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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	Rulemaking 18-12-005 (Filed December 13, 2018)

PACIFIC GAS AND ELECTRIC COMPANY'S (U 39 E) 2026 ACCESS AND FUNCTIONAL NEEDS (AFN) PLAN FOR PUBLIC SAFETY POWER SHUTOFF (PSPS) SUPPORT

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Dated: October 30, 2026

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In accordance with the California Public Utilities Commission's Decision (D.) 21-06-034 Phase 3 OIR Decision Guidelines, Pacific Gas and Electric Company (PG&E) respectfully submits this 2026 Access and Functional Needs (AFN) Plan for Public Safety Power Shutoff Support (PSPS) regarding its efforts designed to support people and communities with AFN during PSPS de-energization events. The 2026 AFN Plan Fourth Quarterly Progress Report of Activities between July 1, 2026 to September 30, 2026, is attached hereto.

Respectfully Submitted,

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PACIFIC GAS AND ELECTRIC COMPANY

ATTACHMENT

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

Quarterly Progress Report of Activities between July 1, 2026 and September 30, 2026



Filed October 30, 2026

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1 INTRODUCTION

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

Since the last reporting on PG&E's Q2 AFN activities on July 31, 2026, PG&E has achieved the following significant milestones to help serve our most vulnerable customers before, during, and after a PSPS.

- Conducted the second and third webinars in a three-part AFN-focused series on July 14 and August 8, 2026, for customers and Community-Based Organizations, providing information on wildfire safety initiatives, preparedness resources, customer support programs, and partnership opportunities.
- On July 8, PG&E hosted its annual Wildfire Safety and Preparedness Media Roundtable for 35 multicultural media outlets, sharing updates on CWSP progress, customer communications, and AFN resources available during PSPS events.
- PG&E supported the 8th Annual Village Movement California Conference September 17 - 18 to promote a statewide outreach partnership focused on increasing awareness of IOU PSPS programs and services among older adults in high fire risk areas.
- PG&E supported the Joint IOUs at the Government and Disability Summit on September 1 - 3, conducting outreach on AFN customer programs and promoting the Prepare for Power Down (P4PD) website as a preparedness resource.
- PG&E held a virtual Community Organization and Advocate Training for approximately 60 attendees on September 29th and highlighted our Wildfire Safety program and provided updates on AFN programs and services.
- In coordination with the California Department of Developmental Services (DDS), the Joint IOUs presented to Regional Center Cultural Specialists, vendors, and Resource Navigators to increase awareness of PSPS preparedness, MBL, AFN Self-Identification, and available AFN resources.

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

[1] 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 activated the Emergency Operations Center (EOC) to support the July 15 and September 12 PSPS activations. The Customer Care and AFN Liaison role were activated to support AFN individuals and Community-Based Organizations (CBO).

1.1.1.1 Preparation Exercises

In Q3, PG&E did not conduct any PSPS preparation exercises that included the AFN Liaison role or CBO partners. However, on August 24, 2026, PG&E conducted a PSPS communications exercise using Convey to distribute test notifications to internal and external participants in support of a CPUC-directed communications drill requirement for all IOUs. Representatives from the California Foundation for Independent Living Centers (CFILC) and the California 211 Providers Network (211) participated in the exercise. This communications drill was PG&E's second PSPS communications exercise of 2026 and was conducted separately from the annual PSPS functional exercise.

1.1.1.2 Training

In Q3 2026, PG&E held an Emergency Operations Center (EOC) training on August 25, 2026, with participation from the AFN Liaison role. The session covered the fundamentals of the tools and resources used to respond to a PSPS event.

The AFN Liaison team also received monthly training throughout Q3 to prepare team members for their roles. Team members were provided with recorded PSPS overview trainings and invited to join topical training sessions offered each month.

1.1.1.3 AFN Liaison

The AFN Liaison team which is comprised of an AFN Strategy Lead and AFN Advisor, manages the AFN Situation Room to maintain ongoing communications with CBOs, our contact center, and any other functional areas that may receive AFN customer escalations before, during, and after PSPS. During PSPS in 2026, this team engages with Resource Partner CBOs (e.g., CFILC, 211, food banks, Meals on Wheels, and information-based CBOs) to manage two-way communication leading up to and during each PSPS. This dedicated team also provides paratransit notifications and impacted ZIP Code lists to CBO resource partners and paratransit agencies.

In Q3, the AFN Liaison role was activated to support the PSPS activations for the July 15 and September 12 PSPS. This dedicated team, including the AFN Strategy Lead and AFN Advisor, maintained ongoing communications with all CBOs leading up to and during the PSPS activation in Q3. Additionally, the AFN Strategy Lead and Advisor hosted daily resource partner calls which are open to all activated CBOs to attend to get a situational update and ask questions.

1.1.1.4 Customer Care

In Q3, PG&E had two PSPS activations. PG&E's Customer Service Representatives (CSR) continue to confirm contact information, refer qualifying AFN customers to appropriate Community-Based Organizations (CBO), assist customers with an application for the Medical Baseline (MBL) Program, indicate language preference, self-identifying as vulnerable [2], and/or self-identifying that a person in their household has a disability [3].

1.2 AFN Identification Outreach

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

[2] In accordance with D.12-03-054, customers who are not enrolled or do not qualify for the MBL Program can "self-identify that they have a serious illness or condition that could become life-threatening if service is disconnected" and enroll in PG&E's Self-Identified Vulnerable Program. PG&E uses this designation to make an in-person visit prior to disconnection for non-payment or PSPS. This designation remains on their account temporarily for 365 days and can be extended after expiration if the customer self-identifies as vulnerable. The customer characteristic, vulnerable senior, is no longer included in the Disconnect OIR based on CPUC D. 20-06-003 (pg. 14) and therefore, is not included in this metric.

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

Table 1. Types and Counts of AFN Customers Beyond MBL Program [4] in High Fire Risk Areas (HFRA) [5]

Types of Customers Above and Beyond MBL Program that Self-Identify a Vulnerability in their Household [6]	Number of Customers	
	Q2 2026	Q3 2026
Enrolled in Self-Identify Vulnerable Program (e.g., SIV) [7]	6,246	9,975
Disabled (e.g., "disabled")	25,356	25,837
Non-standard communication format requested (Braille or large print)	531	560
Durable Medical Equipment (DME)	45,220	45,424
Assistive Technology (AT)	7,801	7,903
Blind/Low Vision (Vision Disability)	14,988	15,011
Deaf/Hard of Hearing (Hearing Disability)	21,887	22,145
Language Preference (Non-English)	18,984	18,945
Senior (65+)	85,188	86,526
Income Qualified (CARE and FERA)	201,550	202,348

1.2.1 Self-Identified Vulnerable Program

PG&E continues efforts to identify customers who may be electricity dependent or have Access and Functional Needs (AFN) and increase awareness and enrollment in the Self-Identified Vulnerable (SIV) Program. Customers can identify if they or a resident in their household is living with one or more AFN characteristics, including blind or low vision, Deaf or hard of hearing, cognitive, physical or developmental disabilities, senior, and/or dependence on assistive technology or durable medical equipment.

Customers are also asked to identify if they or someone in their household has a serious illness or condition that could become life-threatening if electric or gas service is disconnected. Customers can enroll in the SIV Program by phone, paper application, or online through MyAccount. During PSPS events, the program provides in-person doorbell notifications and places door hangers when customers do not respond to earlier PSPS notifications. PG&E also conducts targeted outreach and enrollment efforts to increase customer self-identification, expand awareness of available

[4] Counts of customers are not mutually exclusive. Customers may self-identify under multiple types.
[5] Figures reported in this table are reflected of customers residing in HFRA
[6] 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).
[7] 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.

preparedness and outage support resources, and help identify customers who may benefit from more targeted program information and support.

In Q3 2026, PG&E expanded SIV awareness and enrollment efforts through email communications, paid search and social media advertising, community-based outreach, and multicultural communications. SIV information was also incorporated into PG&E's Q3 Spanish-language all-customer wildfire safety webinar to increase awareness of the program among Spanish-speaking customers.

PG&E also implemented targeted SIV acquisition and notification reminder campaigns. Outreach encouraged customer enrollment and reminded existing SIV, Medical Baseline (MBL), and other AFN customers of the importance of acknowledging PSPS notifications and maintaining current contact information. PG&E also prepared additional direct-mail outreach for customers without email addresses to extend the reach of these acquisition and notification reminder efforts.

To further strengthen SIV communications, PG&E initiated customer testing of marketing materials to evaluate their clarity, accessibility, and relevance for AFN audiences and inform future communication enhancements. PG&E also continued engagement and training with community-based organizations (CBOs) to support SIV awareness and customer identification and enrollment efforts.

PG&E remains committed to conducting the planned AFN self-identification survey, which will provide customers with an opportunity to identify AFN characteristics for themselves or members of their household and support more targeted outreach and information about relevant programs and resources. The survey, previously planned for 2026, is now anticipated in Q1 2027 while PG&E completes internal updates to expand the available self-identification characteristics, including neurodivergent.

1.3 AFN Support Resources

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

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

PG&E continued its partnership with 211 who connects customers to approximately 11,000 community-based organizations (CBOs) and government agencies across PG&E's service area. Through inbound and outbound calls and texts, 211 conducts PSPS needs screening to identify households with Access and Functional Needs (AFN) and assess support needs before, during, and after PSPS events. Central to this work is

211's Care Coordination service, through which customers complete an intake assessment with a trained Care Coordinator to evaluate household circumstances, electricity-dependent needs, and the use of medications or assistive technologies. Care Coordination results in the development of a personalized safety plan and includes proactive wellness checks during PSPS events, as well as direct connections to critical resources such as transportation, temporary lodging, food, fuel assistance, and other social services. In addition, California 211 conducts year-round, multilingual outreach and education to share PG&E wildfire safety and preparedness messaging through community events, presentations, digital communications, printed materials, and local resource centers.

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

Table 2. 2026 211 CA Marketing and Outreach

Outreach Efforts	Resources Provided to Customers			
	Q1	Q2	Q3	Q4
Social Media Posts	81	127	135	
Indirect Outreach Impressions[8]	1,431,688	363,507	696,726	
Total Customer Direct Outreach [9]	39,009	74,051	48,821	
Events/Presentations	75	105	103	

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

In Q3 2026, PG&E continued to strengthen its partnership with 211 California through staff training, targeted outreach, community coordination, and PSPS activation support. PG&E trained 211 network staff on PG&E's financial assistance programs and use of the PSPS Portal to access real-time information during PSPS events.

PG&E also expanded awareness of 211 as a trusted preparedness and support resource for customers with AFN. In August, PG&E conducted another round of targeted 211 awareness outreach through email and direct mail, while Q3 customer webinars and the September outage preparedness guide, including a Braille direct-mail version, also promoted 211. In September, PG&E shared an updated visitor guide with visitor bureaus throughout its service area featuring 211 as a resource for visitors. PG&E also conducted targeted outreach to known residential care facilities on how 211 can

[8] Includes marketing outreach through social media (organic and paid), newspaper, magazine, radio, digital, and in person display ads.

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

support their emergency preparedness planning, complementing similar outreach conducted in collaboration with the California Assisted Living Association (CALA). During Q3, PG&E also developed and prepared targeted outreach for CBO partners highlighting 211 and the resources available to support customers, with distribution planned for Q4.

On July 9, PG&E participated in a PSPS partner roundtable hosted at 211 Connecting Point in Grass Valley, bringing together local partners to discuss emergency preparedness and response coordination. During the July 15 and September 12 PSPS activations, PG&E partnered with 211 to provide Care Coordination and resource support to approximately 750 AFN customers impacted by the events.

Table 3 includes the number of Care Coordination assessments and resources provided to customers through 211. PG&E provides some of these resources to customers through 211 only during PSPS and these resources are also captured in our Post Event Report.

Table 3. 2026 211 Program Resources Provided to Customers

Resources/Engagement with Customers Before, During, and After PSPS	Resources Provided to Customers			
	Q1	Q2	Q3	Q4
Care Coordination Assessments	171	301	333	
Battery Referrals	11	30	42	
Food Vouchers*	-	72	85	
Hotel Stays*	-	12	15	
Gas Cards*	-	3	9	
Transportation*	-	0	0	
Water Bladder*	-	0	4	
Insulated Medicine Bag*	-	0	0	

* Only provided during PSPS Activations

1.3.2 Resource Planning and Partnerships

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

1.4 Customer Resiliency Programs and Continuous Power Solutions

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

1.4.1 Disability Disaster Access and Resources (DDAR) Program

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

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

In Q3, PG&E and CFILC continued efforts to strengthen DDAR readiness and support for individuals with disabilities who rely on electricity for medical or independent living needs. In July, PG&E provided EPSS training to staff supporting the DDAR Program and finalized and launched an updated external DDAR webpage to improve access to program information and resources.

DDAR was activated in support of the July 15 and September 12 PSPS events. During these activations, local DDAR centers conducted outreach and provided support to 362 customers who rely on power for medical or independent living needs.

In addition to activation support, DDAR centers continued preparing vulnerable, electricity-dependent individuals with disabilities for wildfire season. Centers provided emergency preparedness training to approximately 13,300 customers and distributed PSPS and DDAR fact sheets, program applications, disaster kits, and preparedness plans.

PG&E also continued weekly working meetings with CFILC to provide program guidance, review metrics, and discuss program administration and opportunities for enhancement.

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

Table 4. 2026 CFILC DDAR Marketing and Outreach

Outreach Efforts	Resources Provided to Customers			
	Q1	Q2	Q3	Q4
Social Media Posts	35	52	106	
Social Media Impressions	9,272	9,424	6,614	
Individual Customer Direct Outreach[10]	8,468	9,213	5,837	
Group Presentations/Training	194	126	120	

Table 5. includes the number of customer preparedness assessments and resources provided to customers through DDAR. PG&E provides some of these resources to customers through DDAR only during PSPS and these resources are also captured in our Post Event Report.

Table 5. 2026 CFILC DDAR Program Resources Provided to Customers

Resources/Engagement with Customers Before, During, and After PSPS	Resources Provided to Customers			
	Q1	Q2	Q3	Q4
Customer Preparedness Assessments	369	165	208	
Battery Referrals	30	13	47	
Batteries Delivered*	-	5	8	
Food Vouchers*	-	2	0	
Hotel Stays*	-	5	0	
Gas Cards*	-	8	5	
Transportation*	-	0	0	

* Only provided during PSPS Activations

1.4.2 Self-Generation Incentive Program (SGIP)

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

In 2026, PG&E will continue to focus on the SGIP Program and expects significant, positive changes to be made to the program as the result of Assembly Bill 209, which should benefit vulnerable customers in PG&E territory by providing additional funding for energy storage and solar.

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

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

Table 6. SGIP ERB and Interconnection Metrics

Key Application Metrics	Equity Resiliency Budgets paid $282.8M as of September 2026 10,888 applications received inception to date since SGIP Equity Resiliency Budgets opened in May 2020, including submitted and cancelled applications. • 5,825 MBL (including 0 waitlisted) • 4,176 well pump (including 0 waitlisted) • 193 commercial, educational, small business, and multi-family (including 0 waitlisted) • 0 waitlisted • 98% residential versus 0.01% commercial, .001% educational, .0005% small business, and .005% multi-family • Total allocated: $110.7M MBL, $69M well pumps, $33.2M commercial and multi-family
Key Interconnection Metrics	September 2026 inception-to-date 7,147 projects interconnected to grid: • 4,413 MBL • 2,396 well pump

1.4.3 Portable Battery Program (PBP)

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

Since 2020, the PBP partners have delivered approximately 30,400 portable batteries to MBL and Self-Identified Vulnerable customers at risk of being impacted by PSPS. In addition, more than 2,400 mini-fridges and approximately 900 insulin coolers were provided since 2022.

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

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

Table 7. 2026 PBP Outreach

Outreach and Batteries Delivered to Customers	Q1	Q2	Q3	Q4
Customers Reached	0	843	1,568	
Customers Assessed	0	741	1,177	
Batteries Delivered	0	115	1,948	
Mini Fridges Delivered	0	33	407	
Insulin Cooler Wallets Delivered	0	0	0	
Extension Cords delivered	0	3	42	

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

PG&E's Generator Backup Rebate Program (GBRP) offers a $300 rebate to customers residing in Tiers 2 or 3 High Fire-Threat Districts (HFTDs) or in a High Fire Risk Area (HFRA), or those served by circuits with Enhanced Powerline Safety Settings (EPSS). Customers enrolled in PG&E's CARE or FERA programs may qualify for an additional $200 rebate, provided the total rebate amount does not exceed the purchase price of the product. To receive the rebate, eligible customers must submit their application within 12 months of purchasing a qualifying product or by December 31, 2026, whichever comes first. In Q3 PG&E issued 957 rebates with 15,523 issued since program inception.

In Q3 2026, PG&E's Backup Power Transfer Meter (BPTM) installed approximately 329 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 13,195 meters.

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

Table 8. 2026 GBRP Rebates and BPTM Devices Installed

GBRP Rebates and BPTM Devices Provided to Customers Before, During, and After PSPS	Q1	Q2	Q3	Q4
Number of GBRP Rebates Paid to Customers	991	813	957	
Number of Customers who had BPTM Devices Installed	765	1,025	329	

1.4.5 Residential Storage Initiative (RSI)

In 2022, PG&E launched the pilot phase of the Residential Storage Initiative (RSI), a home battery energy storage program, funded by the EPSS program to support low-income customers vulnerable to wildfire safety outages. In 2023, the program was expanded to also include MBL customers and others facing a significant number of EPSS outages. In 2025, PG&E greatly expanded its efforts across more counties to support more customers with RSI.

Since the program launched, PG&E has provided permanent battery systems at no cost to approximately 5,227 residential customers who have been frequently impacted by outages because of PG&E's EPSS program. Eligible customers were enrolled in the California Alternate Rates for Energy (CARE) program, Family Electric Rate Assistance (FERA), the Medical Baseline program, or are Self-identified as Vulnerable with an assistive technology or durable medical equipment; did not already have a customer resiliency solution (such as a battery or permanently installed generator); and had experienced a significant number of safety-related outages.

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

In Q3, RSI installed 417 projects and will continue to conduct outreach to eligible customers.

1.5 Customer Assistance Programs

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

1.5.1 Food Replacement Options and Other CBO Resources

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

Table 9. Resource Partnerships Agreements Executed

	Food Banks		Meals on Wheels		Other Food Replacement/Transportation/ Other	
Quarter	Number of Partnerships	Number of New Agreements Executed	Number of Partnerships	Number of New Agreements Executed	Number of Partnerships	Number of New Agreements Executed
Q1	26	0	20	0	8	0
Q2	26	0	20	0	8	1
Q3	26	0	20	0	8	1
Q4						

1.5.1.1 Community Food Bank Support

PG&E recognizes that food replacement can be a critical need for individuals with access and functional needs (AFN), particularly customers with limited incomes. To help address this need during PSPS events, PG&E maintains contractual relationships with food banks throughout its service territory to support food-box distribution for impacted customers. These PSPS-specific partnerships are complemented by PG&E's broader, longstanding support of food banks through charitable contributions. During Q2 and Q3 2026, the PG&E Corporation Foundation provided grants to food banks totaling $1 million. Together, these efforts reflect PG&E's broader support of food banks while maintaining a dedicated mechanism for providing food assistance during PSPS events.

PG&E continued efforts in Q3 to strengthen food bank partnerships and support for vulnerable customers during emergencies, including wildfires, power outages, and PSPS events. In September, PG&E met with California Food Banks to develop a statewide training webinar for its Food Access Speaker Series. Planned for October, the webinar will focus on opportunities for food banks and other CBOs to partner effectively with the Joint IOUs and will share information about PSPS preparedness and AFN programs and services. A full list of Food Bank Resource Partners with active agreements is provided in Appendix D.1.

In Q3, PG&E partnered with our Food Bank providers during the July 15 and September 12 PSPS activations.

1.5.1.2 Meals on Wheels Partnerships

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

with active agreements see Appendix E.1.

In Q3, PG&E partnered with Meals on Wheels providers during the July 15 and September 12 PSPS activations.

1.5.1.3 Grocery Delivery Services

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

In Q3, PG&E did not activate Food for Though during the July 15 and September 12 PSPS activations because Sonoma County was not in scope.

1.5.1.4 Family Resource Centers

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

In Q3, PG&E did not activate Cope Family Center during the July 15 and September 12 PSPS activations because Napa County was not in scope.

1.5.1.5 Fresh Produce

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

In Q3, Lost Sierra Food Project was encouraged to provide fresh produce during the September 12 PSPS activation when Plumas County was in scope.

1.5.1.6 Portable Shower and Laundry Services

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

In Q3, portable shower and laundry services were not provided during the July 15 and September 12 PSPS activations.

1.5.1.7 Accessible Transportation

PG&E provides accessible transportation for customers to Community Resource Centers (CRC) or hotels through the DDAR Program and 211. In addition, PG&E has established agreements with accessible transportation partners that allow customers to coordinate accessible transportation with the provider directly. Each active CRC location offers a Fact Sheet that lists all available accessible transportation providers.

We also updated our CRC website to include a link to our transportation partners. Expanded accessible transportation is available in El Dorado, Fresno, Shasta, Solano, Sonoma, Marin, Tehama, Siskiyou, and San Francisco counties. For a full list of Accessible Transportation Partners with active agreements, see Appendix G.1. PG&E continues to explore opportunities to expand these agreements to other providers.

PG&E is also committed to providing proactive notification [11] 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 were activated to provide support during the July 15 and September 12 PSPS activations.

1.5.2 Medical Baseline (MBL) Program

The MBL Program is an assistance program for residential customers with extra energy needs due to qualifying medical conditions. PG&E continued to encourage customer participation in the MBL Program (see Section 1.7.1, which describes the outreach conducted to drive enrollment in the program). PG&E filed a Joint IOU Tier 3 Advice Letter at the end of September 2024 requesting approval for an MBL Study Design and budget. This study will identify eligible customer populations in each IOU territory, supporting outreach, marketing, and enrollment goals. We've long recognized the importance of understanding how many customers may qualify for the program, and this study will offer valuable insights into the conditions and devices used across California to support our customers. As of Q3, there are no additional updates and the filing is still under review with the CPUC.

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

As of Q3, PG&E has 2,714 Master Meter Tenants enrolled in the MBL Program, an increase of 0.67% since the last reporting enrollment in Q2-2026.

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

[11] In accordance with PSPS Phase 3 D.21-06-034.38

Table 10. MBL Program Customer Enrollments (Jul 1 – Sep 30, 2026)

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
Total Start of Month MBL Customers[12]	239,872	241,159	243,704	245,921	248,332	250,178	250,715	253,622	255,760				255,760
New MBL Customers	2,601	3,948	3,769	4,616	4,465	2,242	4,953	3,764	3,634				33,992
MBL Customers Removed	1,314	1,403	1,552	2,205	2,619	1,705	2,046	1,626	1,608				16,078
Total End of Month MBL Customers	**241,159**	**243,704**	**245,921**	**248,332**	**250,178**	**250,715**	**253,622**	**255,760**	**257,786**				**257,786**

[12] 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 for all ESA enrolled customers.

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

In Q3, efforts in both areas of customer education and cooler distribution assistance continued; see Table 11 below for a quarterly breakdown of the number of energy savings assistance education and distribution of coolers to eligible ESA participants.

Table 11. Energy Savings Assistance Program Support

ESA Customer Education and Cooler Distribution Assistance	Q1	Q2	Q3	Q4
Number of in-home educational customer opportunities	11,235	13,484	12,866	
Number of Coolers Distributed	10	57	24	

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 [13] customers are receiving bill discounts through these two programs.

In Q3, PG&E held a routinely scheduled CBO training on September 29, 2026. Sixty-five participants attended the training. During the training, community organizations received training on programs such as CARE/FERA, AMP, medical baseline, Budget Billing, demand response programs, as well as other programs supporting residential customers. The training also highlighted emergency preparedness programs and a PSPS overview, aiming to offer comprehensive customer education on relevant PG&E programs during the enrollment process.

1.6 PSPS Preparedness Outreach and Community Engagements

[13] As of September 30, 2026 - CARE: **1,360,695** FERA: **58,617**

1.6.1 PG&E Advisory Boards/Councils

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

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

People with Disabilities and Aging Advisory Council (PWDAAC) [14]	
Meeting	**Date:** September 9, 2026 **Location:** Virtual **Purpose:** Bring organizations supporting AFN customers and those with disabilities with PG&E's leaders, to connect and collaborate, discuss relevant topics, highlight progress made, and identify areas for improvement in how PG&E's programs support seniors and individuals with disabilities.
Summary of Engagement	<u>Q2-2026 Meeting Recap</u> • Implemented a new ranking approach for identifying preferred topics for current and future meetings • Q2-2026 Meeting Survey – Feedback ○ **Feedback Opportunities**: What efforts has PG&E made to include those with AFN lived experience in these feedback opportunities? ▪ PG&E conducts regular customer testing to ensure feedback and insights from AFN individuals. ▪ Annual survey with IOU partners directed towards AFN customers. ○ **Subject Matter Expert Support**: Where can the public find clear information about these programs, and are there designated subject matter experts who can help navigate these programs? ▪ For backup power questions, contact the Resiliency Assistance Center (RAC) at 877-723-2695 Monday-Friday 8 a.m.-4 p.m. ○ **Additional Comments**:

[14] See Appendix C.1 for the PWDAAC Council Participants

	▪ "Thank you for hosting these meetings. I appreciate all your efforts." ▪ "As a state agency it's helpful to have and to share any crossover information to other SCDD offices. Thank you!" ▪ "The newsletter is great. It's shared with SCDD managers who do not attend this meeting in order to keep them up to date as they interact with the public." <u>2026 PSPS Outage by the Numbers</u> • Severe weather conditions led us to de-energize a portion of our service area to help keep our communities safe • Even though recent outages have been around 12-15 hours, PG&E is helping communities plan for 2-3 day PSPS outages. Emphasis is to stay ready and not out of wildfire season. <u>AFN Situation Room</u> • **What is the AFN Situation Room**: During PSPS season, the AFN Situation Room opens along with the Emergency Operations Center (EOC) to support vulnerable customers in impacted communities. • **Roles in the AFN Situation Room**: A trained team of 20 coworkers supports the AFN Situation Room, with two assigned per event: ○ AFN Strategy Lead: Primary AFN Sit Room contact and communication liaison for EOC ▪ Leads stakeholder coordination and communication ▪ Oversees AFN reporting and data management ▪ Provides strategic direction for AFN Advisor and Customer Strategy Officer ○ AFN Advisor: Coordinates with Community-Based Organizations (CBOs) like 211 and DDAR Centers for impacted community needs. ▪ Sends PSPS timeline notifications and zip codes to partners ▪ Processes AFN customer Inquires ▪ Supports CBOs with escalation questions and close out ▪ Manages AFN general inbox

	▪ Supports AFN Strategy Lead as needed <u>Assisting Customers During a PSPS</u> • Reviewed the customer journey from initial contact and needs documentation to activated CBO support. <u>Programs Supporting AFN Customers</u> • Reviewed MBL and SIV, two programs that identify and support customers with AFN. • MBL requires medical certification; SIV does not. • Emphasized connecting eligible customers to the program that best meets their needs. • Both programs will be reviewed further at the Q4 meeting. <u>New AFN Communication Resources</u> • Updated AFN Support Webpage – NEW Tailored Resources to share with specific AFN communities that include: ○ Reviewed new tailored outage preparedness resources for older adults, caregivers, neurodiverse individuals, and customers with disabilities. ○ Highlighted step-by-step guidance for preparing before, during, and after an outage. ○ Shared additional resources, including safety kit examples and information from external partners. • NEW Emergency Preparedness Booklet – Available Q4-2026 ○ Previewed a new interactive Emergency Preparedness Booklet planned for Q4 2026. ○ Includes checklists and worksheets to support safety planning, emergency supply kits, and tracking of household medications and medical devices. ○ Provides explanations for why key preparedness steps are important, helping customers better understand and complete each section. ○ Includes information on preparedness programs, community resources, and alternative communication resources. ○ Highlighted 211 California as a resource to assist individuals who may need additional support completing the booklet.

	<u>Payment System Updates for Accessibility</u>
	• Gather feedback from customers with disabilities and older adults on three payment systems:
	  ○ Peggy Interactive Voice Response (IVR): A voice-activated AI system that transfers customers to a representative when needed
	  ▪ PG&E is testing a voice-only IVR system
	  ○ My Account
	  ▪ Customers can make one-time payments or enroll in recurring payments
	  ▪ Multifactor authentication (MFA) creates accessibility challenges
	  ▪ Limited internet access
	  ○ Pay-by-Phone Assistance
	  ▪ The system is inaccessible to some customers with disabilities
	• Customer Payment Response ADA Usability Study
	  ○ Focused on three customer groups:
	  ▪ Customers with speech or hearing disabilities, with or without assistive technology
	  ▪ Customers with cognitive disabilities
	  ▪ Older adults
	  ○ Used creative solutions to gather firsthand feedback, identify pain points, and capture best practices despite system limitations.
	
	<u>Question & Answer</u>
	• **Question 1:** Does a concise, accessible resource exist, or could one be developed, to summarize these programs for partner outreach through social media, email, and informational flyers using plain language and a clear program-by-program format?
	• **Answer 1:** Easy-to-share outreach materials are available at www.pge.com/CBOtoolkits. The toolkits include fact sheets, flyers, brochures, shareable videos, and social media templates, with materials available in multiple languages. Partners needing resources beyond those currently available

	are encouraged to use the email address provided on the site to submit a request.
	
	<u>Roundtable Discussion</u>
	• State Council on Developmental Disabilities (SCDD)
	  ○ SCDD raised concerns that an alert FM radio program required in-person pickup without clearly identified alternatives, creating access barriers for people with access and functional needs; an inquiry about accommodations received no response.
	  ○ SCDD is expanding standardized statewide activities, including themed months and a September emergency preparedness webpage that serves as a centralized resource hub.
	  ○ SCDD will help ensure PG&E resources are included and shared through its website and training opportunities, many of which are led by self-advocates.
	• Kings County Commission on Aging
	  ○ Senior Day at Burris Park Picnic on September 18, 2026, is expected to draw more than 500 attendees, with opportunities for volunteers and vendors.
	• California Commission on Aging (CCoA)
	  ○ CCoA is gathering information and resources to keep emergency preparedness—particularly older adult needs—at the forefront following last year's focus on the Los Angeles fires.
	• Village Movement California (VMC)
	  ○ VMC is a statewide coalition of more than 50 local villages that connect older adults with resources and support to help them live independently in their communities.
	  ○ VMC's eighth annual conference will be held in Pasadena, with PG&E participating as a sponsor and sharing its commitment to disaster-resilience training with village leaders.

	○ VMC plans to develop a virtual train-the-trainer program that helps villages prepare older adults for emergencies and build organizational capacity to serve as rapid-response networks. ○ VMC emphasized that trust is essential when supporting older adults and expressed interest in partnering with CCoA and California Association of Area Agencies on Aging (C4A) to expand the train-the-trainer program beyond the village network if successful. • California Network of 211 (211 CA) ○ 211 CA attended the Government and Disability Summit in Ventura, connecting with disability organizations and highlighting Independent Living Center resources for people with access and functional needs, including free go bags and stay bags. ○ 211 CA expressed interest in attending Village Movement California's annual conference next year. ○ 211 CA and PG&E representatives will attend the After the Fire Summit in Sonoma and share relevant takeaways, reinforcing the value of cross-regional collaboration on wildfire preparedness. • Napa Valley COAD ○ Napa Valley COAD will review the shared resources while monitoring a Napa County wildfire and evacuation warning to determine how it can assist. • PG&E AFN Program Updates ○ Goal Zero Yeti 3000X Recall: Goal Zero issued a voluntary recall of Yeti 3000X portable power stations following reports of smoking incidents. No injuries have been reported. Goal Zero Yeti 3000X Voluntary Recall - Firmware Update ○ Customers were advised to stop using affected units until the required firmware update is completed.

	PG&E and its partners are supporting customer outreach and technical assistance. PG&E is also directly notifying identified customers through letters and emails and directing customers to Goal Zero resources for additional information and firmware update support.
Feedback	• Easy to share resources that are concise, accessible, in plain-language —such as a flyer or social media graphic—that partners can easily share to explain the programs.
Action Items Guided by Feedback	**Completed Actions This Quarter:** • Sent out PWDAAC newsletter and feedback survey to existing PWDAAC council members for feedback on enhancement opportunities **On-Going Actions:** • Continue utilizing the PWDAAC as a forum to receive input and feedback on a broad variety of PG&E programs affecting AFN customers. **Future Actions:** • PG&E to re-elevate PWDAAC goals, cadence, and membership • Survey to follow every meeting to solicit feedback from council participants • Create and send out quarterly newsletter
Future Meeting(s)	December 9, 2026

Access and Functional Needs Collaborative Council Meeting [15]	
Meeting	**Date:** September 16, 2026 **Location:** Virtual (Zoom) **Purpose:** Revisit Collaborative Council feedback from the Q2 meeting and provide progress updates. Discuss the 2027 AFN Plan focus areas and gather Council feedback. Provide a snapshot of the 2026 PSPS season and review results from the recent surveys.
Summary of Engagement	**AFN Collaborative Council Charter** • J. Luternauer (BWG, Senior Vice President) provided an update on the Collaborative Council Charter. The draft Charter was distributed to Council members in June, comments were incorporated, and the document is being finalized. The Charter includes mission and vision statements, membership guidelines, Council structure, operating procedures, roles and responsibilities, and accountability measures. • Imparato (DRC, CEO) noted that while the Charter appropriately focuses on PSPS events, the Council's work has broader value for emergency preparedness and response. • V. Taylor (Cal OES, Chief, Office of Access and Functional Needs) stated that the return on investment from the Council's work extends beyond its original purpose and suggested memorializing those broader benefits within the Charter. **Framework for AFN Support** • J. Luternauer (BWG, Senior Vice President) provided an update on revisions to the AFN framework based on feedback received during the Q2 meeting. The revised framework will be circulated to Council members for review and comment prior to finalization. • BWG presented a list of conferences that could serve as potential opportunities to promote the Framework once finalized.

[15] See Appendix A.1 for the AFN Collaborative Council Participants.

	Working Group – In-Person Support Proposal
	• J. Luternauer (BWG, Senior Vice President) summarized the efforts of the working group established following the Q2 meeting to address in-person support service gaps in SCE's service territory. The working group includes A. Hitchcock (211 California, Executive Director), C. Mills (C4A, Executive Director), L. Hayes (CFILC, Executive Director), L. Blackwell (SCE, Principal Manager), R. Perea (SCE, Senior Manager), and A. Cantu (SCE, Senior Advisor). The working group met four times to evaluate options for addressing unmet in-person support needs before, during, and after PSPS events.
	• L. Hayes (CFILC, Executive Director) emphasized that preserving the integrity of the Disability Disaster Access and Resources (DDAR) program remains critically important. She stated that the preferred approach is to continue contracting through CFILC and the DDAR network rather than pursuing separate agreements with individual Independent Living Centers. She reported that disability advocates have met with CPUC staff and believe the intent of the rate case decision language was to prevent duplication of services rather than prohibit DDAR participation.
	• L. Hayes (CFILC, Executive Director) stated that SCE increased the proposed not-to-exceed budget to $700,000, and that working group members agreed this amount would support non-duplicative in-event services.
	  ○ J. Luternauer (BWG, Senior Vice President) clarified that while SCE requested $2 million in its General Rate Case, historical expenditures were closer to $1.5 million annually.
	  ○ V. Taylor (Cal OES, Chief, Office of Access and Functional Needs) asked whether funding allocated to in-person support remains generally consistent with prior years.
	  ○ L. Hayes (CFILC, Executive Director) responded that in-person support funding is generally comparable to

	previous years and that the primary reduction relates to battery purchases and associated administrative costs. • L. Hayes (CFILC, Executive Director) noted that CFILC agreed to reduce its administrative fee to 2.5 percent to maximize resources available for direct customer support. She emphasized that the primary objective is ensuring customers receive support as California enters peak wildfire and wind season. • V. Taylor (Cal OES, Chief, Office of Access and Functional Needs) asked whether CPUC staff on the call could provide guidance regarding whether the proposed contracting approaches are consistent with the decision language. • M. Jaya (CPUC, Researcher) stated that she and M. Abou-Taleb (CPUC, Safety Policy Division) were not the appropriate staff members to provide that interpretation but agreed to elevate the issue internally and identify the appropriate CPUC members. ○ J. Luternauer (BWG, Senior Vice President) stated that BWG and SCE would work to engage the appropriate CPUC representatives prior to the Q4 meeting, with the intention of having a solution in place by October 1. • Cantu (SCE, Senior Advisor) reviewed a proposed customer support model that would allow customers to enter through either 211 or an Independent Living Center. She emphasized the importance of a seamless experience for the customer, with organizations coordinating services through a bidirectional warm handoff process. **Goal Zero Battery Firmware Update** • T. Smith (PG&E, Senior Manager, LCE Planning & Operations) provided an update regarding the voluntary recall for Goal Zero Yeti 3000X batteries. Utilities have coordinated outreach efforts through customer communications, websites, call centers, and community partners. • T. Smith (PG&E, Senior Manager, LCE Planning & Operations) noted that recent PSPS events required

	additional outreach to battery recipients and highlighted efforts to support customers with completing the firmware update process.
	2027 AFN Plan
	• J. Toney (BWG, Vice President, Emergency Services) reviewed the 2027 AFN Plan development process and presented proposed focus areas developed through feedback provided by the AFN Statewide Council and Collaborative Council.
	• The Joint IOUs presented draft focus areas under the four existing AFN Plan objectives, including awareness, identification of electricity-dependent customers, program enhancements, and stakeholder coordination.
	• Hitchcock (211 California, Executive Director) asked how recommendations developed through the Council process will be reflected in each utility's AFN Plan.
	  ○ D. Finch (SDG&E, Director of Customer Success) explained that AFN Plans contain both statewide and utility-specific components and that the IOUs work collaboratively to maintain consistency while accounting for regional differences.
	  ○ T. Smith (PG&E, Senior Manager, LCE Planning & Operations) noted that the Council previously discussed reviewing draft plans in the fourth quarter and identifying where utility approaches align and where regional differences occur.
	2025 Post-Season Survey Results
	• K. Sharp (PG&E, Customer Insights Strategist), Z. Ferrao (SCE, Customer Insights Project Manager, Advisor), and D. D'Andrea (SDG&E, Research Analyst) presented 2025 post-season survey results related to customer awareness, preparedness, and satisfaction with PSPS-related programs and services. Survey results showed generally high awareness of PSPS programs, increased feelings of preparedness among many AFN customers, and strong satisfaction levels among customers who utilized available services.

	• Hitchcock (211 CA, Executive Director) asked whether the more than 4,000 survey responses referenced in KPI reporting represented all PG&E AFN customers and how the verified PSPS-affected respondents compared to the broader population of customers experiencing PSPS events. ○ K. Sharp (PG&E, Customer Insights Strategist) explained that ongoing system hardening and undergrounding efforts have significantly reduced the frequency, scope, and duration of PSPS events. As a result, only a small number of respondents could be verified as having experienced a PSPS event in 2025. He noted that recent events have been concentrated in a limited geographic area and that many customers in those areas have developed preparedness strategies such as batteries and generators due to repeated exposure to PSPS events. **2026 Progress and Prepare for Power Down Demo** • D. Finch (SDG&E, Director of Customer Success) reviewed accomplishments under Objectives 1 and 2, highlighting statewide outreach through IHSS webinars, the Developmental Disability and Neurodiversity Conference, the 211 Conference, and the Tribal Leaders Energy and Safety Summit, as well as continued partnerships with Regional Centers and organizations serving older adults and electricity-dependent customers. • R. Perea (SCE, Senior Manager, Customer Engagement Division) did not present accomplishments under Objectives 3 and 4 due to time constraints. • L. Stout (PG&E, Access and Functional Needs Program Manager) presented a demonstration of new American Sign Language (ASL) accessibility features being added to the Prepare for Power Down website. She explained that the Joint IOUs partnered with a deaf-owned accessibility technology company to develop the enhancement, which allows users to access preparedness information through embedded ASL interpretation and read-aloud

	functionality. Four webpages will be included in the initial rollout, including the home page, Public Safety Power Shutoff page, Medical Baseline page, and Emergency Preparedness page.

Feedback	• V. Taylor (Cal OES, Chief, Office of Access and Functional Needs) stated that the greatest knowledge gap currently exists among utilities and utility regulators outside California and suggested prioritizing utility-focused conferences over AFN-focused conferences for promotion of the AFN framework. He recommended developing conference presentation proposals that could be submitted jointly by Council participants.
	• L. Hayes (CFILC, Executive Director) thanked T. Smith (PG&E) and the PG&E team for their efforts during the recent PSPS event and expressed appreciation for the collaboration between PG&E, CFILC, DDAR providers, and Independent Living Centers in supporting customers impacted by the recall. She also expressed appreciation for the coordination with the vendor, Goal Zero, and advocating for customers within the recall.
	• A. Imparato (DRC, CEO) stated that the proposed 2027 AFN Plan objectives were appropriate but identified two topics that do not fit neatly within the existing framework:
	  ○ System hardening and infrastructure improvements intended to reduce the need for future PSPS events.
	  ○ Universal design concepts that increase preparedness and resilience for all customers, regardless of AFN status.
	• A. Imparato (DRC, CEO) suggested exploring strategies that normalize preparedness activities, including backup power planning, among the broader public.

Action Items Guided by Feedback	**Completed Action Items:** • BWG updated the Collaborative Council Charter based on feedback and finalized the document. • Collaborative Council members reviewed and provided feedback on the proposed 2027 AFN Plan focus areas.

	• Council members provided additional survey observations to BWG via email. • BWG distributed links to the Prepare for Power Down ASL demonstration pages and collected stakeholder feedback. **Future Action Items:** • BWG and Council members to identify additional utility-focused opportunities to promote the AFN Framework. • M. Jaya (CPUC, Researcher) to identify appropriate CPUC members to meet with SCE, CFILC, and 211. • SCE, BWG, and working group members to coordinate a meeting with the CPUC regarding proposed DDAR support-service contracting approaches. • BWG to continue keeping Council members informed regarding progress on in-person support service discussions prior to the Q4 meeting.
IOU Responsible Owner	Joe Wilson, Vice President North Valley & Sierra Region
Future Meeting(s)	November 24, 2026, Virtual

Statewide Joint IOU Advisory Council [16]	
Meeting	**Date:** August 31, 2026 **Location:** Virtual (Microsoft Teams) **Purpose:** Discuss the 2027 AFN Plan focus areas and priorities.
Summary of Engagement	**Statewide Council Quarterly Lookahead** J. Toney (BWG, Vice President, Emergency Services) gave an overview of the FEMA six-step planning process for developing the yearly AFN Plan. **2026 AFN Plan Accomplishments** • J. Toney (BWG, Vice President, Emergency Services) gave an overview of the 2026 Key Objectives, and the year-to-date accomplishments. • L. Stout (PG&E, Access and Functional Needs Program Manager) demonstrated a proposed ASL interpretation feature for the Prepare for Power Down website. The Joint IOUs hope to launch the feature by the end of the year. The Joint IOUs shared links for the Council to preview the feature: Home Page and PSPS Page. ○ J. Thom (CCB, Former President) asked whether the website had been evaluated for accessibility for people who are blind or have low vision, and if people from those communities had participated as beta testers. ○ L. Stout (PG&E, Access and Functional Needs Program Manager) explained that the Phase 3 version of the Prepare for Power Down website underwent a Web Content Accessibility Guidelines, or WCAG, compliance review when it was launched. ○ J. Kailes (Disability Policy Consultant) asked if accessibility tests will continue to be conducted as the website is updated over time. ○ L. Stout (PG&E, Access and Functional Needs Program Manager) noted that website accessibility should be reviewed regularly rather than treated as a one-time

[16] See Appendix B.1 for the Joint IOU AFN Advisory Council List of Participants.

	activity.
	• L. Stout (PG&E, Access and Functional Needs Program Manager) explained that the utilities conduct pre-season and post-season surveys. Survey results are incorporated into quarterly AFN progress reports. The surveys may ask customers:
	  ○ Whether they used an available resource.
	  ○ Whether they were satisfied with the resource.
	  ○ Whether they used a portable battery or similar device during a PSPS event.
	• The utilities plan to share post-season survey results with the Council, either during a future meeting or through the planned newsletter.
	• L. Stout (PG&E, Access and Functional Needs Program Manager) explained the existing pre-season and post-season survey questions are intentionally kept consistent from year to year so that results can be compared over time. To gather more detailed information, the utilities are considering a supplemental AFN-focused effort, such as:
	  ○ A targeted survey.
	  ○ Paid customer research.
	  ○ Focus groups with AFN customers in high-fire-risk areas.
	  ○ More detailed qualitative questions about program impact.
	
	2027 AFN Plan
	• L. Stout (PG&E, Access and Functional Needs Program Manager) summarized the feedback received during the Q2 Statewide Council meeting and how that feedback was used to develop the focus areas for the 2027 AFN Plan.
	• L. Stout (PG&E, Access and Functional Needs Program Manager), A. Cantu (SCE, Senior Manager), and A. Johnson (SDG&E, Sr Supervisor Marketing Program Mgmt) presented the proposed focus areas to achieve the 2027 Key Objectives.

Feedback	• J. Thom (CCB, Former President) recommended that the current ASL accessibility work with the interpretation

	feature also be used as an opportunity to reevaluate the website for people with vision loss.
	• J. Kailes (Disability Policy Consultant) emphasized the importance of measuring whether AFN programs and resources make a meaningful difference in customers' lives.
	  ○ She noted that reporting on activities and processes is not the same as measuring impact. Customer satisfaction questions may not fully explain whether a battery, generator, or other resource improved a customer's ability to remain safe and independent during a PSPS event.
	  ○ She recommended developing questions that assess practical outcomes, such as how a generator or battery changed a customer's experience during an outage.
	• J. Kailes (Disability Policy Consultant) recommended the Joint IOUs go beyond labor-intensive focus groups to capture larger impact numbers in a "How did it help?" focused survey for the 2027 AFN Plan.
	• J. Thom (CCB, Former President) recommended meeting materials be distributed in Microsoft Word format whenever possible rather than PDF. While PDFs can be accessed using screen readers, doing so may require more current software that not all users have available. Providing documents in Word format helps ensure materials are accessible to a broader range of individuals who use assistive technology.

Action Items Guided by Feedback	**Completed Action Items** • Joint IOUs shared the Prepare for Power Down ASL demonstration links with the Council for review and feedback. • Statewide Council provided feedback on the proposed focus areas. • BWG developed and distributed a Statewide Council newsletter with progress updates before the Q4 meeting. **Future Action Items**

	• Joint IOUs to share the Draft AFN Plan with the Statewide Council for review in October 2026. • BWG to ensure ASL interpretation is provided for future meetings. • BWG to ensure future meeting materials are available in Microsoft Word format.
Future Meeting(s)	October 27, 2026 (virtual)

Community Wildfire Advisory Council and Working Committee	
Meeting	**Date:** Thursday, September 17 **Location:** Microsoft Teams **Purpose:** Collect feedback on proposed Community Wildfire Safety Program (CWSP) improvements from Tribal, county and city emergency managers.
Summary of Meeting Materials	• Overview of the Undergrounding and System Upgrades program, including information on the 10-Year Electric Undergrounding Plan (EUP). • Information on emergency response capabilities, including the Safety and Infrastructure Protection Teams (SIPT) and the Firefighting Helicopter Program.
Feedback	No feedback was received.
Action Items Guided by Feedback	**Completed Actions This Quarter:** • No follow-up actions were discussed during the Q3 CWSP Advisory Committee. **Ongoing Actions:** • None. **Future Actions:** None.
Future Meeting(s)	• **2026 Q4 CWSP Advisory Committee:** Thursday, December 10. • **2027 Q1 CWSP Advisory Committee:** To be determined.

Low Income and Communities of Color Advisory Panel	
Meeting	**PG&E and National Diversity Coalition Annual Executive Meeting** **Date:** September 30, 2026 **Location:** In-person meeting, San Ramon Valley Conference Center, 3301 Crow Canyon Rd, San Ramon, CA 94583 **Purpose**: PG&E hosted an annual meeting with the National Diversity Coalition (NDC) members and Communities of Color Advisory Group members to discuss initiatives and issues pertaining to a board spectrum of issues impacting diverse communities.
Summary of Engagement	• PG&E presented on the following topics: o State of the Business o Electrification strategies and advancing equitable electrification support for vulnerable customers. o Diversity in Hiring o Corporate Philanthropy/Community Relations o Supplier Diversity and Supply Chain Responsibility including Technical Assistance, and Small and Diverse Business Engagement.
Feedback	• Advisory group members expressed interest in supporting PG&E with advocacy for safer communities as it relates to wildfire safety. • Members expressed interest in expanding social media and community organizations' voices in support of PG&E's programs. • Explore collaboration with property management companies to help collect past due debt from customers with debt relief programs. • Discussed options for Community Partners to become payment centers.
Action Items Guided by Feedback	**Completed Actions This Quarter:** Advisory Members voted on new Advisory Members. **On-Going Actions:** • N/A **Future Actions:**

	• PG&E to follow up on opportunities for collaboration with community partners on social media outreach to increase program awareness. • Explore opportunities for Pacific Island Supermarkets to become an authorized payment center. • PG&E to facilitate connections between Lincoln University and PG&E internship opportunities for students.
Future Meeting(s)	Q4 meeting scheduled for November 12, 2026

Low Income Oversight Board (LIOB)	
Meeting	**Date:** September 16, 2026 **Location:** Virtual and In-person meeting **Purpose:** The mission of the LIOB is to advise the Commission on low-income electric, gas and water corporation customer programs and to serve as a liaison for the Commission to low-income customers and representatives.

Summary of Engagement	• Joint Investor-Owned Utilities Status Reports
	  ○ Status report of the California Alternative Rates for Energy (CARE), Family Electric Rate Assistance (FERA) and Energy Saving Assistance (ESA) Programs
	  ○ PSPS update
	  ○ AMP and Disconnections
	• CARE/FERA Eligibility Estimates RFP
	• LIOB Technical Advisory Committee
	  ○ Discussion of the Scoping Memo Recommendations for the next CARE/FERA/ESA Program Cycle Proceeding

Feedback	• N/A – AFN topics not in scope
Action Items Guided by Feedback	**Completed Actions This Quarter:** N/A **On-Going Actions:** N/A **Future Actions:** N/A
Future Meeting(s)	Q4 meeting scheduled for December 10, 2026

1.6.2 Statewide Website for AFN Solutions

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

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

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

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

In Q3 2026, the Joint IOUs continued implementation of ASL accessibility enhancements for the Prepare for Power Down (P4PD) website. Two ASL-translated webpages were completed and deployed in a test environment for review by statewide stakeholders and the Collaborative Council. The translated content was shared for feedback prior to public release, and no feedback was received during the review period. The Joint IOUs remain on track to launch the ASL webpages in Q4 2026. In parallel, the team continued coordination with marketing partners to support statewide awareness efforts through

presentations, promotional materials, and video content intended to expand customer and stakeholder engagement with P4PD resources.

Website Activity:

Between July 1 and September 30, 2026, website performance metrics showed more than 2,400 active users, representing an increase of approximately 200 users from the previous quarter. Visitors spend an average of 1 minute and 38 seconds per session. The homepage continued to receive the highest level of engagement, accounting for nearly 60% of all active users, followed by the CPUC HFTD Map and Preparedness resources pages. Direct traffic remained the primary source of website visits, representing 57.6% of all sessions and demonstrating consistent usage throughout the quarter. Monitoring of security logs identified no reportable incidents, and multi-factor authentication and security alerting processes remain in place to protect the website. While some automated bot activity continues to affect reporting metrics, no security concerns were identified, and filtered analytics continue to be used to improve reporting accuracy.

1.7 AFN Public Education and Outreach

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

1.7.1 MBL Customer Outreach

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

PG&E runs an annual MBL acquisition campaign targeting likely eligible residential customers. The campaign includes a variety of tactics, including but not limited to emails, direct mail, bill inserts, and digital media.

To complement existing outreach efforts, in Q3 PG&E implemented a targeted campaign for San Francisco customers focused on increasing awareness of customer support services, including the Medical Baseline (MBL) and Self-Identified Vulnerable (SIV) programs. Outreach included multiple tactics, such as in-language communications, community-based engagement, and a social media influencer

campaign that delivered culturally relevant messaging to vulnerable and underserved audiences.

During Q3, PG&E implemented targeted SIV and Medical Baseline (MBL) acquisition and notification reminder campaigns. Outreach encouraged eligible customers to enroll and reminded existing SIV, MBL, and other AFN customers of the importance of acknowledging PSPS notifications and maintaining current contact information. PG&E also prepared direct-mail outreach for customers without email addresses to broaden the reach of these efforts.

Paid outreach continued throughout the quarter, with social media influencer content reaching AFN audiences, including SIV and MBL customers. Building on this effort, PG&E began identifying additional trusted community influencers with experience and connections to AFN populations. These partnerships are intended to extend PSPS preparedness messaging through trusted voices that can help reach communities through relevant and accessible channels, with additional paid social media influencer outreach planned for Q4.

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

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

Goal: Increase engagement with prospective MBL Program customers through multi-channel outreach and awareness campaigns											
Year	Total Channel Count	Direct Mail		Email			Bill Insert		Digital Media/Video		Broadcast TV & Radio
		Customers Reached	# Touches	Customers Reached	# Touches	Avg. Click Rate	Customers Reached	# Touches	Total Impressions	Total Conversions (Clicks)	Total Impressions
2025	4	129,890	4	3,105,832	3	2.26%	2,700,000	1	90,459,997	1,301,925	N/A [17]
2026 [18]	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

[17] There were no Broadcast TV or Radio campaigns ran in 2025

[18] 2026 MBL acquisition campaign will start in Q4 due to the upcoming upgrades to self-service channels on PGE.com.

1.7.2 Health Care Industry Strategy

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

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

During Q3, the Joint IOUs continued engagement with organizations serving individuals with AFN, including Regional Centers, healthcare and emergency preparedness organizations, and organizations supporting older adults and people with disabilities. On August 14, the Joint IOUs hosted an informational session for Regional Center Cultural Specialists and vendors, followed by a September 29 session for Regional Center Resource Navigators. These engagements built upon ongoing coordination with Regional Centers to increase awareness of PSPS preparedness, MBL, AFN Self-Identification, and other resources available to individuals with AFN and the organizations that support them.

The Joint IOUs also expanded outreach through participation in several statewide conferences and partner engagements. On August 18, the Joint IOUs presented to Statewide VOAD, and from September 1 through 3 participated in the 3rd Annual Government and Disability Summit. Additional outreach included participation in the Village Movement event on September 17 and 18 and the California Hospital Association Disaster Conference on September 22 and 23. Collectively, these engagements provided opportunities to connect with healthcare and emergency preparedness professionals, disability organizations, organizations supporting older adults, and other community partners to increase awareness of PSPS preparedness and available AFN resources, including MBL, AFN Self-Identification, and the Prepare for Power Down website.

Additionally, the Joint IOUs continued their collaboration with the California Assisted Living Association (CALA), finalizing newsletter and email communications intended to expand awareness of PSPS preparedness support for individuals who are electricity dependent, seniors, and people with disabilities residing in residential care facilities. The communications also highlighted support available through the Joint IOUs' partnership with 211. Building on this effort, PG&E developed targeted communications for residential care facilities throughout its service territory, reinforcing 211 as an additional resource that facilities can incorporate into their

emergency preparedness planning. Distribution of these communications is planned for Q4.

PG&E also continued enhancing its AFN webpage by developing a new resource subpage organized around specific customer needs, making preparedness information and support resources easier to find. The new content includes a dedicated section for caregivers, which PG&E plans to promote through healthcare and other community stakeholders. The webpage was developed during Q3 and is planned to launch in September.

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

PG&E conducts outreach to master-meter owners, property managers, and multi-unit dwelling account holders whose residents may not be direct PG&E account holders. Outreach includes information about resiliency programs, PSPS preparedness, available resources, and the importance of residents signing up for Address Alerts[19] to receive PSPS notifications for locations important to them. For purposes of this outreach, non-account holders include individuals who may be affected by a PSPS but do not have a PG&E account associated with the location where they live or stay.

PG&E continues to promote Address Alerts through CBO trainings and in-language webinars as an important preparedness resource for non-account holders. Address Alerts allows individuals to receive potential PSPS notifications for any address important to them, regardless of whether they are a PG&E customer, and is available in 16 languages via phone or text. Information and recordings from PG&E's 2026 webinars are available at www.pge.com/webinars.

In Q3 2026, PG&E completed its annual outage preparedness campaign for master-meter owners, property managers, and multi-unit dwelling account holders, including targeted email and direct-mail communications. The outreach provided preparedness information and resources that these stakeholders could share with residents, including information about Address Alerts for individuals who do not receive direct PG&E account notifications.

PG&E also continued efforts to better understand and reach AFN non-account holder populations. During Q3, PG&E's Customer Insights team completed a survey focused on these populations, and PG&E began evaluating the results for statewide benchmarking and to inform future consideration of outreach and marketing approaches for delivering important PSPS preparedness information.

[19] 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.

Recognizing that visitors to PG&E's service territory may also be affected by a PSPS without having a PG&E account, PG&E expanded its non-account holder outreach during Q3 to include visitor-serving organizations. PG&E shared an updated visitor guide with visitor bureaus throughout its service territory that included information about 211 as a resource for visitors who may need additional support. PG&E also developed visitor-focused PSPS preparedness content during Q3 for planned inclusion on its website in Q4.

1.7.4 Accessibility of Communications

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

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

PG&E entered into a new agreement with Deaf Services Unlimited (DSU) to provide American Sign Language (ASL) interpreting services specifically for EOC and AFN Liaison Team stakeholder engagement during PSPS activations, including CBO calls.

In Q3, PG&E utilized DSU services to provide ASL interpreting during the July 15 and September 12 PSPS activations.

1.7.5 Tribal Engagement

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

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

Table 14. Recurring Tribal Outreach and Engagement Activity

Outreach and Engagement				
Ongoing Outreach Activity	**Q1**	**Q2**	**Q3**	**Q4**
Tribal Newsletter & Healthcare Outreach [20] (All Tribes)	3/30/2026	7/6/2026	9/29/2026	
Tribal Outreach or Presentations Program & Support Services	4	3	2	
Wildfire Safety Webinar for Tribes (All Tribes)	-	6/30/2026	-	

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

During Q3, PG&E's Tribal Liaison Team supported Tribal communities through both PSPS response activities and ongoing outreach efforts. The team activated and provided support during the July 15 and September 12 PSPS activation, while also continuing proactive engagement with Tribal partners during non-activation periods.

In partnership with the AFN Team, the Tribal Team held a virtual introductory meeting with the Hoopa Valley Tribe on September 8, with participation from a CPUC Tribal Advisor, to provide education and information about the ESA program. On September 3, PG&E also met in person with the Owens Valley Career Development Center to review program requirements and budget considerations and coordinate on upcoming outreach events.

The Tribal Liaison Team identified results from the Tribal Survey during Q3 and are actively moving forward with internal PGE’s functional areas to support requests gathered from the survey.

Additionally, during the month of September, a Tribal newsletter was distributed to all tribes within PG&E’s service territory, providing information on ESA and other assistance programs, and offering opportunities for further engagement and partnership.

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

1.7.6 Translations of Communications

PG&E translates Community Wildfire Safety Program (CWSP) and PSPS communications and notifications in 15 non-English languages. [21] 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 [22], encouraging customers to select their preferences using various channels including direct mail, email, social media, multi-media partners, and CBOs.

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

PG&E partners with approximately 41 multicultural media outlets throughout the year to promote safety initiatives, including PSPS, and help reach monolingual, limited-English-proficient, and other communities that may be less effectively reached through mainstream media channels. In Q3 2026, PG&E continued translating and publishing PSPS fact sheets to the CBO Toolkit webpage, expanding access to critical preparedness information for communities and the CBO partners that support them. PG&E also hosted three Spanish-language webinars, one Russian-language webinar, and one Chinese-language webinar, along with additional multicultural media engagements to increase awareness of AFN programs, services, and PSPS preparedness resources. See Section 1.8.1.6.1 for additional information on PG&E's multicultural media engagement.

1.7.7 Wildfire Safety Town Halls, Webinars and other Community Events

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

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.

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

[22] 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.

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

Table 15. Summary of AFN and CBO Targeted Outreach Conducted in Q3 2026

Date	Event	Audience
7/14/2026	Community-Based Organizations Wildfire Safety Webinar	AFN Advocates, Community-Based Organization Partners
8/6/2026	San Andreas Regional Center Training	AFN Advocates, Community-Based Organization Partners
8/14/2026	Joint IOU Department of Developmental Services Regional Cetner Cultural Specialists Community Training	AFN Advocates, Community-Based Organization Partners
8/18/2026	Joint IOU Voluntary Organization Active in Disaster Meeting	AFN Advocates, Community-Based Organization Partners
8/18/2026	Access and Functional Needs Customers Webinar #2	Access and Functional Needs Customers
9/1/2026 – 9/3/2026	Ventura Disability Summit	AFN Advocates, Community-Based Organization Partners
9/2/2026 – 9/4/2026	Q3 PG&E Regional Working Group Meetings	Tribal, City and County Governments, City and County OES, Community-Based Organization Partners
9/9/2026	People With Disabilities and Aging Advisory Council Meeting	Access and Functional Needs Customers, AFN Advocates

Date	Event	Audience
9/16/2026	Q3 Low-Income Oversight Board (LIOB)	AFN Advocates, Community-Based Organization Partners
9/17/2026- 9/18/2026	Village Movement Conference	AFN Advocates, Community-Based Organization Partners
9/22/2026- 9/23/2026	California Hospital Association Conference	AFN Advocates

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

Table 16. CPUC Meetings, Wildfire Safety Webinars, Virtual Regional Town Halls, and Regional Working Groups in Q3 2026

Date	Event	Audience
7/8/2026	Regional Town Hall	Bay Area Region
8/12/2026	Regional Town Hall	North Valley & Sierra Region
8/26/2026	Regional Town Hall	North Coast Region
8/27/2026	Regional Town Hall	Central Valley Region
9/2/2026	Regional Working Group	Central Valley Region
9/2/2026	Regional Working Group	North Valley & Sierra Region
9/3/2026	Regional Working Group	North Coast Region
9/3/2026	Regional Working Group	South Bay & Central Coast Region
9/4/2026	Regional Working Group	Bay Area Region
9/9/2026	Regional Town Hall	South Bay & Central Coast 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 any PSPS activation including the weather and its equipment as soon as possible, keeping in mind weather conditions can be uncertain. Whenever the forecast allows, PG&E's goal is to send notifications (i.e., calls, texts, and emails) to potentially impacted customers two days ahead, one day ahead, just before shutting off power and when power is shut off. If de-energization is delayed due to changes in weather conditions, customers may receive a pending delay notification to communicate they are still at risk of de-energization. PG&E will provide updates once the weather has passed until power has been restored. PG&E detailed its automated notifications in Section 11.4.2 of the filed Revision 3 of the 2026-2028 Wildfire Mitigation Plan filed on December 30, 2025. [23] In Q3, PG&E performed

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

notifications consistent with our outlined plan during the July 15 and September 12 PSPS activations.

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 78,517 individuals enrolled in MBL or SIV programs and residing in high fire risk areas. We utilized our doorbell ring process during the Q3, July 15 and Sept 12 PSPS activations.

1.8.1.3 Engagement with Paratransit Agencies

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

In Q3, PG&E provided notifications during the July 15 and September 12 PSPS activations.

1.8.1.4 PG&E Contact Center Operations

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

Table 17. includes call center-related metrics associated with PSPS activations. In Q3, we had a PSPS on July 15 and September 12.

Table 17. Call Center Support Services During Q3-2026 PSPS

PSPS Date	Total Calls Handled	PSPS Calls Handled	Average Speed of Answer for PSPS Calls	Number of Languages Supported by Call Center Translation Services
Jul 15-16	59,788	212	24 sec	3
Sep 12-14	64,681	42	7 sec	3

1.8.1.5 Website

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

In Q3, PG&E finalized updates to its main AFN webpage, including refreshed language, an updated layout, and reorganized customer resources to make relevant information easier to find. PG&E also developed new specialized resource sections for

neurodivergent individuals, seniors, and caregivers, with launch planned for early October. In addition, PG&E continued translating and publishing PSPS fact sheets to the CBO Toolkit webpage as translations became available, expanding access to critical preparedness information for communities and the CBO partners that support them.

1.8.1.6 Media

PG&E engages with traditional broadcast and digital media outlets, including multicultural news organizations, in one or more of the following ways before and/or during PSPS events: distributing press releases, conducting live streaming news conferences, taking part in media interviews, and responding to media requests for information, and running paid advertising on digital and multicultural media (only before PSPS events). To serve non-English speaking customers, PG&E engages multicultural media outlets throughout the year to promote safety initiatives, including PSPS, to monolingual or difficult-to-reach populations that may need access to mainstream television media and/or read/speak English.

In Q3 2026, PG&E continued media outreach through wildfire safety webinars, sharing information about assistance and resources available to support customers with access and functional needs (AFN), including individuals who rely on power for their health, safety, and independence. PG&E also hosted a Wildfire Safety & Preparedness Multicultural Media Roundtable to provide media outlets with information about PSPS, emergency preparedness, and customer resources, including those tailored to customers with AFN.

PG&E continued to distribute news releases, coordinate media interviews, and engage multicultural media outlets to help educate non-English-speaking customers about wildfire safety, PSPS, emergency preparedness, consumer protections, income-qualified programs, and other available resources. PG&E also coordinated media visits to explore additional partnership opportunities, including public service announcements, advertising, and event sponsorships.

1.8.1.6.1 Multicultural Media Engagement

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

PGE collected data from participating media partners to help shape the 2026 campaign timeline. Additional media partners were identified for inclusion in the 2026 engagement campaign. An online information session was conducted in April to promote enrollment among prospective partners.

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

Table 18. Multicultural Media Engagement Activities (by Month)

Month	Summary of Multicultural Media Engagement Activities
July	• Launched AFN Radio campaign launched with 29 in-language radio stations educating diverse customers on wildfire safety and preparedness. • We hosted five in-language webinars (three in Spanish, one in Chinese and one in Russian) to provide updates on Public Safety Power Shutoffs, wildfire safety, outage notifications, emergency preparedness, customer assistance programs, and back up power resources. A total of 558 customers attended these virtual events, and more than 10,378 customers accessed the webinar information via social media.
August	• Aug 17, PG&E Pittsburg Bill Assistance Event • Aug 28, we conducted a pre-recorded interview with KSFN News for Chinese to remind customer to sign up for SIV, update their contact information and language preferences to receive the latest update regarding PSPS. • Aug 31, CWSP town hall event with the Philippine American Press Club at KTSF-TV in Brisbane, engaging Tagalog-speaking customers and community members in an important conversation about wildfire safety and preparedness. This program was aired on KTSF with over 80,000 viewership.
September	• On Sept. 17, we supported the Sac Hub Media Foundation and participated in the Excellence Women of Color Awards ceremony in Sacramento to highlight 211 and SIV to the black communities in the Sacramento Valley. • We continued to secure additional multicultural media engagements and media interview opportunities to increase awareness of AFN programs, services, and PSPS preparedness resources. • Finalized planning on the AFN in-language social media campaign and partnered with nine media partners with strong social media presence to increase awareness of 211 and customer resources before, during and after PSPS events.

1.8.1.6.2 Social Media

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

PG&E plans to partner with 41 multicultural media partners and a CBO to assist with

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

In Q3 2026, PG&E used its social media channels to promote National Preparedness Month in September and encourage customers to prepare for wildfire season. Preparedness messages were shared through Instagram Stories, Nextdoor, and LinkedIn. Paid social media outreach also continued throughout the quarter with previously engaged influencer posts. Building on this work, PG&E began identifying additional trusted community influencers with experience and connections to populations with AFN. These partnerships are intended to expand the reach of PG&E's preparedness messaging by engaging trusted voices who can help deliver information to harder-to-reach communities. Additional social media influencer outreach is planned for Q4.

1.8.1.6.3 Paid Media/Advertising

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

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

Table 19. 2026 AFN Paid Digital Media Status

2026 AFN AD Campaign	Est. Reach	Impressions	Clicks	Click Through Rate
AFN Paid Media	N/A	42 million	375,000	0.90%
PSPS Preparedness (Brand Campaign)	2.9 million	16 million	7,532	0.05%

1.8.2 Community Resource Centers (CRCs)

To minimize impacts during PSPS, PG&E opens CRCs in potentially impacted counties and tribal communities. CRCs provide customers and residents with a safe and accessible location to meet their basic power needs, such as charging medical equipment and electronic devices.

Upon request, all customer print materials onsite are available in Braille or large print upon customer request, and American Sign Language (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 strengthen CRC readiness for people with disabilities, PG&E completes pre-deployment ADA reviews at indoor and outdoor CRC sites in coordination with local government agency partners and tribes to identify appropriate CRC locations. From these site reviews, PG&E selected ADA-friendly sites and invested in site improvements to comply with ADA requirements for not only CRC use but also for the betterment of the community year-round.

In 2026, PG&E continues to monitor CRC location needs with local county government and tribes to ensure pre-identified CRC locations are well-situated to serve communities and adjust as needed. PG&E provides QR codes at all CRC sites, which links directly to a survey, allowing customers to provide feedback. As of September 2026, PG&E has secured just under 400 event-ready sites, which include 118 indoor sites and 268 outdoor sites.

In Q3, PG&E did activate our Emergency Operations Center (EOC) to support the July 15 and September 12 PSPS activations. We continue to collaborate with our CRC staffing vendor to update and integrate additional Access and Functional Needs (AFN) training into their employee onboarding and standard training curriculum. All customer program and support fact sheets are stocked in our warehouse and distributed to each of our CRCs. In addition, CRCs continue to maintain water support equipment and insulated medication bags to assist customers with extenuating circumstances through 211

referrals. Lastly, we continue to evaluate opportunities to incorporate neurodivergent accommodations.

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

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

Table 20. Q3-2026 Community Resource Centers (by PSPS)

2026 PSPS Date	Total CRCs Deployed	Number of Counties Served	Total Indoor Sites	Total Outdoor Sites	Total Visitors
July 13-15	5	3	1	4	2,494
Sept. 12-14	7	5	3	4	466

1.9 Recovery (After – Power has been restored)

1.9.1 After Action Reviews and Reports

The After-Action Reviews and Reports (AAR) process is described in detail in our 2026 AFN Plan. PG&E held an AAR for the July 15 and September 12 PSPS activation. No AFN-related areas of improvement were identified.

1.9.2 Lessons Learned and Feedback

PG&E leverages feedback from agencies, CBOs, critical facilities, and customers during the PSPS season to focus improvements on key initiatives. PG&E continues to focus our efforts in 2026 on the following key initiatives to inform and enhance outreach efforts or prioritize improvements:

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

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

1.9.3 Customer Surveys

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

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

Effectiveness Survey will be conducted in Q3 2026 and will be finalized and submitted in the 2027 AFN Plan. The 2026 Post-Season Outreach Effectiveness Survey data collection will be conducted in Q4 and will be finalized and submitted in Q1 2027.

The Joint IOUs will continue to use the Key Performance Indicators (KPIs) [24] that were developed with the AFN Statewide Council Planning Team. These KPIs seek to measure the impacts of PSPS on individuals with AFN, awareness of support programs, and satisfaction of services offered. The most recent pre- and post-season survey results that address the KPIs can be found in the Appendix F for the 2026 AFN Plan.

In Q3 2026, PG&E conducted two PSPS post-activation surveys with customers following the July 15 and September 12 activations. PG&E uses feedback from these surveys to identify opportunities to enhance customer support and communications, and will continue to leverage insights and lessons learned from future PSPS activations to drive continuous improvement.

In Q3 2026, PG&E continued the research and development of neurodivergent customer outreach materials designed to help customers prepare for power outages. Building on customer research conducted in the prior quarter, PG&E developed four draft email communications and engaged its Access Network Employee Resource Group (ERG) to review the materials and provide feedback. The review provides an additional opportunity to incorporate perspectives from employees with disabilities and those with personal experience supporting people with disabilities. Feedback from the ERG will help inform refinement of the materials prior to future customer outreach.

In addition, PG&E continued efforts to better understand and reach AFN non-account holder populations. During Q3, PG&E's Customer Insights team completed research focused on these populations and began evaluating the results for statewide benchmarking and to inform future outreach and marketing approaches for delivering important PSPS preparedness information.

CONCLUSION

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

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[24] **Key Performance Indicators**:

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

APPENDIX A.1 – AFN COLLABORATIVE COUNCIL

Name	Organization	Title	Group
Aaron Carruthers	State Council on Developmental Disabilities	Executive Director	Collaborative Council
Alana Hitchcock	California 211	Executive Director	Collaborative Council
Andy Imparato	Disability Rights California (DRC)	Executive Director	Collaborative Council
Anne Rarick	Liberty	Community Outreach (AFN) Lead	Collaborative Council
April Johnson	San Diego Gas & Electric (SDG&E)	Customer Programs Supervisor	Collaborative Council
Audrey Williams	California Public Utilities Commission (CPUC)	Project and Program Supervisor	Collaborative Council
Aurora Cantu	Southern California Edison (SCE)	Senior Manager	Collaborative Council
Christina Mills	California Association of Area Agencies on Aging (C4A)	Executive Director	Collaborative Council
Dana Golan	San Diego Gas & Electric (SDG&E)	Vice President of Customer Services	Collaborative Council
Danielle Finch	San Diego Gas & Electric (SDG&E)	Manager of Customer Success	Collaborative Council
Eric Schwarzrock	Liberty	President	Collaborative Council
Hannah Peskin	Disability Rights California	Associate Director of Leadership and Board Development / Primary contact for Andy Imparato	Collaborative Council
James Cho	California Public Utilities Commission (CPUC)	Program Manager	Collaborative Council

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

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

Name	Organization	Title	Group
Sarah Lee	Southern California Edison (SCE)	Senior Advisor, Public Safety	Collaborative Council
Sean Matlock	Bear Valley Electric Services (BVES)	Energy Resource Manager / Assistant Corporate Secretary	Collaborative Council
Tawny Re	Bear Valley Electric Services (BVES)	Customer Program Specialist	Collaborative Council
Tom Smith	Pacific Gas & Electric Company (PG&E)	Sr. Manager, LCE Planning & Operations	Collaborative Council
Vance Taylor	California Governor's Office of Emergency Services (Cal OES)	Chief, Office of Access and Functional Needs	Collaborative Council
Yaritza Sanchez	State Council on Developmental Disabilities	Assistant to the Executive Director (Aaron Carruthers)	Collaborative Council

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

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

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

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

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

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

Name	Organization	Title	Group
Staphany Lu	San Diego Regional Center (SDRC)	Emergency Management Coordinator	Statewide Council
Stephanie Tews Sheldrick	Pacific Gas & Electric Company (PG&E)	Director, Customer Experience & Insights	Statewide Council
Sydney Schellinger	California Department of Aging (CDA)	Senior Emergency Services Coordinator	Statewide Council
Tamara Rodriguez	California Department of Developmental Services (DDS)	Officer, Emergency Preparedness & Response	Statewide Council
Tawny Re	Bear Valley Electric Services (BVES)	Customer Program Specialist	Statewide Council
Tiffany Swan	San Diego Regional Center (SDRC)	Community Services Home and Community-Based Services Specialist	Statewide Council
Tom Smith	Pacific Gas & Electric Company (PG&E)	Sr. Manager, LCE Planning & Operations	Statewide Council
Victor Duron	Department of Rehabilitation (DOR)	Acting Director	Statewide Council
Yvonne Gratianne	San Gabriel/Pomona Regional Center	Communications and Public Engagement Officer	Statewide Council
Zackary Hughes	San Diego Gas & Electric (SDG&E)	Regulatory Affairs	Statewide Council
Zeus Ferrao	Southern California Edison (SCE)	Customer Insights Project Manager, Advisor	Statewide Council

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

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

APPENDIX D.1 – FOOD BANK RESOURCE PARTNERS

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

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

APPENDIX E.1 – MEALS ON WHEELS PARTNER ORGANIZATIONS

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

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

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

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

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

APPENDIX G.1 – ACCESSIBLE TRANSPORTATION PARTNERS

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

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

APPENDIX H.1 – KEY OBJECTIVES

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

2026 Key Objectives		Accomplished to date	Q3 2026 Updates
Increase awareness of IOU programs and services available before, during and after a PSPS	Joint IOUs:	• Creation of the Prepare for Power Down website. • Collaborating with CalFresh on food support for individuals with AFN impacted by PSPS activations and identified information sharing needs for program participation. • Participated in MBL required annual training for the Department of Social Services' In Home Supportive Services (IHSS) for greater engagement to increase PSPS awareness. • Continued awareness of PSPS and IOU supported programs and services to CBO's and agencies.	• The ASL vendor developed a two-page demo of the ASL widget, which was presented to our AFN councils during the Q3 meetings for testing and feedback before finalizing the remaining ASL translations and launching the widget live on the P4PD website. • To continue awareness of IOU programs and services, the Joint IOUs participated in six 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: ○ 8/14: Regional Center Cultural Specialists and vendors in collaboration with DDS ○ 8/18: Statewide VOAD ○ 9/1-9/3 3rd Annual Government and Disability Summit ○ 9/17-9/18 Village Movement CA Conference ○ 9/22-9/23 California Hospital Association Disaster Planning Conference

2026 Key Objectives		Accomplished to date	Q3 2026 Updates
Increase awareness of IOU programs and services available before, during and after a PSPS (cont.)			○ 9/29 Regional Center Family Resource Center staff and Community Navigators Program staff in collaboration with DDS • On July 31 and September 30 Continue conversations with DOR to develop a strategy to meet with two of their stakeholder groups and discussed opportunities to continue outreach of the Prepare for Power Down promotional materials through their channels (social media, newsletters, and website)
	PGE:	• AFN CBO targeted webinars. • CBO annual training. • Annual mailers to AFN populations.	• PG&E held a virtual Community Organization and Advocate Training for approximately 60 attendees on September 29 and highlighted our Wildfire Safety program and provided updates on AFN programs and services in our service area. • Obtain approval of Outage Preparedness Booklet to help customers build emergency preparedness plans independently or with support from 211. Final website hosting and publication will occur in Q4. • Conducted the second and third planned AFN-focused webinars on July 14 and August 8, for customers and Community-Based Organizations, providing information on wildfire safety initiatives, preparedness resources, customer support programs, and partnership opportunities.

2026 Key Objectives		Accomplished to date	Q3 2026 Updates
			• Continued integrating 211 California into PG&E outreach efforts as a trusted AFN resource, including visitor bureau outreach, the master-meter owner toolkit, SIV/MBL notification reminders, paid traditional, multicultural and social media, and webinars, to increase awareness of preparedness planning, wellness checks, and connections to local assistance and support during PSPS events.
Continue to identify individuals who are Electricity Dependent	Joint IOUs:	• Partnership with In-Home Supportive Services (IHSS) and Regional Centers. • Continue to monitor JIOU MBL population study to better understand the opportunity to promote MBL program. Currently awaiting CPUC approval of the study design and budget. • Continue to participate in community and CBO outreach events to reach and identify individuals who may be electricity dependent.	• Leveraging our relationship with DDS and the Regional Centers, we presented to four new stakeholder groups: Regional Center Cultural Specialists, service providers/vendors, Family Resource Center staff, and Community Navigators. This expanded network will improve our ability to identify individuals who are electricity dependent and increase awareness of available preparedness and support resources. • Presented at the 8th Annual Village Movement California Conference to raise awareness of resources and services available to electricity-dependent older adults and seniors.
	PGE:	• SIV marketing campaign. • My PGE Portal enhancements to make AFN Self-ID enrollment easier and corresponding mailer.	• Launched influencer SIV paid media campaigns to increase awareness among customers who may be electricity dependent and encourage self-identification for additional outage support resources.

2026 Key Objectives		Accomplished to date	Q3 2026 Updates
			• Launched SIV acquisition mailing for customers in HFRAs to encourage self-identification and increase awareness of available PSPS support services.
Identify new enhancements to programs and resources needed to mitigate the impacts of PSPS	Joint IOUs:	• Establishment of the AFN Collaborative Council and the AFN Statewide Advisory Council. • Launched Phase 2 of the PrepareforPowerDown.com website; developed marketing materials for statewide partners. • Joint IOUs aligned and shared best practices of 211's care coordination to enhance offerings. • Redesigned the Statewide Council Advisory quarterly meetings by including the development of the 2026 AFN Plan to expand council participation. • Confirmed all JIOUs have a permanent subsidized solution for customers who cannot leave their homes.	• The ASL vendor developed a two-page demo of the ASL widget, which was presented to our AFN councils during the Q3 meetings for testing and feedback before finalizing the remaining ASL translations and launching the widget live as an enhancement to the P4PD website. • PG&E completed its non-account holder survey and is consolidating results for a future benchmarking discussion. • Advanced a JIOU effort to evaluate outdoor privacy screen solutions, with PG&E selecting one tented privacy option that will be tested in Q4 with their safety team involved. • Leveraging insights from PG&E's survey efforts, SCE implemented a 211 safety kit incentive to encourage care coordination engagement and improve customer preparedness.

2026 Key Objectives		Accomplished to date	Q3 2026 Updates
	PGE:	• Conduct CBO Performance Surveys after every activation to obtain feedback. • Established a regular CRC check-in meeting with CRC program manager, ADA coordinator and AFN program manager. • Developed AFN collateral and signage at CRCs to help promote our resources and services to all visitors.	• Finalized Outage Preparedness Booklet to help customers build emergency preparedness plans independently or with support from 211. Final website hosting and publication planned for Q4. • Advanced CRC accessibility enhancements by ordering a privacy room option for testing during a PSPS activation, with the goal of providing a safer, more supportive space for neurodivergent customers and others who may benefit from additional privacy. • Enhanced the CRC in-person survey with more targeted AFN questions to gather customer feedback on available supports, accessibility, and the overall CRC experience.

Coordinate and integrate resources with state, community, utility to minimize duplication	Joint IOUs:	• Completed the development of the JIOU AFN Framework. • Creation of the Prepare for Power Down website. • Coordination with CalFresh regarding food support. • Participation with JIOU External Engagement & Customer Experience Sub-Committee.	• Presented at the 8th Annual Village Movement California Conference to strengthen coordination with community based organizations, reduce duplicative outreach efforts, and connect electricity-dependent older adults and seniors to available programs and services. • Worked with DDS and Regional Centers to expand engagement across four stakeholder groups, improving resource alignment and identification of electricity-dependent individuals while minimizing duplicative outreach. • Presented at the Voluntary Organizations Active in Disasters (VOAD) meeting in August aimed at improving resources coordination and reducing duplication across community and utility organizations. • Held two coordination meetings with DOR to develop a strategy to meet with two of their stakeholder groups and discuss opportunities for collaboration.
	PGE:	• Quarterly updates for impacted county OES from PG&E Public Safety Specialists. • Quarterly Regional Working Groups • PSPS Advisory Board. • Critical Infrastructure Workshop.	• September 9 PG&E held our quarterly PWDAAC meeting to engage leaders of state and community organizations who provided feedback on our back-up power programs. On September 17, PG&E's AFN Program team presented to all five Regional Working Groups on 2026 AFN focus areas and progress, programs and partnerships supporting customers with AFN, and resources available before and during PSPS events, including Medical Baseline, Self-Identified Vulnerable, California 211, DDAR and Community Resource Centers.