

**BEFORE THE PUBLIC UTILITIES COMMISSION  
OF THE STATE OF CALIFORNIA**

Order Instituting Rulemaking to Examine  
Electric Utility De Energization of Power  
Lines in Dangerous Conditions.

R.18-12-005  
(Filed December 13, 2018)

**PACIFIC GAS AND ELECTRIC COMPANY'S (U 39 E)  
2025 ACCESS AND FUNCTIONAL NEEDS (AFN) PLAN FOR  
PUBLIC SAFETY POWER SHUTOFF (PSPS) SUPPORT  
QUARTERLY PROGRESS REPORT  
JULY 1, 2025 AND SEPTEMBER 30, 2025**

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Dated: October 31, 2025

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In accordance with the California Public Utilities Commission's Decision (D.) 21-06-034 Phase 3 OIR Decision Guidelines, Pacific Gas and Electric Company (PG&E) respectfully submits this 2025 Access and Functional Needs Plan for Public Safety Power Shutoff Support regarding its efforts designed to support people and communities with access and functional needs (AFN) during Public Safety Power Shutoff (PSPS) de-energization events (AFN Plan).

Respectfully submitted,

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Dated: October 31, 2025

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

Quarterly Progress Report of Activities  
between July 1, 2025 and September 30,  
2025



October 31, 2025

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## INTRODUCTION

In accordance with D.20-05-051 and D.21-06-034, Pacific Gas and Electric Company (PG&E) provides this quarterly update regarding our progress toward meeting our 2025 PSPS Access and Functional Needs (AFN) Plan and the impact of our efforts to support the AFN and vulnerable populations<sup>1</sup> during proactive de-energization (also known as Public Safety Power Shutoff (PSPS)). This update addresses our efforts between July 1, 2025 and September 30, 2025.

Since the last reporting progress on PG&E's AFN activities on July 31, 2025 PG&E has achieved the following significant milestones to help serve our most vulnerable customers before, during, and after a PSPS.

- PG&E held two Community Based Organization (CBO) Regional Summits in the Bay Area and Central Valley on August 22 and September 22, presenting, hosting a table and participating in a panel about partnering with CBOs to support AFN communities during emergencies.
- In partnership with the California Department of Aging, PG&E participated in the North State Disaster Preparedness Town Hall: Emergency Preparedness for Older Adults & Caregivers on September 23, to share information about our support programs and services.
- PG&E held two webinars for AFN customers on July 16 and August 6 and a webinar for CBO's serving AFN customers on August 19 to help promote our programs and services that support our vulnerable communities.
- PG&E held a virtual Community Organization and Advocate Training for over 74 attendees on September 24 and highlighted our Wildfire Safety program and provide updates on AFN programs and services in our service area.
- PG&E hosted a table at the 2025 California Hospital Association on September 9 and 10 and presented information on our Prepare for Power Down website and PSPS CBO partnership opportunities.
- PG&E sponsored and tabled AFN information at the Government and Disability Summit in Ventura California on September 23rd through 26th.
- Launched a new CBO Toolkit website where our partners can go to access our most requested tools and resources in one easy-to-access location.

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

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

## **1 CONCEPT OF OPERATIONS | HOW**

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

#### **1.1.1 Emergency Operations Center**

In Q3, PG&E did not activate our Emergency Operations Center for PSPS.

##### **1.1.1.1 Preparation Exercises**

In Q3, PG&E did not conduct any PSPS preparation exercises that included the AFN Liaison role or CBO partners.

##### **1.1.1.2 Training**

In Q3, PG&E held a second robust training for our EOC staff in August, as well as role-specific training for each team in the Customer Care organization. PG&E held a dedicated training for the AFN Liaison team on August 6, 2025.

PG&E also provides dedicated AFN EOC team with additional PSPS training monthly through wildfire season. AFN Liaisons were provided with the opportunity to attend a recorded PSPS AFN overview training. In addition to the overview training, the AFN Liaisons were invited to attend three different role-specific training sessions. The first training session held on July 30 and focused on our Quorum email system that we use to communicate to Community Based Organizations during PSPS activations. The second training held on August 27 reviewed our Communications Sequence tools, Notification timelines, and our Communication dashboard. The third training was held on September 24 and focused on how we use the Weather Map application and our Outage Management System to understand the restoration process.

##### **1.1.1.3 AFN Liaison**

In Q3, the AFN Liaison role was not activated because PG&E did not experience a PSPS.

##### **1.1.1.4 Customer Care**

PG&E did not experience a PSPS in Q3. PG&E's Customer Service Representatives (CSR) continue to confirm contact information, assist customers with an application for the Medical Baseline (MBL) Program, indicate language preference, self-identifying as vulnerable<sup>2</sup>, and/or self-identifying that a person in their household has a disability<sup>3</sup>.

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

<sup>3</sup> Customers can self-identify with PG&E that they have a person in the household with a disability. This customer designation currently has no end date. In accordance with D.12-03-054, for customers who have previously been identified as disabled and who have identified a preferred form of communication, the utility shall provide all information concerning the risk of disconnection in the customer's preferred format (e.g., phone, text, email, TDD/TTY).

**1.2 AFN Identification Outreach**

PG&E continues to conduct awareness/preparedness outreach campaigns to AFN customers. In 2025, this outreach will include direct mail and email campaigns to the AFN Community, as well as social media and paid media campaigns. See section 1.2.1 for more information our Self-Identification marketing campaigns and Self-Identification Program. See Section 1.5.2 for customer enrollments by month in the MBL program.

In Q3, PG&E sent an email to customers promoting 211 and DDAR resources. A series of emails with awareness/preparedness resources were sent to Seniors, Care Facilities and rural customers that depend on electricity to power their wells/pumps. PG&E sent a direct mail and email with information about outage resources. A direct mail and email were sent with a reminder about PSPS notifications and the importance of acknowledging them. An outage preparedness brochure and email guide were sent out with awareness, preparedness and resource information. The AFN paid media campaign and multicultural radio campaign continued in Q3, with general and multicultural paid media ads to raise awareness on the resources available to AFN customers. Development of Self-Identified Vulnerable Program acquisition email and direct mail to be sent in Q4. Development of self-identification email and direct mail survey to be sent in Q4.

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



**Table 11. Types and Counts of AFN Customers Beyond MBL Program<sup>4</sup> in High Fire Risk Areas (HFRA)<sup>5</sup>**

<b>Types of Customers Above and Beyond MBL Program that Self-Identify a Vulnerability in their Household<sup>6</sup></b>	<b>Number of Customers</b>
Enrolled in Self-identify Vulnerable Program (e.g., SIV) <sup>7</sup>	890
Disabled (e.g., “disabled”)	22,639
Non-standard communication format requested (Braille or large print)	430
Durable Medical Equipment (DME)	40,865
Assistive Technology (AT)	6,584
Blind/Low Vision (Vision Disability)	12,855
Deaf/Hard of Hearing (Hearing Disability)	19,354
Language Preference (Non-English)	19,307
Senior (65+)	75,695
Income Qualified (CARE and FERA)	206,563
<b>Total AFN Customer Beyond MBL</b>	<b>405,182</b>

### 1.2.1 Self-Identified Vulnerable Program

In 2022, PG&E began an AFN Person Characteristic Self-Identification call, direct mail, and email campaign, which allowed customers to identify if they or a resident in the household is living with one or more of the following characteristics: blind, low vision, Deaf or hard of hearing, disabled (cognitive, physical, developmental), senior, and/or dependent on assistive technology and/or durable medical equipment.

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

In Q3-2025, PG&E continued our Self-Identification outreach campaign. In April, an

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

<sup>5</sup> Figures reported in this table are reflected of customers residing in HFRA

<sup>6</sup> Customers can self-identify with PG&E that they have a person in the household with a vulnerability. This customer designation currently has no end date. In accordance with D.12-03-054, for customers who have previously been identified as vulnerable and who have identified a preferred form of communication, the utility shall provide all information concerning the risk of disconnection in the customer’s preferred format (e.g., phone, text, email, TDD/TTY).

<sup>7</sup> In accordance with D.12-03-054, customers that are not enrolled or do not qualify for the MBL Program can “self-identify that they have a serious illness or condition that could become life-threatening if service is disconnected” and enroll in PG&E’s Self-Identified Vulnerable Program. PG&E uses this designation to make an in-person visit prior to disconnection for non-payment. This designation remains on their account for 12 months following enrollment. The customer characteristic, vulnerable senior, is no longer included in the Disconnect OIR based on CPUC D. 20-06-003 (pg. 14) and therefore, not included in this metric.

email was sent to customers with a survey link asking them if they rely on power for their health and safety and requesting that they self-identify any Access and Functional Needs characteristics that may apply to them or someone in their household. The data will be collected for use in future direct outreach for our AFN awareness/preparedness campaigns and additional assistance for enrollment into our Self-Identified Vulnerable program (SIV) and our Medical Baseline program (MBL).

Additionally, changes to My Accounts went live in June which allow customers to now enroll in SIV online. Customers now have three enrollment options for SIV which include options by phone, by paper application, or online through My Accounts.

### **1.3 AFN Support Resources**

To support and prepare customers with AFN, PG&E provides a broad range of programs and resources before, during, and after PSPS. PG&E is committed to continuously identifying improvements and new opportunities. A progress update on PG&E's programs and available resources are below. For additional information about PG&E's programs and available resources, see the 2025 AFN Plan for PSPS Support.

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

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

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

211 CA provides proactive outreach and education in multiple languages to their clients throughout the year regarding PG&E's wildfire safety and preparedness messaging. 211 CA utilizes various methods for sharing our messaging including

community fairs, tabling events, virtual and in-person presentations, emails, text messages, print material distributions, and social media posts. Information is also available at their local resource center to assist the community during Wildfire Safety Outages.

Table 2 describes the marketing outreach and communications throughout 2025.

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

Outreach Efforts	Resources Provided to Customers			
	Q1	Q2	Q3	Q4
Social Media Posts	94	90	144	
Social Media Impressions	73,191	56,528	236,776	
Total Customer Direct Outreach *	36,422	25,658	33,898	
Events/Presentations	73	69	94	

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

In 2024, PG&E worked with 211 to create a customer satisfaction survey that will be mailed to all customers who inquired about assistance for PSPS in 2024. Results are collected and reviewed on an ongoing basis. PG&E continued to have regular working meetings with 211 to provide guidance, review quarterly reports, and discuss program enhancements. We also continue to hold a bi-weekly meeting with 211 and Southern California Edison to align on offerings and program support. PG&E works directly with 211 to support AFN customers who are impacted by a PSPS. In Q3, PG&E did not have a PSPS activation and did not require 211 to provide direct services.

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

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

Resources/Engagement with Customers Before, During, and After PSPS	Resources Provided to Customers			
	Q1	Q2	Q3	Q4
Care Coordination Assessments	207	217	909	
Food Vouchers*	30	87	-	
Hotel Stays*	8	28	-	
Gas Cards*	21	16	-	
Transportation*	0	2	-	

\* Only provided during PSPS Activations

### 1.3.2 Resource Planning and Partnerships

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

### 1.4 Customer Resiliency Programs and Continuous Power Solutions

PG&E offers solutions to reduce adverse impacts from PSPS on customers, including those most vulnerable. In Q3 2025, PG&E continued to work with partner organizations to provide outreach and support to customers with AFN. Below is a progress update on our customer resiliency programs and continuous power solutions. For additional information about our customer resiliency programs and continuous power solutions, see our 2025 AFN Plan for PSPS Support.

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

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

The DDAR Program will continue to offer a variety of resources to qualified customers in High Fire Threat Districts or who reside in areas that are likely to be impacted by PSPS. Resources will include batteries, hotel stays, food vouchers, gas cards, transportation, and other resources. In Q3 2025, 109 portable batteries were delivered to qualified customers with an anticipated ramp up in Q4 2025.

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

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

Resources/Engagement with Customers Before, During, and After PSPS	Resources Provided to Customers			
	Q1	Q2	Q3	Q4
Customer Energy Assessments	148	240	331	
Batteries Delivered	11	57	109	
Food Vouchers*	20	19	0	
Hotel Stays*	2	13	0	
Gas Cards*	2	3	0	
Transportation*	0	0	0	

\* Only provided during PSPS Activations

### 1.4.2 Self-Generation Incentive Program (SGIP)

The CPUC’s statewide SGIP provides incentives for permanent battery systems that can provide whole-home backup power during PSPS and deliver grid and customer benefits. The SGIP Equity Resiliency Budget (ERB) provides incentives for MBL customers, well-pump, and critical non-residential customers in HFTDs.

In 2025, PG&E will continue to focus on the SGIP Program and expects significant, positive changes to be made to the program as the result of Assembly Bill 209, which should benefit vulnerable customers in PG&E territory by providing additional funding for energy storage and solar.

See Table 5. for an overview of relevant SGIP ERB application and interconnection metrics as of September 30, 2025.

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

<b>Key Application Metrics</b>	<p>Equity Resiliency Budgets paid \$268.5M as of September 2025 10,604 applications received inception to date since SGIP Equity Resiliency Budgets opened in May 2020, including submitted and cancelled applications.</p> <ul style="list-style-type: none"><li>• 5,638 MBL (including 0 waitlisted)</li><li>• 4,155 well pump (including 0 waitlisted)</li><li>• 187 commercial, educational, small business, and multi-family (including 0 waitlisted)</li><li>• 0 waitlisted</li><li>• 98% residential versus 0.01% commercial, .001% educational, .0005% small business, and .005% multi-family</li><li>• Total allocated: \$110.8M MBL, \$69.3M well pumps, \$33.1M commercial and multi-family</li></ul>
<b>Key Interconnection Metrics</b>	<p>September 2025 inception-to-date 6,736 projects interconnected to grid:</p> <ul style="list-style-type: none"><li>• 4,082 MBL</li><li>• 2,730 well pump</li></ul>

### 1.4.3 Portable Battery Program (PBP)

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

Since 2020, the PBP partners have delivered approximately 28,000 portable batteries to MBL and Self-Identified Vulnerable customers at risk of being impacted by PSPS. In addition, more than 2,100 mini-fridges and more than 915 insulin coolers were provided since 2022.

In Q3, PG&E and our partner organizations continued to focus on serving frequently impacted MBL and SIV customers that use durable medical equipment or assistive technology who have not previously participated in a resiliency program.

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

**Table 6. 2025 PBP Outreach**

<b>Outreach and Batteries Delivered to Customers Before, During, and After PSPS</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Customers Reached	237	1,130	378	
Customers Assessed	178	710	233	
Batteries Delivered	0	1,006	834	
Mini Fridges Delivered	0	157	131	
Insulin Cooler Wallets Delivered	0	6	2	
Extension Cords delivered	0	64	44	

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

PG&E's GBRP provides a \$300 rebate to customers located in Tiers 2 or 3 HFTDs or are serviced by an Enhanced Powerline Safety Settings (EPSS) circuit. Customers are eligible for a \$200 additional rebate if the customer is on PG&E's CARE or FERA program, so long as the rebate does not exceed the price of the product. Eligible customers must submit their rebate application within 12 months from their purchase date of the qualifying product or by December 31, 2025, whichever date is sooner.

In Q3 2025, PG&E's Backup Power Transfer Meter (BPTM) installed approximately 1,463 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 9,642 meters.

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

Table 7. includes PG&E’s quarterly progress on the number of rebates PG&E paid to customers and the number of customers with BPTM devices installed.

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

<b>GBRP Rebates and BPTM Devices Provided to Customers Before, During, and After PSPS</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Number of GBRP Rebates Paid to Customers	906	419	789	
Number of Customers who had BPTM Devices Installed	84	510	1,463	

#### **1.4.5 Residential Storage Initiative (RSI)**

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

Since the program launched, PG&E has provided permanent battery systems at no cost to approximately 3,300 residential customers who have been frequently impacted by outages because of PG&E’s EPSS program. RSI installed 562 of those projects in Q3 2025. Eligible customers were enrolled in the California Alternate Rates for Energy (CARE) program, Family Electric Rate Assistance (FERA), the Medical Baseline program, or are Self-identified as Vulnerable with an assistive technology or durable medical equipment; did not already have a customer resiliency solution (such as a battery or permanently installed generator); and had experienced a significant number of safety-related outages.

PG&E continues to refine and improve RSI and plans to continue the program in 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.

## 1.5 Customer Assistance Programs

For general information about PG&E's customer assistance programs, see our 2025 AFN Plan for PSPS Support.

### 1.5.1 Food Replacement Options and Other CBO Resources

Table 8. 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 8. Resource Partnerships Agreements Executed**

Quarter	Food Banks		Meals on Wheels		Other Food Replacement/Transportation/Other	
	Number of Partnerships	Number of New Agreements Executed	Number of Partnerships	Number of New Agreements Executed	Number of Partnerships	Number of New Agreements Executed
Q1	25	0	20	0	8	0
Q2	25	0	20	0	8	0
Q3	25	1	20	0	8	0
Q4						

#### 1.5.1.1 Community Food Bank Support

PG&E recognizes food replacement is a critical need for some individuals with AFN, particularly those with low income. PG&E has an existing relationship with the California Association of Food Banks and county food banks throughout our service area and will provide grants from Q2-Q3. PG&E also continues to establish agreements with food banks throughout its service area to seek additional support for customers experiencing food loss resulting from PSPS. For a full list of Food Bank Resource Partners with active agreements see [Appendix D.1](#).

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

In Q3, Food Bank services were not provided since there was no PSPS de-energization.



#### **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 Q3, Meals on Wheels services were not provided since there was no PSPS de-energization.

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

Food for Thought, based in Sonoma County, provides groceries to customers impacted by a PSPS and homebound due to advanced medical conditions (e.g., COVID-19, congestive heart failure, HIV/AIDS). Groceries provide the participating individual with enough food for three meals a day for a week.

In Q3, grocery delivery services were not provided since there was no PSPS de-energization.

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

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

In Q3, the Cope family resource centers did not provide gift cards since there was no PSPS de-energization.

#### **1.5.1.5 Fresh Produce**

Lost Sierra Food Project in Plumas County has an agreement with PG&E to provide fresh produce and vegetables from their local farm to customers experiencing food loss due to PSPS.

In Q3, Lost Sierra Food Project did not provide fresh produce since there was no PSPS de-energization.

#### **1.5.1.6 Portable Shower and Laundry Services**

Haven of Hope on Wheels in Butte County has partnered with PG&E to deploy portable showers and laundry services in Butte County when customers are without power due to PSPS.

In Q3, portable shower and laundry services were not provided since there was no PSPS de-energization.

### **1.5.1.7 Accessible Transportation**

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

PG&E is also committed to providing proactive notification<sup>8</sup> and impacted zip code information to paratransit agencies that may serve all the known transit-or paratransit-dependent persons that may need access to community resources centers during a PSPS.

In Q3, our transportation partners did provide support since there was no PSPS de-energization.

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

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

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

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

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<sup>8</sup> In accordance with PSPS Phase 3 D.21-06-034.

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

PG&E has 2,685 Master Meter Tenants enrolled in the MBL Program, an increase of 0.9% since the last reporting enrollment in Q2-2025.

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

**Table 9. MBL Program Customer Enrollments (Jul 1 – Sep 30, 2025)**

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
Total Start of Month MBL Customers <sup>9</sup>	240,939	242,994	244,625	246,510	246,552	237,138	226,790	228,474	230,932				230,932 <sup>10</sup>
New MBL Customers	3,717	3,475	3,655	4,514	2,532	2,424	3,235	4,193	3,080				30,825
MBL Customers Removed	1,662	1,844	1,770	4,472	11,946	12,772	1,551	1,735	1,107				38,859
<b>Total End of Month MBL Customers</b>	242,994	244,625	246,510	246,552	237,138	226,790	228,474	230,932	232,905				<b>232,905</b>

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<sup>9</sup> PG&E MBL program team has identified an error with the enrollment reporting process and has successfully addressed the issue in September. MBL enrollment report has been updated to reflect the actuals starting from Jan 2025.

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

### 1.5.3 Energy Savings Assistance (ESA) Program

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

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

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

In Q3, efforts in both areas of customer education and cooler distribution assistance continued, see Table 10 below for a quarterly breakdown on the number of energy savings assistance interactions and distribution of coolers to eligible ESA participants.

**Table 10. Energy Savings Assistance Program Support**

<b>ESA Customer Education and Cooler Distribution Assistance</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Number of in-home educational customer opportunities	8,132	14,025	14,071	
Number of Coolers Distributed	2	1	0	

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

The CARE and FERA are PG&E discount programs that help eligible customers afford their energy bills. Over 1.4 million<sup>11</sup> customers are receiving bill discounts through these two programs.

In Q3, PG&E held a routinely scheduled CBO training on September 24. Over 75 participants attended. During the training, community organizations received training on programs such as CARE/FERA, AMP, medical baseline, Budget Billing, demand response programs, as well as other programs supporting residential customers. The training also highlighted emergency preparedness programs and a PSPS overview, aiming to offer comprehensive customer education on relevant PG&E programs during the enrollment process.

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<sup>11</sup> As of September 30, 2025 - CARE: 1,410,832, FERA: 46,387

1.6 PSPS Preparedness Outreach and Community Engagements

1.6.1 PG&E Advisory Boards/Councils

In 2025, PG&E is committed to ongoing engagement with external stakeholders, Public Safety Partners, and advisory boards/councils to gain feedback on its approaches to serving customers before, during, and after PSPS. The following section describes our Q3 2025 engagement, the feedback we received, and how PG&E plans to incorporate the feedback to enhance the customer experience.

Table 11. Summary of Consultation with Advisory Boards and Councils

People with Disabilities and Aging Advisory Council (PWDAAC) <sup>12</sup>	
Meeting	<p><b>Date:</b> September 24, 2025</p> <p><b>Location:</b> Virtual</p> <p><b>Purpose:</b> Bring organizations supporting AFN customers and those with disabilities with PG&amp;E’s leaders, to connect and collaborate, discuss relevant topics, highlight progress made, and identify areas for improvement in how PG&amp;E’s programs support seniors and individuals with disabilities.</p>
Summary of Engagement	<ul style="list-style-type: none"><li>• Q2-2025 Meeting Survey – Feedback<ul style="list-style-type: none"><li>○ <b>Feedback:</b> Program eligibility can be confusing. Request for a single subject matter expert (SME) to assist the customer.</li><li><b>Response:</b> 211 CA are SMEs and can help customers apply for programs and understand eligibility requirements</li><li>○ <b>Feedback:</b> In addition to Emergency Preparedness, discuss recovery plans and strategies for people who need special accommodations.</li><li><b>Response:</b> Recovery plans and specific strategies for people with special accommodations topic will be added to the following quarter’s survey.</li><li>○ <b>Feedback:</b> How many people are currently enrolled in the Medical Baseline Program (MBL). Has Joint IOU collaboration supported an increase</li></ul></li></ul>

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

in enrollments? Is it possible to identify senior enrolled?

**Response:** A detailed response was provided to the requestor, and the MBL program topic will be added following the quarterly survey.

- PSPS Refresher and Activation Protocol
  - Overview of the condition that may lead to a PSPS
  - 2025 PSPS Outage Recap
  - PSPS Notification Timeline for Stakeholders
  - New AFN measures are being implemented at CRC to support customers during a PSPS outage. This includes additional signage, Fact Sheets, and staff training, and ways to promote customer feedback surveys.
- Live Demo of Webpages – Online resources to prepare for power outages
  - Visit [www.pge.com/afn](http://www.pge.com/afn) for access and functional needs resources for customers
    - Sign up for outage alerts to receive text, email, and phone updates about outages for other locations that are important to you, i.e., school, family member, etc.
    - Click on resource tiles for AFN resources during a PSPS
  - Visit [www.pge.com/progressmap](http://www.pge.com/progressmap)
    - Overview of Wildfire Safety Effort Near This Address
    - Determine program eligibility
  - Visit [www.pge.com/CBOtoolkits](http://www.pge.com/CBOtoolkits)
    - Emergency Preparedness and Financial Assistance
    - Includes: Fact sheets, Promotional flyers, Video assets, Social media posts
    - Send email to [CBOEngagementSupport@pge.com](mailto:CBOEngagementSupport@pge.com)
      - Request for in-language materials
      - Request materials for larger groups

- Visit [www.pge.com.pspsupdates](http://www.pge.com.pspsupdates)
  - Outage status by address
  - Shutoff outage map
- Visit [www.pge.com/crc](http://www.pge.com/crc)
  - Find the nearest CRC location, hours of operation, and available resources during a PSPS.
- Updates to MyAccount - Redesign
  - Braille & Large Print- Customers can self-enroll to receive a copy of their bill in Braille and large print
    - The request can take one to two months to process
    - Will be received 2-3 days later due to special handling
    - If a customer wants to receive a specific insert or any other printed materials in Braille or large print, they can contact the contact center to get this request processed.
  - Self-Identified Vulnerable (SIV)- Customers can self-enroll as SIV for one year
    - Once enrolled customers can self-identify for specific AFN characteristics (i.e. Blind, Low-Vision, Senior, etc.).
  - Multi-Factor Authentication (MFA)- MFA is required to access MyAccount
    - ADA reasonable modification process is being created to help customers with disabilities who are unable to receive the MFA by phone or text.
    - In the meantime, have customers with disabilities who are experiencing difficulties with MFA call the Contact Center or email [ADAsupport@pge.com](mailto:ADAsupport@pge.com)
- Supporting Neurodivergent Customers
  - PG&E is working with multiple stakeholders to explore ways to improve outreach and provide



	<p>support to neurodivergent customers during emergency responses.</p> <ul style="list-style-type: none"> <li>○ Future consumer testing is underway to ensure materials are inclusive.</li> <li>○ Seeking council member support or referrals for additional collaboration on this initiative.</li> </ul> <ul style="list-style-type: none"> <li>● Roundtable <ul style="list-style-type: none"> <li>○ State Council on Developmental Disabilities (SCDD), North State Region Manager <ul style="list-style-type: none"> <li>▪ Developing a five-year state plan, which will start in 2027</li> <li>▪ Gathering information from the community, requesting for persons with a disability or supporting a person with a disability to fill out the survey at the banner of SCCD website: <a href="https://scdd.ca.gov/stateplandevelopment/">https://scdd.ca.gov/stateplandevelopment/</a></li> <li>▪ Engagement with older adults targeting Del Norte, Humboldt, Mendocino and Lake counties.</li> <li>▪ Tri Counties ILC is having it's expo in Eureka this Friday. SCDD will be there as will many more organizations.</li> </ul> </li> </ul> </li> <li>● Village Movement California, Co-Executive Director <ul style="list-style-type: none"> <li>○ Sponsoring a series of virtual workshops or lectures on senior preparedness for emergencies</li> <li>○ Organization consists of 50 villages, 10,000 members, and 3000 volunteers</li> </ul> </li> <li>● 211 California, Senior Director of Operations &amp; 211 Engagement <ul style="list-style-type: none"> <li>○ Served as a panelist at the CalOES Listos California Disaster Preparedness Summit in San Luis Obispo, highlighting the positive partnership with PGE PSPS and the advocacy and support conducted.</li> </ul> </li> <li>● Redwood Coast Regional Center (RCRC), Emergency Management Coordinator</li> </ul>
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	<ul style="list-style-type: none"> <li>○ Collaboration work with our local area agency on aging, PSA 1 in Del Norte and Humboldt Counties.</li> <li>○ Working with the Area on Aging Center and the Independent Living Center to get an AFN advisory committee established in Humboldt County.</li> <li>○ North State Emergency Management Conference on Thursday 9/25 and Friday 9/26 at Blue Lake Rancheria</li> </ul>
<b>Feedback</b>	<ul style="list-style-type: none"> <li>● Simplifying the steps required to find backup program solutions on PGE's website</li> </ul>
<b>Action Items Guided by Feedback</b>	<p><b>Completed Actions This Quarter:</b></p> <ul style="list-style-type: none"> <li>● Sent out PWDAAC newsletter and feedback survey to existing PWDAAC council members for feedback on enhancement opportunities</li> </ul> <p><b>On-Going Actions:</b></p> <ul style="list-style-type: none"> <li>● Continue utilizing the PWDAAC as a forum to receive input and feedback on a broad variety of PG&amp;E programs affecting AFN customers.</li> </ul> <p><b>Future Actions:</b></p> <ul style="list-style-type: none"> <li>● PG&amp;E to re-elevate PWDAAC goals, cadence, and membership</li> <li>● Survey to follow every meeting to solicit feedback from council participants</li> <li>● Create and send out quarterly newsletter</li> </ul>
<b>Future Meeting(s)</b>	Q4 2025 (TBD)

<b>Access and Functional Needs Collaborative Council Meeting<sup>13</sup></b>	
<b>Meeting</b>	<p><b>Date:</b> September 8, 2025</p> <p><b>Location:</b> Virtual</p> <p><b>Purpose:</b> Convene a collaborative discussion of the strategic direction of the Council, provide an IOU response to the Q2 request for financial support of Council members, and provide a PSPS mid-season update.</p>
<b>Summary of</b>	<b>PSPS Season Update</b>

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

<p><b>Engagement</b></p>	<ul style="list-style-type: none"> <li>• M.E. Ittner introduced the PSPS Season Update, stating that a more complete report will be presented in Q4.</li> <li>• Pacific Gas &amp; Electric (PG&amp;E) gave an overview of their PSPS Season to date, noting that there have been four PSPS in 2025, impacting a total of nearly 18,000 customers. <ul style="list-style-type: none"> <li>○ With the help of local media communication, 15,000 customers have been supported at 23 Community Resource Centers (CRCs).</li> <li>○ PG&amp;E is continuing to engage in wildfire preparation and has conducted outreach to 1.3 million customers as well as additional training for CRC staff.</li> <li>○ Additional outreach has been conducted to rural communities to ensure they have access to potable water.</li> </ul> </li> <li>• Southern California Edison (SCE) shared that they have had eight PSPS since May 2025, emphasizing this has been a very active season and customer safety and awareness of resources are being prioritized. <ul style="list-style-type: none"> <li>○ To combat the increased risk of wildfires, SCE has been updating their PSPS protocols.</li> <li>○ Many customers being impacted this year have not previously experienced PSPS and, in some cases, outages are lasting longer than prior events.</li> <li>○ SCE is listening to customer feedback and adjusting processes in response, including looking at where there are resource gaps.</li> <li>○ For example, a need for additional CRC sites has been identified and digital channels are being updated based on feedback.</li> </ul> </li> <li>• San Diego Gas and Electric (SDG&amp;E) gave an overview of their 2025 PSPS season, noting that they have not had any events since January. <ul style="list-style-type: none"> <li>○ SDG&amp;E is expanding their preparedness efforts by partnering with CBOs beyond High Fire-Threat Districts (HFTDs), participating in additional</li> </ul> </li> </ul>
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community engagements and continuing to partner with 211.

- Expanded outreach efforts included proactively calling Medical Baseline (MBL) customers to develop preparedness plans and discuss available services, adding four CRCs, utilizing sensory kits and additional signage at CRCs and tailoring response to cold weather events as well as warm weather events.

### **Request for Financial Support**

- PG&E shared an overview of a request raised by DRC at the Q2 JIOU AFN Collaborative Council meeting that the IOUs consider investing in a funded partnership CFILC, DRC and DREDF.
  - The IOUs have reviewed the Phase 3 CPUC decision that established the Advisory Council which states that the utilities should inquire “whether and how the non-governmental entities of the Council require funding” to participate.
  - Funding was offered when the Council formed and was not requested by any Council members.
  - The IOUs asked CFILC, DRC and DREDF to provide a proposal outlining how much time they spend on Council activities and how much funding they require.
- A funding request form will be provided to Council members. Following collection of requests, the IOUs will structure a means of providing funding.

### **Collaborative Council Strategic Direction**

- M.E. Ittner gave an overview of the formation of the Collaborative Council within a regulatory framework, its joint accomplishments and key factors to consider in developing a path forward for the Council.
- The Council began by reviewing and discussing the JIOU’s AFN Plan KPIs.

	<ul style="list-style-type: none"> <li>○ SCE raised that it may be time to revise the KPIs and work toward new targets.</li> <li>○ SDG&amp;E suggested that there is opportunity for growth within KPI 1 which measures customer awareness of what support is available to them during a PSPS.</li> <li>● SCDD asked who the customer base for measuring KPI 1 is. <ul style="list-style-type: none"> <li>○ PG&amp;E responded that the base is the AFN customers who respond to the PSPS surveys.</li> </ul> </li> <li>● PG&amp;E raised the issue of customers who are prepared to experience one PSPS event but are impacted by multiple successive events. The Council could look at what “mitigated” means for those customers and how they can be adequately and efficiently supported.</li> <li>● SDG&amp;E stated that some customers are very familiar with and prepared for PSPS, while others are not, particularly those outside of HFTDs.</li> <li>● M.E. Ittner raised that there is an opportunity to revisit the structure of Council meetings which currently meet virtually three times per year, and once per year in person.</li> <li>● SCDD raised that as need evolves, the work of the Council on PSPS could influence how support is provided during non-PSPS de-energizations.</li> <li>● SDG&amp;E expressed support for this topic and added that utilities do not always have jurisdiction outside of PSPS but they do work in close partnership with the agencies of authority during an emergency. Being able to activate 211 and DDAR during all-hazards outages is key.</li> </ul>
<b>Feedback</b>	<ul style="list-style-type: none"> <li>● Cal OES suggested a future goal could be reaching out to groups that have not previously participated in PSPS surveys.</li> <li>● Cal OES is interested in learning more about the utility perspective of PSPS, including how they utilize technology and other resources.</li> </ul>

	<ul style="list-style-type: none"> <li>211 stated that a customer's needs and circumstances can change quickly. They are hearing from customers experiencing EPSS and other unplanned outages and find that there is a need for flexible solutions that can address in-event needs as well as preparedness.</li> </ul>
<b>Action Items Guided by Feedback</b>	<p><b>Completed Actions this Quarter:</b></p> <ul style="list-style-type: none"> <li>PG&amp;E and SDG&amp;E provided a breakdown of specific AFN needs within PSPS survey respondents.</li> </ul> <p><b>Future Actions:</b></p> <ul style="list-style-type: none"> <li>IOUs to provide data on AFN customers impacted by multiple PSPS events in a single year.</li> <li>IOUs to provide non-governmental entities (California Foundation for Independent Living Centers (CFILC), Disability Rights California (DRC) and Disability Rights Education and Defense Fund (DREDF)) of the Council with a means of requesting financial support for their participation.</li> <li>Collaborative Council co-chairs to review issues raised during Strategic Direction discussion.</li> <li>IOUs to propose how to structure quarterly Council meetings.</li> <li>IOUs to present complete report of 2025 PSPS season in Q4.</li> </ul>
<b>IOU Responsible Owner</b>	Chris Zenner, Vice President Residential Services & Digital Channels
<b>Future Meeting(s)</b>	Q4 2025, Virtual

<b>Statewide Joint IOU Advisory Council<sup>14</sup></b>	
<b>Meeting</b>	<p><b>Date:</b> September 4, 2025</p> <p><b>Location:</b> Virtual</p> <p><b>Purpose:</b> Collaborative discussion covering the AFN PSPS Resource Guide and the 2026 AFN Plan progress.</p>

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

## Summary of Engagement

### **2025 AFN Plan Update: AFN PSPS Resource Guide**

- The Joint IOUs have committed to developing a PSPS Resource Guide to identify gaps and overlaps with resources currently available to customers with AFN.
- The utilities are seeking the Council's input on available resources via the AFN PSPS Resource survey.
- A link to the survey has been emailed to Council members and was also provided during the meeting.

### **Statewide Council Quarterly Lookahead**

- M.E. Ittner reviewed the Federal Emergency Management Agency (FEMA) Six Step Planning Process and highlighted that the JIOUs are currently in Step 4 (Develop the Plan) and moving into Step 5 (Prepare and Review the Plan).
- As part of Step 4, the IOUs are identifying information needs, reviewing the 2026 focus areas proposed by the Council in Q2 and will soon begin drafting the 2026 AFN Plan.

### **2026 AFN Plan Proposed Focus Areas**

- Pacific Gas & Electric (PG&E) thanked the Council for the input they provided in Q2.
- Some of the suggestions shared in Q2 were feedback rather than proposals and some covered areas that have already been accomplished.
- These items are outlined in the meeting deck's appendix and today's presentation will focus on suggestions that will be incorporated in 2026.
- PG&E gave an overview of the Q2 Council feedback and planned actions for Key Objective 1 (Increase awareness of IOU programs and services available before, during and after a PSPS).
  - Under this objective, the IOUs will continue to focus on identifying opportunities to engage in outreach events, ensuring that their partners have the most up to date information and facilitating ways for partners and Community Based

Organizations (CBOs) to share information with their constituents.

- Hospital Council asked if “CBOs” includes clinics, hospitals and other healthcare organizations.
  - PG&E confirmed that healthcare organizations are included in the IOUs’ partner outreach.
- San Diego Gas & Electric (SDG&E) gave an overview of Council feedback and planned actions for Key Objectives 2 (Continue to identify individuals who are Electricity Dependent) and 4 (Coordinate and integrate resources with state, CBOs and the utilities to minimize duplication).
  - Planned actions include refining outreach tactics for hard-to-reach customers and exploring opportunities for presentations and potential partnerships with Voluntary Organizations Active in Disaster (VOAD) and the Department of Aging.
  - California Association of Area Agencies on Aging (C4A) shared information about C4A’s upcoming annual conference.
- Southern California Edison (SCE) provided an overview of Council feedback and planned actions for Key Objective 3 (Identify new enhancements to programs and resources needed to mitigate the impacts of PSPS).
  - Planned actions include working to better understand the needs of customers in multi-unit dwellings. By partnering with CBOs, the IOUs expect to be able to access harder to reach communities.
  - The IOUs will continue to explore sensory kits and will work internally to explore solutions for people who are unable to leave their homes.
  - SCE expressed gratitude to the Council for sharing so many valuable insights and suggestions.



	<b>2026 AFN Plan Next Steps</b> <ul style="list-style-type: none"> <li>• The IOUs will begin drafting the Plan in September.</li> <li>• A draft of the 2026 AFN Plan will be shared with the Council prior to the Q4 meeting.</li> <li>• The Q4 Statewide Council meeting will focus on discussing the Council’s feedback on the draft Plan.</li> </ul>
<b>Feedback</b>	<ul style="list-style-type: none"> <li>• Hospital Council commented that home health and ambulance providers would have a lot of insight into the AFN communities and opportunities to conduct outreach. <ul style="list-style-type: none"> <li>○ It was also noted PSPS mitigation has come a long way in recent years and the risk level for vulnerable populations has decreased significantly. Should work be prioritized to focus on the geographic areas where there is the highest risk and/or the largest populations of vulnerable customers?</li> </ul> </li> <li>• C4A suggested that the IOUs consider partnering with the Friendship Line to connect with customers who are unable to leave their homes.</li> </ul>
<b>Action Items Guided by Feedback</b>	<b>Completed Action Items:</b> <ul style="list-style-type: none"> <li>• IOUs developed 2026 AFN Plan focus areas based on suggestions shared during the Q2 Statewide Council meeting.</li> </ul> <b>Future Actions:</b> <ul style="list-style-type: none"> <li>• IOUs to research suggestions provided during 2026 AFN Plan focus area review, including partnerships with the Friendship Line and home health care providers</li> <li>• IOUs to consider participating in C4A annual conference in November.</li> <li>• Statewide Council participants to complete AFN Resource Guide survey by September 19, 2025.</li> <li>• IOUs to share draft 2026 AFN Plan with Statewide Council members for review ahead of Q4 Statewide Council meeting.</li> </ul>
<b>Future Meeting(s)</b>	Q4 2025, Virtual

Local Government Advisory Councils and Working Groups	
Meeting	<p><b>Date:</b> Thursday, September 11, 2025</p> <p><b>Location:</b> Microsoft Teams</p> <p><b>Purpose:</b> Collect feedback on proposed Community Wildfire Safety Program (CWSP) improvements from a subset of city, county, and tribal emergency managers.</p>
Summary of Meeting Materials	<ul style="list-style-type: none"> <li>• Shared an update on the Undergrounding and Wildfire Safety System upgrade progress.</li> <li>• Provided an overview of the 10-year Electrical Undergrounding Plan and planned efforts beyond this year.</li> <li>• Provided an overview of Vegetation Management Wildfire Risk Reduction programs and the 2025 Transmission Structure Risk Reduction initiative.</li> <li>• Offered an open forum for attendees to share feedback and ask questions.</li> </ul>
Feedback	<ul style="list-style-type: none"> <li>• The Director of the Santa Clara County Office of Emergency Management (OEM) noted the county is implementing a pilot program of AI driven technology for early detection of fires through air sampling. This would extend capabilities in remote and high fire risk areas.</li> <li>• The Santa Clara OEM Director also asked clarifying questions around the extent of system hardening would take place in the county. PG&amp;E's representatives noted that the system hardening plan may need to be adjusted, based on the CPUC's decision around SPD-37 and its effects on long-term undergrounding initiatives.</li> <li>• The Santa Clara County OEM Director also expressed an interest in revisiting the feasibility of microgrids for 911 sites, noting PG&amp;E's considerable improvements in developing and deploying these resources.</li> </ul>
Action Items Guided by Feedback	<p><b>Completed Actions This Quarter:</b></p> <ul style="list-style-type: none"> <li>• N/A</li> </ul> <p><b>Ongoing Actions:</b></p>

	<ul style="list-style-type: none"> <li>• N/A</li> </ul> <b>Future Actions:</b> <ul style="list-style-type: none"> <li>• PG&amp;E's Agency Representative for Santa Clara County to connect with the Director of the County's OEM on microgrids for 911 sites.</li> </ul>
<b>Future Meeting(s)</b>	Q4 - December 11, 2025

<b>Low-income and Communities of Color Advisory Panel</b>	
<b>Meeting</b>	<p><b>Date:</b> August 25 , 2025</p> <p><b>Location:</b> In-person meeting, PG&amp;E Office - 300 Lakeside Dr. Oakland, CA 94612</p> <p><b>Purpose:</b> PG&amp;E hosted an annual meeting with the National Diversity Coalition (NDC) members and Communities of Color Advisory Group to discuss initiatives and issues pertaining to a broad spectrum of issues impacting diverse communities.</p>
<b>Summary of Engagement</b>	<ul style="list-style-type: none"> <li>• PG&amp;E presented on the following topics: <ul style="list-style-type: none"> <li>○ State of the Business</li> <li>○ Workforce Demographics Update</li> <li>○ Supply Chain Responsibility and Technical Assistance</li> </ul> </li> <li>• Pilot Programs – Income qualified programs</li> </ul>
<b>Feedback</b>	<ul style="list-style-type: none"> <li>• NDC members shared their support for PG&amp;E's financial assistance programs through education and outreach.</li> <li>• Discussion on how NDC can help change customers behavior and support PG&amp;E programs like REACH and Match My Payment.</li> </ul>
<b>Action Items Guided by Feedback</b>	<p><b>Completed Actions This Quarter:</b></p> <ul style="list-style-type: none"> <li>• Completed Annual Executive Meeting</li> </ul> <p><b>On-Going Actions:</b></p> <ul style="list-style-type: none"> <li>• N/A</li> </ul> <p><b>Future Actions:</b></p> <ul style="list-style-type: none"> <li>• Discussion on how NDC and the Advisory Board can support PG&amp;E with advocacy and awareness of energy efficiency and bill assistance programs.</li> </ul>
<b>Future Meeting(s)</b>	November 4, 2025

Low Income Oversight Board (LIOB)	
<b>Meeting</b>	<p><b>Date:</b> September 11, 2025</p> <p><b>Location:</b> Virtual and In-person meeting</p> <p><b>Purpose:</b> The mission of the LIOB is to advise the Commission on low-income electric, gas and water corporation customer programs and to serve as a liaison for the Commission to low-income customers and representatives.</p>
<b>Summary of Engagement</b>	<ul style="list-style-type: none"> <li>• Joint Investor-Owned Utilities Status Reports <ul style="list-style-type: none"> <li>○ Status report of the California Alternative Rates for Energy (CARE), Family Electric Rate Assistance (FERA) and Energy Saving Assistance (ESA) Programs</li> <li>○ Budget planning and systems challenges in 2025</li> <li>○ PSPS Update</li> <li>○ AMP and Disconnections</li> </ul> </li> <li>• Joint Investor-Owned Utilities Presentation on Arrearage and Disconnection-Related Data</li> </ul>
<b>Feedback</b>	<ul style="list-style-type: none"> <li>• N/A – AFN topics not in scope</li> </ul>
<b>Action Items Guided by Feedback</b>	<p><b>Completed Actions This Quarter:</b> N/A</p> <p><b>On-Going Actions:</b> N/A</p> <p><b>Future Actions:</b> N/A</p>
<b>Future Meeting(s)</b>	Q4 meeting scheduled for December 11, 2025

### 1.6.2 Statewide Website for AFN Solutions

PrepareforPowerDown.com (P4PD) <sup>15</sup> 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

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

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 Q3 2025, the Joint IOUs connected the California Small Multi-Jurisdictional Utilities (SMJU) to the P4PD website vendor to move forward with the inclusion of SMJU logos on the website giving additional statewide utility coverage and customer exposure.

The Joint IOU's continue to evaluate selected ASL translation companies for the P4PD website with affordability and website maintenance as considerations. Additional ASL vendors have been identified and will be reviewed as well.

**Website Activity:**

Between July 1 and September 30, 2025, performance metrics showed over 2,000 active users, most of whom were new. While the homepage still leads in visits, the Medical Baseline and Checklist pages have highly engaging content that keeps users on the page the longest (54s). Additionally, 57.16% of user sessions were direct visits with additional traffic originating from organic search and a large spike in early July.

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

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

### **1.7.1 MBL Customer Outreach**

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

The Joint IOU's AFN and MBL teams delivered a learning session to the Department of Developmental Services (DDS) Emergency Response Coordinators on August 26, aiming to raise statewide awareness on emergency preparedness and our programs and services. Our teams covered key topics including Medical Baseline Program participation, PSPS Support Services, and AFN Self-Identification/Vulnerable programs. On September 9 and 10 PG&E sponsored and hosted a table at California Hospital Associations' Annual Disaster Planning Conference. Our teams shared information on the Medical Baseline Program and showcased our new Medical Baseline Poster that can be used inside any healthcare facility.

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. Table 12. summarizes the MBL acquisition campaign statistics for 2025 and provides a year-over-year data comparison.

**Table 12. 2024 vs. 2025 MBL Program Acquisition Targeting Outcomes**

Goal: Increase engagement with prospective MBL Program customers through multi-channel outreach and awareness campaigns												
Year	Total Channel Count	Direct Mail		Email			Bill Insert		Digital Media		Broadcast TV & Radio	Digital Video
		Customers Reached	# Touches	Customers Reached	# Touches	Avg. Click Rate	Customers Reached	# Touches	Total Impressions	Total Conversions (Clicks)	Total Impressions	Total Impressions
2024	6	125,000	4	4,353,820	3	2%	3,000,000	1	100,301,735	1,120,390	10,033,595	N/A
2025 <sup>16</sup>	TBD	129,890	4	N/A	N/A	N/A	2,900,000	1	N/A	N/A	N/A	N/A

<sup>16</sup> 2025 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 2025 is a key opportunity to increase enrollment in the MBL Program and connect individuals with AFN to medical device resources if needed during PSPS.

In Q3, 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 2025.

The Joint IOUs continued collaboration with the California Department of Developmental Services (DDS) emergency response staff and deaf specialists to develop training for Deaf Plus individuals and to understand the potential impact of sensory kits as a PSPS mitigation resource.

On August 26, the Joint IOU's and MBL teams collaborated to present to DDS at their statewide quarterly Emergency Coordination Manager meeting. Topics included Medical Baseline Program participation, PSPS Support Services, and AFN Self-Identification/Vulnerable programs.

Additionally, the Joint IOU's AFN and MBL teams tabled AFN preparedness resources and information, including information on the Prepare for Power Down Website and Framework for AFN support, at three outreach events including the Joint IOU Statewide Tribal Energy Summit represented by PG&E, the Disaster Planning Conference/CA Hospital Association represented by PG&E and the Government and Disability Summit represented by PG&E and SCE.

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

### **1.7.3 Outreach and Engagement with Master-Metered Owners, Property Managers, and Multi-Unit Dwelling Account Holders**

PG&E conducts outreach to multi-unit dwelling account holders, property managers, and master-meter owners whose residents are not direct PG&E-metered customers that includes information about resiliency programs, PSPS preparedness and resources and reinforces the importance of tenants signing up for direct notifications prior to PSPS via Address Alerts<sup>17</sup>. In Q2 2025, PG&E completed annual outreach via direct mail and email. The outreach included a letter with details on how tenants can sign up for

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<sup>17</sup> PG&E Address Alerts is a tool designed to provide notifications about a potential PSPS for any address important to an individual, regardless of if they are a customer with PG&E or not. Address Alerts is available in 16 languages via phone or text.



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

In Q3 PG&E continued to conduct outreach through email and direct mail campaigns to these account holders to reach residents that are not direct PG&E-metered customers that include information about resiliency programs, PSPS preparedness and resources.

PG&E continues to promote awareness of Address Alerts in training and webinars. To reference 2025 webinars, visit [www.pge.com/webinars](http://www.pge.com/webinars).

#### **1.7.4 Accessibility of Communications**

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

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

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

In Q3, PG&E did not require Linguabee to provide ASL interpreting because we did not have any EOC activations.

#### **1.7.5 Tribal Engagement**

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

PG&E provides regular communication and outreach with our Tribal governments and Tribal members to promote awareness and education regarding our programs and services. See Table 13. for an overview of our outreach.

**Table 13. Recurring Tribal Outreach and Engagement Activity**

Outreach and Engagement				
Ongoing Outreach Activity	Q1	Q2	Q3	Q4
<b>Tribal Newsletter &amp; Healthcare Outreach</b> (All Tribes)	March 12	-	-	
<b>Tribal Outreach or Presentations</b> Program & Support Services	10	2	104	
<b>Wildfire Safety Webinar for Tribes</b> (All Tribes)	-	June 4	-	

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

In Q3, the Tribal Liaison team and AFN team attended and hosted a table at the 2025 Tribal Leaders Clean Energy Summit in Wheatland, California. Information was shared regarding our AFN programs and services, including MBL and SIV, Back Up Power Programs, and emergency preparedness information. In addition, email outreach was conducted to 12 Tribal TANF programs, 62 Federally recognized tribes, 26 Tribal Health Clinics to offer partnership, training, and community outreach opportunities to share our programs and support services. PG&E also met with four tribes to discuss our income qualified programs and introduce the ESA program.

#### **1.7.6 Translations of Communications**

PG&E translates Community Wildfire Safety Program (CWSP) and PSPS communications and notifications in 15 non-English languages.<sup>18</sup> This includes the translation of in-event PSPS notifications, as well as PG&E's website and other critical wildfire safety and PSPS preparedness materials. PG&E promotes its in-language options<sup>19</sup>, encouraging customers to select their preferences using various channels including direct mail, email, social media, multi-media partners, and CBOs.

PG&E continues to offer in-language support through our Contact Center. The Contact Center is equipped to provide translation support in over 250 languages.

PG&E partners with 38 multicultural media outlets throughout the year to promote

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

<sup>19</sup> Refer to Section 1.8.1.5 Website for the 15 new in-language vanity URLs created for easier access to AFN information on pge.com.

safety initiatives, including PSPS, to monolingual or difficult-to-reach populations that may need access to mainstream television media and/or read/speak English. See Section 1.8.1.6.1 for more information on our multicultural media engagement.

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

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

PG&E also hosts and participates in community events focused on AFN customers, including AFN-specific webinars and meetings hosted by Community Based Organizations (CBO) and state agencies. All webinars include ASL interpreters and accessible presentation decks.

Table 14. summarizes PG&E’s targeted outreach with AFN and CBO partners.

**Table 14. Summary of AFN and CBO Targeted Outreach Conducted in Q3 2025**

Date	Event	Audience
7/16/2025	Access and Functional Needs Customers Webinar #1	Access and Functional Needs Customers
8/6/2025	Access and Functional Needs Customers Webinar #2	Access and Functional Needs Customers
8/19/2025	Access and Functional Needs Community Based Organizations Webinar	Community Based Organizations
9/24/2025	Community Organization and Advocate Training	Community Based Organizations

Table 15. summarizes our Wildfire Safety Webinars, Regional Town Halls, Regional Working Group meetings, meetings with key stakeholders and meetings with the CPUC.

**Table 15. CPUC Meetings, PSPS Wildfire Safety Town Halls, and Regional Webinars in Q3 2025**

<b>Date</b>	<b>Event</b>	<b>Audience</b>
7/1/2025	Wildfire Safety Open House	Redwood Valley
7/15/2025	In-Language Webinar	Spanish Speaking Customers in the North Valley & Sierra Region
7/22/2025	In-Language Webinar	Chinese Speaking Customers
7/23/2025	In-Language Webinar	Russian Speaking Customers
7/26/2025	In-Language Webinar	Tagalog Speaking Customers
8/20/2025	Regional Town Hall	North Valley & Sierra Region
8/26/2025	Wildfire Safety Webinar	All Customers within PG&E Service Area
9/3/2025	Regional Town Hall	South Bay & Central Coast Region
9/4/2025	Regional Town Hall	North Coast Region
9/9/2025	Regional Town Hall	Central Valley Region
9/10/2025	Regional Town Hall	Bay Area Region
9/24/2025	Regional Working Group	Central Valley Region
9/24/2025	Regional Working Group	North Valley & Sierra Region
9/25/2025	Regional Working Group	North Coast Region
9/25/2025	Regional Working Group	South Bay & Central Coast Region
9/26/2025	Regional Working Group	Bay Area Region

## **1.8 PSPS Activation (During – Emergency Operation Center Activated)**

### **1.8.1 In-Event PSPS Customer Communications**

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

### 1.8.1.1 PSPS Notifications

PG&E aims to share what it knows about the weather and its equipment as soon as possible, keeping in mind weather conditions can be uncertain. Whenever the forecast will allow, PG&E's goal is to send automated notifications (i.e., calls, texts, and emails) to potentially impacted customers two days ahead, one day ahead, just before shutting off power and when power is shut off. If de-energization is delayed due to changes in weather conditions, customers may receive a pending delay notification to communicate they are still at risk of de-energization. PG&E will provide updates once the weather has passed until power has been restored. PG&E detailed its automated notifications in Section 11.4.2 of the filed Revision 2 of the 2026-2028 Wildfire Mitigation Plan filed on September 9, 2025.<sup>20</sup>

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

PG&E's MBL and SIV customers will receive doorbell rings during an active PSPS event if they do not acknowledge notifications. PG&E has approximately 63 individuals enrolled in MBL and SIV programs and residing in high fire threat areas. There were no activations in Q3 to utilize the process.

### 1.8.1.3 Engagement with Paratransit Agencies

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

In Q3, PG&E did not have a PSPS, therefore, no notifications and ZIP Code information was provided.

### 1.8.1.4 PG&E Contact Center Operations

PG&E operates two contact centers that provide 24/7 emergency live agent service for customers to report emergencies and obtain PSPS-related updates as needed. As an option for in-language support, PG&E's PSPS webpage directs customers to call its contact centers. PG&E's contact centers continue to be equipped to provide interpretation support in over 250+ languages, including 10 Indigenous languages.

Table 16. includes call center-related metrics associated with PSPS activations. In Q3, no PSPS occurred.

**Table 16. Call Center Support Services During Q3-2025 PSPS**

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

<sup>20</sup> [PG&E's 2026-2028 Wildfire Mitigation Plan, Vol 2, Section 11.4.2, Pages 518-520](#)

#### **1.8.1.5 Website**

PG&E will continue to use its websites [pge.com](http://pge.com) and [pgealerts.alerts.pge.com](http://pgealerts.alerts.pge.com) to communicate information during PSPS events. PG&E provides content on [pgealerts.alerts.pge.com](http://pgealerts.alerts.pge.com) to promote resources for customers before, during and after an outage (e.g., hotel discounts, health and accessibility support, and backup power options). PG&E also shows the closest Community Resource Center (CRC) to your address, if CRCs are open. PG&E remains committed to continuously improving its websites to meet the diverse needs of its customers. PG&E is using insights from customer testing to incorporate additional improvements for categorization and usability of pages with content related to outages, safety, and accessibility resources in 2025.

In Q3, PG&E added two outage preparedness brochures and vanity URLs and a fact sheet to the PSPS webpage ([pge.com/psp](http://pge.com/psp)) to provide planning support and assistance for outages and other emergencies. In addition, we created a new webpage ([pge.com/cbotoolkit](http://pge.com/cbotoolkit)) dedicated to our CBOs and PSPS communication collaborators to be able to access emergency preparedness information and collateral in one easy to find location. PG&E also started the process of customer testing our Self-Identified Vulnerable program enrollment and webpage.

#### **1.8.1.6 Media**

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

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

PG&E shares news releases and coordinates interview opportunities with media outlets to help educate non-English speaking customers on PG&E programs, including the CWSP, PSPS, emergency preparedness, public safety, consumer protections, and income-qualified programs. PG&E also schedules media visits with these organizations to discuss other partnership opportunities (e.g., Public Service Announcements, advertising, and event sponsorships).

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

In Q3, PG&E did not activate our EOC for any PSPS and therefore did not disseminate any press releases or conduct interviews. However, media outreach efforts continued through our wildfire safety webinars for customers, sharing information about assistance and resources available to support people with disabilities, chronic conditions or relying on power for medical needs, among other topics.

#### **1.8.1.6.1 Multicultural Media Engagement**

In addition to the general media engagement described above, PG&E is focused on enhancing coordination with multi-cultural media organizations. In 2025, PG&E plans to partner with 38 multi-cultural media organizations that provide information in-language through multiple outlets. PG&E plans to host in-language PSPS webinars with our multicultural media partners.

Table 17. below summarizes our multi-cultural media engagement activities

**Table 17. Multicultural Media Engagement Activities (by Month)**

<b>Month</b>	<b>Summary of Multicultural Media Engagement Activities</b>
January 2025	<ul style="list-style-type: none"> <li>• Compiled the Wildfire Safety and Preparedness Multicultural Media Engagement Campaign Year-end Report</li> </ul>
February 2025	<ul style="list-style-type: none"> <li>• Confirmed budget for 2025 campaigns including Multicultural Media Engagement Campaign and AFN Multicultural Radio Campaign</li> </ul>
March 2025	<ul style="list-style-type: none"> <li>• Sent out invite to potential multicultural media partners for an information session on April 30</li> <li>• Planning began with potential multicultural media partners</li> </ul>
April 2025	<ul style="list-style-type: none"> <li>• Hosted Wildfire Safety and Preparedness Campaign information session on April 30</li> <li>• Met with potential multicultural media partners to confirm participation and budget</li> <li>• Sent out invite to participating multicultural media partners for an online training on May 21</li> </ul>
May 2025	<ul style="list-style-type: none"> <li>• Confirmed budget for each multicultural media partner</li> <li>• Host Wildfire Safety and Preparedness Campaign online training on May 21</li> <li>• Planned and scheduled in-language CWSP webinars</li> </ul>
June 2025	<ul style="list-style-type: none"> <li>• Hosted two Spanish CWSP webinars on June 18 and June 25</li> <li>• Supported PSPS events on June 19</li> <li>• Sent out invite for Wildfire Safety and Preparedness Multicultural Media Roundtable on July 16</li> </ul>

July 2025	<ul style="list-style-type: none"> <li>• Hosted Wildfire Safety and Preparedness Multicultural Media Roundtable on July 16</li> <li>• Hosted three CWSP webinars in Chinese (July 22), Russian (July 23) and Tagalog (July 26)</li> <li>• Reminded participating media partners to upload first invoice for payment</li> </ul>
August 2025	<ul style="list-style-type: none"> <li>• Distributed the first half of the funding to participating media partners</li> <li>• Coordinated with In-language Speakers Bureau to support the review of PSPS customer notifications in different languages and channels</li> <li>• Sponsored and participated in the India Day Festival and Parade to educate Hindi- or Punjabi-speaking communities in the Bay Area on wildfire safety</li> </ul>
September 2025	<ul style="list-style-type: none"> <li>• Spanish FB page and Chinese WeChat channel planning</li> <li>• Sponsored and participated in the Exceptional Women of Color Awards to promote wildfire safety to the Black community in Sacramento</li> <li>• Gathered mid-campaign data on the AFN radio campaign</li> </ul>

#### **1.8.1.6.2 Social Media**

PG&E provides customer preparedness resources through its official social media channels, including X, Facebook, Instagram, and Nextdoor. As of September 30, 2025, PG&E plans to work with 38 multicultural media partners and a CBO to assist with in-language communications and share its social media posts before and during PSPS.

In Q3, social media posts were focused on promoting improvements and milestones toward PG&E's wildfire safety work for customer safety. In Q4 and beyond, PG&E plans to share social media promotions for resources and assistance that PG&E provides to Access and Functional Needs and Critical Care customers.

#### **1.8.1.6.3 Paid Media/Advertising**

To supplement PG&E's outreach efforts during PSPS, PG&E runs zip code-targeted PSPS emergency messages to reach customers via paid media channels when/where channels are available. PG&E purchases a combination of English and in-language radio ads and digital banners in English and multiple languages based on targeted ZIP Codes.

To enhance customer outreach efforts, in Q2 and running into Q4 PG&E began running paid media English and Spanish AFN radio ads with messages about PSPS awareness, the MBL Program, and preparedness resources, along with paid media search and



display ads, social media, and pre-roll video ads.

**Table 18. 2025 AFN Paid Digital Media Status**

2025 AFN AD Campaign	Est. Reach	Impressions	Clicks	Click Through Rate
Display Ads, Video Ads, Online Audio Ads for radio/podcast, Search	N/A	43 million	516,000	1.21%

### **1.8.2 Community Resource Centers (CRCs)**

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

To support CRC readiness for people with disabilities, PG&E completes pre-deployment ADA reviews at indoor and outdoor CRC sites in coordination with local government agency partners and tribes to identify appropriate CRC locations. From these site reviews, PG&E selected ADA-friendly sites and invested in site improvements to comply with ADA requirements for not only CRC use but also for the betterment of the community year-round. In 2025, PG&E continues to monitor CRC location needs with local county government and tribes to ensure pre-identified CRC locations are well-situated to serve communities and adjust as needed. PG&E provides QR codes at all CRC sites, which links directly to a survey, allowing customers to provide feedback. As of October 2025, PG&E has secured just under 400 event-ready sites, which include 118 indoor sites and 276 outdoor sites.

In Q3, PG&E did not activate our EOC to support any PSPS and therefore did not open any CRCs. However, we continue to work with our CRC staffing vendor to update and incorporate additional AFN training into their employee onboarding. Additionally, all of our new customer program and support fact sheets are available at each of our CRCs for distribution as of August 2025.

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

Table 19. includes the number of CRCs, counties served, indoor vs. outdoor sites, and the total number of visitors during a PSPS. However, PG&E did not have a PSPS during Q3-2025

**Table 19. Q3-2025 Community Resource Centers (by PSPS)**

2025 PSPS Date	Total CRCs Deployed	Number of Counties Served	Total Indoor Sites	Total Outdoor Sites	Total Visitors
N/A	N/A	N/A	N/A	N/A	N/A

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

### **1.9.1 After Action Reviews and Reports**

The After-Action Reviews and Reports (AAR) process is described in detail in our 2025 AFN Plan was not used for PSPS in Q3 as PSPS did not occur during the quarter.

### **1.9.2 Lessons Learned and Feedback**

PG&E leverages feedback from agencies, CBOs, critical facilities, and customers during the PSPS season to focus improvements on key initiatives. PG&E focused our efforts in 202 on the following key initiatives to inform and enhance outreach efforts or prioritize improvements:

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

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

### **1.9.3 Customer Surveys**

PG&E completes multiple customer surveys related to our PSPS season. Below is an overview of the surveys conducted in 2024.

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

The Joint IOUs will continue to use the Key Performance Indicators (KPIs) <sup>21</sup> that were

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<sup>21</sup> **Key Performance Indicators:**

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

developed with the AFN Core Planning Team. These KPIs seek to measure the impacts of PSPS on individuals with AFN, awareness of support programs, and satisfaction of services offered. The most recent pre- and post-season survey results that address the KPIs can be found in the Appendix F for the 2025 AFN Plan.

In Q3 2025, PG&E did not conduct any PSPS post-event surveys with customers since no PSPS events took place this quarter.

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

## **CONCLUSION**

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

**APPENDIX A.1 – AFN COLLABORATIVE COUNCIL**

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

<b>Name</b>	<b>Organization</b>	<b>Title</b>	<b>Group</b>
James Dui	California Public Utilities Commission (CPUC)	Safety Policy Division	Collaborative Council
Jendy Burchfield	Southern California Edison (SCE)	Vice President	Collaborative Council
Jennifer Guenther	Liberty	Senior Regional Manager - West	Collaborative Council
Jennifer Ocampo	Southern California Edison (SCE)	Access and Functional Needs Senior Advisor	Collaborative Council
Jenny Limones	Pacific Gas & Electric Company (PG&E)	Program Manager, Expert	Collaborative Council
John Hagoski	San Diego Gas & Electric (SDG&E)	Customer Programs Advisor	Collaborative Council
Jordan Davis	Disability Rights California (DRC)	Attorney	Collaborative Council
Junaid Rahman	California Public Utilities Commission (CPUC)	Senior Regulatory Analyst	Collaborative Council
Karen Mercado	Disability Rights California (DRC)	Senior Administrative Assistant - Executive Unit	Collaborative Council
Katelyn Scanlan	San Diego Gas & Electric (SDG&E)	Manager of Customer Engagement	Collaborative Council
Kayla Price	Bear Valley Electric Services (BVES)		Collaborative Council
Lisa Corbly	Pacific Power	Emergency Management Specialist	Collaborative Council
Lizz Stout	Pacific Gas & Electric Company (PG&E)	Program Manager, Principal	Collaborative Council
Lori Blackwell	Southern California Edison (SCE)	Principal Manager, Key Accounts	Collaborative Council

<b>Name</b>	<b>Organization</b>	<b>Title</b>	<b>Group</b>
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	Renewable Compliance Officer	Collaborative Council
Robb Henderson	San Diego Gas & Electric (SDG&E)	Communications Advisor	Collaborative Council
Robert Carbajal	Southern California Edison (SCE)	Senior Manager, Customer PSPS Compliance and Strategy	Collaborative Council
Robert Hand	California Foundation for Independent Living Centers (CFILC)	Interim Executive Director	Collaborative Council
Rosa Perea	Southern California Edison (SCE)	Senior Manager, Customer Engagement Division	Collaborative Council
Sarah Lee	Southern California Edison (SCE)	Senior Advisor, Public Safety	Collaborative Council

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

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

Name	Organization	Title	Group
Adam Willoughby	California Department of Aging (CDA)	Asst. Director of Legislation and Public Affairs	Statewide Council
Alana Hitchcock	California 211	Executive Director	Statewide Council
Alexandria (Giobbi) Moffat	San Diego Gas & Electric (SDG&E)	Director of Clean Transportation	Statewide Council
Alicia Menchaca	Bear Valley Electric Services (BVES)	Rate Analyst	Statewide Council
Alyson Feldmeir	California Foundation for Independent Living Centers (CFILC)	Disability Disaster Access and Resource Manager	Statewide Council
Amanda Kirchner	County Welfare Directors Association of California (CWDA)	Legislative Director	Statewide Council
Annabel Vera	California Department of Social Services (DSS)	Program Analyst	Statewide Council
Anthony Hoang	San Gabriel/Pomona Regional Center		Statewide Council
April Johnson	San Diego Gas & Electric (SDG&E)	Customer Programs Supervisor	Statewide Council
Aurora Cantu	Southern California Edison (SCE)	Senior Manager	Statewide Council
Carolyn Nava	Disability Action Center (DAC)	Executive Assistant	Statewide Council
Chris Bober	Pacific Gas & Electric Company (PG&E)	Director, Customer Enterprise Solutions	Statewide Council
Chris Garbarini	California Department of Developmental Services (DDS)	Senior Emergency Services Coordinator	Statewide Council
Chris Zenner	Pacific Gas & Electric Company (PG&E)	Vice President, Residential Services & Digital Channels	Statewide Council
Christina Mills	California Association of Area Agencies on Aging (C4A)	Executive Director	Statewide Council



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

<b>Name</b>	<b>Organization</b>	<b>Title</b>	<b>Group</b>
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
Jordan Davis	Disability Rights California (DRC)	Attorney	Statewide Council
Jordan Parrillo	Liberty	Manager of Regulatory Affairs	Statewide Council
Joseph Grounds	Kern Regional Center (KERNRC)	Emergency Services Officer	Statewide Council
Josh Gleason	California Department of Social Services (DSS)	Unknown	Statewide Council
JR Antablian	California Department of Social Services (DSS)	Chief, Disaster Services Branch	Statewide Council
June Isaacson Kailes	Disability Policy Consultant	Disability Policy Consultant	Statewide Council
Karey Morris	Kern Regional Center (KERNRC)	HR Manager	Statewide Council
Kate Marrone	Liberty	Customer Care Manager	Statewide Council
Katelyn Scanlan	San Diego Gas & Electric (SDG&E)	Manager of Customer Engagement	Statewide Council
Kay Chiodo	Deaf Link	CEO	Statewide Council
Kayla Price	BVES		Statewide Council
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

<b>Name</b>	<b>Organization</b>	<b>Title</b>	<b>Group</b>
Kristopher Bourbois	San Diego Gas & Electric (SDG&E)	Financial Planning - Senior Business Analyst II	Statewide Council
Larry Grable	Service Center for Independent Living (SCIL)	Executive Director	Statewide Council
Lauren Giardina	Disability Rights California (DRC)	Executive Director Managing Attorney	Statewide Council
Leora Filosena	California Department of Social Services (DSS)	Deputy Director, Adult Programs Division	Statewide Council
Lisa Corbly	Pacific Power	Emergency Management Specialist	Statewide Council
Lizz Stout	Pacific Gas & Electric Company (PG&E)	AFN Program Manager	Statewide Council
Lori Blackwell	Southern California Edison (SCE)	Principal Manager, Key Accounts	Collaborative Council
Malorie Lanthier	North Los Angeles County Regional Center	IT Director	Statewide Council
Maria Aliferis-Gierde	Department of Rehabilitation (DOR)	Executive Officer, California Committee on Employment of People with Disabilities	Statewide Council
Maria Jaya	California Public Utilities Commission (CPUC)	Researcher	Statewide Council
Matt Fehse	San Diego Gas & Electric (SDG&E)	Access and Functional Needs Regulatory and Compliance Advisor	Statewide Council
Mayra Alvarado	North Los Angeles County Regional Center	Manager	Statewide Council
Miguel Larios	San Diego Regional Center (SDRC)	Director, Community Services	Statewide Council
Moustafa Abou-taleb	California Public Utilities Commission (CPUC)	Safety Policy Division	Statewide Council
Nguyen Quan	Bear Valley Electric Services (BVES)	Regulatory Affairs	Statewide Council

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

<b>Name</b>	<b>Organization</b>	<b>Title</b>	<b>Group</b>
	(DDS)		Council
Serra Rea	California Foundation for Independent Living Centers (CFILC)	DDAR Manager	Statewide Council
Sheri Farinha	NorCal Services for Deaf and Hard of Hearing	Chief Executive Officer	Statewide Council
Staphany Lu	San Diego Regional Center (SDRC)	Emergency Management Coordinator	Statewide Council
Stephanie Tews Sheldrick	Pacific Gas & Electric Company (PG&E)	Director, Customer Experience & Insights	Statewide Council
Sydney Schellinger	California Department of Aging (CDA)	Senior Emergency Services Coordinator	Statewide Council
T. Abraham	Hospital Council	Regional Vice President	Statewide Council
Tamara Rodriguez	California Department of Developmental Services (DDS)	Officer, Emergency Preparedness & Response	Statewide Council
Tawny Re	Bear Valley Electric Services (BVES)	Customer Program Specialist	Statewide Council
Tiffany Swan	San Diego Regional Center (SDRC)	Community Services Home and Community Based Services Specialist	Statewide Council
Tom Smith	Pacific Gas & Electric 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
Zeus Ferrao	Southern California Edison (SCE)	Customer Insights Project Manager, Advisor	Statewide Council

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

Name	Organization	Title
Lizz Stout	PG&E	Co-Chair
Jennifer Isbell	PG&E	Co-Chair
Tom Smith	PG&E	Senior Manager, PSPS Customer Emergency Planning Operations
Linda Wingert	211 CA Network Providers	Senior Director, Operations
Christina Mills	California Association of Area Agencies on Aging	Executive Director
Serra Rea	California Foundation for Independent Living Centers	DDAR Program Manager
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
Erick Larson	Village Movement California	Co-Executive Director, Advocacy and Resource Development
Peter Heredia	Napa Valley Community Organizations Active in Disaster	Lead AFN & Older Adults subcommittee
Caitlin O'Mailor	Lighthouse for the Blind and Visually Impaired	Project Manager of Advocacy, Communications, & Events

## 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.

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



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

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

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

## APPENDIX G.1 – ACCESSIBLE TRANSPORTATION PARTNERS

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

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

**APPENDIX H.1 – KEY OBJECTIVES**

As stated in PG&E’s 2025 PSPS AFN Plan, IOUs are reporting on progress made towards meeting Key Objectives in each AFN Plan Quarterly Update. Below is a table summarizing progress-to-date and recent updates made in the previous quarter. These updates are provided for activities that took place jointly with the other IOUs (i.e., Southern California Edison and San Diego Gas & Electric), as well as independently at PG&E.

2025 Key Objectives		Progress to date	Q3 2025 Updates
Increase awareness of IOU programs and services available before, during and after a PSPS	Joint IOUs:	<ul style="list-style-type: none"><li>• Creation of the Prepare for Power Down website.</li><li>• Collaborating with CalFresh on food support for individuals with AFN impacted by PSPS activations and identified information sharing needs for program participation.</li><li>• Completed the required annual training for the Department of Social Services’ In Home Support Services (IHSS) for greater engagement to increase PSPS awareness.</li><li>• Continued awareness of PSPS and IOU supported programs and services to CBO’s and agencies.</li></ul>	<ul style="list-style-type: none"><li>• 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:<ul style="list-style-type: none"><li>○ 8/4-8/6 - Joint IOU Statewide Tribal Energy Summit</li><li>○ 9/9-9/10 2025 Disaster Planning Conference/CA Hospital Association</li><li>○ 9/24-9/25 Government and Disability Summit</li></ul></li><li>• On August 26th, the Joint IOUs presented to Emergency Preparedness Coordinators at the California Department of Developmental Services, providing an overview of PSPS, AFN-related programs, and services—including Medical Baseline (MBL) and Income Qualified offerings.</li><li>• August 22 and September 22, PG&amp;E collaborated with Community-Based Organizations (CBO) for regional summits (Bay Area and Central Valley), presenting on partnering for emergency preparedness, hosted an</li></ul>

2025 Key Objectives		Progress to date	Q3 2025 Updates
			informational booth, and promoted the Prepare for Power Down (P4PD) website as a centralized resource.
	PGE:	<ul style="list-style-type: none"><li>• AFN CBO targeted webinars.</li><li>• CBO annual training.</li><li>• Annual mailers to AFN populations.</li></ul>	<ul style="list-style-type: none"><li>• August 22 and September 22, PG&amp;E hosted two CBO Regional Summits (Bay Area and Central Valley). The AFN Program Manager presented and sat on a panel to discuss supporting AFN communities during emergency preparedness. An informational booth was also set up with our AFN materials.</li><li>• On Sept. 23 PG&amp;E was on a panel at the North State Disaster Preparedness Townhall to provide information on our support programs and services especially for those with AFN.</li><li>• Met with Bay Area Regional Center Emergency Coordinators to develop a four-part training series for Regional Center Staff. Topics will include Emergency Preparedness, MBL/SIV Program Overview, Most Commonly Used Tips &amp; Tools, and Financial Assistance Programs. These sessions will take place in Q4 and Q1 2026.</li></ul>

2025 Key Objectives		Progress to date	Q3 2025 Updates
Continue to identify individuals who are Electricity Dependent	Joint IOUs:	<ul style="list-style-type: none"><li>• Partnership with In-Home Services (IHSS) and Regional Centers.</li><li>• Continue to monitor JIOU MBL population study to better understand the opportunity to promote MBL program. Currently awaiting CPUC approval of the study design and budget.</li><li>• Continue to participate in community and CBO outreach events to reach and identify individuals who may be electricity dependent.</li></ul>	<ul style="list-style-type: none"><li>• Joint IOUs continued participation in outreach events directly engaging with AFN communities and CBOs, to help identify individuals who may be electricity-dependent and in need of targeted support. Engagement include:<ul style="list-style-type: none"><li>○ 8/4-8/6 - Joint IOU Statewide Tribal Energy Summit</li><li>○ 9/9-9/10 2025 Disaster Planning Conference/CA Hospital Association</li><li>○ 9/24-9/25 Government and Disability Summit</li><li>○ 8/22 and 9/22 PG&amp;E hosted a CBO Bay area and Central Valley Summit</li></ul></li></ul>
	PGE:	<ul style="list-style-type: none"><li>• SIV marketing campaign.</li><li>• My PGE Portal enhancements to make AFN Self-ID enrollment easier and corresponding mailer.</li></ul>	<ul style="list-style-type: none"><li>• Email to customers promoting 211 and DDAR resources.</li><li>• A series of emails with awareness/preparedness resources were sent to Seniors</li><li>• A series of emails with awareness/preparedness resources were sent to Care Facilities</li><li>• An email with awareness/preparedness resources was sent to rural customers that depend on electricity to power their wells/pumps.</li><li>• Direct mail and email with information about outage resources.</li><li>• A direct mail and email with a reminder about PSPS notifications and the importance of acknowledging them.</li></ul>

2025 Key Objectives		Progress to date	Q3 2025 Updates
			<ul style="list-style-type: none"> <li>• An outage preparedness brochure and email guide with awareness, preparedness and resource information.</li> <li>• AFN paid media campaign and multicultural radio campaign continued in Q3, with general and multicultural paid media ads to raise awareness on the resources available to AFN customers.</li> <li>• Development of SIV program acquisition email and direct mail to be sent in Q4</li> <li>• Development of self-identification email and letter survey to be sent in Q4</li> </ul>
<p><b>Identify new enhancements to programs and resources needed to mitigate the impacts of PSPS</b></p>	<p>Joint IOUs:</p>	<ul style="list-style-type: none"> <li>• Establishment of the AFN Collaborative Council and the AFN Statewide Advisory Council.</li> <li>• Launched Phase 2 of the PrepareforPowerDown.com website; developed marketing materials for statewide partners.</li> <li>• Joint IOUs aligned and shared best practices of 211's care coordination to enhance offerings.</li> <li>• Redesigned the Statewide Council Advisory quarterly meetings by including the development of the 2026 AFN Plan to expand council participation.</li> </ul>	<ul style="list-style-type: none"> <li>• Leveraged the AFN Statewide Council working group to review and identify the 2026 AFN Plan Objective focus areas.</li> <li>• Joint IOUs collaborated with the Department of Developmental Services (DDS) to support an updated presentation designed to gather JIOU feedback. The input will guide refinements to PSPS materials and resource guides for individuals in the intellectual and developmental disability community.</li> <li>• JIOUs are actively working with American Sign Language (ASL) vendors to improve accessibility on the Prepare for Power Down (P4PD) website.</li> </ul>

2025 Key Objectives		Progress to date	Q3 2025 Updates
	PGE:	<ul style="list-style-type: none"> <li>• Conduct CBO Performance Surveys after every activation to obtain feedback.</li> <li>• Established a regular CRC check-in meeting with CRC program manager, ADA coordinator and AFN program manager.</li> <li>• Developed AFN collateral and signage at CRCs to help promote our resources and services to all visitors.</li> </ul>	<ul style="list-style-type: none"> <li>• Developed procedure document to use with our CRC and 211 vendors to help with in-event water resource support for AFN customers.</li> <li>• Continued to work with our CRC vendor, Southwest Strategies, to update their employee training to include specific AFN education and awareness.</li> </ul>
<b>Coordinate and integrate resources with state, community, utility to minimize duplication</b>	Joint IOUs:	<ul style="list-style-type: none"> <li>• Completed the development of the JIOU AFN Framework.</li> <li>• Creation of the Prepare for Power Down website.</li> <li>• Coordination with CalFresh regarding food support.</li> <li>• Participation with JIOU External Engagement &amp; Customer Experience Sub-Committee.</li> </ul>	<ul style="list-style-type: none"> <li>• Joint IOUs provided the 2026 AFN Plan timeline to Small and Multi-Jurisdictional Utilities (SMJUs) to support alignment across utility partners.</li> <li>• Joint IOUs connected with SMJUs to share vendor information, so they can proceed with adding their logos to the main page of Prepare for Power Down (P4PD) websites.</li> <li>• Building on the survey initiated last quarter, the Joint IOUs continued efforts to collect stakeholder feedback through the AFN Statewide Council.</li> <li>• Joint IOUs shared the AFN Framework at the Government and Disability Summit, using the resource fair booth to raise awareness.</li> </ul>

2025 Key Objectives		Progress to date	Q3 2025 Updates
	PGE:	<ul style="list-style-type: none"><li>Quarterly updates for impacted county OES from PG&amp;E Public Safety Specialists.</li><li>Quarterly Regional Working Groups</li><li>PSPS Advisory Board.</li><li>Critical Infrastructure Workshop.</li></ul>	<ul style="list-style-type: none"><li>September 24 PG&amp;E held our quarterly <a href="#">PWDAAC meeting</a> to engage with leaders of state and community organizations who provide input into our AFN programs and services.</li></ul>