Generator Backup Rebate Program (GBRP) offers a \$300 rebate to customers residing in Tiers 2 or 3 High Fire-Threat Districts (HFTDs) or in a High Fire Risk Area (HFRA), or those served by circuits with Enhanced Powerline Safety Settings (EPSS). Customers enrolled in PG&E's CARE or FERA programs may qualify for an additional \$200 rebate, provided the total rebate amount does not exceed the purchase price of the product. To receive the rebate, eligible customers must submit their application within 12 months of purchasing a qualifying product or by December 31, 2026, whichever comes first. In Q2 PG&E issued 813 rebates with 14,576 issued since program inception.

In Q2 2026, PG&E’s Backup Power Transfer Meter (BPTM) installed approximately 1,025 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 12,855 meters.

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

Table 8. 2026 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	991	813		
Number of Customers who had BPTM Devices Installed	765	1,025		

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 2025, PG&E greatly expanded its efforts across more counties to support more customers with RSI.

Since the program launched, PG&E has provided permanent battery systems at no cost to approximately 4,700 residential customers who have been frequently impacted by outages because of PG&E’s EPSS program. Eligible customers were enrolled in the California Alternate Rates for Energy (CARE) program, Family Electric Rate Assistance (FERA), the Medical Baseline program, or are Self-identified as Vulnerable with an assistive technology or durable medical equipment; did not already have a customer resiliency solution (such as a battery or permanently installed generator); and had experienced a significant number of safety-related outages.

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

In Q2, RSI installed 472 projects and will continue to conduct outreach to eligible customers.

1.5 Customer Assistance Programs

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

1.5.1 Food Replacement Options and Other CBO Resources

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

Table 9. Resource Partnerships Agreements Executed

	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	26	0	20	0	8	0
Q2	26	0	20	0	8	1
Q3						
Q4						

1.5.1.1 Community Food Bank Support

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

PG&E continued to explore opportunities for additional partnerships. Additionally, PG&E will continue to offer grants to affected food banks within our service territory to provide critical services to vulnerable customers during emergencies, including wildfires, power outages, and PSPS.

In Q2, PG&E partnered with Community Food Bank providers during the May 17 and June 10 PSPS activations.

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 Meals on Wheels providers during the May 17 and June 10 PSPS activations.

1.5.1.3 Grocery Delivery Services

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

In Q2, PG&E activated Food for Thought during the May 17 and June 10 PSPS activations to provide services in Sonoma County.

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, PG&E activated Cope during the May 17 and June 10 PSPS activations to provide services in Napa County.

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 May 17 and June 10 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 May 17 and June 10 PSPS activations.

1.5.1.7 Accessible Transportation

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

PG&E is also committed to providing proactive 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 were activated to provide support during the May 17 and June 10 PSPS activations.

1.5.2 Medical Baseline (MBL) Program

The MBL Program is an assistance program for residential customers with extra energy needs due to qualifying medical conditions. PG&E continued to encourage customer participation in the MBL Program (see Section 1.7.1, which describes the outreach conducted to drive enrollment in the program). PG&E filed a Joint IOU Tier 3 Advice Letter at the end of September 2024 requesting approval for an MBL Study Design and budget. This study will identify eligible customer populations in each IOU territory, supporting outreach, marketing, and enrollment goals. We've long recognized the importance of understanding how many customers may qualify for the program, and this study will offer valuable insights into the conditions and devices used across California to support our customers. As of Q2, there are no additional updates and the filing is still under review with the CPUC.

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

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

least 9 months of the year to RV units used as permanent residences.

As of Q2, PG&E has 2,696 Master Meter Tenants enrolled in the MBL Program, an increase of 0.45% since the last reporting enrollment in Q1-2026.

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

Table 10. MBL Program Customer Enrollments (Apr 1 – Jun 30, 2026)

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
Total Start of Month MBL Customers	239,872	241,159	243,704	245,921	248,332	250,178							250,178 ¹⁰
New MBL Customers	2,601	3,948	3,769	4,616	4,465	2,242							21,641
MBL Customers Removed	1,314	1,403	1,552	2,205	2,619	1,705							10,798
Total End of Month MBL Customers	241,159	243,704	245,921	248,332	250,178	250,715							250,715

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

1.5.3 Energy Savings Assistance (ESA) Program

The ESA program provides free home weatherization, energy-efficient appliances, and energy education services to income-qualified PG&E customers throughout the service territory.

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

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

In Q2, efforts in both areas of customer education and cooler distribution assistance continued; see Table 11 below for a quarterly breakdown of the number of energy savings assistance interactions and distribution of coolers to eligible ESA participants.

Table 11. Energy Savings Assistance Program Support

ESA Customer Education and Cooler Distribution Assistance	Q1	Q2	Q3	Q4
Number of in-home educational customer opportunities	10	57		
Number of Coolers Distributed	10	57		

1.5.4 California Alternative Rates for Energy Program (CARE)/Family Electric Rate Assistance (FERA)

The CARE and FERA are PG&E discount programs that help eligible customers afford their energy bills. Over 1.4 million¹¹ customers are receiving bill discounts through these two programs.

In Q2, PG&E held a routinely scheduled CBO training on April 22, 2026. Forty-five participants attended the training. During the training, community organizations received training on programs such as CARE/FERA, AMP, medical baseline, Budget Billing, demand response programs, as well as other programs supporting residential customers. The training also highlighted emergency preparedness programs and a PSPS overview, aiming to offer comprehensive customer education on relevant PG&E programs during the enrollment process.

¹¹ As of June 30, 2026 - CARE: **1,357,462** FERA: **55,512**

1.6 PSPS Preparedness Outreach and Community Engagements

1.6.1 PG&E Advisory Boards/Councils

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

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

People with Disabilities and Aging Advisory Council (PWDAAC) ¹²	
Meeting	Date: June 10, 2026 Location: Virtual 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.
Summary of Engagement	• Village Movement California (VMC) ○ Based on the Rebuilding Lives report that was completed by the California Commission on Aging after the Eaton Fire, about 80% of the population likely to perish during a wildfire is over the age of 65. ▪ VMC shared efforts to improve wildfire preparedness for older adults, noting that older residents are disproportionately impacted during wildfire events. ▪ Current work includes building rapid-response capacity within local village networks and developing scalable preparedness training. ▪ Participants emphasized that connected communities (Pasadena Village) and mutual aid are critical during emergencies, especially

¹² See Appendix C.1 for the PWDAAC Council Participants

when formal communication systems are disrupted.

- An annual September conference focused on resilience will highlight proactive preparedness practices from villages across California.
- The Listos California Program (Listos) currently conducts in-person training on delivering emergency preparedness, response, and recovery information and tools to diverse and vulnerable populations in high-hazard areas throughout California.
 - Listos is expected to help develop an online preparedness training intended to support both individual readiness and organizational capacity-building for village leaders, with a target of completion by year-end.
- State Council on Developmental Disabilities (SCDD)
 - SCDD shared two resources: its annual [“There Should Be a Law”](#) idea submission process, due at the end of June, and an online tool describing commonly available regional center services and service codes.
- Redwood Coast Regional Center (RCRC)
 - RCRC reported ongoing work to identify electricity-dependent customers, connect families to backup power options, conduct disaster planning workshops, and coordinate with county emergency planning groups to keep access and functional needs represented.
 - Leverage PG&E’s pge.com/progressmap as a tool in finding backup power options
 - Counties that RCRC has supported: Eureka, Humboldt, Mendocino, and Lake.
- California Network of 211 (211 CA)

	○ 211 CA shared that it is collaborating with DDS and regional centers statewide, recently presented to regional centers about 211 services, and was activated in nine counties in support of PSPS response. ● PG&E Access and Functional Needs Program ○ Upcoming PG&E AFN webinars include a July 14 session for community-based organizations and an August 18 customer-facing session focused on available resources during PSPS events. ○ To request promotional materials, email AFNSupport@pge.com. Links and dial-in information for both upcoming webinar sessions can be found on pge.com/webinars
Feedback	● Reduce the number of steps required for a customer to get to a live person at the contact center.
Action Items Guided by Feedback	Completed Actions This Quarter: ● Sent out PWDAAC newsletter and feedback survey to existing PWDAAC council members for feedback on enhancement opportunities On-Going Actions: ● Continue utilizing the PWDAAC as a forum to receive input and feedback on a broad variety of PG&E programs affecting AFN customers. Future Actions: ● 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)	September 9, 2026

Access and Functional Needs Collaborative Council Meeting¹³

Meeting	Date: June 15, 2026 Location: In person (Cal OES headquarters) & virtual (Zoom) Purpose: Develop a charter for the Collaborative Council, provide an overview of community resource center statistics from the previous wildfire season, discuss SCE's AFN budget, and review the AFN framework.
Summary of Engagement	Council Charter Workshop • Council members broke into five groups (three in person and two virtual) to discuss different sections of the Charter. Participants then regrouped to share their ideas and engage in further discussion. Key themes across all groups are detailed below. • Section 1: Purpose and Mission ◦ All groups recommended formalizing and developing a mission and vision statement for the Council. ◦ Groups recommended engaging the Council in a review of the annual AFN plan, allowing members to review recommended outcomes, changes, and reestablish the baseline of current offerings. ◦ Groups emphasized that criteria and programmatic changes — such as battery size or qualification criteria — should be brought to the Council for review, with a goal of aligning the IOUs around consistent standards. ◦ Beyond tracking KPIs, the Council should focus on outcomes — how plans perform after actual events and emergency responses. ◦ Groups suggested standing quarterly updates on the annual AFN plan process. ◦ Groups recommended being more explicit about engaging specific AFN communities, including Native/Indigenous communities, deaf and hard of

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

	hearing communities, language access, and critical infrastructure such as shelters and hospitals. • Section 2: Membership Discussion ◦ Membership should be a standing agenda topic, reviewed once per year by consensus, with established criteria for nominating new organizations. ◦ The Council should develop an onboarding process for new members and consider expanding representation to include groups oriented around seniors and healthcare. ◦ SCDD noted the need to address transitions in representatives within member organizations. • Section 3: Roles and Responsibilities ◦ Co-Chair Structure ▪ SCDD recommended leaving the current co-chair selection process as-is. Participants agreed that AFN representatives should select their co-chair, and the IOUs should select their co-chair. ◦ Communication and Scheduling ▪ PG&E raised the need for a process to communicate updates outside of meetings and call emergency meetings, as needed. ▪ SCE recommended building the calendar around co-chairs' availability and holding an in-person meeting once per year. All member organizations should formally consent to participation. ▪ All groups recommended scheduling meetings through the end of 2027. ▪ SCE suggested not tying meetings to calendar quarters and instead scheduling by strategic need. • Section 5: Key Performance Indicators and Measuring Impact
--	--

- Groups discussed gathering post-event input to inform KPI development, including after-event debriefs on unmet needs.
- SCDD emphasized the need for benchmarks beyond outputs and suggested the Collaborative Council assign the Statewide Council specific questions, such as how to establish true community need.
- SCE expressed interest in developing a performance dashboard.
- DRC stressed the importance of documenting the broader impact of the collaboration, noting the IOUs are building disability confidence, and AFN stakeholders are learning about emergency preparedness. The Council's work extends beyond PSPS.
- CFILC raised fundamental questions about understanding the true scope of the AFN population, noting that battery needs extend far beyond oxygen users and urging the Council to get better at understanding whom it is trying to reach.

Community Resource Centers (CRCs)

- SDG&E provided an overview of CRC offerings, including device chargers, water, snacks, ASL and video interpretation, privacy screens, priority medical device charging, enhanced signage, and sensory support kits. CRC operations adapt to each event's unique needs.
- PG&E noted PG&E recently opened nine CRCs across eight counties with approximately 1,100 attendees. PG&E focuses on AFN support and real-time referrals to 211 CA or CFILC. Staff wear "Ask Us About AFN" buttons to encourage self-
- identification without screening customers. CRC locations shift between events due to site availability. SDG&E operates 11 static indoor locations plus mobile CRCs. SCE is now working with third-party contractors for surge demand. SDG&E noted SDG&E partners with accessible transportation services to retrieve items or

transport customers. SDG&E maintains an open feedback loop with customers. To determine resource needs, IOUs coordinate across utilities. In some cases, if another IOU's CRC is closer to a customer, customers may go there instead. Media coverage can also significantly increase CRC attendance, which affects the average visitor numbers.

SCE Funding Reallocation

- SCE provided an overview of SCE's AFN budget, noting that the full DDAR program was \$2 million and the proposed interim reallocation identifies approximately \$500,000 per year to redirect toward Independent Living Centers (ILC) support while SCE drafts its next GRC.
- SCDD outlined three gaps following the DDAR disallowance: communications to customers, inventory/needs assessment, and in-event direct support. He identified three possible funding pathways: subcontract through 2
- CFILC and 211 CA raised concerns about capacity and staffing, noting that without sufficient blue-sky support, it is difficult to activate resources during events. \$500,000 across 11 ILCs would not cover one full-time employee per center. C4A emphasized the focus should be on the people ILCs serve, not the organizations, and suggested using weather prediction data and MBL enrollment data to identify priority areas. CFILC cautioned against ranking disabilities and shared personal experiences illustrating the life-safety stakes involved. She praised CFILC's leverage model across Northern and Southern California ILCs.
- Cal OES urged SCE to expand the funding pool beyond the AFN allocation box rather than spreading limited resources too thin.
- SCDD rejected \$500,000 as the defining constraint, stating community need should be the driver.

	- PG&E noted PG&E provides zip code lists during events and conducts hourly outreach to non-responsive AFN customers. AFN Framework - BWG provided a status overview of the AFN Framework document. - SCDD noted the new language is too general for someone outside the room to apply. He also noted DDAR is still in effect in half the state and should not be erased from the document. - C4A noted the need to provide context for ILCs and Regional Centers for a national audience. - PG&E suggested adding a footnote for DDAR and shared that Hawaii, Idaho, and Washington are now using the Framework to build their own programs. - Cal OES identified three audience buckets: AFN leaders, regulators, and utilities. Regulators must lay the track for utilities to do the work. - SCDD requested to review the next draft before broader distribution. BWG to identify a distribution strategy to reach all three audience buckets. - DRC noted that it would be a good idea to prepare an op-ed from an IOU and AFN CEO. - SCE shared that survey results also indicated strong prior engagement with DDAR and reliance on backup batteries and submitting Medical Baseline Allowance program applications, but revealed communication gaps after DDAR ended, ongoing consistency in emergency needs related to power, transportation, lodging, and practical, device, and disability focused preparedness education. to Independent Living Centers (ILCs).
Feedback	- Feedback from the breakout groups is noted in the above section. - CFILC praised SCE's partnership with ILCs during the January 2025 LA wildfire events, noting the San

	Bernardino center provided sensory-friendly accommodations for children with autism and was one of SCE's biggest successes. • In response to SCE's proposed reallocation of funding, there was concern around digital literacy among the aging community and a recommendation to create a working group to continue refining the budget shifts.
Action Items Guided by Feedback	Completed Action Items: • BWG circulated updated AFN Framework language for review, alongside the charter and mission and vision statement. • BWG coordinated with CFILC and C4A to schedule the first working group meeting on SCE AFN direct in-event support. • BWG compiled a comprehensive action item list with responsibilities and timelines. Future Action Items: • SCE to compile and share data on AFN needs to support the funding reallocation discussion. • BWG to schedule Collaborative Council meetings through end of 2027.
IOU Responsible Owner	Joe Wilson, Vice President North Valley & Sierra Region
Future Meeting(s)	Q3 2026, Virtual

Statewide Joint IOU Advisory Council ¹⁴	
Meeting	Date: June 25, 2026 Location: Virtual Purpose: 2026 AFN Plan updates and early 2027 AFN planning considerations.
Summary of Engagement	Statewide Council Quarterly Lookahead J. Toney (BWG) gave an overview of the FEMA six-step planning process for developing the yearly AFN Plan. 2026 AFN Plan Review - The Joint IOUs gave an overview of their four Key Objectives, how they have worked toward them in 2026, and the work that is planned for the remainder of the year. 2027 AFN Plan Workshop - Council members broke into four groups to brainstorm potential activities for the JIOUs to achieve their Key Objectives in 2027. Participants then regrouped to share their ideas and engage in further discussion. Key themes across all groups are detailed below. - Objective 1: Increase awareness of IOU programs and services available before, during, and after a PSPS. - Groups emphasized expanding outreach beyond traditional channels to increase awareness, including multi-format communications, in-person engagement, and partnerships with trusted community organizations. 211 CA, PG&E, and Hagerty highlighted the importance of using diverse outreach channels such as radio, community events, and CBO engagement, particularly to reach residents without internet access. - DDS and SDRC supported expanding partnerships with regional centers and service providers through trainings, events, and direct engagement with staff and individuals served.

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

- PG&E and CPUC emphasized meeting customers where they are, including retail locations, fairs, and community events, and embedding messaging into recurring touchpoints such as utility bills.
- Deaf Link stressed the need for accessible communication across all stages of the disaster cycle, including ASL components and continuity of messaging.
- Disability Policy Consultant raised concerns about gaps in accessible transportation and the need to better understand how effectively it supports AFN populations.
- PG&E emphasized helping individuals self-identify as AFN and increasing awareness that services are broadly accessible, including clarifying that income is not a barrier.
- PG&E suggested focusing awareness efforts on a small number of key resources (e.g., 211) to improve recall and utilization.
- Objective 2: Continue to identify individuals who are Electricity Dependent.
 - Groups discussed expanding identification of electricity-dependent individuals by working through intermediaries such as caregivers, healthcare providers, and community-based organizations.
 - BWG and PG&E recommended targeting in-home caregivers, social workers, and authorized payment agencies to increase awareness of IOU programs and identify vulnerable populations.
 - PG&E emphasized deeper engagement with the healthcare system, including doctors, nurses, and medical providers, to reach individuals reliant on medical devices.
 - 211 CA suggested working with schools and other community touchpoints to distribute information broadly.

- Deaf Link highlighted challenges in reaching multilingual and deaf populations, emphasizing the need for accessible surveys and in-person interpreter support to avoid undercounting.
- Disability Policy Consultant emphasized prioritizing identification of individuals at greatest risk and understanding barriers that prevent people from evacuating or accessing services.
- DDS recommended using data (e.g., zip code-level analysis) to better understand gaps in program awareness and identify underserved populations.
- PG&E and CPUC noted social media and community-based channels can help normalize self-identification as AFN and improve comfort with disclosing electricity dependence.
- Objective 3: Identify new enhancements to programs and resources needed to mitigate the impacts of PSPS.
 - Groups discussed improving engagement and feedback mechanisms, noting the limitations of traditional surveys and the need for more qualitative, in-depth engagement methods.
 - PG&E emphasized that general population surveys have limitations and recommended supplementing them with qualitative research, including focus groups and direct conversations with impacted customers.
 - CPUC and DDS raised concerns about low survey response rates and suggested exploring alternative feedback methods, including in-person engagement at CRCs where feasible.
 - SDRC highlighted affordability gaps in programs (e.g., battery access) based on direct anecdotal feedback from community members.
 - PG&E, BWG, and 211 CA emphasized the importance of radio as a critical and reliable

	communication channel, particularly in rural areas, and suggested expanding its use. ○ Disability Policy Consultant emphasized ensuring accessibility for individuals with low literacy or limited digital access, including those who may not use keyboards or written communication effectively. ○ PG&E highlighted the need to prioritize individuals with the least capacity to respond to emergencies, recognizing variation in how much time individuals have to act. • Objective 4: Coordinate and integrate resources with state agencies, community-based organizations, and the utilities to minimize duplication. ○ Groups discussed improving coordination, data sharing, and information consistency across stakeholders while recognizing structural challenges to centralization. ○ PG&E emphasized leveraging partner websites and improving consistency of PSPS messaging across platforms. ○ 211 CA and BWG noted that a single centralized information source may not be feasible due to the number of stakeholders, and recommended coordinating through VOADs to reduce duplication. ○ Deaf Link and Disability Policy Consultant emphasized the need for shared databases and automatic data sharing with state agencies to improve coordination and access. ○ PG&E stressed the importance of expanding representation to ensure all AFN groups are included in program design and decision-making. ○ PG&E suggested partnering with community-based organizations and attending high-traffic events (e.g., food distribution events) to expand reach and improve engagement.
--	--

	○ Kern Regional Center and DDS highlighted opportunities to improve data integration, including leveraging Everbridge shape files and regional data sources to better identify and notify energy-dependent populations. ○ Participants raised implementation questions regarding system compatibility and access (e.g., integration with regional centers and the Public Safety Partner Portal), indicating ongoing coordination challenges. SCE shared that survey results also indicated strong prior engagement with DDAR and reliance on backup batteries and submitting Medical Baseline Allowance program applications, but revealed communication gaps after DDAR ended, ongoing consistency in emergency needs related to power, transportation, lodging, and practical, device, and disability focused preparedness education. ILCs).
Feedback	● Feedback from the breakout groups is noted in the above section.
Action Items Guided by Feedback	Future Action Items ● BWG to prepare the list of recommended actions for each of the four AFN Plan Key Objectives. ● BWG to schedule Statewide Council meetings through end of 2027.
Future Meeting(s)	Q3 2026, Virtual

Community Wildfire Advisory Council and Working Committee	
Meeting	Date: Thursday, June 18 Location: Microsoft Teams Purpose: Collect feedback on proposed Community Wildfire Safety Program (CWSP) improvements from Tribal, county and city emergency managers.
Summary of Meeting Materials	• Overview of the Public Safety Power Shutoff (PSPS) program, including notification planning and improvements as well as pre-season preparedness and exercises. • Information on data portals available to Public Safety Partners, including the PSPS Portal, Outage Portal and Microgrid Portal.
Feedback	No feedback was received.
Action Items Guided by Feedback	Completed Actions This Quarter: No follow-up actions were discussed during the Q2 CWSP Advisory Committee. Ongoing Actions: None Future Actions: None
Future Meeting(s)	• Q3 CWSP Advisory Committee: Thursday, September 17 • Q4 CWSP Advisory Committee: Thursday, December 17

Low Income and Communities of Color Advisory Panel	
Meeting	Date: June 4, 2026 Location: Virtual meeting 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.
Summary of Engagement	- PG&E shared statewide equity goal setting and requested input from advisory group members via an Equity Survey to inform California's energy efficiency goals. - PG&E presented on electrification and the Induction Cooktop Loaner Program. - PG&E provided a brief overview of the Electrification Outreach Pilot. - PG&E advisory group members provided an overview of outreach and program efforts for PG&E's Empower My Home Pilot, targeting Bayview Hunters Point Advisory group members discussed nominations to the advisory board.
Feedback	- Advisory group members expressed interest in contributing to the Equity Survey. - Advisory members were interested in PG&E's Induction Cooktop Loaner program and strategies to support electrification awareness and education in disadvantaged communities.
Action Items Guided by Feedback	Completed Actions This Quarter: Advisory Members voted on new Advisory Members. On-Going Actions: - N/A Future Actions: - PG&E to follow up to see if there are analytics available to estimate how many low-income customers use energy calculator/tools
Future Meeting(s)	Q3 meeting scheduled for September 30, 2026

Low Income Oversight Board (LIOB)	
Meeting	Date: June 24, 2026 Location: Virtual and In-person meeting 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.
Summary of Engagement	• Joint Investor-Owned Utilities Status Reports ○ Status report of the California Alternative Rates for Energy (CARE), Family Electric Rate Assistance (FERA) and Energy Saving Assistance (ESA) Programs ○ PSPS update ○ AMP and Disconnections • LIOB Technical Advisory Committee ○ Discussion of Proposed Decision (PD) for Bridge Funding for CARE, FERA and ESA in 2027 ○ Discussion of development of the Low Income Needs Assessment (LINA) Scope
Feedback	• N/A – AFN topics not in scope
Action Items Guided by Feedback	Completed Actions This Quarter: N/A On-Going Actions: N/A Future Actions: N/A
Future Meeting(s)	Q3 meeting scheduled for September 16, 2026

1.6.2 Statewide Website for AFN Solutions

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

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

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

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

In Q2 2026, the Joint IOUs finalized an agreement with an ASL translation provider to support the P4PD website and scheduled a Q3 kickoff meeting with both the ASL translation provider and the P4PD website vendor. The team also began collaborating with marketing partners to expand statewide awareness through presentations and the development of promotional media and video content.

Website Activity:

Between April 1 and June 30, 2026, website performance metrics showed over 2,200 active users. The homepage continues to receive the most visits, while the CPUC HFTD Map and Medical Baseline Allowance pages are the next most engaged. Direct search remains the primary traffic source, accounting for 64.8% of all visits. Active users averaged just over a minute on the site. Bot activity continued to be monitored with slightly skewed reporting accuracy resulting in the vendor manually filtering the data to ensure reporting accuracy. Additional measures have been implemented to mitigate such activity, with no security concerns to report.

1.7 AFN Public Education and Outreach

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

1.7.1 MBL Customer Outreach

PG&E encourages customer participation and enrollment in the MBL Program through direct-to-customer outreach, CBO partnerships, and building strong relationships with the healthcare industry. This outreach aims to help individuals who rely on power for their medical needs to save on their bill, prepare for PSPS events and connect with relevant resources for support.

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

To complement existing outreach efforts, in Q2 PG&E implemented a targeted campaign for San Francisco customers focused on increasing awareness of customer support services, including the Medical Baseline (MBL) and Self-Identified Vulnerable (SIV) programs. Outreach included multiple tactics, such as in-language communications, community-based engagement, and a social media influencer campaign that delivered culturally relevant messaging to vulnerable and underserved audiences. PG&E also translated all of our wildfire fact sheets, including the MBL fact sheet, for use with our CBO partners, CRCs, and customers. We are working to remediate, translate, and upload these to our CBO Toolkit and website in Q2.

In June annual Master Metered MBL tenant letters were distributed to more than 2,600 enrolled customers residing in master-metered properties, where electric service is provided through a landlord or property owner rather than an individual PG&E account. The mailing shared PSPS preparedness information, available support services, and resources to help tenants prepare for power outages.

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

Table 13. 2025 vs. 2026 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/Video		Broadcast TV & Radio
		Customers Reached	# Touches	Customers Reached	# Touches	Avg. Click Rate	Customers Reached	# Touches	Total Impressions	Total Conversions (Clicks)	Total Impressions
2025	4	129,890	4	3,105,832	3	2.26%	2,700,000	1	90,459,997	1,301,925	N/A ¹⁵
2026 ¹⁶	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

¹⁵ There were no Broadcast TV or Radio campaigns ran in 2025

¹⁶ 2026 MBL acquisition campaign will start in Q4 due to the upcoming upgrades to self-service channels on PGE.com.

1.7.2 Health Care Industry Strategy

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

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

The Joint IOUs reengaged with the Western Regional Alliance for Pediatric Emergency Management (WRAP-EM) to coordinate outreach and engagement opportunity in Q3 with share JIOU programs, PSPS preparedness materials (including P4PD), and AFN resources with pediatric healthcare providers, that will enable them to disseminate critical information to patients and families to help increase awareness.

Additionally, the Joint IOU collaborated with the California Assisted Living Association (CALA) to explore opportunities for expanding PSPS preparedness support to those who are electric dependent, senior, and disabled, in a residential-rate care facilities through the JIOU's partnership with 211.

PG&E AFN program team facilitated two virtual training sessions for Department of Developmental Services Regional Center Clients. The first training, held on May 13, focused on the importance of AFN Identification, and the most important programs to enroll in for additional support. The second training, conducted on June 10, provided an overview of PG&E's back up power programs and included a live demonstration of the Progress Map. We have a third session scheduled for July. Both sessions were recorded and provided to the Regional Centers to keep or use during future client meetings.

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. PG&E continues to promote awareness of Address Alerts in CBO trainings and in-language webinars which allows residents who are not PG&E

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.

account holders to be notified in the event of a PSPS. To reference 2026 webinars, visit www.pge.com/webinars.

In Q2 PG&E completed our annual outage preparedness campaign, which included an email and direct mail sent to master meter owners, property managers, or multi-unit account holders. Efforts to update our dedicated toolkit email and direct mail outreach to these stakeholders continued in Q2 and will be sent out in early Q3. PG&E has also started exploring ways to gather feedback from our AFN Non-Account holder populations, which is often associated with this subset of customers. PG&E's Customer Insight team is currently evaluating various survey options through different outreach channels.

1.7.4 Accessibility of Communications

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

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

PG&E has entered into a new agreement with Deaf Services Unlimited (DSU), a sign language interpreting agency, to provide American Sign Language (ASL) PSPS support. In Q2, PG&E did not require DSU to provide ASL interpreting during the May 17 and June 10 PSPS activations because their contract was not finalized until after the June 10 activation.

1.7.5 Tribal Engagement

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

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

Table 14. Recurring Tribal Outreach and Engagement Activity

Outreach and Engagement				
Ongoing Outreach Activity	Q1	Q2	Q3	Q4
Tribal Newsletter & Healthcare Outreach ¹⁸ (All Tribes)	3/30/2026	7/6/2026		
Tribal Outreach or Presentations Program & Support Services	4	3		
Wildfire Safety Webinar for Tribes (All Tribes)	-	6/30/2026		

PG&E has a dedicated Tribal Liaison team that includes a Tribal Liaison Officer, Tribal Group Lead, and Tribal Coordinator. Our Tribal Liaison team is available to answer questions and provides real time one on one support to all impacted Tribal Leaders and staff before, during, and after the PSPS activation. Daily situational updates and coordination emails are provided to tribal governments, and a Tribal Operational Cooperators Call is held daily and hosted by our Tribal Liaison Officer. All Tribes are invited to the Systemwide Cooperators Calls.

During Q2, PG&E's Tribal Liaison Team supported Tribal communities through both PSPS response activities and ongoing outreach efforts. The team activated and provided support during the May 17 and June 10 PSPS events, while also continuing proactive engagement with Tribal partners during non-activation periods.

Throughout the quarter, the Tribal Liaison Team distributed a Tribal Newsletter highlighting available customer assistance programs, preparedness resources, and support services. In partnership with the AFN Team, the Tribal Team also presented to the Passages Area Agency on Aging Advisory Council, providing information on income-qualified assistance programs, including the Energy Savings Assistance (ESA) Program, wildfire safety and preparedness resources, Medical Baseline enrollment, and the Self-Identified Vulnerable (SIV) Program.

On June 10, the Tribal Team hosted its biannual Tribal Training, followed by a Wildfire Safety Webinar for Tribal Lands on June 30 to increase awareness of preparedness resources and customer support programs available before, during, and after wildfire-related outages.

On June 25, the Tribal Liaison Team distributed a newly developed Medical Baseline and Self-Identified Vulnerable program awareness poster to Tribal healthcare partners serving communities in High Fire-Threat Districts (HFTDs). This effort enabled healthcare partners to directly order and distribute and promote educational materials within their communities.

¹⁸ The Tribal newsletter and healthcare outreach was not conducted in Q1 due to hiring and onboarding responsible for these activities.

The Tribal Liaison Team also conducted its annual Tribal Survey during Q2 to gather feedback on barriers and challenges Tribal organizations may encounter when assisting community members with enrollment in PG&E customer assistance programs. Survey results will be evaluated and shared with stakeholders during Q3.

Additionally, from May 18–20, members of the Tribal Liaison Team and Joint IOU/AFN Team participated in the Tribal Leaders Clean Energy Summit in Viejas, California, where they hosted an outreach table and shared information on AFN programs and services, including Medical Baseline, Self-Identified Vulnerable, Backup Power Programs, and emergency preparedness resources.

1.7.6 Translations of Communications

PG&E translates Community Wildfire Safety Program (CWSP) and PSPS communications and notifications in 15 non-English languages.¹⁹ This includes the translation of in-event PSPS notifications, as well as PG&E's website and other critical wildfire safety and PSPS preparedness materials. PG&E promotes its in-language options²⁰, encouraging customers to select their preferences using various channels including direct mail, email, social media, multi-media partners, and CBOs.

PG&E continues to offer in-language support through our Contact Center. The Contact Center is equipped to provide translation support in over 240 languages.

PG&E partners with about 40 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. In Q2, we translated all PSPS fact sheets and are working to publish them on the CBO Toolkit webpage, expanding access to critical PSPS information for the communities we serve and our CBO partners.

See Section 1.8.1.6.1 for more information on our multicultural media engagement.

1.7.7 Wildfire Safety Town Halls, Webinars and other Community Events

PG&E hosts public webinars and virtual Regional Townhalls throughout the year to provide safety information, progress updates and foster discussions on how it can better serve its communities. These events allow customers to learn more about PG&E's wildfire safety efforts and the steps it is taking to improve reliability. Additionally, PG&E participates in regular meetings and workshops with the CPUC and provides forums for key Tribal, local and agency stakeholders and Public Safety Partners to provide feedback.

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

²⁰ Refer to Section 1.8.1.5 Website for the 15 new in-language vanity URLs created for easier access to AFN information on pge.com.

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.

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

Table 15. Summary of AFN and CBO Targeted Outreach Conducted in Q2 2026

Date	Event	Audience
4/3/2026	Developmental Disability and Neurodiversity Conference (DDNC)	AFN Advocates, Educators and Service Providers
4/8/2026	Morgan Autism Center	Morgan Autism Center Staff
5/12/2026	Regional Center Emergency Response Learning Session: AFN Support Programs	Regional Center Partners
5/20/2026	Access and Functional Needs Customers Webinar #1	Access and Functional Needs Customers
6/10/2026	Regional Center Emergency Response Learning Session: Backup Power	Regional Center Partners
6/25/2026	San Francisco Department of Public Health Emergency Preparedness Coalition Meeting	Emergency Preparedness Staff from Healthcare Facilities
6/30/2026	Wildfire Safety Webinar for Tribal Lands	Tribe Members and Leaders

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

Table 16. CPUC Meetings, Wildfire Safety Webinars, Virtual Regional Town Halls, and Regional Working Groups in Q2 2026

Date	Event	Audience
6/3/2026	Regional Working Group	Central Valley Region
6/3/2026	Regional Working Group	North Valley & Sierra Region
6/4/2026	Regional Working Group	North Coast Region
6/4/2026	Regional Working Group	South Bay & Central Coast Region
6/5/2026	Regional Working Group	Bay Area Region
6/30/2026	Wildfire Safety Webinar	All Customers within PG&E's Service Area

1.8 PSPS Activation (During – Emergency Operation Center Activated)

1.8.1 In-Event PSPS Customer Communications

PG&E will continue to use all communication channels available during PSPS, including direct-to-customer notifications sent via phone, text, and email, supplemented by website, call-center support, media engagement (multicultural news outlets, earned and paid media, social media), and collaboration with Public Safety Partners and CBOs. Using the multi-channel communication approach enables PG&E to notify and engage with potentially impacted public safety partners, critical facilities, MBL customers, SIV customers, all other customers, and the general public.

1.8.1.1 PSPS Notifications

PG&E aims to share what it knows about the weather and its equipment as soon as possible, keeping in mind weather conditions can be uncertain. Whenever the forecast will allow, PG&E's goal is to send notifications (i.e., calls, texts, and emails) to potentially impacted customers two days ahead, one day ahead, just before shutting off power and when power is shut off. If de-energization is delayed due to changes in weather conditions, customers may receive a pending delay notification to communicate they are still at risk of de-energization. PG&E will provide updates once the weather has passed until power has been restored. PG&E detailed its automated notifications in Section 11.4.2 of the filed Revision 3 of the 2026-2028 Wildfire Mitigation Plan filed on December 30, 2025.²¹

²¹ [PG&E's 2026-2028 Wildfire Mitigation Plan, Vol 2, Section 11.4.2, Pages 518-520](#)

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 74,542 individuals enrolled in MBL and SIV programs and residing in high fire threat areas. We utilized our doorbell ring process during the Q2, May 17 and June 10 PSPS activations.

1.8.1.3 Engagement with Paratransit Agencies

In accordance with D.21-06-034, PG&E provides proactive notifications and impacted ZIP Code information to paratransit agencies that may serve all the known transit- or paratransit-dependent persons needing access to a CRC during PSPS.

In Q2, PG&E provided notifications during the May 17 and June 19 PSPS activations.

1.8.1.4 PG&E Contact Center Operations

PG&E operates two contact centers that provide 24/7 emergency live agent service for customers to report emergencies and obtain PSPS-related updates as needed. As an option for in-language support, PG&E's PSPS webpage directs customers to call its contact centers. PG&E's contact centers continue to be equipped to provide interpretation support in over 240+ languages, including 10 Indigenous languages.

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

Table 17. Call Center Support Services During Q2-2026 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
May 17-18	62	36	36	9
Jun 10-11	62	13	13	3

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. In Q2, PG&E launched a backup version of the pgealerts.alerts.pge.com website to maintain access to critical customer communications during system maintenance, technical disruptions, and PSPS events. The site serves as an alternate channel for sharing essential information, including CRC locations and operating hours. To enhance accessibility and language access for customers with AFN, the site is available in 15 non-English languages and is compliant with WCAG 2.1 AA accessibility standards. PG&E remains committed to continuously

improving its websites to meet the diverse needs of its customers.

In Q1, PG&E enhanced the language on MyAccount to make the SIV enrollment process easier. In Q2, PG&E removed issues on the website making the overall SIV enrollment process easier with fewer customer issues.

The 211 webpage language was also updated to be easier to understand and actionable based on customer research conducted in January. PG&E revised 12 wildfire fact sheets for use with CBO partners, CRCs, and customers, and is working to remediate, translate, and upload these resources to the online CBO Toolkit and across the website in Q2. Updates to the main AFN webpage are underway, including refreshed language, layout, and reorganized key customer sections for simpler access to relevant materials. The initial updates will focus on specialized resources with sections for neurodivergent individuals, seniors, and caregivers, with a target launch set for Q3.

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.

In Q2 2026, media outreach efforts continued through our wildfire safety webinars for customers, sharing information about assistance and resources available to support people who rely on power for their health, safety and independence.

Looking ahead to Q3 2026, PG&E will host a Wildfire Safety & Preparedness Multicultural Media Roundtable for media outlets to attend and learn more about our PSPS program and customer resources, including those tailored to AFN customers. PG&E shares news releases and coordinates interview opportunities with media outlets to help educate non-English speaking customers on PG&E programs, including the CWSP, PSPS, emergency preparedness, public safety, consumer protections, and income-qualified programs. PG&E also schedules media visits with these organizations to discuss other partnership opportunities (e.g., Public Service Announcements, advertising, and event sponsorships).

1.8.1.6.1 Multicultural Media Engagement

In addition to the general media engagement described above, PG&E is focused on enhancing coordination with multi-cultural media organizations. In 2026, PG&E plans to partner with at least 41 multi-cultural media organizations that provide information in-language through multiple outlets. PG&E plans to host in-language PSPS webinars with our multicultural media partners.

In Q2, PGE continued collecting data from participating media partners and compiled it into a campaign report to help shape the 2026 campaign timeline. Additional media partners were identified for inclusion in the 2026 engagement campaign. An online information session was conducted in April to promote enrollment among prospective partners.

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

Table 18. Multicultural Media Engagement Activities (by Month)

Month	Summary of Multicultural Media Engagement Activities
April	• Conducted two outage safety workshops with Self-Help for the Elderly in SF (4/17 and 4/20) • Participated in KSFN News for Chinese Radio interview to discuss language preferences, SIV and generator and battery rebates (4/9) Hosted online information on multicultural media engagement campaign on Wildfire Safety and Preparedness for 2026 (4/15)
May	• Conducted three outage safety workshop with Self-Help for the Elderly in SF (5/1, 5/15 and 5/18) • Sing Tao Radio ran 40 value spots for SIV Program (5/1-5/28) • Hosted online media training on Wildfire Safety and Preparedness Engagement Campaign (5/20)
June	• Hosted Wildfire Safety Webinar with KDTV Univision (6/18) • Interview with KTSF-TV on wildfire safety and emergency preparedness, financial assistance programs and scam awareness (6/26) • Hosted two outage safety workshops with Self-Help for the Elderly in SF (6/22, 6/26)

1.8.1.6.2 Social Media

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

PG&E plans to partner with 41 multicultural media partners and a CBO to assist with in-language communications and share its social media posts in the event of a PSPS. With the newly added Spanish Facebook page and WeChat channel, PG&E plans to share more in-language messaging on wildfire preparedness in 2026.

In Q2, PG&E's social media promoted Wildfire Awareness Month and National Safety Month encouraging customers to prepare for wildfire season. Messages were shared in English on Instagram Stories and LinkedIn. Paid social media went live in Q2 and influencer posts are expected to go live in Q3.

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.

During Q2 2026, PG&E continued implementation of its Community Wildfire Safety Program (CWSP) paid media strategy to increase customer awareness of wildfire preparedness and outage support resources. Existing CWSP preparedness advertisements remained in market while PG&E developed and prepared the launch of new advertising creative focused on community resilience resources and home hardening. The new campaign was designed to prioritize outreach in High Fire-Threat District (HFTD) areas while maintaining broader systemwide awareness. Campaign messaging included Public Safety Power Shutoff (PSPS) preparedness information and awareness of available support resources, including 211 California and the Self-Identified Vulnerable (SIV) Program. Paid media materials were developed for distribution in English, Spanish, and Chinese, with new campaign assets scheduled to launch in Q3 2026.

Table 19. 2026 AFN Paid Digital Media Status

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

* 2026 AFN AD campaign is not scheduled to go live until Q3-2026

1.8.2 Community Resource Centers (CRCs)

To minimize impacts during PSPS, PG&E opens CRCs in potentially impacted counties and tribal communities. CRCs provide customers and residents with a safe and accessible location to meet their basic power needs, such as charging medical equipment and electronic devices. All customer print materials onsite are provided in Braille or large print upon customer request, and ASL Video Remote Interpreting (VRI) is available via customer service lead's laptops. Upon activation and mobilization, members of the ADA Program Team conduct in-person and virtual spot checks of opened CRCs to ensure accessible site setup.

To support CRC readiness for people with disabilities, PG&E completes pre-deployment ADA reviews at indoor and outdoor CRC sites in coordination with local government agency partners and tribes to identify appropriate CRC locations. From these site reviews, PG&E selected ADA-friendly sites and invested in site improvements to comply with ADA requirements for not only CRC use but also for the betterment of the community year-round. In 2026, PG&E continues to monitor CRC location needs with local county government and tribes to ensure pre-identified CRC locations are well-situated to serve communities and adjust as needed. PG&E provides QR codes at all CRC sites, which links directly to a survey, allowing customers to provide feedback. As of June 2026, PG&E has secured just under 400 event-ready sites, which include 118 indoor sites and 272 outdoor sites.

In Q2, PG&E did activate our Emergency Operations Center (EOC) to support two Public Safety Power Shutoff (PSPS) events. We continue to collaborate with our CRC staffing vendor to update and integrate additional Access and Functional Needs (AFN) training into their employee onboarding and standard training curriculum. All customer program and support fact sheets are stocked in our warehouse and distributed to each of our CRCs. In addition, CRCs now maintain water support equipment and insulated medication bags to assist customers with extenuating circumstances through 211 referrals. Lastly, we continue to evaluate opportunities to incorporate neurodivergent accommodations.

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

Table 20. includes the number of CRCs, counties served, indoor vs. outdoor sites, and the total number of visitors during a PSPS.

Table 20. Q2-2026 Community Resource Centers (by PSPS)

2026 PSPS Date	Total CRCs Deployed	Number of Counties Served	Total Indoor Sites	Total Outdoor Sites	Total Visitors
May 17-18	6	6	1	5	1,252
Jun 10-11	9	6	1	8	1,065

1.9 Recovery (After – Power has been restored)

1.9.1 After Action Reviews and Reports

The After-Action Reviews and Reports (AAR) process is described in detail in our 2026 AFN Plan. PG&E held an AAR for the May 17 and June 10 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 continues to focus our efforts in 2026 on the following key initiatives to inform and enhance outreach efforts or prioritize improvements:

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

PG&E will continue applying best practices and leveraging lessons from our 2025 customer outreach experience. PG&E supports a collaborative, data-driven process to define the most effective and appropriate outreach and in-language translation requirements.

1.9.3 Customer Surveys

PG&E completes multiple customer surveys related to our PSPS season. Below is an overview of the surveys conducted in 2025.

Results from the 2025 Post-Season Outreach Effectiveness Survey are reported in Appendix F of PG&E's 2026 AFN Plan for PSPS Support filed on January 30, 2026. The 2025 Pre-Season Outreach Effectiveness Survey was finalized in Q4 2025 and also reported in Appendix F of our 2026 AFN Plan. The 2026 Pre-Season Outreach Effectiveness Survey will be conducted in Q3 2026 and will be finalized and submitted in the 2027 AFN Plan.

The Joint IOUs will continue to use the Key Performance Indicators (KPIs) ²² that were developed with the AFN Statewide Council Planning Team. These KPIs seek to measure the impacts of PSPS on individuals with AFN, awareness of support programs, and satisfaction of services offered. The most recent pre- and post-season survey results that address the KPIs can be found in the Appendix F for the 2026 AFN Plan.

In Q2 2026, PG&E conducted two PSPS post-activation surveys with customers following the May 17 and June 10 activations. PG&E uses feedback from these surveys to identify opportunities to enhance customer support and communications, and will continue to leverage insights and lessons learned from future PSPS activations to drive continuous improvement.

In Q2, PG&E also conducted two studies with customers who identify as neurodivergent or live in a neurodiverse household with someone who is neurodivergent to gather insights on outreach emails designed to help customers prepare for power outages. PG&E is evaluating the findings to determine how they can inform the development of future outreach materials.

Additionally, in Q2, PG&E conducted two studies to support the development of customer outreach materials. The first focused on the Self-Identified Vulnerable (SIV) program and evaluated which program features customers find most valuable and are most likely to motivate engagement. The second assessed 211 value proposition messaging to identify which aspects of 211 services are most compelling to customers in PSPS-prone areas. The findings from both studies will help inform future customer communications and outreach efforts.

CONCLUSION

PG&E will continue to provide a quarterly update regarding its progress toward meeting our 2026 AFN Plan and the impact of our efforts to support the AFN and vulnerable population during PSPS to help the CPUC understand where future gaps exist in addressing this population before, during, and after PSPS.

²² **Key Performance Indicators:**

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

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
Anne Rarick	Liberty	Community Outreach (AFN) Lead	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
Christina Mills	California Association of Area Agencies on Aging (C4A)	Executive Director	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
Hannah Peskin	Disability Rights California	Associate Director of Leadership and Board Development / Primary contact for Andy Imparato	Collaborative Council
James Cho	California Public Utilities Commission (CPUC)	Program Manager	Collaborative Council

Name	Organization	Title	Group
Jendy Burchfield	Southern California Edison (SCE)	Vice President	Collaborative Council
Jennifer Guenther	Liberty	Senior Regional Manager - West	Collaborative Council
Jennifer Ocampo	Southern California Edison (SCE)	Access and Functional Needs Senior Advisor	Collaborative Council
Jenny Limones	Pacific Gas & Electric Company (PG&E)	Program Manager, Expert	Collaborative Council
Joe Wilson	Pacific Gas & Electric Company (PG&E)	Vice President, North Valley & Sierra Region	Collaborative Council
John Hagoski	San Diego Gas & Electric (SDG&E)	Customer Programs Advisor	Collaborative Council
Jordan Davis	Disability Rights California (DRC)	Attorney	Collaborative Council
Karen Mercado	Disability Rights California (DRC)	Senior Administrative Assistant - Executive Unit	Collaborative Council
Kate Marrone	Liberty Utilities	Customer Care Manager	Collaborative Council
Katelin Scanlan	San Diego Gas & Electric (SDG&E)	Manager of Customer Engagement	Collaborative Council
Kay Chiodo	Deaf Link	Chief Executive Officer	Collaborative Council
Kayla Price	Bear Valley Electric Services (BVES)		Collaborative Council
Lisa Corbly	Pacific Power	AFN Program Manager	Collaborative Council
Lisa Hayes	California Foundation for Independent Living Centers (CFILC)	Executive Director	Collaborative Council
Lizz Stout	Pacific Gas & Electric Company (PG&E)	Program Manager, Principal	Collaborative Council

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

Name	Organization	Title	Group
Sarah Lee	Southern California Edison (SCE)	Senior Advisor, Public Safety	Collaborative Council
Sean Matlock	Bear Valley Electric Services (BVES)	Energy Resource Manager / Assistant Corporate Secretary	Collaborative Council
Tawny Re	Bear Valley Electric Services (BVES)	Customer Program Specialist	Collaborative Council
Tom Smith	Pacific Gas & Electric Company (PG&E)	Sr. Manager, LCE Planning & Operations	Collaborative Council
Vance Taylor	California Governor's Office of Emergency Services (Cal OES)	Chief, Office of Access and Functional Needs	Collaborative Council
Yaritza Sanchez	State Council on Developmental Disabilities	Assistant to the Executive Director (Aaron Carruthers)	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
Alexandria (Giobbi) Moffat	San Diego Gas & Electric (SDG&E)	Director of Clean Transportation	Statewide Council
Alicia Menchaca	Bear Valley Electric Services (BVES)	Rate Analyst	Statewide Council
Alyson Feldmeir	California Foundation for Independent Living Centers (CFILC)	Disability Disaster Access and Resource Manager	Statewide Council
Amanda Kirchner	County Welfare Directors Association of California (CWDA)	Legislative Director	Statewide Council
Angela Nielsen	Hospital Council	Administrative Director	Statewide Council
Anne Rarick	Liberty	Community Outreach (AFN) Lead	Statewide Council
Annabel Vera	California Department of Social Services (DSS)	Program Analyst	Statewide Council
Anthony Hoang	San Gabriel/Pomona Regional Center	Emergency Coordinator	Statewide Council
April Johnson	San Diego Gas & Electric (SDG&E)	Customer Programs Supervisor	Statewide Council
Aurora Cantu	Southern California Edison (SCE)	Senior Manager	Statewide Council
Carolyn Nava	Disability Action Center (DAC)	Executive Assistant	Statewide Council
Chris Bober	Pacific Gas & Electric Company (PG&E)	Director, Customer Enterprise Solutions	Statewide Council
Chris Garbarini	California Department of Developmental Services (DDS)	Senior Emergency Services Coordinator	Statewide Council
Christina Mills	California Association of Area Agencies on Aging (C4A)	Executive Director	Statewide Council

Name	Organization	Title	Group
Christina Rathbun	San Diego Gas & Electric (SDG&E)	Access and Functional Needs Project Manager	Statewide Council
Dan Heller	Deaf Link	President	Statewide Council
Danielle Finch	San Diego Gas & Electric (SDG&E)	Manager, Customer Success	Statewide Council
Eleonore Yotsov	PacifiCorp	Emergency Management Director	Statewide Council
Evan Duffey	Pacific Gas & Electric Company (PG&E)	Manager, Forecasting and Operations	Statewide Council
Gina Esparza	Eastern Los Angeles Regional Center (ELARC)	Emergency Management Coordinator	Statewide Council
Greg Oliva	California Department of Social Services (DSS)	Assistant Deputy Director, Central Operations, Community Care Licensing Division	Statewide Council
James Cho	California Public Utilities Commission (CPUC)	Program Manager	Statewide Council
James Collins	California Council of the Blind (CCB)	Community Educator	Statewide Council
James Dui	California Public Utilities Commission (CPUC)	Safety Policy Division	Statewide Council
Jeana Arnold	Pacific Gas & Electric Company (PG&E)	ADA Specialist, Expert	Statewide Council
Jendy Burchfield	Southern California Edison (SCE)	Vice President	Statewide Council
Jennifer Guenther	Liberty	Senior Regional Manager - West	Statewide Council
Jennifer Isbell	Pacific Gas & Electric Company (PG&E)	Senior ADA Specialist	Statewide Council
Jennifer Ocampo	Southern California Edison (SCE)	Senior Advisor, Corporate Giving	Statewide Council
Jenny Limones	Pacific Gas and Electric Company (PG&E)	Program Manager, Expert	Statewide Council

Name	Organization	Title	Group
Linda Wingert	California 211	Sr. Director Operations & 211 Engagement	Statewide Council
Joe Wilson	Pacific Gas and Electric Company (PG&E)	Vice President, North Valley and Sierra Region	Statewide Council
Jonathan Malicdem	Department of Social Services (DSS)		Statewide Council
Jordan Davis	Disability Rights California (DRC)	Attorney	Statewide Council
Jordan Parrillo	Liberty	Manager of Regulatory Affairs	Statewide Council
Joseph Grounds	Kern Regional Center (KERNRC)	Emergency Services Officer	Statewide Council
Josh Gleason	California Department of Social Services (DSS)	Unknown	Statewide Council
JR Antablian	California Department of Social Services (DSS)	Chief, Disaster Services Branch	Statewide Council
June Isaacson Kailes	Disability Policy Consultant	Disability Policy Consultant	Statewide Council
Karey Morris	Kern Regional Center (KERNRC)	HR Manager	Statewide Council
Karla Leon	DDAR Program Manager	California Foundation for Independent Living Centers (CFILC)	Statewide Council
Kate Marrone	Liberty	Customer Care Manager	Statewide Council
Katelin Scanlan	San Diego Gas & Electric (SDG&E)	Manager of Customer Engagement	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
Kevin Sharp	Pacific Gas & Electric Company (PG&E)	Customer Insights Strategist	Statewide Council

Name	Organization	Title	Group
Kristopher Bourbois	San Diego Gas & Electric (SDG&E)	Financial Planning - Senior Business Analyst II	Statewide Council
Larry Grable	Service Center for Independent Living (SCIL)	Executive Director	Statewide Council
Laura Krolikowski	Interface Children & Family Services	Emergency Services Coordination Officer	Statewide Council
Lauren Giardina	Disability Rights California (DRC)	Executive Director, Managing Attorney	Statewide Council
Leora Filosena	California Department of Social Services (DSS)	Deputy Director, Adult Programs Division	Statewide Council
Lisa Corbly	Pacific Power	AFN Program Manager	Statewide Council
Lisa Hayes	Executive Director	California Foundation for Independent Living Centers (CFILC)	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
Mayra Alvarado	North Los Angeles County Regional Center	Manager	Statewide Council
Miguel Larios	San Diego Regional Center (SDRC)	Director, Community Services	Statewide Council
Moustafa Abou-Taleb	California Public Utilities Commission (CPUC)	Safety Policy Division	Statewide Council

Name	Organization	Title	Group
Nguyen Quan	Bear Valley Electric Services (BVES)	Regulatory Affairs	Statewide Council
Nicole Pacheco	California Council of the Blind (CCB)	Operations Manager	Statewide Council
Paul Marconi	Bear Valley Electric Services (BVES)	President, Treasurer, & Secretary	Statewide Council
Pooja Kishore	PacifiCorp	Regulatory Affairs Manager	Statewide Council
Rick Yrigoyen	California Department of Social Services (DSS)	Staff Services Manager	Statewide Council
Robb Henderson	San Diego Gas & Electric (SDG&E)	Communications Advisor	Statewide Council
Robert Carbajal	Southern California Edison (SCE)	Senior Manager, Customer PSPS Compliance and Strategy	Statewide Council
Ron Lee	Redwood Coast Regional Center	Emergency Management Coordinator	Statewide Council
Ronald Moore	Bear Valley Electric Services (BVES)	Regulatory Affairs	Statewide Council
Rosa Perea	Southern California Edison (SCE)	Senior Manager, Customer Engagement Division	Statewide Council
Samuel Jain	Disability Rights California (DRC)	Senior Attorney	Statewide 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
Sheri Farinha	NorCal Services for Deaf and Hard of Hearing	Chief Executive Officer	Statewide Council

Name	Organization	Title	Group
Staphany Lu	San Diego Regional Center (SDRC)	Emergency Management Coordinator	Statewide Council
Stephanie Tews Sheldrick	Pacific Gas & Electric Company (PG&E)	Director, Customer Experience & Insights	Statewide Council
Sydney Schellinger	California Department of Aging (CDA)	Senior Emergency Services Coordinator	Statewide Council
Tamara Rodriguez	California Department of Developmental Services (DDS)	Officer, Emergency Preparedness & Response	Statewide Council
Tawny Re	Bear Valley Electric Services (BVES)	Customer Program Specialist	Statewide Council
Tiffany Swan	San Diego Regional Center (SDRC)	Community Services Home and Community Based Services Specialist	Statewide Council
Tom Smith	Pacific Gas & Electric Company (PG&E)	Sr. Manager, LCE Planning & Operations	Statewide Council
Victor Duron	Department of Rehabilitation (DOR)	Acting Director	Statewide Council
Yvonne Gratianne	San Gabriel/Pomona Regional Center	Communications and Public Engagement Officer	Statewide Council
Zackary Hughes	San Diego Gas & Electric (SDG&E)	Regulatory Affairs	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
Lisa Hayes	California Foundation for Independent Living Centers	Executive Director
Karla Leon	California Foundation for Independent Living Centers	Program Coordinator II
Bobbie Wartson	Kings County Commission on Aging	Executive Director
Miguel Angel Castanon	Napa Valley Community Organizations Active in Disaster	Executive Director
Ron Lee	Redwood Coast Regional Center	Emergency Management Coordinator
Renee Bauer	State Council on Developmental Disabilities	North State Regional Manager
Julie Eby-McKenzie	State Council on Developmental Disabilities	North Coast Regional Manager
Kate Hoepke	Village Movement California	Board Chair
Caitlin O'Mailor	Lighthouse for the Blind and Visually Impaired	Project Manager of Advocacy, Communications, & Events
Vance Taylor	California Governor's Office of Emergency Services (Cal OES)	Chief, Office of Access and Functional Needs
Staci Wadley	Dignity Health	Senior Director of Operations-Safety Net Programs

APPENDIX D.1 – FOOD BANK RESOURCE PARTNERS

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

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 Action Partnership of Kern County
8	Community Food Bank of San Benito
9	Dignity Health Connected Living
10	Food Bank for Monterey County
11	Food Bank of Contra Costa & Solano
12	Food Bank of El Dorado County
13	Food For People
14	Interfaith Council of Amador
15	Kings Community Action Organization
16	Merced County Food Bank
17	Nevada County Food Bank
18	Placer Food Bank
19	Redwood Empire Food Bank
20	Second Harvest Food Bank of San Joaquin & Stanislaus
21	Second Harvest Food Bank of Santa Cruz County
22	Second Harvest Food of Silicon Valley
23	SF Marin Food Bank
24	The Resource Connection
25	Yolo Food Bank
26	Yuba-Sutter Food Bank

APPENDIX E.1 – MEALS ON WHEELS PARTNER ORGANIZATIONS

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

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 Partnership of Kern (CAPK)
5	Community Action Agency of Napa Valley
6	Community Bridges
7	Council on Aging, Sonoma County
8	Dignity Health Connected Living
9	Gold Country Community Services
10	J-Sei
11	Liveoak Senior Center
12	Meals on Wheels Diablo Region
13	Meals on Wheels Monterey Peninsula
14	Meals on Wheels Solano County
15	Middletown Senior Center
16	West Contra Costa Meals on Wheels
17	Petaluma People Services
18	Senior Coastsiders
19	Service Opportunity for Seniors
20	Spectrum Community Services
21	Tehama County Community Action Agency

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

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

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

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

2026 Key Objectives		Accomplished to date	Q2 2026 Updates
Increase awareness of IOU programs and services available before, during and after a PSPS	Joint IOUs:	• 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. • Participated in MBL required annual training for the Department of Social Services’ In Home Supportive Services (IHSS) for greater engagement to increase PSPS awareness. • Continued awareness of PSPS and IOU supported programs and services to CBO’s and agencies.	• Finalized agreement with vendor with ASL Translation company and scheduled Q3 Kickoff meeting. • To continue awareness of IOU programs and services, the Joint IOUs participated in three outreach events, hosting informational booths to highlight AFN customer programs, outreach with AFN customers, and promote the Prepare for Power Down (P4PD) website as a central resource. Engagements included: ○ 4/3 - 4/4: Developmental Disability Neurodivergent Conference (DDNC) ○ 4/22- 4/23: 211 Conference ○ 5/18 - 5/20: CA Tribal Leaders Energy and Safety Summit • Met with Village Movement California in April to explore a statewide partnership focused on increasing awareness of IOU PSPS programs and services for older adults. • Western Regional Alliance for Pediatric Emergency Management (WRAP-EM): Coordinated a Q3 outreach and engagement opportunity with WRAP-EM to share JIOU programs, PSPS preparedness materials (including P4PD), and AFN resources with pediatric healthcare providers, that

2026 Key Objectives		Accomplished to date	Q2 2026 Updates
Increase awareness of IOU programs and services available before, during and after a PSPS (cont.)			will enable them to disseminate critical information to patients and families to help increase awareness. Engaged with the California Assisted Living Association (CALA) to explore opportunities for expanding PSPS preparedness support and resources to residential-rate care facilities through the Joint IOUs' partnership with 211.
	PGE:	• AFN CBO targeted webinars. • CBO annual training. • Annual mailers to AFN populations.	• PG&E held a three-part training series for Department of Developmental Services Regional Centers clients on May 13, June 10, and July 15. Topics included Back up Power, Assistance for AFN customers, and 211/DDAR program overviews. • PG&E's AFN Program team met with the Morgan Autism Center to gain a deeper understanding of the diverse needs and experiences of individuals with autism across different stages of life. The engagement provided valuable feedback on outreach strategies and insights into effective emergency communication practices used to support their clients during emergency events. • PG&E held a virtual Community Organization and Advocate Training for approximately 45 attendees on April 22 and highlighted our Wildfire Safety program and provided updates on AFN programs and services in our service area. • Expanded access to wildfire preparedness information by translating wildfire-related fact sheets into 15 languages and making them available through the Community-Based Organization (CBO) Toolkit.

2026 Key Objectives		Accomplished to date	Q2 2026 Updates
			• Developed an Outage Preparedness Booklet to help customers build emergency preparedness plans independently or with support from 211. Final edits are underway, along with evaluation of website hosting and publication options. • Conducted the first of three planned AFN-focused webinars on May 20, 2026, for customers and Community-Based Organizations, providing information on wildfire safety initiatives, preparedness resources, customer support programs, and partnership opportunities. • Deployed a targeted 211 awareness email campaign in April to promote 211 California as a trusted resource for customers with Access and Functional Needs, increasing awareness of preparedness planning, wellness checks, and connections to local assistance and support services during PSPS events.
Continue to identify individuals who are Electricity Dependent	Joint IOUs:	• Partnership with In-Home Supportive 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. • Continue to participate in community and CBO outreach events to reach and identify individuals who may be electricity dependent.	• Initiated discussions with Village Movement California in April regarding a statewide partnership to expand outreach to older adult villages in high fire-risk areas, leveraging trusted community networks to raise awareness of available resources and help identify electricity-dependent individuals. • Engaged with the California Assisted Living Association (CALA) to explore opportunities for expanding PSPS preparedness support to those who are electric dependent, senior, and disabled, in a residential-rate care facilities through the JIOU's partnership with 211. • Western Regional Alliance for Pediatric Emergency Management (WRAP-EM): Coordinated a Q3 outreach and

2026 Key Objectives		Accomplished to date	Q2 2026 Updates
			engagement opportunity with WRAP-EM to share JIOU programs, PSPS preparedness materials (including P4PD), and AFN resources with pediatric healthcare providers, that will enable them to disseminate critical information to patients and families help identify those who are electricity dependent.
	PGE:	• SIV marketing campaign. • My PGE Portal enhancements to make AFN Self-ID enrollment easier and corresponding mailer.	• Launched multicultural SIV paid media campaigns to increase awareness among customers who may be electricity dependent and encourage self-identification for additional outage support resources. • Developed new SIV-focused paid media advertisements for Q3 2026 to expand customer awareness of available preparedness and support programs. • Prepared a targeted SIV acquisition mailing for customers in HFRAs to encourage self-identification and increase awareness of available PSPS support services.
Identify new enhancements to programs and resources needed to mitigate the impacts of PSPS	Joint IOUs:	• Establishment of the AFN Collaborative Council and the AFN 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.	• Selected a vendor to conduct a non-account holder survey to better understand the needs and experiences of customers who may qualify for PSPS support services but are not account holders, for example multi-dwelling. • Finalized agreement with vendor with ASL Translation company and scheduled Q3 Kickoff meeting. • To continue awareness of IOU programs and services, the JIOUs participated in an outreach event on April 3-4 with Developmental Disability Neurodivergent Conference (DDNC). Hosting an informational booth to highlight AFN

2026 Key Objectives		Accomplished to date	Q2 2026 Updates
		- Redesigned the Statewide Council Advisory quarterly meetings by including the development of the 2026 AFN Plan to expand council participation. - Confirmed all JIOUs have a permanent subsidized solution for customers who cannot leave their homes.	customer programs, outreach with AFN customers, and promote the Prepare for Power Down (P4PD) website as a central resource. Advanced a JIOU effort to evaluate outdoor privacy screen solutions, with PG&E leading the pilot; three options were assessed and pricing obtained to inform pilot testing and potential implementation.
	PGE:	- 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. - Developed AFN collateral and signage at CRCs to help promote our resources and services to all visitors.	- Developed an Outage Preparedness Booklet to help customers build emergency preparedness plans independently or with support from 211. Final edits are underway, along with evaluation of website hosting and publication options. - Partnered on 211 website enhancements to improve customer access to preparedness information, support services, and critical resources before and during PSPS events. - Continued exploring the implementation of privacy screening and accessibility enhancements at Community Resource Centers (CRCs) to better support neurodivergent customers and create a more inclusive customer experience. - Evaluated new approaches to identify, segment, and engage vulnerable customer populations, with the goal of expanding outreach and ensuring critical preparedness information reaches customers with the greatest need. - Advanced ongoing AFN webpage enhancements to improve accessibility, usability, and awareness of available programs, resources, and preparedness support for customers with

2026 Key Objectives		Accomplished to date	Q2 2026 Updates
			access and functional needs.
Coordinate and integrate resources with state, community, utility to minimize duplication	Joint IOUs:	• 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.	• Met with Village Movement California in April to explore a statewide outreach partnership focused on increasing awareness of IOU PSPS programs and services among older adults in high fire risk area, supporting ongoing collaboration with community-based organizations serving aging populations. • Engaged with the California Assisted Living Association (CALA) to explore outreach collaboration opportunities focused on older adults, including disseminating information on IOU PSPS programs and support services through CALA's communication channels. • Facilitated a Q3 engagement effort with WRAP-EM to provide pediatric healthcare providers with JIOU program information, PSPS preparedness tools (including P4PD), and AFN resources, expanding the reach of critical customer communications while enhancing alignment. • Began discussions with Voluntary Organizations Active in Disasters (VOAD) in May to establish future outreach and presentation partnerships aimed at improving resource coordination and reducing duplication across community and utility organizations.

2026 Key Objectives		Accomplished to date	Q2 2026 Updates
	PGE:	- Quarterly updates for impacted county OES from PG&E Public Safety Specialists. - Quarterly Regional Working Groups - PSPS Advisory Board. - Critical Infrastructure Workshop.	June 10th PG&E held our quarterly PWDAAC meeting to engage leaders of state and community organizations who provided feedback on our back-up power programs.