

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

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

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

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

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Dated: January 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 2025 AFN Plan Fourth Quarterly Progress Report of Activities between October 1, 2025 to December 31, 2025, is attached hereto as Appendix H.

Respectfully submitted,

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Dated: January 30, 2026

# Pacific Gas and Electric Company's 2026 Access and Functional Needs (AFN) Plan for Public Safety Power Shutoff (PSPS) Support



January 31, 2025

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## **EXECUTIVE SUMMARY**

During extreme weather conditions, utilities may enact a Public Safety Power Shutoff (PSPS), which temporarily turns off power to specific areas to protect the safety of our customers and communities. This remains a necessary tool of last resort to reduce the risk of the electric system from becoming a source of wildfire ignition. To support individuals with Access and Functional Needs (AFN) during PSPS, each of the Joint Investor-Owned Utilities (IOUs)<sup>1</sup> developed its respective 2026 Annual AFN PSPS Plan (“AFN Plan” or “Plan”) with assistance from regional and statewide AFN stakeholders, representing a broad spectrum of expertise. The Plan leverages the Six-Step Planning Process outlined in the Federal Emergency Management Agency (FEMA) Developing and Maintaining Emergency Operations Plans Comprehensive Preparedness Guide 101.<sup>2</sup>

The Joint IOUs are committed to addressing the needs of individuals with AFN before, during, and after a PSPS. The Joint IOUs have established a partnership with the AFN Collaborative Council and the Joint IOU Statewide AFN Advisory Council (AFN Statewide Council)<sup>3</sup> to seek guidance and address the “Why,” “Who,” “What,” and “How” to better mitigate risk and support individuals with AFN.

The Joint IOUs acknowledge and sincerely thank the AFN Collaborative Council and the AFN Statewide Council for their guidance and commitment in developing the 2026 AFN Plan.

## **WHY**

As climate conditions change, the threat of wildfires in California continues to grow. One critical tool used to prevent wildfires is PSPS, in which an IOU may temporarily shut off power to a neighborhood during dangerous weather conditions to prevent the electric system from becoming a source of ignition. These safety shutoffs are a measure of last resort for keeping customers and communities safe. A PSPS, although necessary, disrupts the everyday lives of impacted individuals, including those with AFN and/or those who may be

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<sup>1</sup> San Diego Gas & Electric (SDG&E), Southern California Edison (SCE), and Pacific Gas & Electric Company (PG&E).

<sup>2</sup> For details on how to develop and maintain Emergency Operations Plans, visit: [Developing and Maintaining Emergency Operations Plans Comprehensive Preparedness Guide \(fema.gov\)](https://www.fema.gov/emergency-preparedness-response-recovery/operational-plan-development).

<sup>3</sup> As of 2025, the Core Planning Team has transitioned and is now listed as the AFN Statewide Council. See Appendix A for members of the AFN Collaborative Council and members of the AFN Statewide Council.

electricity dependent, which will be discussed further in this Plan. The purpose of this Plan is to mitigate the impact of PSPS on individuals with AFN.

## WHO

The IOUs have made progress in identifying individuals with AFN across their respective service areas, collectively identifying approximately 4 million<sup>4</sup> people across the state through defining, mapping, enabling, and promoting self-identification. To support and target individuals that are electricity dependent, the Joint IOU Statewide AFN Advisory Council and AFN Core Planning Team<sup>5</sup> developed a definition of Electricity Dependent Individuals<sup>6</sup> that this Plan seeks to support. That definition remains unchanged since 2022.

**Electricity-Dependent Definition:** Individuals who are at an increased risk of harm to their health, safety, and independence during a PSPS for reasons including, but not limited to:

- Medical and Non-Medical
- Behavioral, Mental, and Emotional Health
- Mobility and Movement
- Communication

The IOUs understand that there is more work to be done and will continue these efforts to identify additional individuals with AFN in 2026.

## WHAT & HOW

Working alongside the AFN Collaborative Council and AFN Core Planning Team, the Joint IOUs identified goals, objectives, and potential opportunities for enhancements in 2026, outlined in this Plan. These groups have shaped programs and support, and their engagement has led to measurable improvements. The Joint IOUs' overarching goal is to mitigate the impacts of PSPS events on individuals with AFN through specialized customer outreach, education, assistance programs, and services. To assess the effectiveness of these efforts, the following key performance indicators (KPIs) are used:

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<sup>4</sup> Represents total counts of AFN designations in each IOU's database not unique individuals or accounts.

<sup>5</sup> See Appendix B for a list of the members of the Joint IOU Statewide AFN Advisory Council and AFN Core Planning Team.

<sup>6</sup> IOUs will strive to implement this proposed definition contingent on operational feasibility and in alignment with AFN identification requirements with the CPUC's PSPS decisions. See e.g. D.21-06-034, Appendix A at A8-A9; D.20-05-051, Appendix A at A8; D.19-05-042, Appendix A at A12-A14, A20-A21. The IOUs will continue to collaborate with AFN stakeholders to refine this definition as appropriate.

1. Percentage of individuals with AFN who were aware of what support and resources were available to them during a PSPS.
2. 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. Percentage of individuals who use mitigation services (e.g., 211 support, Community Resource Centers (CRCs), and battery programs) reported they were satisfied with the level of support received.

## INTRODUCTION

In accordance with the California Public Utilities Commission (Commission or CPUC) Decision (D.) 21-06-034 Phase 3 OIR Decision Guidelines and using the Six-Step Planning Process in FEMA’s Developing and Maintaining Emergency Operations Plans Comprehensive Preparedness Guide 101, the Joint IOUs worked collaboratively with the AFN Core Planning Team to implement the “Whole Community”<sup>7</sup> approach to develop an overarching Joint IOU Statewide strategy to meet the diverse needs of individuals with AFN.

Each IOU’s comprehensive plans will reflect geographical differences as well as the various needs of communities with AFN. The IOUs will provide the CPUC with quarterly updates regarding progress towards meeting the established objectives and the impact of their efforts to address this population before, during, and after PSPS, while optimizing opportunities for consistency statewide.

Section 1 below provides a high-level overview of the IOUs’ shared vision for the 2026 AFN Plan and Sections 2-4 provide details for PG&E AFN Plan. The Joint IOUs will continue benchmarking to create a consistent response across the IOU service area where possible, recognizing that resources may not be available consistently across the state.

The chart below provides a visual overview of the process and timeline for developing the 2026 AFN Plan.



<sup>7</sup> Whole Community approach as defined by FEMA, refers to preparedness as a shared responsibility and involvement of everyone, including but not limited to individuals and families with access and functional needs. Complete definition available at [www.fema.gov/about/glossary](http://www.fema.gov/about/glossary) (scroll down to “Whole Community”).

## **SUBJECT MATTER EXPERTS (ENGAGE THE WHOLE COMMUNITY)**

*FEMA Step 1, Form a Collaborative Planning Team. Engaging in community-based planning—planning that is for the whole community and involves the whole community—is crucial to the success of any plan.*

A Core Planning Team composed of volunteers from the Statewide Council and the Joint IOUs, was created to develop the annual Access and Functional Needs (AFN) Plan. To encourage more of a “whole community approach” the Joint IOUs began leveraging the 2025 Statewide Council quarterly meetings for the development of the 2026 AFN plan. This new approach increased transparency and stakeholder participation while alleviating the time constraints typically faced during Q4 planning. The new structure removed the need for a separate Core Planning Team and maintains adherence to the Six-Step FEMA planning process.

The Joint IOU Statewide AFN Advisory Council comprises eighty-nine organizations representing the diverse needs of the AFN community. The table below reflects the organizations involved in the development of the 2026 AFN Plan.

**Table 1. Engaging the Whole Community**

Planning Group	Participants/Stakeholders
<b>AFN Collaborative Council (per the Phase 3 OIR PSPS Decision)</b> - (see appendix A for full list):	California Foundation for Independent Living Centers (CFILC)
	California Health & Human Services (CHHS)
	California Office of Emergency Services (Cal OES)
	Disability Rights California (DRC)
	Disability Rights Education & Defense Fund (DREDF)
	State Council on Developmental Disabilities (SCDD)
	2-1-1 <sup>8</sup>
<b>AFN Statewide Council</b> (See appendix B for full list of invited participants):	Bear Valley Electric Services (BVES)
	California Association of Area Agencies on Aging (C4A)
	California Department of Developmental Services (DDS)
	California Department of Rehabilitation (DOR)
	California Department of Social Services (DSS)
	California Public Utilities Commission (CPUC)
	County Welfare Directors Association of California (CWDA)
	Deaf Link
	Disability Action Center (DAC)
	Disability Policy Consultant
	Disability Rights California (DRC)
	Eastern Los Angeles Regional Center (ELARC)
	Hospital Council
	Interface Children & Family Service
	Kern Regional Center (KERNRC)
	Liberty Utilities
North Los Angeles County Regional Center (NLACRC)	
PacifiCorp	

<sup>8</sup> Although 211 was not required per the Phase 3 decision, they have been invited to join the AFN Collaborative Council

<b>Planning Group</b>	<b>Participants/Stakeholders</b>
	Redwood Coast Regional Center (RCRC)
	San Diego Regional Center (SDRC)
	San Gabriel/Pomona Regional Center (SGPRC)
<b>Joint IOUs</b>	San Diego Gas & Electric (SDG&E)
	Southern California Edison (SCE)
	Pacific Gas & Electric (PG&E)

As a key component of engaging the whole community in planning, the Joint IOUs will continue to solicit feedback from the AFN Collaborative Council, the AFN Statewide Council, each utility’s respective Regional PSPS Working Groups<sup>9</sup> and other regional and statewide AFN experts such as community-based organizations (CBOs), healthcare partners, representatives of durable medical equipment and local government agencies. These groups serve as thought leaders and offer insights, feedback, and input on the IOUs’ customer strategy, programs, and priorities. The Joint IOUs seek to conduct regular meetings with these subject matter experts to actively identify issues, opportunities, and challenges related to the IOUs’ ability to mitigate the impacts of wildfire safety strategies, namely PSPS.

The planning process we presented provides opportunities to collect feedback and implement strategic improvements with details included in specific IOU plans. We continue to look at expansion of program offerings, promote the Joint IOU statewide PSPS Preparedness website, [PrepareForPowerDown.com](http://PrepareForPowerDown.com),<sup>10</sup> conduct outreach and education, as well as expand access to eligible populations.

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<sup>9</sup> These working groups convene at least quarterly to share lessons between the impacted communities and the IOUs. See D.20-05-051, Appendix A at A1.

<sup>10</sup> Please see Section 2.6.7, Statewide Website for AFN Solutions for more details on Prepare for Power Down milestones and timelines.

# 1 PURPOSE, SCOPE, SITUATION OVERVIEW, AND ASSUMPTIONS

## 1.1 Purpose/Background | WHY

The Plan focuses on mitigating the impacts of PSPS for individuals with AFN. The Joint IOUs intend to build on this Plan and strive for continuous improvement based on insights from the experts and feedback channels outlined in this Plan.

**Each IOUs respective 2026 AFN Plan addresses the following:**

- Who the IOUs need to communicate with
- What resources and services are needed during PSPS
- How the IOUs communicate with individuals with AFN
- How the IOUs make resources and services available to individuals with AFN

## 1.2 Scope - | WHO

The Joint IOUs and the CPUC use the definition of AFN as defined by the California Government Code §8593.3: “individuals who have developmental or intellectual disabilities, physical disabilities, chronic conditions, injuries, limited English proficiency, or who are non-English speaking, older adults, children, people living in institutionalized settings, or those who are low income, homeless, or transportation disadvantaged, including, but not limited to, those who are dependent on public transit and those who are pregnant.”<sup>11</sup>

Acknowledging that the California Government code definition of AFN is broad, the CPUC authorized the IOUs to follow the FEMA 6-Step Process by engaging the Whole Community through the Joint IOU Statewide AFN Advisory Council to create a common definition of “Electricity Dependent.” Therefore, the IOUs use this common definition to help inform new enhancements to programs and resources that are currently available.

**Electricity Dependent:** Individuals who are at an increased risk of harm to their health, safety, and independence during a Public Safety Power Shutoff for reasons including, but not limited to:

- Medical and Non-Medical
- Behavioral, Mental and Emotional Health
- Mobility and Movement
- Communication

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<sup>11</sup> See also D.19-05-042 at p. 28.

Examples of Electricity Dependent include, but are not limited to:

- **Medical and Non-Medical:**
  - Respiratory equipment: oxygen, respirator, inhalation therapy, apnea monitoring, suction, machines, airway clearance, airway clearances, airway clearance vests, cough assistive devices, hemodialysis
  - Nutritional equipment: gastric feed tube, specialized diet meal preparation equipment (e.g., feeding pumps, blenders)
  - Heating/cooling equipment: refrigeration, body temperature regulation
- **Behavioral, Mental, and Emotional Health:**
  - Powered equipment supporting regulation of emotional behaviors (e.g., sensory lights)
- **Mobility and Movement Equipment:**
  - Moving and Positioning equipment: Lifts, mobility tracking system, power wheelchair and mobility scooter, in home chair lift, electric bed
- **Communication:**
  - Augmentative communication devices (e.g., tablets, wearables, eye gaze), alert systems
  - Powered equipment for hearing or vision support

### **1.3 Situational Overview**

*According to FEMA Step 2: Understand the Situation. Understanding the consequences of a potential incident requires gathering information about the potential AFN of residents within the community.*

#### **1.3.1 Hazard Analysis Summary – Definition of Risk**

“Understand the Situation” continues with identifying risks and hazards. This assessment helps a planning team decide what hazards or threats merit special attention, what actions must be planned for, and what resources are likely to be needed.

The AFN Statewide Council has identified that a key risk of PSPS is that Individuals with AFN are unable to use power for devices or equipment for health, safety, and independence due to a PSPS

During the planning process, the AFN Statewide Council (AFN core working team) emphasized that the needs of individuals with AFN extend well beyond medical

devices alone and that the risks are as diverse as the population. The IOUs recognize that the impacts of PSPS are dynamic and are committed to supporting customers before, during, and after a PSPS.

### **1.3.2 AFN Population and Identification**

The Joint IOUs have made progress in identifying Electricity-Dependent individuals with AFN through program enrollments and enabling self-identification. Each IOU identifies the following customers in their respective databases as AFN:

- Customers enrolled in the following programs:
  - California Alternate Rates for Energy (CARE)
  - Family Electric Rate Assistance (FERA)
  - Medical Baseline (MBL)<sup>12</sup>, including Life-Support (Critical Care)
- Customers with disabilities
- Customers who receive their utility bill in an alternate format (e.g., Braille, large print)
- Customers who prefer communication in a language other than English
- Customers who self-identify as an older adult (65+ or Senior)
- Customers who self-certify or self-identify vulnerable
- Customers who use durable medical equipment and/or assistive technology

**Table 2** below accounts for the number of customers identified as AFN in each utility service area and those most likely to experience a PSPS.

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<sup>12</sup> Per D. 21-06-034, identification efforts include also “persons reliant on electricity to maintain necessary life functions including for durable medical equipment and assistive technology”. Id at pp. A10-A11.

**Table 2 Joint IOU Access & Functional Needs Individuals<sup>13</sup>**

Joint IOU	MBL Individuals	Customers with Language Preference	Individuals Identified as AFN	Percentage of Individuals Identified as AFN based of Total Residential Customer Base
PG&E	Total: ~240,000	Total: ~262,000	Total: ~1,720,000	32%
	HFRA: ~64,000	HFRA: ~19,000	HFRA: ~302,000	28%
SDG&E	Total: ~63,000	Total: ~67,000	Total: ~392,000	30%
	HFTD: ~12,000	HFTD: ~5,000	HFTD: ~45,000	24%
SCE	Total: ~128,000	Total: ~646,000	Total: 1,887,000	35%
	HFRA: ~46,000	HFRA ~107,000	HFRA ~475,000	33%

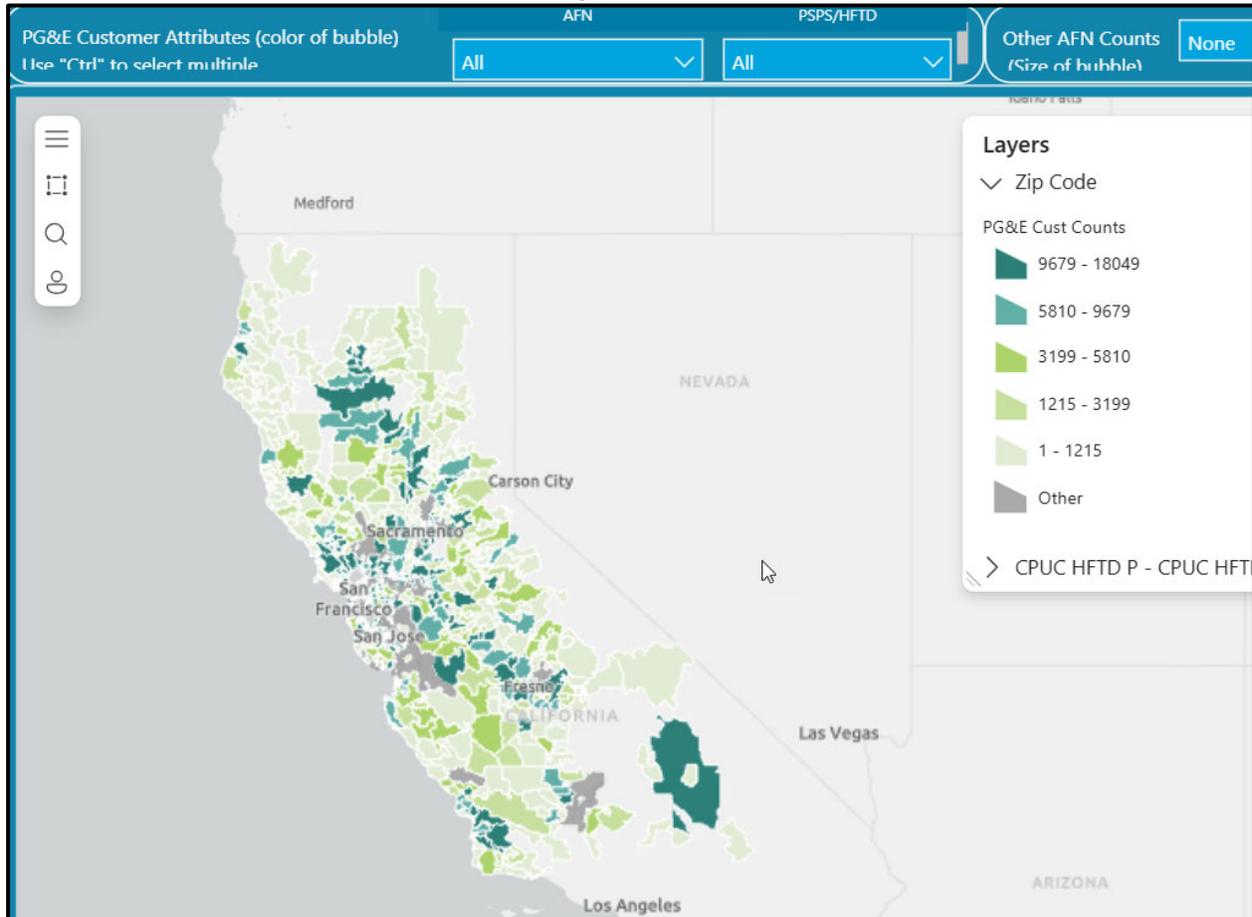
The Joint IOUs have an AFN density map that allows for quick identification of geographical areas with larger populations of individuals with AFN.<sup>14</sup> These maps enable the utilities to strategically allocate resources by geography such as staffing a support site or Customer Resource Center (CRC) for individuals who are experiencing a PSPS. See **Table 3** below.

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<sup>13</sup> Data collected as of December 2025. Notes: High Fire Risk Area (HFRA) / High Fire Threat District (HFTD) refers to a geographic region of customers potentially in scope for PSPS. Additionally, (1) Customers enrolled in MBL may include customers with Language Preference other than English and customers with an AFN; (2) Customers with Language Preference other than English may include customers enrolled in MBL and customers with an AFN; (3) Customers with AFN characteristics or CARE or FERA may include customers enrolled in MBL and customers with Language Preference other than English.

<sup>14</sup> See Section 1.2 for definition.

**Table 3. Service Area Map of PG&E Customers with AFN**



In 2026, the IOUs will continue identifying individuals who are electricity-dependent above and beyond those enrolled in the MBL Program, through direct outreach to customers in each respective IOUs service area.

### 1.3.3 Planning Assumptions

Below are the initial planning assumptions used when developing the annual AFN Plan:

- For PSPS, every effort is made to provide notification in advance of power shutoff
- Resources are available to individuals with AFN regardless of advanced notification
- Effective support of individuals with AFN requires a Whole Community approach (e.g., utilities, CBOs, non-profit organizations, government agencies)

- PSPS may occur concurrently with unrelated emergencies (e.g., active wildfires, earthquakes, floods, tsunamis, cyber-attacks, technological hazard incidents)
- The IOUs will continue to create a consistent statewide response with our support services (e.g., food support, accessible transportation, CRCs, etc.) to PSPS, acknowledging there are different needs based on geographic areas
- The scope of PSPS can increase or decrease as weather conditions are monitored across the service area.

#### **1.4 Operational Priorities - | WHAT**

*FEMA Step 3: Operational priorities – specifying what the responding organizations are to accomplish to achieve a desired end-state for the operation.*

The goal of the AFN Plan is to mitigate the impacts of PSPS on individuals with AFN served by the IOUs through improved customer outreach, education, assistance programs and services.

The Joint IOUs will continue their commitment to mitigating impacts of PSPS by focusing on key objectives identified through the 2026 planning meetings.<sup>15</sup>

Progress will be reported out within the IOU Quarterly updates. 2026 Key Objectives:

- Increase awareness of IOU programs and services available before, during, and after a PSPS
- Continue to identify individuals who are Electricity-Dependent
- Identify new enhancements to programs and resources needed to mitigate the impacts of PSPS
- Coordinate and integrate resources with state, community, and existing utility programs to minimize duplication

#### **1.5 Section Plan Development**

*FEMA Step 4: Plan Development - Develop and Analyze Courses of Action – This step is a process of generating, comparing, and selecting possible solutions for achieving the goals and objectives identified in Step 3.*

The Joint IOUs will continue to prudently deliver consistent services and resource offerings within the plan development framework. The programs and eligibility may differ by service area. Recommended actions to meet the Key Objectives for

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<sup>15</sup> See Appendix C for continued efforts from key objectives identified in prior years planning meetings.

2026 are listed below:

- 1. Increase awareness of IOU programs and services available before, during, and after a PSPS**
  - Continue to identify opportunities to participate in outreach events and connect with CBOs to engage to share utility preparedness messaging.
  - Continue to fund partnerships with CBOs as trusted messengers for outreach information. Improve access to toolkits that facilitate simple outreach and message consistency. Continue to enhance the Prepare For Power Down (P4PD) site to increase accessibility.
- 2. Continue to identify individuals who are Electricity Dependent**
  - Continue evaluating and refining outreach tactics, such as posters, in collaboration with marketing teams.
  - Continue to benchmark on self ID outreach to ensure data accuracy.
- 3. Identify new enhancements to programs and resources needed to mitigate the impacts of PSPS**
  - Explore opportunities, including focus groups, to develop a HFRA multi-unit dwelling customer survey, in consultation with customer insights internal teams with the intent to better understand who benefits from the programs.
  - Identify opportunities to collaborate with PSPS contractors, CBOs, and partners to implement, and benchmark standardized anonymous post-event surveys.
  - Continue to assess pilot enhancements and resources, including sensory kits and standardized AFN resource signage at CRCs.
  - Continue working with internal teams to explore additional permanent solutions, including solutions for those that cannot leave their homes.
- 4. Coordinate and integrate resources with state agencies, community-based organizations, and the utilities to minimize duplication**
  - Continue to explore opportunities for presentations and future outreach collaboration, including partnering with Voluntary Organizations Active in Disasters (VOAD) and the Department of Aging.
  - Continue to identify opportunities and efficiencies to ease MBL program enrollment in accordance with CPUC and legislative framework.

## **1.6 Plan Preparation and Review**

*FEMA Step 5, Prepare and Review the Plan – This step is a process of preparing the document and getting it ready for implementation.*

Prior to finalizing the 2026 AFN Plans, the Joint IOUs provided members of the AFN Collaborative Council and AFN Statewide Council a draft plan for their review. As a result, each of the IOUs will file their respective 2026 AFN Plans with the CPUC by January 31, detailing its programs to support individuals and communities with AFN before, during, and after PSPS.

## **1.7 Plan Implementation**

*FEMA Step 6, Implement and Maintain the Plan – This step is the final step which is an ongoing process of training personnel to perform tasks identified in the plan, exercising, and evaluating plan effectiveness, and revising and maintaining the plan.*

After submitting its AFN plan, the IOU will implement the goals and objectives outlined in the plan. Each IOU will also provide quarterly progress updates and report on performance using established success measures and metrics.

## **1.8 Research and Surveys**

In 2026, the Joint IOUs will continue to collaborate and share best practices as they solicit feedback about PSPS resources offered to individuals with AFN through a variety of channels, including consultation with various advisory councils.

The IOUs will continue to conduct working groups with local governments, tribes, and critical facilities; webinars for customers and communities; wildfire and PSPS awareness studies; feedback via digital channels; PSPS Tabletop Exercises; and notification message testing.

As a result of feedback and research from CBOs, local governments, and tribes who support AFN populations, the Joint IOUs are committed to continuously assessing the needs of individuals with AFN before, during, and after a PSPS. This thorough review allows the Joint IOUs to enhance support for individuals who rely on electricity to maintain necessary life functions, including those who utilize durable medical equipment and assistive technology.

## 1.9 Success Measures and Metrics

In 2026, the Joint IOUs will continue to use the KPIs that were developed with the AFN Core Planning Team for the 2022 AFN Plan. 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 KPI will be reported in the 2026 Q1 Progress Report. The most recent pre- and post-season survey results that address the KPI will be reported in the 2026 Q1 Progress Report.

### **Key Performance Indicators to measure the impact:**<sup>16</sup>

1. Percentage of individuals with AFN who were aware of what support and resources were available to them during a PSPS.
2. 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. Percentage of individuals who utilize mitigation services (e.g., 211 support, CRC, and battery programs) reported they were satisfied with the level of support received.

While Section 1 is a high-level overview of the IOUs' shared vision, the details for each of the IOUs AFN Plans can be found in Sections 2-4. The IOUs will continue benchmarking to create a consistent response across the IOU service areas where possible, recognizing that resources may not be available consistently across the state.

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<sup>16</sup> Metrics related to KPI 4 (The percentage of customers with access and functional needs who confirm they received notifications of a possible de-energization event) are reported in each IOU's PSPS Post-Event reports and PSPS Post-Season surveys.

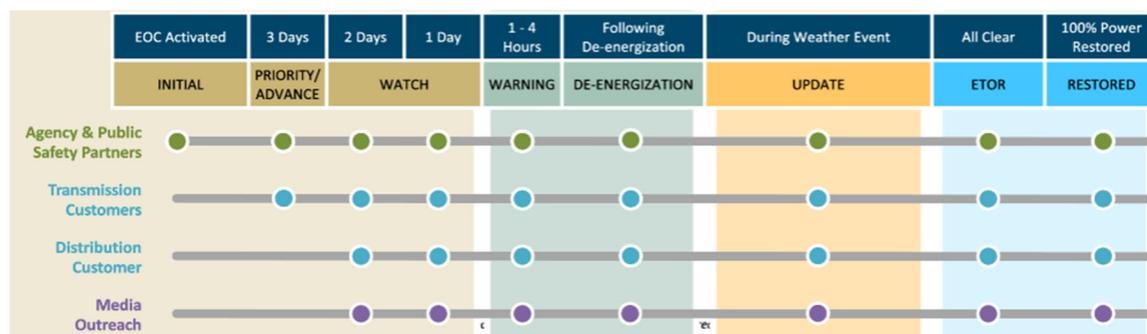
## 2 CONCEPT OF OPERATIONS | HOW

### 2.1 Preparedness/Readiness (Before Power Shutoff)

Community outreach and public awareness are key components of emergency planning and preparedness to ensure customers and communities are informed and adequately prepared prior to a wildfire or PSPS. PG&E strives to deliver effective communications before, during, and after PSPS.

Throughout PSPS, PG&E makes significant efforts to notify Public Safety Partners, Local/Tribal Governments, CBOs, and impacted customers, including those in the AFN community, in accordance with the minimum timelines set forth by the CPUC Phase 2 Guidelines (D.20-05-051), weather and other factors permitting.

**Figure 1. PG&E PSPS Timeline Example**



#### 2.1.1 Emergency Operations Center

PG&E’s Emergency Operations Center (EOC) will open in preparation for PSPS.

PG&E adjusted its EOC operations to be a hybrid of remote and virtual, with some EOC positions being in-person at the Vacaville Emergency Response Center (VERC) based on the size, scope, and complexity of the PSPS.

PG&E and external partner organizations exercised a simulated PSPS event in the virtual EOC environment once before the PSPS season in May 2025. They then applied learnings from those simulations during the actual PSPS.

The AFN Situation Room is a segment of PG&E’s EOC responsible for CBO communication and supporting customers with AFN.

##### 2.1.1.1 Preparation Exercises

PG&E’s Emergency Preparedness and Response (EP&R) department hosts PSPS exercise(s) where PG&E exercises our ability to communicate effectively with our partners during PSPS, gain efficiencies within roles, and identify possible areas of improvement that PG&E and our partners may undertake in advance of the 2026

fire season. Following the exercise(s), After Action Reviews (AAR) are completed to identify adjustments needed to procedures and/or where additional training is required.

The 2026 PSPS Full Scale Exercise is scheduled to take place April 27 through May 1. Additional seminars and workshops will be a continued best practice in 2026.

### **2.1.1.2 Training**

A key finding from initial PSPS activations was the need for PG&E teams working in the Emergency Operations Center (EOC) to receive more structured and consistent emergency management training. As a result, everyone who supports PSPS in PG&E's EOC is being trained in Standardized Emergency Management System (SEMS), National Incident Management System (NIMS), and Incident Command System (ICS). Since the state and local governments use SEMS to manage emergencies, this new training requirement will ensure PG&E's procedures are aligned with these agencies.

The specific training requirements included:

- IS-100.C – Introduction to Incident Command;
- IS-200.C – Basic ICS for Initial Response;
- IS-368- Access and Functional Needs
- IS-700.B – An Introduction to the National Incident Management System;
- IS-800.C – National Response Framework, an Introduction; and
- SEMS G606 – Standardized Emergency Management Introduction.

In Initiative 7.3.9.1 of our 2021 WMP, we explained a three-phase undertaking to train our EOC staff, with a targeted completion date of all four phases by 2022. We continue to make progress with training for all emergency response roles in each phase, ensuring all required personnel are prepared to support our improved PSPS execution.

Phase 1 consists of the foundational training to understand the basic structure and functional process associated with SEMS/ICS command. We targeted completing of the five web-based courses included in the Phase 1 training within 90 days of being assignment to the emergency response team.

Phase 2 is designed to ensure all Command and General staff (i.e., Officers and primary Assistants, Section Chiefs, and Deputies) complete the Integrating AFN

training such as G197<sup>17</sup> or equivalent courses. PG&E has incorporated IS-368<sup>18</sup> to meet the original requirements of G197.

Phase 3 training is targeted towards all Command & select roles in the General staff. Key EOC team members must complete the ICS 300 and 400 courses. These encouraged courses offer enhanced training certifications to EOC team members that build upon the basics of ICS and how they fit into PG&E. Phase 3 training should be completed within one year of being assignment to the emergency response team.

In 2020, PG&E developed a dedicated team, which included a CBO Liaison to maintain ongoing communications with CBOs before, during, and after PSPS. In 2021, to align with PG&E's IOU counterparts and SEMS, the CBO Liaison role evolved into an AFN Liaison team which was comprised of an AFN Strategy Lead and AFN Advisor who managed the AFN Situation Room. These roles will continue in 2026. During PSPS in 2025, this team engaged with Resource Partner CBOs (e.g., DDAR, California Network of 211 Providers (211), food banks, Meals on Wheels, and information-based CBOs) to manage two-way communication leading up to and during each PSPS. This dedicated team also provides paratransit notifications and impacted ZIP Code lists to CBO resource partners and paratransit agencies.

In response to feedback from PG&E's AFN-focused advisory council, the People with Disability Aging and Advisory Council (PWDAAC), PG&E implemented daily coordination calls with CBO Resource Partners involved in PSPS support. These calls provide an open forum for addressing questions, sharing recommendations on optimal methods for supporting customers, and fostering improved local coordination among partners during activations.

### **2.1.1.3 Customer Care**

In 2026, PG&E will continue to support individuals with AFN, including during PSPS. PG&E's Customer Contact Center representatives are trained to speak with customers experiencing challenges. If the customer self-identifies with an AFN

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<sup>17</sup> [Integrating Access & Functional Needs Into Emergency Management \(G197\)](#) is intended to provide Emergency Managers/Responders with the skills and knowledge to plan, prepare, and respond, and recover for those who have Disabilities and Access and Functional Needs during a disaster.

<sup>18</sup> [IS-368 Including People with Disabilities & Others With Access & Functional Needs in Disaster Operations](#) is to increase awareness and understanding of the need for full inclusion of disaster survivors and FEMA staff who are people with disabilities, and people with access and functional needs. The course provides an overview of disabilities and access and functional needs and explains how disaster staff can apply inclusive practices in their disaster assignments.

characteristic contact center representatives will help them discover which programs are best aligned for their needs. During this interaction the customer can have their account flagged with their self-identified AFN characteristic for additional consideration of tools, programs, and services.

During PSPS, when an individual or household with AFN speaks with a representative, they are referred to the appropriate resource to receive in-event support (e.g., 211, AFN Strategy Lead EOC role, etc.).

## **2.2 AFN Identification Outreach**

PG&E understands the importance of identifying AFN customers to ensure that such populations receive the education and notification they need to maximize resiliency during a PSPS. To identify and calculate specific customers and/or households that are considered AFN, PG&E uses the following categories for which data is available in our internal databases (e.g., CC&B and others):

- Customers enrolled in the MBL program;
- Customers enrolled in CARE or FERA;
- Customers enrolled in the Self-Identified Vulnerable Program;
- Customers that self-identify to receive an in-person visit before disconnection for non-payment (e.g., vulnerable);
- Customers that self-identify as having a person with a disability in the household (e.g., disabled);
- Customers who self-select to receive utility communications in non-standard format (e.g., in braille or large print); and
- Customers who indicate a non-English language preference;
- Customers who self-identify as having a person in the household who uses durable medical equipment;
- Customers who self-identify as having a person in the household who uses assistive technology;
- Customers who self-identify as having a person in the household who has a hearing disability (e.g., Deaf or hard of hearing);
- Customers who self-identify as having a person in the household who has a vision disability (e.g., low vision);
- Customers that self-identify as having a person in the household who is blind;
- Customers that self-identify as having a person in the household who identifies as a Senior is 65+ years old.

### **2.2.1 Self-Identified Vulnerable**

Following the CPUC Phase 3 PSPS Guidelines Decision 21-06-034, persons reliant on electricity to maintain necessary life functions, including durable medical equipment (DME) and assistive technology (AT) must be included in each electric investor-owned utility's identification efforts. As a result of this requirement, PG&E began a multi-channel outreach campaign to begin collecting information on customers in 2022.

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

Customers were also asked to identify if they, or someone in their household, has a serious illness or condition that could become life-threatening if their electric or gas service is disconnected. Customers can then sign up for our Self-Identified Vulnerable program. The program support includes doorbell rings and door hanger leave-behinds if a customer does not respond to previous PSPS notifications. Learn more about our doorbell ring notification process in [Section 2.8.1.2](#).

In 2026, Self-Identified outreach campaigns are planned to run throughout the year, including paid media, and will apply learnings to our future education and outreach. PG&E is also planning a proactive outreach campaign that will inform customers of their ability to not only self-identify but also enroll in our Self-Identified Vulnerable and AFN Person Characteristics programs within their online customer profile. In 2026, we will continue to update our Self-Identified Vulnerable page that is linked to this AFN page to help increase education, awareness, and enrollment.

### **2.3 AFN Support Resources**

To aid in the support and preparedness of 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.

In accordance with D.20-05-051 and D.21-06-034, Pacific Gas and Electric Company (PG&E) provides a quarterly update on our activities so support customers with AFN between October 1, 2025, and December 31, 2025, Appendix

H – PG&E’s Quarterly Progress Report of Activities Between October 1, 2025, and December 31, 2025.

Data on participation in each program and/or utilization of each type of assistance, including free and/or subsidized backup batteries, the Self-Generation Incentive Program’s (SGIP) Equity Resiliency Budget, Microgrid Incentive Program, hotel vouchers, transportation to CRCs, and any other applicable programs or pilots to support resiliency for persons with access and functional needs and vulnerable populations, by census tract<sup>19</sup> for 2024, where available is provided in Appendix E – Program/Assistance Participation Data By Census Tract.

### **2.3.1 California 211 Providers Network (211) Care Coordination & Referral Service**

PG&E signed an agreement with 211 to provide a 24/7 single source of information and connection to available resources to AFN households before, during, and after Wildfire Safety Outages. Leveraging existing strategies and efficiencies developed, 211 will support the successful expansion of the 211 network services to AFN households for Wildfire Safety Outage needs. Funding will grant individuals and families in AFN households’ access via 211 to live phone services in English and Spanish through bilingual staff, and in 150 additional languages through tele-interpretation services. Information will also be available in English and Spanish through two-way text and push-texting services. In addition to supporting the needs and requests of AFN customers, the California 211 Providers Network will provide Wildfire Safety Outage education and outreach to PG&E residents. Additionally, California 211 Providers maintains a flexible workforce level sufficient to address the needs and urgent requests during a PSPS activation. Their staff is trained with a high degree of quality and care to support the diverse and unique needs of individuals with AFN. Culturally competent services will be available in requested languages and, using the client-centered mode of communication. The California 211 Providers Network provide those with AFN access to free PSPS education, outreach, and emergency planning in advance of PSPS, as well as connecting and leveraging social services of local community-based organizations (CBOs) or directly offering critical resources like transportation, hotel stays, food, fuel vouchers, referrals for portable batteries and other social services during PSPS.

Beyond periods of active PSPS events, 211 will focus on proactive outreach and

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<sup>19</sup> D.21-06-034

community engagement, as well as communication with the more than 20,000 incoming callers they assist. The objective is to prioritize support for at-risk customers residing in high-fire-risk areas who qualify for assistance. During these periods, the primary objective will be to assess these customers' resiliency plans, connect them with relevant programs both within and outside PG&E to help them prepare for potential outages, and provide guidance in completing applications for such programs. PG&E's partnership with 211 enables customers to access approximately 11,000 community-based organizations and government agencies across our service area. PG&E has renewed its contract with 211 through 2026. Through this ongoing collaboration, 211 and PG&E continue to enhance resilience and protect the well-being of California's most vulnerable populations year-round.

### **2.3.2 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.

## **2.4 Customer Resiliency Programs and Continuous Power Solutions**

PG&E offers solutions to reduce the adverse impacts of PSPS on customers, including those most vulnerable. In advance of wildfire season and throughout 2026, PG&E will continue to work with partner organizations to provide outreach and support to customers with AFN through programs such as the ones described below.

### **2.4.1 Disability Disaster Access and Resources (DDAR) Program**

In April 2020, PG&E and CFILC launched the DDAR Program, a joint effort to serve customers with AFN who have electric dependent medical and independent living needs and older adults.

CFILC administers the program through partnerships with participating Disability Disaster Access & Resource Centers (DDARCs)<sup>20</sup> located throughout PG&E's service area. DDAR uses a live intake process to understand each customer's needs, discuss emergency preparedness, and determine the most suitable resiliency solution that will support the customer during a PSPS. DDARCs support eligible customers all year through emergency planning, education, and outreach about PG&E programs like the MBL Program. They also provide referrals to the

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<sup>20</sup> The Find a DDARC tool lists participating DDARCs: [https://www.pge.com/en\\_US/safety/emergency-preparedness/natural-disaster/wildfires/independent-living-centers.page?WT.mc\\_id=Vanity\\_disabilityandaging](https://www.pge.com/en_US/safety/emergency-preparedness/natural-disaster/wildfires/independent-living-centers.page?WT.mc_id=Vanity_disabilityandaging).

Portable Battery Program for backup battery access. During a PSPS activation, DDAR offers direct resources such as portable batteries, accessible transportation, lodging, food vouchers, and gas cards for generator fuel.

In 2026, PG&E anticipates the DDAR Program will continue to offer a variety of resources to qualified customers in High Fire Threat Districts or who reside in areas that are likely to be impacted by PSPS. Through this partnership, PG&E and CFILC through the DDAR program will work together to promote resilience and safeguard the well-being of California’s most vulnerable, electric dependent populations year-round.

#### **2.4.2 Self-Generation Incentive Program (SGIP)**

SGIP provides incentives for permanent battery systems for backup power. Over the last several years, SGIP has evolved with an increased focus on vulnerable customer resiliency. Under SGIP’s Equity Resiliency Budget category, incentives can cover up to 100 percent of funding, including battery cost, installation, and rewiring to eligible customers.

Since 2020, most SGIP funding has been reserved for customers who meet equity and/or equity resiliency criteria<sup>21</sup>, focusing on MBL customers and customers who rely on electric well pumps at their primary residence. Higher base incentives are reserved for those who are both vulnerable to PSPS outages and provide critical functions for customers during the outage(s).<sup>22</sup>

The remaining funds for the residential General Market budget reserves fifty percent (50%) for customers living in Tiers 2 or 3 High Fire Threat Districts (HFTD) or who have been impacted by two or more discrete PSPS or 1 discrete PSPS and 1 wildfire event or 5 or more EPSS since 2023 but were unable to apply to the Equity Resiliency budget.

The CPUC is leading the SGIP program design effort. PG&E is actively shaping rules to benefit our AFN customers in the future and will work with stakeholders to evaluate the program’s ability to support them.

In 2025, the SGIP opened the Residential Solar and Storage (RSSE) budget, which

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21 Commission D.19-09-027 established a new “equity resiliency budget” set aside for customers participating in one of two low-income solar generation programs or vulnerable households in Tier 2 and Tier 3 HFTD, for critical service facilities serving those areas. D.20-01-021 authorized statewide annual ratepayer collections of \$166 million annually through 2024 for the SGIP program. This decision prioritized allocating funds to benefit customers affected by PSPS or located in areas with extreme wildfire risk, including adopting a resiliency adder and a renewable generation adder to promote critical resiliency needs during PSPS.

22 Customers eligible for the equity resiliency incentive will receive a \$1 per-watt-hour incentive for energy storage projects.

offers solar and storage incentives to low-income customers, as part of Assembly Bill 209.

As the SGIP ratepayer budgets closed to new applications on 12/31/25, PG&E will concentrate its efforts on the existing ratepayer applications, as well as process new and existing RSSE applications in 2026.

### **2.4.3 Portable Battery Program (PBP)**

Launched in August 2020, the PBP provides free portable backup battery solutions to MBL customers and Self-Identified Vulnerable (SIV)<sup>23</sup> customers at risk of PSPS events to support resiliency during PSPS.

PG&E's partner organizations actively reach out to customers who meet eligibility criteria directly via mail and phone. The delivery partner then completes an assessment<sup>24</sup> of the customer's medical equipment or assistive technology power needs and provides a battery, if appropriate. Customers do not need to apply for the program. PBP focuses on understanding customers' needs through a continued conversation, discussing emergency plan preparedness, and assessing the best resiliency solution for each customer during PSPS.

PG&E provides a targeted list of customers either through referrals from 211 or DDAR or uses historical PSPS and outage data to ensure customers most likely impacted are contacted first. Once the PBP partner reaches the customer and completes the energy assessment, the battery assignment is at the discretion of the local partner organization. This approach provides a simple, streamlined customer experience that meets local community needs and does not require capital outlay from participating customers.<sup>25</sup>

PG&E and its partners plan to keep providing portable batteries to eligible customers in 2026. This will also include referrals from DDAR and 211 programs

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23 Self-Identified Vulnerable (SIV) is inclusive of customers who have indicated they are "dependent on electricity for durable medical equipment or assistive technology" as well as customers who are not enrolled or qualify for the Medical Baseline program and "certify that they have a serious illness or condition that could become life-threatening if service is disconnected." In accordance with (D.) 21-06-034, PG&E includes customers who have indicated they are "dependent on electricity for durable medical equipment or assistive technology" to identify customers "above and beyond those in the medical baseline population" to include persons reliant on electricity to maintain necessary life functions including for durable medical equipment and assistive technology. This designation remains on their account indefinitely.

24 The number of completed energy assessments and battery deliveries depends on customers who respond to outreach, are willing to participate, and have medical devices that are eligible to be supported by a battery.

25 Customers are responsible for the costs of charging the batteries, but all efforts are made to deliver the battery with a full charge whenever possible.

who already have systems in place to refer clients to the PBP and follow up to make sure qualified customers get their portable batteries. Since 2020, the Portable Battery Program (PBP) partners have delivered over 28,000 portable batteries to Medical Baseline (MBL) and Self-Identified Vulnerable (SIV) customers who are at risk of being affected by Public Safety Power Shutoff (PSPS) events. Additionally, more than 1,900 mini-fridges and 900 insulin coolers have been provided since 2022. In 2026, PG&E will maintain its focus on serving frequently impacted MBL and SIV customers who use durable medical equipment or assistive technology and have not previously participated in a resiliency program. Building on previous efforts, PG&E plans to provide at least 3,000 additional portable batteries to qualified customers in 2026, as well as continue offering mini-fridges and insulin coolers to help keep medications safe during PSPS outages.

#### **2.4.4 Generator and Battery Rebate Program (GBRP)**

In October 2020, PG&E launched the Generator and Battery Rebate Program (GBRP) with a \$300 rebate to rural customers who relied on well-water powered by electricity living in Tier 2 or 3 HFTD, with

an additional \$200 for low-income residential customers enrolled in PG&E's CARE or FERA programs. In June 2021, PG&E updated the program to provide leveled rebates to MBL customers, well-pump customers, and small and micro-sized business customers deemed essential but non-critical care.

In August 2022, PG&E removed the specific criteria and leveled the rebate structure by offering \$300 rebates to customers who are either located in Tier 2 or 3 HFTD or on an EPSS-capable circuit, and experienced 2 or more PSPS events, with an additional \$200 to CARE/FERA customers.

In March 2023, PG&E removed the 2 or more PSPS event criteria to support additional customers. Customers must either be located in Tier 2 or 3 HFTD or on an EPSS-capable circuit to be eligible for the program. The eligibility criteria has continued to be used in 2024 and 2025. As of January 2026, PG&E has expanded eligibility to include customers in a High Fire Risk Area, and will continue supporting those in a Tier 2/3 HFTD, on EPSS protected circuits, and enrolled in CARE/FERA programs.

#### **2.4.5 Backup Power Transfer Meter (BPTM)**

In 2021, PG&E launched the Backup Power Transfer Meter (BPTM) pilot to install 50 BPTM devices to customers who participated in the GBRP and had compatible generators. The Backup Power Transfer meter device is a smart meter with the

additional capability to function as a Transfer Switch for intelligent connectivity with backup power supplies. During an outage, the BPTM allows customers to connect their external power source (generator, batteries, etc.) directly to the home’s meter via a 30 Amp cable. The BPTM will automatically sense the backup power and send the power to the home through the circuit breaker panel. Once grid power is restored, the BPTM will automatically switch the customer back to the Utility power.

PG&E sets annual goals to deploy devices in high-fire threat areas. In 2026, PG&E will target to expand the BPTM program to 5,000 eligible customers who need a backup power solution with a focus on customers who are enrolled in the Medical Baseline Program.

<b>Backup Power Transfer Meter Delivery Goals</b>			
<b>2023</b>	<b>2024</b>	<b>2025</b>	<b>2026</b>
3,000	4,000	4,355	5,000

#### **2.4.6 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 wildfire outages. In 2024 and 2025, PG&E expanded its efforts across more counties to support more customers with RSI.

Since the program launched, PG&E has provided permanent battery systems at no cost to approximately 3,800 residential customers who have been frequently impacted by wildfire outages. 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 wildfire safety outages.

In 2026, PG&E will maintain the RSI program for qualifying customers; continuing to serve those enrolled in CARE, FERA, MBL, or SIV, who do not already have a resiliency solution, and have experienced a significant number of wildfire safety outages since 2024. PG&E is continually enhancing the RSI program and marketing to better reach vulnerable customers most affected by wildfire outages to reduce the risk.

## **2.5 Customer Assistance Programs**

### **2.5.1 Food Replacement Options and Other CBO Resources**

#### **2.5.1.1 Community Food Bank Support**

We recognize food replacement is a critical need for some individuals with AFN, particularly those with low income. While PG&E has an existing relationship with the California Food Bank Association and provides resilience grants to the various regional food banks, PG&E also continues to establish agreements with food banks throughout our service area to seek additional support for customers experiencing food loss resulting from PSPS. PG&E currently has agreements with 26 food banks covering 40 counties and will continue to look for opportunities to enhance food bank agreements in 2026.

Additionally, PG&E will continue to offer grants to food banks<sup>26</sup> to provide critical services to vulnerable customers during emergencies, including wildfires, power outages, and PSPS.

#### **2.5.1.2 Meals on Wheels Partnerships**

PG&E has partnered with Meals on Wheels providers throughout our service area to provide seniors who a PSPS impacts 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 to additional resources available through PG&E. In 2025, PG&E renewed our Meals on Wheels contracts and will continue our partnerships through 2027. PG&E currently has agreements with 21 providers covering 25 counties and will explore opportunities for additional partnerships in 2026.

#### **2.5.1.3 Grocery Delivery Services**

Food for Thought, based in Sonoma County, provides groceries to customers impacted by a PSPS and are homebound due to advanced medical conditions (e.g., COVID-19, congestive heart failure, HIV/AIDS). Groceries provide the participating individual with enough food for three meals a day for a week. In 2025, PG&E renewed our contract with Food for Thought and we will continue this partnership through 2027. We will seek to identify similar resource providers in other regions of our service area.

#### **2.5.1.4 Family Resource Centers**

PG&E established a partnership with Cope Family Center to provide families experiencing food loss with grocery gift cards depending on family size. This family resource center supports Napa County. In 2026, PG&E will continue to look for opportunities to expand agreements to additional family resource centers throughout our service area.

#### **2.5.1.5 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 2025, PG&E renewed our contract with Lost Sierra Food Project and we will continue this partnership through 2027.

#### **2.5.1.6 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 2025, PG&E renewed our contract with Haven of Hope on Wheels and we will continue this partnership through 2027.

#### **2.5.1.7 Accessible Transportation**

PG&E provides accessible transportation for our customers to Community Resource Centers (CRC) or hotels through our DDAR Program and 211. In 2022, PG&E established four agreements with accessible transportation providers that allow customers to coordinate accessible transportation with the provider directly. As a result, expanded accessible transportation is available in El Dorado, Fresno, Marin, Shasta, Siskiyou, Solano, Sonoma, and San Francisco and Tehano counties.

In 2026, we will continue to explore additional opportunities to expand access to accessible transportation.

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

The MBL Program is an assistance program for residential customers with extra energy needs due to qualifying medical conditions. The program includes two different kinds of support for customers:

Additional monthly cost reduction on their energy bills. MBL customers on rate plans with a baseline receive an additional allotment of gas and/or electricity every month at the lowest price available on their rate, called the Baseline Allowance. Customers on eligible rate plans that do not have a baseline can receive a 12% flat rate discount (D-MEDICAL) on their electric charges. Extra notifications in advance of PSPS.

MBL customers identified as potentially impacted by PSPS may receive a notification via phone, text, and email requesting confirmation of the received notification. PG&E sends additional notifications to these customers to verify receipt, with hourly notification retry attempts for those customers who have yet to confirm receipt of their notifications. In addition, PG&E conducts site visits (referred to as “rings”) if the customer did not acknowledge these notifications. These extra notification steps ensure our medically sensitive customers know when to prepare and activate their emergency plans.

To enroll in the MBL program, a qualified medical practitioner must certify that a full-time resident in the home has a qualifying medical condition. Qualifying medical conditions include but are not limited to:

- Dependent on life-support equipment used at home;
- A paraplegic, hemiplegic, quadriplegic, or multiple sclerosis patient with additional heating and/or air-conditioning needs;
- A scleroderma patient with additional heating needs;
- Being treated for a life-threatening illness, compromised immune system, or other medical condition with additional heating and/or air-conditioning requirements necessary to sustain the patient's life or prevent deterioration of the patient's medical condition.

In 2026, PG&E will continue MBL awareness and enrollment outreach efforts through various channels, such as digital advertising, search, digital video, and email. Efforts will also target hard-to-reach customers, using offline channels, such as direct mail and bill inserts, Community Based Organizations and other healthcare stakeholder groups, as well as multicultural media partners when possible.

In preparation for wildfire season, PG&E will continue targeted communications to potentially eligible Medical Baseline (MBL) customers who are frequently affected by Public Safety Power Shutoff (PSPS) events in high fire-risk areas, utilizing its proprietary MBL Propensity Model data. PG&E also plans to refine marketing based on an upcoming population study. On September 24, 2021, the CPUC issued Resolution E-5169, improving Large Utility MBL programs and authorizing Joint IOUs to request a consolidated study estimating eligible populations in each utility's territory. On September 30, 2024, PG&E, on behalf of the IOUs, submitted a Tier 3 Advice Letter requesting approval of the design and budget for the MBL program population study. The Joint IOUs are waiting for approval of the Advice Letter to proceed with this effort.

PG&E plans to continue promoting the MBL program using PSPS Alerts, bill messages, Address Alerts, and annual bill inserts that encourage eligible customers to apply. Community outreach efforts will involve education and training through organizations such as California Department of Social Services In-Home Support Services (IHSS), PG&E Regional Safety Webinars, and direct mailings to Master Meter tenants already enrolled in MBL. Additionally, PG&E aims to explore new partnerships, including continuing to work with AARP and the California Department of Aging, to highlight the importance of enrolling in MBL, being prepared for PSPS events, and following safety recommendations.

### **2.5.3 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 our service territory. The ESA program emphasizes long-term and enduring energy savings. It serves all willing and eligible low-income customer populations by providing program measures such as refrigerators, water heaters, furnaces, light-emitting diodes (LEDs), appliances, attic insulation, and other weatherization measures at no cost to the customer.

The ESA program is available to homeowners and renters of all housing types.

PG&E's ESA program contractor network comprises private contractors and CBOs with close ties to the communities in which they serve. We believe this will continue to be an important channel for PG&E's PSPS outreach. In addition to the program offerings to qualifying customers, PG&E includes emergency planning education as part of the onboarding and regular training with ESA contractors so that these contractors can share emergency preparedness and PSPS messaging with ESA program participants.

In 2026, PG&E will provide and distribute coolers to eligible ESA participants who reside in both Tier 2 and 3 HFTDs, allowing them to keep food cold for an extended duration and possibly prevent perishables spoilage during an outage.

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

PG&E offers the CARE and FERA programs to provide eligible customers with a discount on their electric or gas bill. Over 1.4 million customers are receiving bill discounts through these two programs. PG&E reaches out to customers through billing inserts and direct mail to educate our customers. We also rely on our partnerships with Community Based Organizations who work with customers in need of assistance.

In 2026, PG&E plans to continue the biannual CBO training to educate our CBO partners on the various assistance and supporting programs available to customers. PG&E will hold biannual CARE community outreach training for new and existing contractors. The training will also include an overview of other emergency preparedness programs, including PSPS, and several other relevant PG&E discount programs to consider when CBOs are working with customers.

### **2.6 PSPS Preparedness Outreach and Community Engagement**

#### **2.6.1 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 for serving customers before, during, and after PSPS, as discussed in more detail below.

##### **2.6.1.1 People with Disabilities and Aging Advisory Council (PWDAAC)**

PWDAAC (“Council”) is a diverse group of recognized CBO leaders supporting people with developmental or cognitive disabilities, physical disabilities, chronic conditions, injuries, and older adult communities, as well as members and advocates from within these communities. The PWDAAC provides a forum to gather insight into the needs of AFN populations and those with disabilities related to emergency preparedness and other disability programs and services. Together, Council Members facilitate the co-creation of solutions and resources to serve customers reliant on power for medical needs concerning PSPS.

The Council provides independent expertise to help ensure that PG&E’s customer programs, operations, and communications incorporate best practices to support these populations now and in the future. The Council:

- Actively identifies issues, opportunities, and challenges related to PG&E's ability to minimize the impacts of wildfire safety, including PSPS, and other emergencies, to Northern and Central California over the long term;
- Serves as a sounding board and offers insights, feedback, and direction on PG&E's customer strategy, programs, and priorities; and
- Shares experiences, perspectives, and best practices for improving PG&E's customer performance.

In 2026, we will continue to produce a quarterly newsletter that incorporates the topics of our meetings but can also be utilized to share with PWDAAC members organizations, clients or consumers. Within each newsletter we incorporate member surveys to continuously improve the meetings and foster ongoing collaboration. In 2025, we saw increased participation in our meetings and recruited three new members based on referrals. We will continue to recruit new members in 2026. See Appendix C for a full list of participating members.

#### **2.6.1.2 AFN Collaborative Council & Joint IOU AFN Statewide Advisory Council**

The AFN Collaborative Council consists of executive leaders across the AFN community and IOU executive leaders. This Council functions as the steering committee (decision-making forum) for the Statewide Joint IOU AFN Council (working group forum). See Appendix A for the list of AFN Collaborative Council members and Joint IOU Statewide AFN Advisory Council members. Both Councils meet every quarter, or more frequently if needed.

The Joint IOU AFN Statewide AFN Advisory Council is comprised of a diverse group of recognized CBO leaders that support the AFN population as well as members and advocates from within the AFN community. PG&E's Vice President of Customer Channels and Services within Customer Experience is an active participant and co-chairman of the AFN Collaborative Council and sponsors the Joint IOU AFN Statewide Advisory Council. The Joint IOU AFN Statewide Advisory Council serves as a working group. It opens the dialogue to discuss the unique needs of individuals with AFN and develop a holistic strategy to serve them better.

The Joint IOU AFN Statewide Advisory Council aids all stakeholders in developing and executing meaningful strategies to serve AFN populations. It provides independent expertise to help ensure utility customer programs incorporate best practices. The Joint AFN Statewide Advisory Council also helps utilities and other stakeholders further develop their AFN strategies to implement robust programs that will adequately and appropriately educate, communicate with, and aid AFN populations in building resiliency for emergencies, outages, and de-energization events such as PSPS.

Starting in 2025 and continuing 2026 members of the Joint IOU AFN Statewide Advisory Council are now part of Core Planning Team and work alongside the joint utility team to develop the AFN Plan. See Appendix B for the list of AFN Statewide Advisory Council working group members. PG&E remains committed to building upon the expertise of these councils and further opportunities to serve individuals with AFN across our service area. PG&E will engage these councils throughout the year and continue to incorporate feedback in quarterly reports.

### **2.6.1.3 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, P4PD is now a customer-facing website with additional user-friendly features and emergency preparedness tools.

Joint IOUs performed Phase 2 updates that focused on enhancing the user journey through the website. The updated site offers a utility-customized view of programs and resources, customized preparedness checklists, and additional encouragement to sign up for outage alerts, enroll in Medical Baseline Allowance program, if eligible, and gain access to other utility customer support programs.

In 2026, the Joint IOUs will maintain collaboration with stakeholder groups and organizations to promote awareness and encourage utilization of the website. The site will be continuously monitored and updated as needed. Website analytics will be included in quarterly reports. Furthermore, the Joint IOUs will actively seek opportunities to enhance the P4PD site to improve accessibility.

#### **2.6.1.4 Disadvantaged Communities Advisory Group (DAC-AG)**

An advisory group that meets monthly and is led by the CPUC and California Energy Commission (CEC), with representatives from disadvantaged communities. The purpose of this group is to review and advise on proposed clean energy and pollution reduction programs and determine whether those proposed programs will be effective and useful in disadvantaged communities. PG&E participates in the meetings and actively engages, upon request, to present information and gain input on DACAG priority areas, such as wildfire mitigation activities, including PSPS.

#### **2.6.1.5 Low Income Oversight Board (LIOB)**

Established by the California Legislature, the Low Income Oversight Board (LIOB) advises the CPUC on issues affecting low-income electric, gas, and water customers and serves as a liaison between the Commission and low-income ratepayers and their representatives. Its vision is to maximize the benefits of utility, state, and federal low-income programs to improve health, safety, and comfort while reducing energy consumption and greenhouse gas emissions. The LIOB meets quarterly, and PG&E provides updates on its implementation of the California Alternate Rates for Energy (CARE), Family Electric Rate Assistance (FERA), and Energy Savings Assistance (ESA) programs, as well as other utility programs impacting low-income households as requested at each meeting.

#### **2.6.1.6 Local Government Advisory Councils and Working Groups**

PG&E includes representatives from the AFN community in the quarterly PPS Regional Working Groups. Additionally, PG&E hosts CWSP Advisory Committee meetings with select Tribal, county and city emergency management staff. PG&E plans to discuss AFN topics in these engagements as appropriate.

#### **2.6.1.7 Communities of Color Advisory Group**

PG&E will continue to solicit input from the Communities of Color Advisory Group which assists PG&E in crafting outreach and engagement with communities of color on a broad spectrum of issues impacting diverse communities. The Advisory Group collaborates with PG&E and provides suggestions to PG&E's overall outreach efforts that are both culturally appropriate and sensitive to engage Communities of Color and the Hard to Reach. Additionally, the Advisory Panel provides best practices to PG&E to better understand how to improve reach to the communities advisory members work with and represent. The Advisory Group meets quarterly.

## **2.7 AFN Public Education and Outreach**

PG&E utilizes a multi-pronged approach to communicate with our customers in the AFN community regarding PSPS awareness, preparedness education, and mitigation services through direct communications, mass media, CBO collaborations, PG&E business account collaboration, and more recently partnering with State agencies to jointly market solutions. Some examples include:

1. Direct-to-customer preparedness outreach (direct mail, brochures, emails)
2. Multi-lingual direct notifications via calls, text, and or email for all account holders
3. Option to enroll in direct notifications for non-account holders
4. Mass media channels such as radio, and print ads targeted to AFN and rural populations, and paid digital and social media (including multi-cultural media partners)
5. AFN and PSPS preparedness web pages
6. Network of CBO partners to expand reach/amplify messaging
7. Emergency preparedness promotion and proactive identification of customers with AFN who require assistance from partners like CFILC, through their DDAR program, and the CA 211 Providers Network
8. Leveraging the PG&E business account team to connect with hard-to-reach customer groups in places they do business to help expand awareness of PSPS and available support resources.

PG&E describes our customer preparedness outreach and community engagement below.

### **2.7.1 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 health care industry. This outreach aims to help individuals who rely on power for their medical needs to prepare for PSPS and connect with relevant resources for support.

PG&E intends to maintain its direct-to-customer outreach strategies in 2026, including emails, letters, paid digital media campaigns, and customer bill inserts to promote awareness and participation in the MBL program. PG&E will also continue providing PSPS resources and preparedness information to all MBL customers who have identified themselves as vulnerable or disabled. Additionally, PG&E is committed to exploring new methods to connect with at-risk AFN

customers and will build on the successful paid media campaign with AARP—initiated in 2025—to further engage seniors and increase awareness of the MBL program.

PG&E also recognizes that the Health Care industry providers and organizations are critical partners in connecting with our most vulnerable customers. The detail of our outreach strategy with health care providers is discussed in 2.7.2 Health Care Industry Strategy.

### **2.7.2 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. PG&E’s qualitative research indicates that Health Care Providers can play a key role in driving patient awareness and enrollment in the MBL Program.

In 2026, the Joint IOUs will continue relationships with relevant organizations and agencies to deliver statewide training sessions, including but not limited to California’s Department of Social Services In-Home Supportive Services (IHSS) Program Managers, the Department of Developmental Services’ Regional Center staff, the California Hospital Association/California Hospital Council, the Department of Rehab including the Voluntary Organizations Active in Disasters (VOAD), and the Department of Aging. Our outreach will cover relevant information such as:

- Emergency preparedness and planning
- MBL Program and Self ID-Vulnerable program
- 211 Support Services such as Care Coordination and direct support during PSPS
- Generator and back-up battery programs
- Other resources and offerings provided to customers during PSPS activations (e.g., CRCs, food support, etc.)

Joint IOU engagement activity will be provided in our quarterly report.

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

PG&E conducts annual outreach to multi-unit dwelling account holders, property managers, and master-meter owners whose residents are not direct PG&E-metered customers. PG&E created a toolkit that allows master-metered, property managers, and multi-unit dwelling account holders to easily share PSPS preparedness information with their tenants. The toolkit includes information about resiliency programs, PSPS preparedness and resources, and reinforces the importance of tenants signing up for direct notifications prior to PSPS via Address Alerts. Another way PG&E looks to work with property managers is through our visitor bureau guides. We created an email, flyer, and rack card that allows property managers of short-term rentals and visitor bureaus to share information regarding PSPS and how these outages may impact visitors during their stay.

In 2026, PG&E will continue to send email and direct mail toolkits to master-metered, property managers, and multi-unit dwelling account holders and will continue to look for new ways to reach residents and visitors that are no direct PG&E master metered customers.

### **2.7.4 Accessibility of Communications**

To support customers who are Deaf or hard of hearing, PG&E has published a video in ASL to explain the PSPS process directing customers to [pge.com](http://pge.com) for a current list of affected counties and PG&E's address look-up tool during PSPS. PG&E also includes NorCal Services for the Deaf and hard of hearing and other Deaf agencies in PSPS CBO communications so that the information and links can be shared within the Deaf community. Emailed customer correspondence includes a Johnson Box to inform the customer of the letter's subject and key information in bold and large print. Mailed materials and door hangers related to PSPS are distributed in Braille or large print to customers who have enrolled in these alternative bill formats. PG&E also provides customers with alternate formats for any print material in Braille, large print, or audio upon request.

PG&E policy requires that new developments for all customer-facing digital properties be tested for accessibility to ensure compliance. Working with independent, third-party expert resources like Level Access, Allyant and testing in-house, PG&E reviews functionality developed for its digital properties to ensure that they are accessible to customers with disabilities. This review includes an assessment using the WCAG 2.1 AA standard. PG&E also aims to write copy at or below 8th grade reading level wherever possible for ease of comprehension and use of Plain Language.

A primary focus for PG&E's Digital Strategy and IT Teams is to facilitate accessibility that conforms to WCAG 2.1 Level AA conformance for new content, functionality and platforms.

PG&E public digital properties are tested for accessibility before deployment and must meet or exceed PG&E's standards for WCAG 2.1AA conformance before being launched.

PG&E policy requires any new development with high-risk, severe access defects to be remediated before launching. In limited situations where remediation cannot be completed before launch, an alternative option, such as speaking with an employee representative, is provided.

Any videos published must meet WCAG 2.1 AA.

All social media content posted after April 24, 2026 will meet WCAG 2.1AA conformance.

In 2026, PG&E will enter into a new agreement with an ASL vendor to provide ASL interpreting services during PSPS events, as well as enhance the accessibility of our AFN webpage. The selected vendor will also support PSPS CBO Resource Partner calls, in-person activation requirements, and video production needs.

PG&E remains committed to continuously improving its websites to meet its diverse customer need.

### **2.7.5 Translations of Communications**

PG&E translates Community Wildfire Safety Program (CWSP) and PSPS communications and notifications in 15 non-English languages.<sup>27</sup> This includes translating in-event PSPS notifications, PG&E's website and other critical wildfire

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<sup>27</sup> These include: Spanish, Chinese (Mandarin & Cantonese), Tagalog, Russian, Vietnamese, Korean, Farsi, Arabic, Hmong, Khmer, Punjabi, Japanese, Thai, Portuguese, and Hindi.

safety and PSPS preparedness materials. PG&E will promote our in-language options, encouraging customers to select their preferences using various channels, including direct mail, email, social media, multi-media partners, and CBOs.

Another option for in-language support is PG&E's Contact Center. The Contact Center is equipped to provide translation support in over 250 languages. Further, PG&E engages with multicultural media outlets throughout the year through both earned media (distribute news releases and conduct in-language media interviews) and paid media (in-language radio campaign) opportunities to promote safety initiatives, including PSPS, to monolingual or difficult-to-reach populations that may not have access to mainstream television media and/or read/speak English. PG&E shares news releases and coordinates interview opportunities with 38 media outlets to help educate non-English speaking customers on PG&E programs, including the CWSP, PSPS, emergency preparedness, public safety, consumer protections, and income-qualified programs, to name a few. PG&E also schedules media visits with these organizations to discuss other partnership opportunities (e.g., Public Service Announcements, advertising, and event sponsorships).

### **2.7.6 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 grant opportunities to Tribes impacted by wildfires, emergency events, and food insecurity. PG&E conducts outreach to Tribal leaders and staff to increase awareness of available assistance options. Assistance options include:

- Offering flexible payment plans;
- Supporting online bill payment;
- Providing bill reductions for income-qualified customers through the CARE and FERA programs;
- Offering free energy-efficiency programs to help reduce home energy use;
- Providing online tools to assist Tribes in preparation for PSPS;
- Expanding PSPS Tribal outreach to include all 21 Tribal Health Clinics in our service area;
- Working with local and regional organizations to provide support for AFN

community members during PSPS;

- Working with the California Rural Indian Health Board to provide program updates to Tribal leadership and Tribal health programs;
- Engaging Tribal governments to help them prepare their Tribal memberships for PSPS and other potential outages;
- Partnering with 211 to support 2026 wildfire safety webinar for Tribes.
- Supporting in-person engagement with Tribal communities at Tribal events;
- Inclusion of Tribal governments in quarterly regional workgroups;
- Monetary donations to Tribal food banks;
- Outreach to Tribal governments on CMEP and MIP program opportunities; and
- Providing a quarterly Tribal newsletter that includes tips for PSPS preparedness.

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 daily Systemwide Cooperators Calls.

The Tribal's team annual survey is sent to collect feedback from Tribal leaders and staff. AFN emergency response related questions are included in the survey. The primary goal is to explore how PG&E is doing within the Tribal communities and discover ways our various programs can support them.

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

In 2026, safety-focused events will continue. PG&E plans various events based on community impacts from wildfire safety efforts. These events could include but are not limited to webinars, in-person open houses, safety fairs, and in-person answer centers. PG&E hosts interactive virtual regional town halls where customers can learn about our work to prevent wildfires, region and county-specific work, hear about safety tips and steps they can take to stay prepared for emergencies, get answers to their questions, and provide feedback to PG&E team members on our wildfire prevention plans and safety initiatives in their region or county.

Additionally, PG&E holds webinars for our customers and communities to help them prepare for emergencies. PG&E hosts and/or participates in community events focused on AFN customers, including AFN targeted webinars and virtual meetings hosted by CBOs and state agencies (IHSS/Regional Centers). This flexibility will allow us to be targeted in our approach so we can respond effectively to the particular needs of various communities. In 2026, PG&E is targeting 12 regional town halls and CWSP webinars/in-person events.

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

### **2.8.1 In-Event PPS Customer Communications**

PG&E will continue to use all communication channels available during PPS, including direct-to-customer notifications sent via phone, text, and email, supplemented by our website, call-center support, media engagement (multi-cultural 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.

#### **2.8.1.1 PPS Notifications**

PG&E aims to share what we know about the weather and our equipment as soon as possible, keeping in mind that weather conditions can be uncertain. Our goal, whenever the forecast allows, is to send automated notifications (i.e., calls, texts, and emails) to potentially impacted customers two days ahead, one day ahead, just before shutting off power and when power is shut off. PG&E provides updates once the weather has passed until power is restored. PG&E detailed its automated notifications in Section 11.4.1 of the third revision of the 2026-2025 Wildfire Mitigation Plan filed on December 30, 2025.

### **2.8.1.2 Doorbell Rings for MBL, Self-Identified Vulnerable (SIV) Customers<sup>28</sup> Durable Medical Equipment (DME and Assistive Technology (AT) Customers**

During PSPS, MBL, SIV customers and those customers who have self-identified as using DME or AT will receive automated calls, texts, and emails at the same intervals as the general customer notifications. During large scale events, MBL customers will be prioritized first, followed by SIV, DME and AT. PG&E provides unique PSPS Watch and PSPS Warning notifications to MBL program<sup>29</sup> and SIV customers. These customer segments also receive additional calls and texts at hourly intervals until the customer acknowledges the automated notifications by either answering the phone, responding to the text, or opening the email. If an acknowledgment is not received, a PG&E representative attempts to visit the customer's home to ensure the customer is aware of the upcoming PSPS (referred to as the "doorbell ring" process) while hourly notification retries continue. During the doorbell ring visit, the PG&E field representative will request resources from the AFN Strategy Lead in the EOC if the customer requires assistance. If the customer does not answer the door, the representative leaves a door hanger at the home to indicate PG&E visited. The notification is considered successful if the customer is contacted in person or a door hanger is left. In some cases, PG&E may also make Live Agent phone calls parallel to the automated notifications and doorbell rings as an additional attempt to reach the customer before and/or after de-energization.

PG&E shares the lists of MBL and SIV customers who have not confirmed receipt of their notifications with appropriate county, city, and Tribal agencies via the PSPS Portal. PG&E notifies agencies that the data is available on the PSPS Portal, encouraging them to inform these customers of available resources. Please note that agencies are required to accept the PSPS Portal online agreement to receive confidential customer information. PG&E also only provides agencies with information to customers within their jurisdiction.

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<sup>28</sup> In accordance with D.12-03-054, customers that are not enrolled or qualify for the MBL Program can "certify that they have a serious illness or condition that could become life-threatening if service is disconnected." PG&E uses this designation to make an in-person visit prior to disconnection. This designation remains on their account temporarily for 90 days and can be extended to 12 months if the customer submits an application. Customers can also self-identify with PG&E that they have a person in the household with a disability. This customer designation currently has no end date.

<sup>29</sup> Including MBL Program customers who are master-metered tenants (e.g., renters or tenants in a mobile home park).

### **2.8.1.3 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. All notifications to paratransit agencies include a link to the PSPS emergency website event updates page, [www.pge.com/pspsupdates](http://www.pge.com/pspsupdates), and a section called “Additional Resources” with a link to a map showing areas affected by a shutoff.

### **2.8.1.4 PG&E Contact Center Operations**

PG&E operates two contact centers, one of which provides 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, our PSPS webpage directs customers to call our contact centers. PG&E’s contact centers continue to be equipped to provide interpretation support in over 240 languages.

During a PSPS, PG&E’s Contact Centers will send TTY PSPS notifications to customers who have designated this communication preference.

### **2.8.1.5 Website**

PG&E remains committed to continuously improving its websites to better meet our customers’ diverse needs. As we launch new features and functionality to [pge.com](http://pge.com) and [pgealerts.alerts.pge.com](http://pgealerts.alerts.pge.com), we test to help ensure compliance with WCAG 2.1 AA standards. PG&E also seeks to improve the customer experience with ongoing manual and functional usability testing for key components.

In 2026, PG&E will continue customer testing of redesigned digital content to further enhance page organization, usability, and accessibility, including improvements to support AFN customers in locating information and accessing available resources.

Planned enhancements for 2026 include updates to outage notification defaults, setting 24-hour SMS alerts for customers who have not selected preferences and have a mobile phone listed as their primary contact. MyAccount navigation will be improved through the addition of breadcrumb functionality, and registration and re-registration confirmation emails will include the customer’s username to support account verification. A One-Time Password will be implemented to strengthen identity verification.

The Medical Baseline enrollment process is expected to be fully available online. Additional My Account updates will focus on refining SIV messaging and banner notifications, with continued testing to confirm that enrollment, expiration dates, and customer notifications function as intended.

#### **2.8.1.5.1 PSPS AFN Focused Webpage**

PG&E's PSPS AFN focused webpage is available in different languages and provides resources for those with accessibility, financial, language, and/or aging needs and may need assistance before, during, and after PSPS. This webpage includes a PSPS preparedness toolkit to help educate and inform our customers. Furthermore, the webpage includes a step-by-step guide to help customers update their contact information and provide information on language translation and ASL support, as well as non-account holder PSPS alerts and notifications.

Customers can also sign up to receive financial assistance and support and/or learn about and enroll in PG&E's continuous power options. The webpage also features a local support search tool to help customers find nearby food, transportation, and hotel resources.

In 2026, we plan to further improve access to information on our website by connecting to more pages within PGE.com and organizing content in creative ways that better serve people with AFN. We're also looking into new methods for presenting information to support neurodivergent users, seniors, and caregivers.

#### **2.8.1.6 Media**

PG&E engages with traditional broadcast and digital media outlets, including multicultural news organizations, in one or more of the following ways before and/or during PSPS events: distributing press releases, conducting live streaming news conferences with ASL translators, 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). In 2026, PG&E plans to share translated infographics with its media partners to post on their social media channels.

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

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

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

PG&E's In-language Speakers Bureau is supported by bilingual and multilingual employees to fulfill needs for in-language speakers in ad hoc media/community events. Additionally, PG&E partners with an ASL vendor to provide ASL translation for any EOC Press Conferences held during a PSPS.

In 2026, PG&E plans to continue media outreach efforts through our wildfire safety webinars for customers, sharing information about assistance and resources available to support people with disabilities, chronic conditions or relying on power for medical needs, among other topics.

#### **2.8.1.6.1 Multicultural Media Engagement**

In addition to the general media engagement described above, PG&E is focused on enhancing coordination with multicultural media organizations. PG&E currently contracts with 38 multicultural media organizations that provide information in languages through multiple channels. PG&E plans to co-host in-language PSPS webinars with our multicultural media partners.

In 2026, PG&E will continue to identify appropriate multicultural media outlets to partner to expand our reach. Our partnership with in-language radio outlets will be continued by implementing an AFN radio campaign to educate customers with limited-English proficiency in HFTDs on wildfire preparedness.

#### **2.8.1.6.2 Social Media**

PG&E provides customer preparedness resources through our official social media channels, including LinkedIn, Facebook, Instagram, and Nextdoor. This information includes communications in both English and 15 non-English languages, directing customers to our website so they can access important information in their preferred language. Additionally, in 2026, PG&E plans to partner with 38 multicultural media partners and a CBO to assist with in-language communications and share its social media posts before and during PSPS.

In 2026, PG&E plans to continue sharing social media promotions for resources and assistance that PG&E provides to Access and Functional Needs and Critical Care customers during emergencies. This includes new content on wildfire risk preparedness and in-language graphics and messaging for CBO partners to leverage, and ASL videos during outages. PG&E will be identifying additional

opportunities to incorporate additional social media AFN influencers and paid marketing to target additional vulnerable groups of AFN like caregivers.

#### **2.8.1.6.3 Paid Media/Advertising**

To supplement PG&E’s outreach efforts before and during a PSPS, PG&E runs PSPS resources, preparedness, and 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, digital banners, and social media ads based on targeted ZIP Codes. In 2026, PG&E will continue to work with our paid media partners to optimize the targeting and reach of our campaigns.

#### **2.8.2 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 location to meet their basic power needs, such as charging medical equipment and electronic devices.

PG&E developed the CRC strategy in consultation with regional, local, and Tribal governments, advisory councils, public safety partners, representatives of the disability and AFN communities, senior citizen groups, business owners, CBOs, and public health and Health Care providers. In accordance with D.21-06-034, PG&E will file an updated CRC plan (for both fixed facility and mobile locations) within its 2026 Pre-Season Report no later than July 1, 2026.

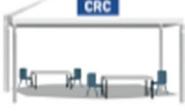
##### **2.8.2.1 CRC Resources**

CRCs open the day PG&E de-energizes until the day electric service is restored to nearly all customers. CRC standard operating hours are from 8 a.m. – 10 p.m.

In 2026 PG&E will continue to use a combination of indoor and outdoor (open-air tents supported by mobile generators or vans) CRCs. **Figure 2** outlines the different CRC types and resources available at PG&E’s CRCs.

**Figure 2. CRC Types and Resources**

Standard operating hours at all CRCs:  
8 a.m. - 10 p.m.

Details/Resources	Indoor	Outdoor
CRC Overview	Indoor site (Community Center, Church, Library, School, etc.)	Open air tents at outdoor site
Health and Safety Measures*	✓	✓
ADA-Accessible Restroom and Hand-Washing Station	✓	✓
Heating and Cooling	✓	
Device Charging**	✓	✓
Wi-Fi Service	✓	✓
Bottled Water	✓	✓
Non-Perishable Snacks	✓	✓
Grab-and-Go Resource Offerings***	✓	✓
Tables and Chairs	✓	✓
Bagged Ice	✓	
Blankets	✓	✓
Security Personnel	✓	✓
Cellular Coverage	✓	✓
Customer Service Staff	✓	✓
Wind/Weather-Resistant	✓	
American Sign Language (ASL) Video Relay Interpreting (VRI)	✓	✓
Privacy Screens	✓	

\* Medical device charging will be prioritized in times of high demand  
 \*\* Grab and go bag contains device charger, water, snacks, and info card

PG&E’s health protocols at CRC locations are in compliance with federal, state, and county guidelines. The latest health protocols are listed on PG&E’s CRC website, where customers find their closest CRC and on physical signs posted at each CRC.

In situations where protocols must be implemented to keep PG&E customers and communities safe, CRCs will carry out the appropriate health considerations in compliance with federal, state, and county guidelines, such as:

- Facial coverings required regardless of vaccination status, and physical distancing encouraged indoors;

- Supplies handed out to customers who may choose to “grab and go”;
- Surfaces regularly sanitized; and
- For the health and safety of the community, ask customers not to visit a center if they are exhibiting any symptoms of illness

### **2.8.2.2 Site Criteria/Locations**

PG&E’s pre-identified indoor CRCs are locations known to the public and identified in coordination with regional, local, Tribal agencies, and public safety partners. Locations are buildings such as community centers, libraries, schools, churches, and senior centers. Outdoor CRCs (Tent and Mobile) are set up in local parking lots in similar locations.

PG&E takes into consideration the criteria below when identifying and reviewing potential CRC locations:

#### **Indoor CRC Site Criteria:**

- Compliant with safety requirements (i.e., earthquake/fire codes, occupancy limits, meets all local codes, possesses interior and exterior lighting);
- ADA-accessible, meeting all associated facility and parking guidelines;
- Has own back up generation or capable of receiving temporary back up generation;
- Outfitted with restroom(s) and indoor plumbing and able to accommodate portable ADA-compliant restroom(s);
- Able to accommodate off-street paved parking; and
- Equipped with a level-loading area for loading and unloading materials.

#### **Outdoor CRC Site Criteria:**

- Approximately half an acre or more in size;
- Paved, ADA-accessible lot; and
- Able to accommodate portable ADA-compliant restrooms.

As of December 2025, PG&E has secured 119 indoor and 275 outdoor event-ready locations with site agreements executed between PG&E and landowners. PG&E will continue to partner with regional, local, and Tribal governments through annual targeted outreach to ensure pre-identified CRC locations are well-situated to serve communities. PG&E may add additional sites in 2026 in partnership with these and other stakeholders. All CRCs are PG&E-operated.

### **2.8.2.3 In-Event Coordination**

During PSPS, PG&E's dedicated Agency Representatives coordinate with potentially impacted counties and Tribes to review the proposed scope of PSPS. Agreement on the selected locations for the CRCs is based on the anticipated areas of de-energization.

PG&E begins with CRC locations previously identified and vetted by counties and Tribes and may decide not to open a CRC or close one early due to agency requests, faster than anticipated restoration, safety concerns, or other factors.

During PSPS, PG&E completes ADA spot checks (virtual or in-person) for indoor and outdoor CRC locations to ensure ADA compliance.

PG&E shares CRC site locations on our website, social media, and media press releases. These locations are also shared with state and county officials and CBOs to reach our AFN customers.

### **2.8.2.4 Disability and Aging/AFN Communities and MBL Considerations**

To meet a variety of safety needs for disability and aging/AFN communities, as well as MBL customers, PG&E has taken the following steps:

- ADA-evaluation and remediation investment at indoor sites, along with compliance checklists for onsite personnel;
- ADA compliance and disability etiquette training for onsite personnel;
- Consultation with counties and Tribes via Local Public Affairs (LPA) Representatives, Public Safety Specialists, and Tribal Representatives regarding CRC locations based on county, Tribal, and/or local demographics;
- Public transit evaluation of distance and accessibility for indoor and outdoor sites;
- Partnered with accessible transportation providers to give customers additional transportation choices to CRC;
- Evaluation and/or provision of accessible parking either through restriping, signage, and/or cones at all CRC sites; and
- Provision of:
  - ADA-compliant restroom(s) and hand washing station(s)
  - Wi-Fi login and password is provided in large font on a standing white board at the entrance to CRC
  - Braille Information cards with in-language resources available and large print to be printed onsite;

- Braille Food Bank Fact Sheets listing resources by county and large print to be printed onsite;
- Braille Accessible Transportation Fact Sheets listing resources by county and large print to be printed onsite
- Language Line Inc. technology for real-time Video Relay ASL Interpretation;
- Personal whiteboards for communication with customers who are Deaf or hard of hearing and do not use ASL;
- Signage that complies with ADA standards;
- Medical equipment charging prioritization at all CRC sites; and
- Privacy screens available at indoor CRCs for medical device usage and nursing.

PG&E will continue site reviews and improvements at additional CRC sites as needed in 2026. In accordance with D.21-06-034, PG&E will file an updated CRC plan (for both fixed facility and mobile locations) within the 2026 Pre-Season Report no later than July 1, 2026.

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

### **2.9.1 After Action Reviews and Reports**

PG&E uses the After-Action Review (AAR) process to summarize observations and key takeaways following an exercise or an actual event that impacts the business and allows the organization to identify strengths as well as gaps in response plans and processes that will provide an opportunity to continue to improve response for the next emergency event. The AAR process will allow external agencies to improve coordination with external agencies during a PSPS or Wildfire incident. The AFN Strategy Lead conducts the AAR process with CBOs after PSPS to identify gaps, areas for improvement, and best practices.

### **2.9.2 Lessons Learned and Feedback**

In 2026 PG&E will utilize our Objectives, as noted in Appendix C and identified through the AFN Statewide Advisory Council working group, as well feedback from agencies, CBOs critical facilities, and customers to focus our efforts in 2026 on key initiatives to inform and enhance outreach efforts (or prioritize improvements). This includes, but is not limited to:

- PSPS In-Event Resources
  - Support AFN customers in rural areas that are impacted when their well pumps lose power with additional water support options through 211 and at CRCs.

- Deliver AFN training to contact centers to improve escalation routing during PSPS activations.
- Conduct CRC AFN training to standardize referrals to resources such as hotel stays and food support.
- Enhanced AFN resource and support awareness through the implementation of additional AFN signage at our CRC locations.
- AFN Customers and Communities Support
  - Continue to provide accessible transportation for our customers to Community Resource Centers (CRC) or hotels through our DDAR Program and 211. PG&E also has established four agreements with accessible transportation providers that allow customers to coordinate accessible transportation with the provider directly in Amador, Calaveras, El Dorado, Fresno, Marin, Shasta, Solano, Sonoma, San Joaquin, Siskiyou, Tuolumne, Tehama, and San Francisco counties.
  - Continue partnering with the DDAR Program, 211, other CBOs to conduct outreach and provides resources for individuals with AFN, including those reliant on power for medical or independent living needs.
- PSPS Preparedness and Awareness
  - Look for new ways to promote PSPS awareness and preparedness resources in hard-to-reach areas.
  - Continue to conduct Self-Identification campaigns to encourage individuals with AFN to self-identify and enroll in programs designed to provide additional support during PSPS events.
  - Promote awareness through AFN specific webinars and CBO trainings.
  - Provide information and resources to our community partners in an easy and accessible manner via the CBO website.

PG&E will continue applying best practices and leveraging lessons learned from our 2025 customer outreach experience. Going forward, PG&E supports a collaborative, data-driven process to define the most effective and appropriate outreach and in-language translation requirements. To review our Key Objective areas for 2026, refer to section [1.5 Plan Development](#).

### **2.9.3 Customer Surveys**

The 2026 Wildfire Safety-PSPS Outreach Effectiveness Surveys are 2,500+ interviews with the general public conducted online and by telephone. The surveys are representative of residential customers in PG&E's service territory. Each year, PG&E conducts two waves:

1. The Pre-PSPS (PRE): Conducted in August/September, just before peak wildfire season.
2. Post-PSPS (POST): Conducted in November/December, immediately after peak wildfire season.

The surveys replicate the methodologies used in prior years. A third-party vendor administers the survey using a mixed-mode methodology. A minimum of 2,000 surveys are conducted, with roughly half conducted online and half conducted by telephone. Targeted sample quotas are set by the eight Designated Market Areas (DMAs) that cover all of PG&E's service territory. The survey is post-weighted by gender, age, and geography. The sample size is large enough to obtain results at the DMA level. The sample size is also large enough to evaluate results for the entire AFN population and specific sub-groups of AFN, e.g., non-English speakers, low-income, elderly and disability types such as vision, hearing, mobility, those enrolled in the MBL Program, and those with medical equipment needs.

The 2026 surveys will use the questionnaire developed jointly with SCE and SDG&E in 2020. In 2022, additional questions were added to specifically address the AFN segment.

The surveys are available in 18 prevalent languages, including English. In accordance with the Phase 3 PSPS Guidelines, survey results and metrics covering the prior calendar year 2025 are included in Appendix – 2025 Wildfire Safety-PSPS Outreach Effectiveness Survey Results.

In addition to the required survey in the Phase 3 PSPS Guidelines, PG&E conducted evaluation research with DDAR program applicants and customers enrolled in PBP. Results from the evaluation research are included in Appendix – DDAR and PBP Research Results.

In addition, PG&E began conducting online surveys among impacted customers immediately following a PSPS in 2021. These post-event survey are used to get an immediate read on PG&E's handling of the just-completed PSPS, including:

- PG&E handling of the event;
- Satisfaction with notification clarity and accuracy;

- How they were impacted;
- Timeliness of restoration;
- Emotional response (angry, frustrated, prepared, protected, etc.);
- Level of improvement compared to past events;
- Awareness and use of resources; and
- Suggestions for improvement

In 2025, there were four PSPS' that resulted in de-energization of approximately 17,972 customers between (January 13 – June 22) where surveys were conducted. The results of the PSPS post-event surveys are reported to multiple internal audiences, including PG&E leadership. PG&E continues to make every effort to minimize the impact to customers; the scope of total customers de-energized has been much lower compared with prior years.

PG&E will continue customer research via surveys and other research methodologies to identify areas for improvement, apply best practices, and leverage lessons learned.

### **3 INFORMATION COLLECTION, ANALYSIS, AND DISSEMINATION**

#### **3.1 Customer Privacy**

PG&E takes the privacy and security of your personal information seriously. PG&E's Privacy Policy describes how we collect, use, and disclose personal information relating to California residents in accordance with the California Consumer Privacy Act ("CCPA") and can be located on [PG&E's Privacy Policy Page](#)<sup>30</sup>.

### **4 AUTHORITIES AND PREFERENCES**

#### **4.1 Annual Report and Emergency Response Plan in Compliance with General Order 166**

PG&E updated the Company Emergency and Disaster Preparedness Plan that was published on December 29, 2022. All updates are in compliance with GO 166.

#### **4.2 Phase 3 OIR PSPS Guidelines: AFN Plan & Quarterly Updates**

G.6. Each electric investor-owned utility's annual Access and Functional Needs plans and quarterly updates must incorporate, at minimum, the six steps outlined in the Federal Emergency Management Administration's Comprehensive

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30 PGE Privacy Policy Web Page Address: <https://www.pge.com/en/privacy-center/privacy-policy.html>

Preparedness Guide<sup>31</sup>:

- forming a collaborative planning team;
- understanding the situation;
- determining goals and objectives;
- developing the plan;
- plan preparation and approval; and
- plan implementation and maintenance

As part of forming a collaborative planning team, utility representatives at the Senior Vice President level, or with comparable decision-making power over the development and implementation of the AFN plans, must meet at least quarterly with representatives of state agencies and CBOs that serve and/or advocate on behalf of persons with AFN. The purpose of these meetings will be to develop, implement, and review each IOU's annual AFN plans in accordance with the Comprehensive Preparedness Guide.

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31 [Federal Emergency Management Administration's Comprehensive Preparedness Guide](#)

## APPENDIX A – COLLABORATIVE COUNCIL MEMBERS

Name	Organization	Title	Group
Aaron Carruthers	State Council on Developmental Disabilities	Executive Director	Collaborative Council
Alana Hitchcock	California 211	Executive Director	Collaborative Council
Andy Imparato	Disability Rights California (DRC)	Executive Director	Collaborative Council
April Johnson	San Diego Gas & Electric (SDG&E)	Customer Programs Supervisor	Collaborative Council
Audrey Williams	California Public Utilities Commission (CPUC)	Project and Program Supervisor	Collaborative Council
Aurora Cantu	Southern California Edison (SCE)	Senior Manager	Collaborative Council
Britney Gaines	California Public Utilities Commission (CPUC)	Researcher	Collaborative Council
Christina Rathbun	San Diego Gas & Electric (SDG&E)	Access and Functional Needs Project Manager	Collaborative Council
Dana Golan	San Diego Gas & Electric (SDG&E)	Vice President of Customer Services	Collaborative Council
Danielle Finch	San Diego Gas & Electric (SDG&E)	Manager of Customer Success	Collaborative Council
Eric Schwarzrock	Liberty	President	Collaborative Council
Hollie Bierman	San Diego Gas & Electric (SDG&E)	Director, Customer Programs	Collaborative Council
James Cho	California Public Utilities Commission (CPUC)	Program Manager	Collaborative Council
James Dui	California Public Utilities Commission (CPUC)	Safety Policy Division	Collaborative Council
Jendy Burchfield	Southern California Edison (SCE)	Vice President, Customer Operations	Collaborative Council
Jennifer Guenther	Liberty	Senior Regional Manager - West	Collaborative Council

<b>Name</b>	<b>Organization</b>	<b>Title</b>	<b>Group</b>
Jennifer Ocampo	Southern California Edison (SCE)	Access and Functional Needs Senior Advisor	Collaborative Council
Jenny Limones	Pacific Gas and Electric (PG&E)	AFN Program Specialist, Expert	Collaborative Council
Joe Wilson	Pacific Gas and Electric (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
Junaid Rahman	California Public Utilities Commission (CPUC)	Senior Regulatory Analyst	Collaborative Council
Karen Mercado	Disability Rights California (DRC)	Senior Administrative Assistant - Executive Unit	Collaborative Council
Katelin Scanlan	San Diego Gas & Electric (SDG&E)	Manager, Customer Engagement	Collaborative Council
Kay Chiodo	Deaf Link	Chief Executive Officer	Collaborative Council
Kayla Price	Bear Valley Electric Service (BVES)		Collaborative Council
Lisa Corbly	Pacific Power	Access and Functional Needs Program Manager	Collaborative Council
Lisa Hayes	California Foundation for Independent Living Centers (CFILC)	Executive Director	Collaborative Council
Lizz Stout	Pacific Gas and Electric (PG&E)	Program Manager, Principal	Collaborative Council
Lori Blackwell	Southern California Edison (SCE)	Principal Manager	Collaborative Council
Maria Jaya	California Public Utilities Commission (CPUC)	Researcher	Collaborative Council

<b>Name</b>	<b>Organization</b>	<b>Title</b>	<b>Group</b>
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 Utilities	Regulatory Analyst	Collaborative Council
Paul Marconi	Bear Valley Electric Services (BVES)	President, Treasurer, & Secretary, Board Director	Collaborative Council
Lizz Stout	Pacific Gas and Electric (PG&E)	Program Manager, Principal	Collaborative Council
Lori Blackwell	Southern California Edison (SCE)	Principal Manager	Collaborative Council
Maria Jaya	California Public Utilities Commission (CPUC)	Researcher	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
Sarah Lee	Southern California Edison (SCE)	Senior Advisor, Public Safety	Collaborative Council

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

## APPENDIX B – AFN STATEWIDE ADVISORY COUNCIL WORKING GROUP INVITEES

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

<b>Name</b>	<b>Organization</b>	<b>Title</b>
Dan Okenfuss	California Foundation for Independent Living Centers (CFILC)	Public Policy Manager
Dana Golan	San Diego Gas & Electric (SDG&E)	Vice President of Customer Services
Danielle Finch	San Diego Gas & Electric (SDG&E)	Manager, Customer Success
Eleonore Yotsov	PacifiCorp	Emergency Management Director
Evan Duffey	Pacific Gas & Electric Company (PG&E)	Manager, Forecasting and Operations
Gina Esparza	Eastern Los Angeles Regional Center (ELARC)	Emergency Management Coordinator
Greg Oliva	California Department of Social Services (DSS)	Assistant Deputy Director, Central Operations, Community Care Licensing Division
James Cho	California Public Utilities Commission (CPUC)	Program Manager
James Collins	California Council of the Blind (CCB)	Community Educator
James Dui	California Public Utilities Commission (CPUC)	Safety Policy Division
Jeana Arnold	Pacific Gas & Electric Company (PG&E)	ADA Specialist, Expert
Jennifer Guenther	Liberty	Senior Regional Manager - West
Jennifer Isbell	Pacific Gas & Electric Company (PG&E)	ADA Program Manager, Principal
Jennifer Ocampo	Southern California Edison (SCE)	Senior Advisor, Corporate Giving
Jenny Limones	Pacific Gas & Electric Company (PG&E)	AFN Program Specialist, Expert
Jonathan Malicdem	Department of Social Services (DSS)	
Jordan Davis	Disability Rights California (DRC)	Attorney

<b>Name</b>	<b>Organization</b>	<b>Title</b>
Jordan Parrillo	Liberty	Manager of Regulatory Affairs
Joseph Grounds	Kern Regional Center (KERNRC)	Emergency Services Officer
Josh Gleason	California Department of Social Services (DSS)	Unknown
JR Antablian	California Department of Social Services (DSS)	Chief, Disaster Services Branch
June Isaacson Kailes	Disability Policy Consultant	Disability Policy Consultant
Karey Morris	Kern Regional Center (KERNRC)	HR Manager
Kate Marrone	Liberty	Customer Care Manager
Katelin Scanlan	San Diego Gas & Electric (SDG&E)	Manager, Customer Engagement
Kayla Price	BVES	
Kelly Brown	Interface Children & Family Services	Community Information Officer
Kendall Skillicorn	California Department of Social Services (DSS)	Bureau Chief, Department Operations Bureau
Kevin Sharp	Pacific Gas & Electric Company (PG&E)	Customer Insights Strategist
Kristopher Bourbois	San Diego Gas & Electric (SDG&E)	Financial Planning - Senior Business Analyst II
Larry Grable	Service Center for Independent Living (SCIL)	Executive Director
Lauren Giardina	Disability Rights California (DRC)	Executive Director Managing Attorney
Leora Filosena	California Department of Social Services (DSS)	Deputy Director, Adult Programs Division
Lisa Corbly	Pacific Power	AFN Program Manager
Lizz Stout	Pacific Gas & Electric Company (PG&E)	AFN Program Manager
Lori Blackwell	Southern California Edison (SCE)	Principal Manager
Malorie Lanthier	North Los Angeles County Regional Center	IT Director

<b>Name</b>	<b>Organization</b>	<b>Title</b>
Maria Aliferis-Gierde	Department of Rehabilitation (DOR)	Executive Officer, California Committee on Employment of People with Disabilities
Maria Jaya	California Public Utilities Commission (CPUC)	Researcher
Matt Fehse	San Diego Gas & Electric (SDG&E)	Access and Functional Needs Regulatory and Compliance Advisor
Mayra Alvarado	North Los Angeles County Regional Center	Researcher
Miguel Larios	San Diego Regional Center (SDRC)	Director, Community Services
Moustafa Abou-Taleb	California Public Utilities Commission (CPUC)	Safety Policy Division
Nguyen Quan	Bear Valley Electric Services (BVES)	Regulatory Affairs
Nicole Pachaeco	California Council of the Blind (CCB)	Operations Manager
Paul Marconi	Bear Valley Electric Services (BVES)	President, Treasurer, & Secretary
Pooja Kishore	PacifiCorp	Regulatory Affairs Manager
Rick Yrigoyen	California Department of Social Services (DSS)	Staff Services Manger
Robb Henderson	San Diego Gas & Electric (SDG&E)	Communications Advisor
Robert Carbajal	Southern California Edison (SCE)	Senior Manager, Customer PSPS Compliance and Strategy
Ron Lee	Redwood Coast Regional Center	Emergency Management Coordinator
Ronald Moore	Bear Valley Electric Services (BVES)	Regulatory Affairs
Rosa Perea	Southern California Edison (SCE)	Senior Manager, Customer Engagement Division
Rose Samaniego	California Department of Developmental Services (DDS)	Community Program Specialist III-FHA Supervisor

<b>Name</b>	<b>Organization</b>	<b>Title</b>
Samuel Jain	Disability Rights California (DRC)	Senior Attorney
Sarah Harris	California Department of Rehabilitation	Section Chief, Independent Living and Assistive Technology
Scott O'Connell	Red Cross	Regional Disaster Officer
Sean Matlock	Bear Valley Electric Services (BVES)	Energy Resource Manager / Assistant Corporate Secretary
Seneca St. James	California Department of Developmental Services (DDS)	Community Program Specialist III
Karla Leon	California Foundation for Independent Living Centers (CFILC)	DDAR Program Manager
Sheri Farinha	NorCal Services for Deaf and Hard of Hearing	Chief Executive Officer
Staphany Lu	San Diego Regional Center (SDRC)	Emergency Management Coordinator
Stephanie Tews Sheldrick	Pacific Gas & Electric Company (PG&E)	Director, Customer Experience & Insights
Sydney Schellinger	California Department of Aging (CDA)	Senior Emergency Services Coordinator
Tamara Rodriguez	California Department of Developmental Services (DDS)	Officer, Emergency Preparedness & Response
Tawny Re	Bear Valley Electric Services (BVES)	Customer Program Specialist
Tiffany Swan	San Diego Regional Center (SDRC)	Community Services Home and Community Based Services Specialist
Tom Smith	Pacific Gas and Electric (PG&E)	Sr. Manager, LCE Planning & Operations
Victor Duron	Department of Rehabilitation (DOR)	Acting Director
Yvonne Gratianne	San Gabriel/Pomona Regional Center	Communications and Public Engagement Officer
Zackary Hughes	San Diego Gas & Electric	Regulatory Affairs

<b>Name</b>	<b>Organization</b>	<b>Title</b>
Zeus Ferrao	Southern California Edison (SCE)	Customer Insights Project Manager, Advisor

## APPENDIX C – People with Disabilities and Aging Council Members

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	CA 211 Network Providers	Senior Director, Operations
Christina Mills	California Association of Area Agencies on Aging	Executive Director
Karla Leon	California Foundation for Independent Living Centers	DDAR Program Manager
Bobbie Wartson	Kings County Commission on Aging	Executive Director
Miguel Angel Castanon	Napa Valley Community Organizations Active in Disaster	Executive Director
Ron Lee	Redwood Coast Regional Center	Emergency Management Coordinator
Renee Bauer	State Council on Developmental Disabilities	North State Regional Manager
Julie Eby-McKenzie	State Council on Developmental Disabilities	North Coast Regional Manager
Kate Hoepke	Village Movement California	Board Chair
Peter Heredia	Napa Valley Community Organizations Active in Disaster	Lead AFN & Older Adults subcommittee

## **APPENDIX D – Objectives from Previous Plans<sup>32</sup>**

The objectives and considerations were carried over from 2022 AFN Plan, and refined in 2023 to four key Objectives and presented in the 2023 Plan (as shown below). The Key Objectives will remain unchanged going forward subject to an annual review per the FEMA 6-Step Comprehensive Guide process. We continue to use the same language in this document, as these considerations are still part of our ongoing planning journey.

### **2023 - To Date Objectives**

- Provide overall preparedness resources for individuals with AFN regardless of emergency type
- Increase awareness of IOU programs and services available before, during and after a PSPS
- Implement tracking and metrics for escalations, programs and services offered and utilized by conducting surveys, table-top exercises, etc.
- Ensure customers with sensory disabilities can provide feedback, understand and successfully operate provided equipment

### **2022 Objectives**

- Identify individuals who are Electricity Dependent
- Establish a communication plan to reach AFN segments
- Continuously improve tools to make them easy to understand and navigate for individuals and external organizations to access the information
- Identify new enhancements to programs and resources needed to mitigate the impacts of PSPS
- Cultivate new partnerships and expand existing partnerships with the whole community
- Coordinate and integrate resources with state, community, utility to minimize duplication
- Establish measurable metrics and consistent service levels
- Effectively serve and adapt to the needs of individuals with AFN before, during, and after any PSPS

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<sup>32</sup> Each IOU's accomplishments will be included in the IOU-specific quarterly update.

## APPENDIX E – Program/Assistance Participation Data By Census Tract

Data on participation in each program and/or utilization of each type of assistance, including free and/or subsidized backup batteries, the Self-Generation Incentive Program Equity Resiliency Budget, Microgrid Incentive Program, hotel vouchers, transportation to CRCs, and any other relevant programs or pilots to support resiliency for persons with access and functional needs and vulnerable populations, by census tract.<sup>33</sup>

### Self-Generation Incentive Program (SGIP)

Census Tract	Service Point IDs (SPIDs)	Percentage
06001400100	1	0.001901
06001404400	2	0.003802
06001404700	1	0.001901
06001408000	1	0.001901
06001409900	1	0.001901
06001421200	1	0.001901
06001423800	1	0.001901
06001430101	1	0.001901
06001435103	2	0.003802
06001450502	3	0.005703
06005000101	2	0.003802
06005000301	1	0.001901
06005000304	1	0.001901
06005000401	3	0.005703
06005000402	10	0.019011
06007001600	1	0.001901
06007001702	1	0.001901
06007002000	2	0.003802
06007002100	1	0.001901
06007002601	1	0.001901
06007002602	1	0.001901
06009000120	2	0.003802
06009000121	1	0.001901
06009000122	2	0.003802

06009000210	1	0.001901
06009000220	1	0.001901
06009000300	3	0.005703
06009000400	1	0.001901
06009000501	1	0.001901
06013318000	1	0.001901
06013321103	1	0.001901
06013346201	1	0.001901
06013347000	2	0.003802
06013350000	1	0.001901
06013351200	2	0.003802
06013352101	1	0.001901
06013353001	3	0.005703
06013353002	3	0.005703
06013354002	1	0.001901
06013355200	2	0.003802
06013357000	1	0.001901
06013385100	1	0.001901
06013392000	1	0.001901
06017030601	6	0.011407
06017030602	6	0.011407
06017030603	4	0.007605
06017030704	1	0.001901
06017030709	1	0.001901
06017030710	1	0.001901
06017030801	3	0.005703
06017030803	1	0.001901
06017030804	1	0.001901
06017030807	1	0.001901
06017030808	4	0.007605
06017030809	1	0.001901
06017030901	5	0.009506
06017030902	2	0.003802
06017031000	4	0.007605
06017031100	3	0.005703
06017031200	4	0.007605

06017031301	2	0.003802
06017031402	9	0.017110
06017031404	1	0.001901
06017031405	3	0.005703
06017031406	2	0.003802
06017031502	6	0.011407
06017031503	1	0.001901
06017031504	4	0.007605
06019006403	1	0.001901
06019006404	1	0.001901
06023000100	2	0.003802
06023000900	2	0.003802
06023001000	1	0.001901
06023001101	1	0.001901
06023010102	5	0.009506
06023010200	2	0.003802
06023010300	2	0.003802
06023010400	2	0.003802
06023010501	2	0.003802
06023010502	1	0.001901
06023010600	2	0.003802
06023010800	5	0.009506
06023010901	1	0.001901
06023011000	1	0.001901
06023011200	2	0.003802
06023940000	5	0.009506
06033000300	2	0.003802
06033000400	1	0.001901
06033000600	4	0.007605
06033000701	4	0.007605
06033000702	2	0.003802
06033000900	9	0.017110
06033001000	1	0.001901
06033001100	2	0.003802
06039000104	1	0.001901
06039000106	2	0.003802

06039000108	1	0.001901
06039000109	1	0.001901
06041102100	1	0.001901
06041103100	1	0.001901
06041104200	2	0.003802
06041106002	1	0.001901
06041107000	1	0.001901
06041108100	1	0.001901
06041110200	1	0.001901
06041113000	3	0.005703
06041114100	1	0.001901
06041118100	1	0.001901
06041119100	1	0.001901
06041128100	1	0.001901
06041128200	2	0.003802
06043000200	1	0.001901
06043000301	1	0.001901
06043000302	2	0.003802
06045010400	1	0.001901
06045010700	3	0.005703
06045011002	1	0.001901
06045011700	1	0.001901
06045011800	1	0.001901
06053010702	2	0.003802
06053011000	1	0.001901
06053011604	1	0.001901
06053013200	1	0.001901
06055201003	1	0.001901
06055201101	1	0.001901
06055201102	1	0.001901
06055201401	2	0.003802
06055201602	1	0.001901
06055201700	1	0.001901
06055201800	1	0.001901
06055201900	1	0.001901
06055202000	1	0.001901

06057000102	6	0.011407
06057000103	8	0.015209
06057000104	1	0.001901
06057000105	5	0.009506
06057000200	2	0.003802
06057000300	3	0.005703
06057000401	4	0.007605
06057000402	5	0.009506
06057000600	2	0.003802
06057000701	1	0.001901
06057000702	2	0.003802
06057000801	1	0.001901
06061020300	1	0.001901
06061020401	1	0.001901
06061020501	4	0.007605
06061020502	3	0.005703
06061020601	1	0.001901
06061020602	10	0.019011
06061021203	1	0.001901
06061021204	2	0.003802
06061021304	2	0.003802
06061021501	1	0.001901
06061021603	1	0.001901
06061021604	5	0.009506
06061021801	6	0.011407
06061021802	1	0.001901
06061021901	5	0.009506
06061021902	1	0.001901
06061022002	2	0.003802
06061022013	1	0.001901
06063000100	1	0.001901
06063000501	1	0.001901
06063000502	1	0.001901
06079010002	5	0.009506
06079010016	1	0.001901
06079010403	1	0.001901

06079010707	2	0.003802
06079011002	1	0.001901
06079011103	1	0.001901
06079011300	1	0.001901
06079011701	1	0.001901
06079011800	4	0.007605
06079011901	1	0.001901
06079012302	1	0.001901
06079012304	2	0.003802
06079012600	4	0.007605
06079012704	1	0.001901
06079012900	1	0.001901
06079013000	2	0.003802
06081605700	1	0.001901
06081613400	1	0.001901
06081613502	1	0.001901
06081613600	2	0.003802
06081613800	2	0.003802
06083001905	1	0.001901
06083002808	1	0.001901
06085506900	1	0.001901
06085511800	6	0.011407
06085512314	2	0.003802
06085512503	1	0.001901
06085512602	1	0.001901
06087120200	2	0.003802
06087120301	1	0.001901
06087120400	1	0.001901
06087120500	1	0.001901
06087120600	1	0.001901
06087120700	3	0.005703
06087120800	2	0.003802
06087120900	2	0.003802
06087121000	4	0.007605
06087121100	1	0.001901
06087121200	1	0.001901

06087122001	1	0.001901
06087122201	1	0.001901
06087122203	1	0.001901
06087122400	1	0.001901
06089010804	1	0.001901
06089012302	1	0.001901
06089012303	1	0.001901
06089012400	1	0.001901
06089012601	1	0.001901
06095252201	4	0.007605
06095252903	1	0.001901
06095253101	1	0.001901
06095253108	1	0.001901
06095253201	3	0.005703
06095253204	1	0.001901
06097150303	1	0.001901
06097150304	1	0.001901
06097150306	1	0.001901
06097150500	7	0.013308
06097151502	1	0.001901
06097151503	1	0.001901
06097151601	4	0.007605
06097151602	2	0.003802
06097152202	1	0.001901
06097152400	4	0.007605
06097152502	1	0.001901
06097152600	3	0.005703
06097153401	1	0.001901
06097153502	2	0.003802
06097153807	1	0.001901
06097154202	2	0.003802
06097154302	1	0.001901
06097154303	1	0.001901
06103000300	1	0.001901
06103000600	2	0.003802
06105000200	1	0.001901

06109001100	9	0.017110
06109001200	5	0.009506
06109002100	3	0.005703
06109002200	7	0.013308
06109003100	2	0.003802
06109003200	3	0.005703
06109004100	9	0.017110
06109004200	2	0.003802
06109005100	5	0.009506
06115041000	5	0.009506

**Portable Battery Program (PBP)**

Census Tract	Service Point IDs (SPIDs)	Percentage
06001400100	6	0.006166
06001404400	11	0.011305
06001404502	8	0.008222
06001404600	10	0.010277
06001426100	2	0.002055
06001430101	2	0.002055
06001430102	2	0.002055
06001430200	11	0.011305
06001430300	12	0.012333
06001430400	1	0.001028
06001430500	12	0.012333
06001430600	4	0.004111
06001432800	4	0.004111
06001433000	1	0.001028
06001433800	3	0.003083
06001450601	8	0.008222
06001450602	2	0.002055
06001450701	1	0.001028
06001450742	1	0.001028
06001451101	1	0.001028
06005000101	1	0.001028
06005000401	1	0.001028

06005000500	10	0.010277
06007001600	1	0.001028
06007001704	3	0.003083
06007002200	2	0.002055
06007002400	1	0.001028
06007002500	1	0.001028
06007002601	1	0.001028
06007003200	3	0.003083
06009000122	4	0.004111
06009000210	1	0.001028
06013313101	6	0.006166
06013313103	4	0.004111
06013313204	26	0.026721
06013313206	8	0.008222
06013333101	2	0.002055
06013345105	13	0.013361
06013345202	7	0.007194
06013345203	1	0.001028
06013348000	3	0.003083
06013349000	1	0.001028
06013352102	4	0.004111
06013352202	1	0.001028
06013354001	1	0.001028
06013355112	1	0.001028
06013355306	1	0.001028
06017030601	1	0.001028
06017030706	15	0.015416
06017030801	3	0.003083
06017030803	15	0.015416
06017030810	10	0.010277
06017031200	1	0.001028
06017031302	1	0.001028
06017031402	1	0.001028
06017031502	4	0.004111
06017031504	6	0.006166
06019006402	5	0.005139

06019006403	2	0.002055
06019006404	3	0.003083
06019006405	5	0.005139
06039000104	1	0.001028
06041101100	5	0.005139
06041106002	29	0.029805
06041108100	12	0.012333
06041133000	1	0.001028
06045010600	1	0.001028
06053010606	1	0.001028
06053011000	1	0.001028
06053011303	4	0.004111
06053011400	1	0.001028
06053011502	2	0.002055
06053011604	2	0.002055
06053011700	2	0.002055
06053011802	1	0.001028
06053014105	5	0.005139
06053014107	1	0.001028
06055200803	1	0.001028
06055201102	2	0.002055
06055201401	2	0.002055
06055201402	1	0.001028
06055201500	1	0.001028
06057000102	1	0.001028
06057000104	5	0.005139
06057000105	5	0.005139
06057000200	3	0.003083
06057000401	10	0.010277
06057000501	6	0.006166
06057000701	7	0.007194
06057000702	1	0.001028
06057000801	1	0.001028
06057000802	5	0.005139
06057000900	4	0.004111
06061021501	2	0.002055

06061021603	1	0.001028
06061021604	2	0.002055
06061021801	1	0.001028
06061021901	1	0.001028
06061022002	9	0.009250
06061022013	1	0.001028
06061022014	3	0.003083
06061023500	29	0.029805
06061023600	2	0.002055
06061023800	15	0.015416
06069000100	2	0.002055
06069000802	4	0.004111
06077005206	1	0.001028
06079010002	4	0.004111
06079011600	3	0.003083
06079012702	1	0.001028
06081608900	10	0.010277
06081609601	1	0.001028
06081609602	2	0.002055
06081609603	2	0.002055
06081609700	6	0.006166
06081609800	1	0.001028
06081611100	8	0.008222
06081613200	9	0.009250
06081613800	4	0.004111
06083001903	5	0.005139
06083001906	5	0.005139
06085504308	2	0.002055
06085506900	1	0.001028
06085507302	2	0.002055
06085511704	3	0.003083
06085511705	2	0.002055
06085511800	1	0.001028
06085511905	6	0.006166
06085511909	15	0.015416
06085511910	9	0.009250

06085511911	1	0.001028
06085511913	1	0.001028
06085511914	5	0.005139
06085512200	11	0.011305
06085512503	2	0.002055
06087100100	3	0.003083
06087100200	2	0.002055
06087100300	2	0.002055
06087100400	2	0.002055
06087100500	14	0.014388
06087120200	1	0.001028
06087120301	5	0.005139
06087120500	3	0.003083
06087120700	3	0.003083
06087120800	7	0.007194
06087122001	5	0.005139
06087122002	9	0.009250
06087122201	21	0.021583
06087122203	2	0.002055
06089010601	1	0.001028
06089010603	1	0.001028
06089010807	2	0.002055
06089011001	1	0.001028
06089011801	3	0.003083
06089011802	1	0.001028
06089011803	11	0.011305
06089012301	3	0.003083
06089012302	7	0.007194
06089012303	2	0.002055
06089012400	10	0.010277
06089012500	1	0.001028
06089012601	4	0.004111
06089012701	1	0.001028
06089012702	4	0.004111
06095252201	2	0.002055
06095252903	14	0.014388

06095253101	18	0.018499
06095253108	11	0.011305
06095253201	24	0.024666
06095253203	6	0.006166
06095253204	2	0.002055
06095253206	1	0.001028
06097150202	2	0.002055
06097150500	1	0.001028
06097150701	6	0.006166
06097150702	20	0.020555
06097150800	4	0.004111
06097151000	5	0.005139
06097151100	4	0.004111
06097151201	3	0.003083
06097151203	42	0.043165
06097151204	5	0.005139
06097151301	5	0.005139
06097151309	4	0.004111
06097151310	7	0.007194
06097151311	14	0.014388
06097152600	3	0.003083
06097153703	2	0.002055
06097154302	5	0.005139
06097154304	2	0.002055
06103000100	3	0.003083
06103000200	5	0.005139
06103000300	4	0.004111
06103000400	8	0.008222
06103000600	3	0.003083
06103000900	1	0.001028
06109003200	4	0.004111
06109005100	1	0.001028

## Generator and Battery Rebate Program (GBRP)

Census Tract	Service Point IDs (SPIDs)	Percentage
06001400100	7	0.002856
06001404200	3	0.001224
06001404300	1	0.000408
06001404400	17	0.006936
06001404501	1	0.000408
06001404502	19	0.007752
06001404600	13	0.005304
06001404700	3	0.001224
06001404800	2	0.000816
06001404900	1	0.000408
06001406601	4	0.001632
06001406700	6	0.002448
06001406800	2	0.000816
06001407900	4	0.001632
06001408000	4	0.001632
06001408100	6	0.002448
06001408200	2	0.000816
06001408300	1	0.000408
06001409800	2	0.000816
06001409900	10	0.004080
06001410000	5	0.002040
06001410100	1	0.000408
06001410400	1	0.000408
06001420100	1	0.000408
06001420200	1	0.000408
06001420600	2	0.000816
06001421100	4	0.001632
06001421200	2	0.000816
06001421300	3	0.001224
06001421400	3	0.001224
06001421500	7	0.002856
06001421600	5	0.002040
06001421700	1	0.000408

06001422100	1	0.000408
06001422500	3	0.001224
06001422700	1	0.000408
06001423700	1	0.000408
06001426100	4	0.001632
06001426200	1	0.000408
06001430101	6	0.002448
06001430102	3	0.001224
06001430200	4	0.001632
06001430300	3	0.001224
06001430400	3	0.001224
06001430500	2	0.000816
06001430600	7	0.002856
06001430700	1	0.000408
06001432800	1	0.000408
06001433800	1	0.000408
06001435102	1	0.000408
06001435103	7	0.002856
06001435200	3	0.001224
06001436401	4	0.001632
06001436402	3	0.001224
06001436500	1	0.000408
06001438000	1	0.000408
06001440100	1	0.000408
06001440200	1	0.000408
06001442000	1	0.000408
06001450101	3	0.001224
06001450102	7	0.002856
06001450502	8	0.003264
06001450601	2	0.000816
06001450602	6	0.002448
06001450607	3	0.001224
06001450701	6	0.002448
06001450743	1	0.000408
06001450744	1	0.000408
06001450750	3	0.001224

06001450751	6	0.002448
06001450752	17	0.006936
06001451101	2	0.000816
06001451102	1	0.000408
06001451202	2	0.000816
06001451401	1	0.000408
06001451501	1	0.000408
06001451506	1	0.000408
06001451602	2	0.000816
06003010000	2	0.000816
06005000101	5	0.002040
06005000102	2	0.000816
06005000200	1	0.000408
06005000303	1	0.000408
06005000304	1	0.000408
06005000401	5	0.002040
06005000402	4	0.001632
06005000500	1	0.000408
06007001400	2	0.000816
06007001600	3	0.001224
06007001702	3	0.001224
06007001703	2	0.000816
06007001704	5	0.002040
06007001800	2	0.000816
06007001900	1	0.000408
06007002000	1	0.000408
06007002200	2	0.000816
06007002300	2	0.000816
06007002400	5	0.002040
06007002601	1	0.000408
06007002602	4	0.001632
06007002700	1	0.000408
06007003001	1	0.000408
06007003100	1	0.000408
06007003200	1	0.000408
06007003300	1	0.000408

06009000120	2	0.000816
06009000121	3	0.001224
06009000122	9	0.003672
06009000210	5	0.002040
06009000220	4	0.001632
06009000300	2	0.000816
06009000400	6	0.002448
06009000501	13	0.005304
06009000503	17	0.006936
06009000504	10	0.004080
06011000400	1	0.000408
06013303102	1	0.000408
06013303201	4	0.001632
06013303202	1	0.000408
06013303203	1	0.000408
06013303204	2	0.000816
06013303205	1	0.000408
06013304001	1	0.000408
06013313103	2	0.000816
06013313204	2	0.000816
06013314103	1	0.000408
06013315000	1	0.000408
06013317000	2	0.000816
06013318000	1	0.000408
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06013333102	1	0.000408
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06013334004	1	0.000408

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06017030809	2	0.000816
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06041130202	3	0.001224

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06053014302	3	0.001224
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06109003100	20	0.008160
06109003200	6	0.002448
06109004100	4	0.001632
06109004200	8	0.003264
06109005100	10	0.004080
06113011300	2	0.000816
06115041000	3	0.001224
06115041100	6	0.002448

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

Through PG&E's agreements with the CFILC, PG&E provided support to individuals with AFN throughout the entire service area.

Through our partnership, DDAR program enables qualifying customers who use electrical medical devices to access resources that will lessen the impact of power loss. Support for customers with medical and independent living needs includes:

- Additional emergency preparedness outreach and education
- Backup portable batteries
- Accessible transportation resources
- Food Stipends during PSPS
- Improved access to the MBL Program
- Hotel stays during PSPS

PG&E does not track data on participation in the DDAR Program by census tract.

## **211 Care Coordination & Referral Service**

PG&E is partnered with the CA Network of 211s to provide individuals with AFN with a single source of information and connection to available resources in their communities. This agreement provides PSPS education, outreach, and emergency planning in advance of PSPS and connect those with AFN needs to critical resources like transportation, food delivery, hotel accommodations, portable backup batteries, food replacement, and other social services during and after PSPS. CA Network of 211 provides both proactive and reactive outreach to customers, being the first point of contact for our AFN community before, during, and after PSPS. CA Network of 211 utilizes PG&E's existing resources, identifies, and develops their own resource partnerships and creates new partnerships to aid in response.

PG&E does not track data on participation for the services provided by CA Network of 211s by census tract.

## **Microgrid Incentive Program (MIP)**

In 2024, the CPUC approved, with modifications, PG&E, SCE, and SDG&E's proposed implementation plan for the Microgrid Incentive Program (MIP)<sup>34</sup> previously referred to in this report as the Community Microgrid Incentive Program (CMIP). The MIP will fund clean community microgrids that support the critical needs of the vulnerable population most likely to be impacted by outages. In combination with PG&E's existing

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<sup>34</sup> D.23-04-034

Community Microgrid Enablement Program (CMEP), which provides technical and financial support to facilitate the development of front-of-the-meter, multi-customer microgrids, MIP will provide additional funding on a competitive basis to microgrid projects which have the greatest community, resilience, and environmental benefits. Per D.23-04-034, PG&E will begin providing quarterly reports for MIP projects the quarter after the first application window opens in mid-2024.

Data on participation in MIP is not available by census tract for 2024.

## APPENDIX F – 2025 Wildfire Safety-PSPS Outreach Effectiveness Survey Results

*The percentage of customers with access and functional needs who were aware that their utility may de-energize their system as a wildfire mitigation measure.*

2025 Wildfire Safety-PSPS Outreach Effectiveness Survey – AFN Population				
Q16. Public Safety Power Shutoff, or PSPS, is a precautionary safety measure where PG&E may proactively turn off power lines when extreme fire danger conditions are forecasted, in order to reduce the risk of wildfires. Before today, had you ever heard of the Public Safety Power Shutoff program?				
	Post-Season 2024	Pre-Season 2025	Post-Season 2025	Post-Season 2025
	Nov/Dec	Aug/Sep	Nov/Dec	Unweighted Base Size
	% Yes	% Yes	% Yes	
Total Population	74%	78%	77%	2,714
Total AFN	72%	76%	<b>77%</b>	2,126
Non-English Speakers	32%	60%	<b>68%</b>	237
Low-Income	63%	72%	<b>70%</b>	1,057
Elderly	84%	82%	83%	1,181
Has Disability (Net)	82%	80%	80%	997
• Vision	78%	77%	71%	147
• Hearing	82%	80%	74%	191
• Mobility	84%	72%	<b>75%</b>	362
• Other	77%	74%	76%	375
Medical Equipment Needs	82%	80%	82%	717
Medical Baseline Program	82%	83%	87%	263
AFN Living in High Fire Districts (Tiers 2 & 3)	89%	91%	91%	836

AFN Recaller (Recalled Communication)	82%	86%	84%	1,080
	= Significantly higher than the previous wave at the 95% level of confidence			
	= Significantly lower than the previous wave at the 95% level of confidence			
	<b>Bold text</b> = Significantly higher/lower Year-over-Year (YOY)			

**Summary:**

Three in four AFN customers (76%) just prior to the 2025 peak wildfire season, and 77% in the Post-Season said they were familiar with Public Safety Power Shutoffs. Both percentages are significantly higher than the 2024 Post-Season (72%). Overall, awareness of PSPS was high among AFN subgroups as well, ranging from 70% to 91% (Post-Season). Most notably, awareness among Non-English speakers (primarily Spanish speakers) increased from 32% in 2024 to 60% (Pre) and 68% (Post), significantly higher in both 2025 waves. The highest levels of awareness (91%) were among those living in High Fire Threat Districts (where the majority of outreach is directed) and those who recalled the communications (Recallers) at 84% (Post-Season).

*The percentage of customers with access and functional needs who were aware that their utility may de-energize their system as a wildfire mitigation measure.*

2025 Wildfire Safety-PSPS Outreach Effectiveness Survey				
Q20. A Public Safety Power Shutoff event could last anywhere from 24-48 hours, or longer in some cases. How would you rate your level of preparedness for being without electricity for an extended period? Would you say you are...?				
	Post-Season 2024	Pre-Season 2025	Post-Season 2025	Post-Season 2025
	Nov/Dec	Aug/Sept	Nov/Dec	Unweighted Base Size
	T2B %	T2B %	T2B %	
Total Population	72%	69%	72%	2,714
Total AFN	72%	69%	71%	2,126

Non-English Speakers	59%	60%	63%	237
Low-Income	68%	63%	67%	1,057
Elderly	75%	77%	77%	1,181
Has Disability (Net)	70%	69%	73%	997
• Vision	65%	66%	70%	147
• Hearing	63%	67%	73%	191
• Mobility	65%	69%	71%	362
• Other	62%	68%	67%	375
Medical Equipment Needs	73%	69%	75%	717
Medical Baseline Program	73%	74%	78%	263
AFN Living in High Fire Districts	85%	84%	86%	836
AFN Recaller (Recalled Communication)	80%	77%	80%	1,080
	= Significantly higher than the previous wave at the 95% level of confidence			
	= Significantly lower than the previous wave at the 95% level of confidence			
	<b>Bold text</b> = Significantly higher/lower Year-over-Year (YOY)			

**Summary:**

Preparedness for PSPS among individuals with AFN reflected that of the general population. More than two-thirds of all AFN customers (69% Pre/72% Post) felt “somewhat” or “very” prepared to be without power for 24-48 hours, in-line with 72% one year earlier. Among AFN subgroups, non-English speakers (63% Post) and Low-Income customers (67%) feel the least prepared. In all other subgroups, the level of preparedness ranged from 67%-84%, with the highest levels among HFTD customers (86%) and Recallers (80%).

**The percentage of customers with access and functional needs who confirm they received notifications of a possible de-energization event.**

<b>2025 Wildfire Safety-PSPS Outreach Effectiveness Survey</b>		
PQ1. Did you receive any PSPS alerts or notifications in the past few months?		
	Base (Unweighted)	Percent of Total AFN Population (Weighted)
Total AFN Population	2,126	100%
PSPS Outage in 2025 (Self-Reported)	478	28%
PSPS Impacted in 2025 (Verified)	35	1%
PSPS De-energized in 2025(Verified)	28	1%
*Base size too low to calculate (<50)		

**Summary:**

More than one in four (28%) AFN customers self-reported receiving PSPS alerts or notifications in 2025. However, when matched with internal records only 35 (1%) were verified as actually having received a PSPS (48-hour) notification. Of these, 28 (1%) were confirmed as having been de-energized. There were only five (5) PSPS events held between January 13 and June 21, 2025.

**Customer feedback regarding how to provide notifications more effectively (i.e., in a manner that meets customers’ specific needs).**

<b>2025 Wildfire Safety-PSPS Outreach Effectiveness Survey</b>		
Q13. In what ways could PG&E improve their communications about wildfire preparedness?		
<b>Non-English Speakers</b>	<i>nơi trú ẩn có thể tiếp cận được và truyền đạt thông tin về tình trạng sẵn có cho những nhóm dân cư dễ bị tổn thương</i> <i>(Shelter is accessible and</i>	<i>向各家各户邮寄印刷版应急准备指南</i>  <i>(Printed emergency preparedness</i>

	<i>communicates information about availability to vulnerable populations).</i>	<i>guidelines mailed to household).</i>
<b>Low-Income</b>	<i>More flyers with contact numbers, not everyone has internet.</i>	<i>Send out more texts and make more videos for social media platforms.</i>
<b>Elderly</b>	<i>They should teach kids in school about wildfire danger. The education needs to start early so they know about dry grass and trash on the side of the road and how that is fire danger.</i>	<i>Send out a refrigerator magnet that lists all the things to take in an emergency if you need to evacuate.</i>
<b>Poor Vision</b>	<i>I am vision impaired and require large print to read or audio messaging.</i>	<i>Well email and calling to letting me know.</i>
<b>Poor Hearing</b>	<i>Come out to the communities and talk with people instead of using social media.</i>	<i>Tips on what to pack in a "go" bag, and general information about how to last without electricity.</i>
<b>Medical Baseline/ Medical Equipment Needs</b>	<i>Perhaps more television because a lot of people in my area are retired and watch a lot of TV, more than they do social media.</i>	<i>A detailed mailer on how to prepare in advance and also what needs to be done in a hurry.</i>
<b>Other</b>	<i>I like the radio commercials.</i>	<i>It would be nice to know about evacuation routes.</i>

**2024 Wildfire Safety-PSPS Outreach Effectiveness Survey**

PQ19. In your opinion, what can PG&E do to improve their communications regarding Public Safety Power Shutoffs?

<p><b>Non-English Speakers</b></p>	<p><i>Me gustaria que tuvieran mas informacion en espanol para que uno que no sabe ingles los pueda entender. Mi hijos saben ingles y me ayudan a traducir cuando algo esta en ingles, pero me gustaria poder entender yo sola.</i></p> <p><i>(I would like them to have more information in Spanish so that someone who does not know English can understand them. My children know English and help me translate when something is in English, but I wish I could understand on my own).</i></p>	<p><i>Realizar videos informativos que lleguen por correo a cada usuario.</i></p> <p><i>(Make informative videos that are sent by email to each user).</i></p>
<p><b>Low-Income</b></p>	<p><i>More accurate time frames, Faster communication.</i></p>	<p><i>Give more information about their hardening efforts, and about their future plans for those efforts.</i></p>
<p><b>Elderly</b></p>	<p><i>Send me mailers on the different programs that PG&amp;E supports that are made available during PSPSs.</i></p>	<p><i>Be more specific in which areas you are communicating with rather than take a blanket region approach.</i></p>
<p><b>Poor Vision</b></p>	<p><i>Sending a mailer having all of the resources supplied by PGE and how to get them.</i></p>	<p><i>Voicemails that clearly explain what's happening and what to do.</i></p>
<p><b>Poor Hearing</b></p>	<p><i>Is there a PG&amp;E app for my phone or watch?</i></p>	<p><i>Informative emails with links to explanation of the PG&amp;E resources available.</i></p>
<p><b>Medical Baseline/</b></p>	<p><i>Better battery backup power supply support.</i></p>	<p><i>停電時に医療機器に電力を供給</i></p>

<b>Medical Equipment Needs</b>		<i>する方法 (How to power medical devices during a power outage).</i>
<b>Other</b>	<i>Update their app. Give more updates during the outages.</i>	<i>Digital information signs on highway.</i>

<b>KPIs to measure the impact</b>		
<b>Key Performance Indicators</b>	<b>2025 Pre-Season</b>	<b>2025 Post-Season</b>
<b>KPI #1:</b> The percentage of individuals with Access and Functional Needs who were aware of what support and resources were available to them during a PSPS.	<b>86%</b> (1,638 surveys completed)	<b>84%</b> (1,653 surveys completed)
<b>KPI #2:</b> The percentage of individuals with Access and Functional Needs who were able to use necessary medical equipment to maintain necessary life functions for the duration of any PSPS event that affected them.	<b>61%</b> (558 surveys completed)	<b>64%</b> (349 surveys completed)

<b>AFN Plan Key Performance Indicators (KPIs) cont'd</b>					
<b>KPI #3:</b> The percentage of individuals who utilized mitigation services who reported they were satisfied with the level of support.					
<b>2024 Pre + Post-Season Waves</b>			<b>2025 Pre + Post-Season Waves</b>		
<b>Resource</b>	<b>T2B% Useful</b>	<b>Base Size</b>	<b>Resource</b>	<b>T2B% Useful</b>	<b>Base Size</b>
Address level alerts for non-account holders	94%	133	Address level alerts for non-account holders	94%	79*
Portable battery program	93%	212	Portable battery program	93%	274
Call 2-1-1	81%	376	Call 2-1-1	91%	467
Language preference on alerts & notifications	88%	512	Language preference on alerts & notifications	89%	750
PG&E Report-It Mobile App	91%	350	PG&E Report-It Mobile App	88%	504
County Food Bank Program	85%	273	County Food Bank Program	88%	313
Accessible transportation	88%	69*	Accessible transportation	88%	124
Community Resource Centers	87%	263	Community Resource Centers	83%	260

Generator rebate program	83%	181	Generator rebate program	83%	167
Hotel accommodations for people with disabilities	85%	59*	Hotel accommodations for people with disabilities	82%	44**
DDAR program	81%	54*	DDAR program	82%	50*
Food delivery services	79%	131	Food delivery services	80%	118
PG&E Medical Baseline Program	79%	592	PG&E Medical Baseline Program	79%	677
Identify as Electricity Dependent	80%	133	Identify as Electricity Dependent	79%	161
	= Significantly higher than the previous wave at the 95% level of confidence				
	= Significantly lower than the previous wave at the 95% level of confidence				
*Caution: Small Base Size (<100) **Caution: Very Small Base Size (<50)					

***Reasons why specific customers or customer segments did not confirm they received notification (irrespective of whether the utility provided them notification).***

This information is not obtainable via the survey; however, reasons why specific customers or customer segments did not receive notifications is provided in PG&E’s Post-Event 10-Day Report for each de-energization event.

***To the extent possible and consistent with protecting customer privacy, the electric investor-owned utilities must track and report survey results according to specific access or functional needs, for instance the reasons why persons with a vision impairment did not receive notification as distinct from the reasons why persons with a developmental disability did not receive notification.***

This information is not obtainable via the survey; however, reasons why specific customers or customer segments did not receive notifications is provided in PG&E’s Post-Event 10-Day Report for each de-energization event. Consistent with protecting customer privacy, PG&E does not disclose these reasons according to specific access or functional needs, for instance persons with a vision impairment or persons with a developmental disability.

## **Appendix G – DDAR AND PBP Research Results**

### **Disability Disaster Access & Resources (DDAR) Evaluation Research**

A short 4-minute online survey was conducted in November and December 2025 among Disability Disaster Access & Resources program applicants, resulting in just 38 completed surveys. Best efforts were made to survey customers in 2025, but with fewer program participants and a very low ending sample size (38), data from the survey results would not be reliable and representative of the customer experience and therefore will not be reported.

### **Portable Battery Program (PBP) Evaluation Research**

A short 4-minute online survey was conducted in November and December 2025 among income-qualified MBL customers and self-identified vulnerable customers at risk of wildfire safety outages enrolled in the Portable Battery Program, resulting in 178 completed surveys.

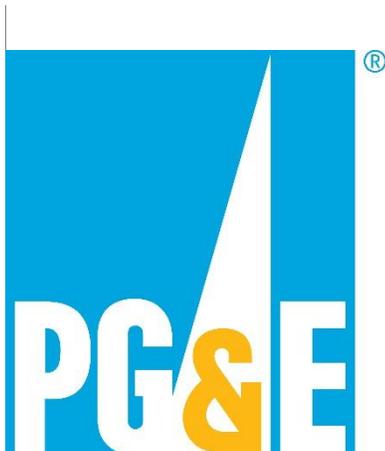
94% of customers were satisfied with the overall program. Approximately 31% of respondents experienced a PSPS event or other wildfire safety outage since participating in the program, and 84% of those customers used their battery during the outage. Among those who used their portable batteries during a PSPS event or other wildfire safety outage, 85% indicated the battery powered their medical device(s) for the duration of the outage, and 93% were satisfied with their batteries during the outage. The portable battery also offered customers a greater sense of reassurance as 86% indicated feeling more prepared for a future outage, and 92% were confident the medical device(s) would continue working during a future outage.

Beginning in 2022, the program expanded its offerings beyond just the portable battery that included an extension cord for the battery, mini fridge for medications and a cooler pack for insulin for qualified customers; data is not available for these offerings as few customers have received and used these products.

**APPENDIX H – PG&E’S Quarterly Progress Report of Activities  
Between October 1, 2025 to December 31, 2025**

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

Quarterly Progress Report of Activities  
between October 1, 2025 and December 31,  
2025



January 30, 2026

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## INTRODUCTION

In accordance with D.20-05-051 and D.21-06-034, Pacific Gas and Electric Company (PG&E) provides this quarterly update regarding our progress toward meeting our 2025 PSPS Access and Functional Needs (AFN) Plan and the impact of our efforts to support the AFN and vulnerable populations<sup>1</sup> during proactive de-energization (also known as Public Safety Power Shutoff (PSPS)). This update addresses our efforts between October 1, 2025 and December 31, 2025.

Since the last reporting progress on PG&E's AFN activities on September 30, 2025 PG&E has achieved the following significant milestones to help serve our most vulnerable customers before, during, and after a PSPS.

- PG&E organized two training sessions for Department of Developmental Services Regional Centers staff. The first session, held on October 29th, focused on Emergency Preparedness programs and resources and was attended by 82 people. The second, which took place on November 19th, covered the Medical Baseline (MBL) and Self-Identified Vulnerable (SIV) Programs, drawing 94 participants.
- In partnership with the Washoe Native Temporary Assistance for Needy Families (TANF) Program, PG&E participated in their Winter Family event on December 4<sup>th</sup> by presenting information about our support programs and services and bringing our Customer Support Office to provide direct customer program support to 35 tribal families.
- PG&E held a virtual Community Organization and Advocate Training for approximately 90 attendees on October 2nd and highlighted our Wildfire Safety program and provided updates on AFN programs and services in our service area.
- Southern California Edison hosted a Joint IOU table November 5-7 at the 2025 California Association of Area Agencies on Aging (C4A) annual conference. We presented information on our Prepare for Power Down website and PSPS CBO partnership opportunities.

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

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

# **1 CONCEPT OF OPERATIONS | HOW**

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

### **1.1.1 Emergency Operations Center**

In Q4, PG&E did not activate our Emergency Operations Center for PSPS.

#### **1.1.1.1 Preparation Exercises**

In Q4, PG&E did not conduct any PSPS preparation exercises that included the AFN Liaison role or CBO partners.

#### **1.1.1.2 Training**

In Q4, PG&E did not hold any EOC CSO PSPS dedicated training that included AFN EOC team. We did provide dedicated AFN EOC team with monthly PSPS training throughout wildfire season. AFN Liaisons were given access to a recorded PSPS overview training and also invited to attend a role-specific training session held on October 29th, which focused on the demobilization procedures used at the conclusion of a PSPS activation.

#### **1.1.1.3 AFN Liaison**

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 before, during, and after PSPS. During PSPS in 2025, this team engaged with Resource Partner CBOs (e.g., DDAR, California Network of 211 Providers (211), food banks, Meals on Wheels, and information-based CBOs) to manage two-way communication leading up to and during each PSPS. This dedicated team also provides paratransit notifications and impacted ZIP Code lists to CBO resource partners and paratransit agencies. In Q4, the AFN Liaison role was not activated because PG&E did not experience a PSPS.

In Q4, PG&E provided the dedicated AFN EOC team with monthly PSPS training throughout wildfire season. AFN Liaisons were given access to a recorded PSPS overview training and also invited to attend a role-specific training session held on October 29th, which focused on the demobilization procedures used at the conclusion of a PSPS activation.

Furthermore, the AFN team onboarded 11 new members and conducted an orientation and high-level overview training on November 21st. During this session, roles and responsibilities, tools, and resources were reviewed to ensure all new team members were fully prepared for their initial shifts.

#### 1.1.1.4 Customer Care

PG&E did not experience a PSPS in Q4. PG&E's Customer Service Representatives (CSR) continue to confirm contact information, assist customers with an application for the Medical Baseline (MBL) Program, indicate language preference, self-identifying as vulnerable<sup>2</sup>, and/or self-identifying that a person in their household has a disability<sup>3</sup>.

#### 1.2 AFN Identification Outreach

PG&E continues to conduct awareness/preparedness outreach campaigns to AFN customers. In 2025, this outreach will include direct mail and email campaigns to the AFN Community, as well as social media and paid media campaigns. See section 1.2.1 for more information our Self-Identification marketing campaigns and Self-Identification Program. See Section 1.5.2 for customer enrollments by month in the MBL program. **Error! Reference source not found.** provides the types and counts of AFN customers identified above and beyond the MBL program as of September 30, 2025.

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

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

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

<b>Types of Customers Above and Beyond MBL Program that Self-Identify a Vulnerability in their Household<sup>6</sup></b>	<b>Number of Customers</b>
Enrolled in Self-identify Vulnerable Program (e.g., SIV) <sup>7</sup>	1,624
Disabled (e.g., “disabled”)	21,602
Non-standard communication format requested (Braille or large print)	433
Durable Medical Equipment (DME)	38,302
Assistive Technology (AT)	6,230
Blind/Low Vision (Vision Disability)	12,171
Deaf/Hard of Hearing (Hearing Disability)	18,662
Language Preference (Non-English)	18,651
Senior (65+)	71,485
Income Qualified (CARE and FERA)	204,617
<b>Total AFN Customer Beyond MBL</b>	<b>393,777</b>

### 1.2.1 Self-Identified Vulnerable Program

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

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

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

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

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

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

In Q4-2025, PG&E continued our Self-Identification outreach campaign. An email and letter were sent to customers with a survey asking them if they rely on power for their health and safety and requesting that they self-identify any Access and Functional Needs characteristics that may apply to them or someone in their household. The data will be collected for use in future direct outreach for our AFN awareness/preparedness campaigns and additional assistance for enrollment into our Self-Identified Vulnerable program (SIV) and our Medical Baseline program (MBL).

Additionally, we sent both an acquisition email and direct mail to promote our SIV program and encourage customer enrollment using MyAccount. We also created a detailed printable guide to help customers with the online enrollment process, and enhanced the SIV webpage by adding thorough, step-by-step instructions to assist with the MyAccount online enrollment process. Vulnerable AFN customers are also able to enroll through our contact center.

### **1.3 AFN Support Resources**

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

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

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

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

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

Table 2 describes the marketing outreach and communications throughout 2025.

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

Outreach Efforts	Resources Provided to Customers			
	Q1	Q2	Q3	Q4
Social Media Posts	94	90	144	66
Social Media Impressions	73,191	56,528	236,776	4,451
Total Customer Direct Outreach *	36,422	25,658	33,898	41,325
Events/Presentations	73	69	94	64

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

211 continues to distribute customer satisfaction surveys to all customers who completed care coordinate and had a safety plan mailed to them. Results are tracked and reviewed on 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 a bi-weekly meetings with 211 and Southern California Edison to align on offerings and program support. PG&E works directly with 211 to support AFN customers who are impacted by a PSPS. In Q4, PG&E did not have a PSPS activation and did not require 211 to provide direct services.

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

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

Resources/Engagement with Customers Before, During, and After PSPS	Resources Provided to Customers			
	Q1	Q2	Q3	Q4
Care Coordination Assessments	207	217	909	127
Food Vouchers*	30	87	-	-
Hotel Stays*	8	28	-	-
Gas Cards*	21	16	-	-
Transportation*	0	2	-	-

\* Only provided during PSPS Activations

### 1.3.2 Resource Planning and Partnerships

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

### 1.4 Customer Resiliency Programs and Continuous Power Solutions

PG&E offers solutions to reduce adverse impacts from PSPS on customers, including those most vulnerable. In Q4 2025, PG&E continued to work with partner organizations to provide outreach and support to customers with AFN. Below is a progress update on our customer resiliency programs and continuous power solutions. For additional information about our customer resiliency programs and continuous power solutions, see our 2025 AFN Plan for PSPS Support.

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

In 2025, PG&E will continue partnering with the California Foundation for Independent Living Centers (CFILC) through the DDAR Program to deliver PSPS readiness program support to electricity-dependent people with disabilities, including those who use durable medical equipment or assistive technology, as well as older adults.

During PSPS events, the DDAR Program will continue to offer a variety of resources to qualified customers. Resources will include batteries, hotel stays, food vouchers, gas cards, transportation, and other resources. In Q4 2025, 267 portable batteries were delivered to qualified customers. Outside of PSPS events, DDAR works with qualified customers to develop a customized plan for what the customer needs to do in event of a PSPS, which also doubles as a plan for storm impacts and other hazard situations where outages may occur.

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

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

Resources/Engagement with Customers Before, During, and After PSPS	Resources Provided to Customers			
	Q1	Q2	Q3	Q4
Customer Energy Assessments	148	240	331	184
Batteries Delivered	11	57	109	267
Food Vouchers*	20	19	-	-
Hotel Stays*	2	13	-	-
Gas Cards*	2	3	-	-
Transportation*	0	0	-	-

\* Only provided during PSPS Activations

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

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

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

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

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

<p><b>Key Application Metrics</b></p>	<p>Equity Resiliency Budgets paid \$272.6M as of December 2025 10,888 applications received inception to date since SGIP Equity Resiliency Budgets opened in May 2020, including submitted and cancelled applications.</p> <ul style="list-style-type: none"> <li>• 5,826 MBL (including 0 waitlisted)</li> <li>• 4,176 well pump (including 0 waitlisted)</li> <li>• 193 commercial, educational, small business, and multi-family (including 0 waitlisted)</li> <li>• 0 waitlisted</li> <li>• 98% residential versus 0.01% commercial, .001% educational, .0005% small business, and .005% multi-family</li> <li>• Total allocated: \$111.3M MBL, \$69.2M well pumps, \$34M commercial and multi-family</li> </ul>
<p><b>Key Interconnection Metrics</b></p>	<p>December 2025 inception-to-date 6,870 projects interconnected to grid:</p> <ul style="list-style-type: none"> <li>• 4,194 MBL</li> <li>• 2,438 well pump</li> </ul>

### 1.4.3 Portable Battery Program (PBP)

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

Since 2020, the PBP partners have delivered approximately 28,000 portable batteries to MBL and Self-Identified Vulnerable customers at risk of being impacted by PSPS. In addition, more than 1,9000 mini-fridges and approximately 915 insulin coolers were provided since 2022.

In Q4, PG&E and our partner organizations continued to focus on serving frequently impacted MBL and SIV customers that use durable medical equipment or assistive technology who have not previously participated in a resiliency program.

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

**Table 6. 2025 PBP Outreach**

<b>Outreach and Batteries Delivered to Customers Before, During, and After PPS</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Customers Reached	237	1,130	378	25
Customers Assessed	178	710	233	22
Batteries Delivered	0	1,006	834	59
Mini Fridges Delivered	0	157	131	17
Insulin Cooler Wallets Delivered	0	6	2	0
Extension Cords delivered	0	64	44	1

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

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

In Q4 2025, PG&E’s Backup Power Transfer Meter (BPTM) installed approximately 1,167 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 10,780 meters. **Error! Reference source not found.**7. includes PG&E’s

quarterly progress on the number of rebates PG&E paid to customers and the number of customers with BPTM devices installed.

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

<b>GBRP Rebates and BPTM Devices Provided to Customers Before, During, and After PSPS</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Number of GBRP Rebates Paid to Customers	906	419	789	640
Number of Customers who had BPTM Devices Installed	84	510	1,463	1,167

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

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

Since the program launched, PG&E has provided permanent battery systems at no cost to approximately 3,800 residential customers who have been frequently impacted by outages because of PG&E’s EPSS program. RSI installed 445 of those projects in Q4 2025. Eligible customers were enrolled in the California Alternate Rates for Energy (CARE) program, Family Electric Rate Assistance (FERA), the Medical Baseline program, or are Self-identified as Vulnerable with an assistive technology or durable medical equipment; did not already have a customer resiliency solution (such as a battery or permanently installed generator); and had experienced a significant number of safety-related outages.

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

### **1.5 Customer Assistance Programs**

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

1.5.1 Food Replacement Options and Other CBO Resources **Error! Reference source not found.**8. includes quarterly updates on our partnerships associated with food bank programs, meals on wheels providers, and other food resources. A full list of Food Bank Partners can be found in [Appendix D.1](#), Meals on Wheels Providers in [Appendix E.1](#), CBO Resource Partners with active agreements for PSPS Support in [Appendix F.1](#), and Accessible Transportation Partners in [Appendix G.1](#).

**Table 8. Resource Partnerships Agreements Executed**

Quarter	Food Banks		Meals on Wheels		Other Food Replacement/Transportation/Other	
	Number of Partnerships	Number of New Agreements Executed	Number of Partnerships	Number of New Agreements Executed	Number of Partnerships	Number of New Agreements Executed
Q1	25	0	20	0	8	0
Q2	25	0	20	0	8	0
Q3	25	1	20	0	8	0
Q4	26	0	20	0	8	0

**1.5.1.1 Community Food Bank Support**

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

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

In Q4, Food Bank services were not provided since there was no PSPS de-energization.

**1.5.1.2 Meals on Wheels Partnerships**

PG&E has partnered with Meals on Wheels providers throughout the service area to provide seniors impacted by a PSPS with one or two additional meal(s) per day for the duration of the power shutoff. In addition to the meal, the provider completes an in-person wellness visit that includes messaging about the potential PSPS and guidance on additional resources available through PG&E. For a full list of Meals on Wheels Partners with active agreements see [Appendix E.1](#).

In Q4, Meals on Wheels services were not provided since there was no PSPS de-energization.

**1.5.1.3 Grocery Delivery Services**

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

enough food for three meals a day for a week.

In Q4, grocery delivery services were not provided since there was no PSPS de-energization.

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

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

In Q4, the Cope family resource centers did not provide gift cards since there was no PSPS de-energization.

#### **1.5.1.5 Fresh Produce**

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

In Q4, Lost Sierra Food Project did not provide fresh produce since there was no PSPS de-energization.

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

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

In Q4, portable shower and laundry services were not provided since there was no PSPS de-energization.

#### **1.5.1.7 Accessible Transportation**

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

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

In Q4, our transportation partners did provide support since there was no PSPS de-energization.

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

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

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.

PG&E has 2,655 Master Meter Tenants enrolled in the MBL Program, a decrease of 0.1% since the last reporting enrollment in Q3-2025.

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

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

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

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
Total Start of Month MBL Customers <sup>9</sup>	240,939	242,994	244,625	246,510	246,552	237,138	226,790	228,474	230,932	232,905	235,507	238,038	240,275 <sup>10</sup>
New MBL Customers	3,717	3,475	3,655	4,514	2,532	2,424	3,235	4,193	3,080	5,472	3,770	3,391	43,458
MBL Customers Removed	1,662	1,844	1,770	4,472	11,946	12,772	1,551	1,735	1,107	2,870	1,239	1,154	44,122
<b>Total End of Month MBL Customers</b>	242,994	244,625	246,510	246,552	237,138	226,790	228,474	230,932	232,905	<b>235,507</b>	<b>238,038</b>	<b>240,275</b>	<b>240,038</b>

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

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

### 1.5.3 Energy Savings Assistance (ESA) Program

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

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

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

In Q4, efforts in both areas of customer education and cooler distribution assistance continued, see Table 10 below for a quarterly breakdown on the number of energy savings assistance interactions and distribution of coolers to eligible ESA participants.

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

<b>ESA Customer Education and Cooler Distribution Assistance</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Number of in-home educational customer opportunities	8,132	14,025	14,071	13,163
Number of Coolers Distributed	2	1	0	0

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

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

In Q4, PG&E held a routinely scheduled CBO training on October 2, 2025. Over 90 participants attended. During the training, community organizations received training on programs such as CARE/FERA, AMP, medical baseline, Budget Billing, demand response programs, as well as other programs supporting residential customers. The training also highlighted emergency preparedness programs and a PSPS overview, aiming to offer comprehensive customer education on relevant PG&E programs during the enrollment process.

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<sup>11</sup> As of December 31, 2025 - CARE: 1,390,392, FERA: 49,207

## 1.6 PSPS Preparedness Outreach and Community Engagements

### 1.6.1 PG&E Advisory Boards/Councils

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

**Table 11. Summary of Consultation with Advisory Boards and Councils**

People with Disabilities and Aging Advisory Council (PWDAAC) <sup>12</sup>	
<b>Meeting</b>	<p><b>Date:</b> December 17, 2025</p> <p><b>Location:</b> Virtual</p> <p><b>Purpose:</b> Bring organizations supporting AFN customers and those with disabilities with PG&amp;E’s leaders, to connect and collaborate, discuss relevant topics, highlight progress made, and identify areas for improvement in how PG&amp;E’s programs support seniors and individuals with disabilities.</p>
<b>Summary of Engagement</b>	<ul style="list-style-type: none"> <li>• Q3-2025 Meeting Survey – Feedback               <ul style="list-style-type: none"> <li>○ <b>Feedback:</b> New SIV, Braille, and Large Print self-serve features we reviewed in MyAccount                   <p><b>User Response:</b> While self-serve options are useful for many, there are others who either don't have access to online resources or the technical expertise to navigate them.</p> <p><b>PG&amp;E Response:</b> Our contact center can help customers walk through our self-serve MyAccount options, like enrolling in the Self-Identified Vulnerable Program or requesting billing in Braille or large print.</p> </li> <li>○ <b>Feedback:</b> Recommendations on organizations to partner with for our efforts in the emergency preparedness neurodiversity space.                   <p><b>User Response:</b> I am looking forward to reviewing resources intended for [the neurodiverse] audience. You need neurodivergent people to be a part of this</p> </li> </ul> </li> </ul>

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

effort. This includes autism, dyslexia, ADHD, etc.

**PG&E Response:** When developing materials, we will request the PWD AAC council's feedback. We will also seek the input and feedback of people with neurodiversity. We are also looking at customer testing for this audience

- Winter Storm Preparedness
  - PSPS vs Storm - Overview of how PG&E responds in a PSPS (planned) versus Storm (unplanned)
  - Online Resources to Prepare for Winter Storms
    - [pge.com/safetyactioncenter](http://pge.com/safetyactioncenter)
    - [pge.com/backupper](http://pge.com/backupper)
    - [pge.com/outages](http://pge.com/outages)
  - Outage Protocol
    - Stay away from downed powerlines and treat them as if they are energized. Call 911, then notify PG&E at 1-800-743-5000
    - Visit [pge.com/outages](http://pge.com/outages) for outage details or request updates on a particular outage
    - Visit [pge.com/reportit](http://pge.com/reportit) or "Report It" app to submit non-emergency concerns about equipment to PG&E
  - Enrolling for Additional Notifications and Updates
    - CBO partners are eligible to sign up as communication collaborators to receive notifications whenever the EOC is activated
    - [CBOSupport@pge.com](mailto:CBOSupport@pge.com) to inquire about the status of an activation
    - [AFNSupport@pge.com](mailto:AFNSupport@pge.com) to be added to the contact list
    - By signing up for these notifications, you will receive direct additional support and real-time updates during emergency activations
- Recovery Plans and Strategies for Special Accommodations

- Disability Disaster Access and Resources (DDAR) Program, Serra Rea, DDAR Program Manager
  - DDAR program is a network of 13 Independent Living Centers (ILCs) that provide services to the AFN community before, during, and after PSPS events and large-scale outage emergency activations.
  - Click on resource tiles for AFN resources during a PSPS
- DDAR Support During PSPS
  - Notifying them of a PSPS through emails, phone calls, and social posts.
  - Implement emergency plan
  - Sharing CRC location and hours information
  - Providing hotel stays, food vouchers, portable batteries, and generator fuel.
- DDAR Support After PSPS
  - Assisting with verification if power at their residence has been restored.
  - Helping check out of hotels and arranging transportation from hotels back to residence if needed.
  - Sharing information on food items that may have spoiled in the refrigerator and assisting with food replacement resources.
  - Providing application assistance for backup battery programs if eligible.
  - Checking-in regularly to ensure emergency plans are up-to-date.
  - 30-60-90 Check in with customer depending on needs
- DDAR Support Before PSPS (Bluesky)
  - Create an emergency plan, including building a grab-and-go bag or stay-at-home box.
  - Identify transportation plans during an emergency.

- Access a list of resources in the community available during and after an emergency.
  - Enroll in partner programs.
- DDAR Contact Information
  - Email: [DDAR@CFILC.org](mailto:DDAR@CFILC.org)
  - Tel: 833-560-5313
  - Website: [disabilitydisasteraccess.org/](http://disabilitydisasteraccess.org/)
  - Instagram: @ddar\_ca
  - Facebook: Facebook.com/DisabilityDAR
- The California 211 Network (211), Linda Wingert, Senior Director of Operations and 211 Engagements
  - Overview of 211 Coverage
    - 98% of CA residents have access to 211 CA
    - 14 Contact Centers
    - 25 local Community Based Organization (CBO) network members
    - 800+ team members
    - 211 enabled and no service counties have Interactive Voice Response (IVR) messaging for PSPS.
  - Care Coordination Across Agencies
    - 211 works with 988 and 911 to provide Services across the state
    - Warm handoffs when 211 gets a call, and the trained care coordinator or the trained call specialist transitions the customer.
  - 211 CA Support During a PSPS
    - 211 supports both PG&E and SCE during a PSPS
    - Calling impacted customers to check-in and see if they are prepared for a potential loss of power
    - Providing the status of a PSPS outage, including estimated power restoration and community resource center (CRC) locations and hours
    - Assisting customers staying home with water bladders, backup batteries or food

- Guiding customers with finding food and temporary relocation with hotel vouchers, transportation or fuel
- 211 CA Support After a PSPS
  - Check-in with customers to see how their safety plan worked and make updates as needed
  - Offer to co-create a safety plan if customers did not have one
  - Provide a customer feedback survey to assess service quality and satisfaction
  - Continue ongoing preparedness check-ins
- 211 CA Support Before a PSPS (Blue Sky)
  - Identify utility customers with electric-dependent household members
  - Review and document unique household needs
  - Connect customers to appropriate resources and local programs
  - Co-create a personalized household safety plan and send to customer's home
  - Assist applications for eligible utility programs
  - Outreach to households to assess new needs, changes to household members and medical situations, resources connection status and preparedness.
- 211 CA Care Coordination Resources:
  - Dial 211 for support during a PSPS
  - Website: [211now.com](http://211now.com) or [211.org](http://211.org)
  - Call 866-FIND211 (866-346-3211)
- Contacting the ADA Team
  - Email: [ADASupport@pge.com](mailto:ADASupport@pge.com)
  - Phone: 831-784-3592
  - Answer general questions and take reasonable accommodations

- PG&E works cross-functionally to address and resolve all issues
- Roundtable
  - State Council on Developmental Disabilities (SCDD)
    - SCDD trainings opportunities via Zoom. Refer to <https://scdd.ca.gov/scdd-trainings/>
    - A well-received training was conducted in September on sensory implications when working with people with developmental disabilities in crisis.
    - Leaning into themed months for 2026, September being Emergency Preparedness Month
    - A team of people from across the state will be working on emergency preparedness materials and slide decks, along with a panel of people with lived experience, both English and Spanish
  - Redwood Coast Regional Center (RCRC), Emergency Management Coordinator
    - Continue to identify those serviced in Mendocino, Lake, and Humboldt counties within the PG&E territory
    - Update the Electricity-dependent medical devices list and reach out to families and those individuals who support them in getting backup power in place to be more resilient in case of power outages
    - Working with the Department of Developmental Services to get batteries out to those who don't have anything in place through the DDS/DAR battery distribution program.
    - Another 30 batteries were approved, which RCRC is working to get in people's home

	<ul style="list-style-type: none"> <li>▪ Working with Humboldt and Del Norte counties to get a series of disaster preparedness workshops on the calendar for 2026.</li> <li>• Disaster Disability Access and Resources (DDAR) <ul style="list-style-type: none"> <li>○ For Q1-2026, DDAR is looking at enhancing its social media</li> <li>○ Looking for opportunities to incorporate ASL</li> <li>○ Improve training with centers</li> </ul> </li> </ul>
<b>Feedback</b>	<ul style="list-style-type: none"> <li>• Reduce the number of steps required for a customer to get to a live person at the contact center.</li> </ul>
<b>Action Items Guided by Feedback</b>	<p><b>Completed Actions This Quarter:</b></p> <ul style="list-style-type: none"> <li>• Sent out PWDAAC newsletter and feedback survey to existing PWDAAC council members for feedback on enhancement opportunities</li> </ul> <p><b>On-Going Actions:</b></p> <ul style="list-style-type: none"> <li>• Continue utilizing the PWDAAC as a forum to receive input and feedback on a broad variety of PG&amp;E programs affecting AFN customers.</li> </ul> <p><b>Future Actions:</b></p> <ul style="list-style-type: none"> <li>• PG&amp;E to re-elevate PWDAAC goals, cadence, and membership</li> <li>• Survey to follow every meeting to solicit feedback from council participants</li> <li>• Create and send out quarterly newsletter</li> </ul>
<b>Future Meeting(s)</b>	Q1 2026 (TBD)

<b>Access and Functional Needs Collaborative Council Meeting<sup>13</sup></b>	
<b>Meeting</b>	<p><b>Date:</b> December 9, 2025</p> <p><b>Location:</b> Virtual</p> <p><b>Purpose:</b> Discuss updates to Pacific Gas and Electric (PG&amp;E) and Southern California Edison (SCE) Disability Disaster Access &amp; Resources (DDAR) programs, potential impacts and identify solutions.</p>
<b>Summary of Engagement</b>	<p><b>Introduction and Opening Remarks</b></p> <ul style="list-style-type: none"> <li>• PG&amp;E opened the meeting by acknowledging recent changes to programs and utility staffing and the disruptions those changes cause. <ul style="list-style-type: none"> <li>○ The Collaborative Council has worked through progress and challenges and can continue to do so through listening to multiple voices and perspectives.</li> <li>○ C. Zenner will be leaving the Collaborative Council in 2026. <ul style="list-style-type: none"> <li>▪ The co-chair position will be filled by J. Burchfield, Vice President, Customer Operations at SCE.</li> <li>▪ The PG&amp;E executive seat will be filled by Joe Wilson, Regional Vice President of the North Valley &amp; Sierra Region.</li> </ul> </li> </ul> </li> <li>• State Council on Developmental Disabilities (SCDD) stressed the disproportionate impact of Public Safety Power Shutoffs (PSPS) on individuals with access and functional needs (AFN) and acknowledged that those impacts have been addressed through the coordination of services by 211 and DDAR, which are distinct programs. <ul style="list-style-type: none"> <li>○ SCDD believes that SCE has upended the work of the Council by ending the DDAR program and by not utilizing the Council’s coordinating and</li> </ul> </li> </ul>

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

communication functions.

### **DDAR Testimonials**

- SCDD introduced individuals who have been served by the DDAR program to share their stories with the Council.
- Bobby Dutta relies on electricity to power medical devices at his home in the PG&E service area.
  - PG&E provided him with a generator and DDAR provided a backup battery that has been invaluable for being able to power life saving devices during PSPS and other power outages.
  - Without DDAR there is a serious concern that there will not be adequate support moving forward.
- Elizabeth Lutz has multiple electric-powered medical devices for health needs.
  - During the Palisades fire, she attempted to contact 211 and Federal Emergency Management Agency for support but their services did not meet her needs.
  - DDAR provided her with a battery and conducts consistent outreach to their clients, including weekly check-ins.
- Catherine Callahan has multiple disabilities, including severe mobility issues that require daily use of electric-powered medical equipment.
  - She received robust support through the DDAR program in preparing for emergencies such as PSPS that could require her to evacuate her home.
  - DDAR helped her solve mobility issues such as navigating the stairs in her home and helped her build a network of support that she could rely on.
  - SCE's programs were fully subscribed and guidance was to self-evacuate in the event of a

- DDAR performs individual outreach both leading up to and during PSPS to coordinate support.
- DDAR also empowered her to educate her church community about emergency preparedness.

**DDAR Program Updates**

- SCE gave an overview of the PSPS resources that continue to be available to individuals with AFN during PSPS.
- SCE gave an overview of changes to their DDAR program and of the CPUC General Rate Case (GRC) decision that disallowed SCE from funding the program as of October 31, 2025.
  - Continued support for customers with AFN includes dedicated AFN supervisors and community partnerships.
- PG&E gave an overview of changes to their DDAR program, which will discontinue the portable battery disbursements through DDAR.
  - Beginning in 2026, PG&E will have CILC/DDAR refer AFN portable battery requests to our internal Portable Battery Program (PBP) program during times when there is no PSPS activation. CFILC/DDAR will remain PG&E's portable battery distributor during PSPS activations.
  - All other AFN resource offerings will continue unchanged through 2026.
- California Association of Area Agencies on Aging (C4A) asked SCE how it advocated to keep the DDAR program during the CPUC General Rate Case (GRC) process.
  - SCE replied that they requested sustained support for DDAR in the GRC filing.
    - Cal Advocates submitted testimony that

the DDAR program was duplicative with the services offered by 211 and the CPUC ultimately decided to disallow funding for DDAR.

- SCDD asked SCE if they agree that 211 and DDAR are duplicative.
  - SCE replied that, while there are some similarities, DDAR offers a more localized and white glove approach to their clients.
  - SCDD pointed out that DDAR provides direct services. SCDD views 211 as a referral service only.
- 211 gave an overview of its information and referral services and emphasized that the coordination among 211 with partners such as DDAR is crucial to providing support to individuals with AFN.
  - It is important to educate Cal Advocates and the CPUC about how providers work together to make the support system stronger. Agencies need to partner, not compete.
- SCE agreed on the importance of DDAR and outlined two possible next steps:
  - Discuss what PG&E's plans are to strengthen its position on why DDAR is vital to support the Electric Dependent communities impacted by wildfire safety outages, and how Council members can assist with any follow up GRC hearings to prevent a similar decision.
  - Look closely at where there are now gaps in services and how those gaps can be filled with existing resources.
- San Diego Gas & Electric commented that it has received a Track 2 – 2024 GRC proposed decision from the CPUC that would disallow key elements of AFN programs from 2019-2022.
- SCDD inquired about SCE's plan to meet the immediate needs of customers with AFN. SCE has

mentioned AFN supervisors but has not explained their role and qualifications.

- SCE gave an overview of the AFN supervisor role and the process they use to triage and connect customers with AFN to resources, including CBOs and local governments.
  - During PSPS, SCE meets with partner organizations daily to coordinate on issues as they arise.
- CFILC asked how SCE will handle PSPS emergencies without the ILCs at these meetings.
  - SCE responded that they would engage with counties to utilize local support services.
- SCDD asked what services people would be directed to.
  - SCE replied that they are looking for other community-based resources and will need to identify additional options that comply with the CPUC decision.
    - They plan to survey DDAR users to identify service gaps and will collaborate with partners on solutions.
- PG&E commented that they will have an opportunity for rebuttal testimony leading up to their General Rate Case (GRC) in 2026 and will include today's testimonials.
- C4A asked if a similar decision will be made during PG&E's GRC and if PG&E can invite Council members into the process.
  - PG&E does not yet know if this decision will be applied to other utilities.
- SCDD expressed that the utilities' response to the DDAR changes has been insufficient and that the concerns expressed in the November 7 letter have not been addressed.
- SCDD stated that AFN organizations are disengaging from the Collaborative Council until progress has been

	<p>made toward planning for the needs of customers with AFN and improving communication with the Council.</p>
<p><b>Feedback</b></p>	<ul style="list-style-type: none"> <li>• California Foundation for Independent Living Centers (CFILC) emphasized that DDAR is invaluable to the ILCs and there is concern over how to meet the needs of a significant number of their customers.</li> <li>• CPUC discussed the FEMA 6-Step process the utilities use while developing their annual AFN Plans and said that they should include a detailed outline of the resources needed to support customers with AFN during PSPS.</li> <li>• Cal OES expressed disappointment that the DDAR program changes and Council facilitation services updates were not proactively communicated through the Collaborative Council and pointed to a lack of transparency and partnership on SCE’s part. <ul style="list-style-type: none"> <li>○ Going forward, there should be ongoing communication regarding CPUC processes before and as they happen. Collaborative Council members can serve as SMEs to the IOUs.</li> </ul> </li> <li>• Cal OES is concerned over the ongoing turnover and inconsistency in Council representation of the IOUs.</li> </ul>
<p><b>Action Items Guided by Feedback</b></p>	<p><b>Completed Actions this Quarter:</b></p> <ul style="list-style-type: none"> <li>• IOUs provided data on customers impacted by multiple PSPS events in a single year.</li> <li>• IOUs provided non-governmental entities (California Foundation for Independent Living Centers (CFILC), Disability Rights California (DRC) and Disability Rights Education and Defense Fund (DREDF)) of the Council with a means of requesting financial support for their participation.</li> </ul>

	<p><b>Future Actions:</b></p> <ul style="list-style-type: none"> <li>• SCE to communicate with the Collaborative Council members as they develop a plan for addressing service gaps left by the discontinuation of the DDAR program.</li> <li>• PG&amp;E to bring Council members into discussions leading to their upcoming General Rate Case (GRC) filing.</li> </ul>
<b>IOU Responsible Owner</b>	Joe Wilson, Vice President North Valley & Sierra Region
<b>Future Meeting(s)</b>	Q1 2026, Virtual

<b>Statewide Joint IOU Advisory Council<sup>14</sup></b>	
<b>Meeting</b>	<p><b>Date:</b> December 18, 2025  <b>Location:</b> Virtual  <b>Purpose:</b> Collaborative discussion covering the 2026 AFN Plan progress and updates to the Disability Disaster Access &amp; Resources (DDAR) program.</p>
<b>Summary of Engagement</b>	<p><b>2026 AFN Plan Update</b></p> <ul style="list-style-type: none"> <li>• M.E. Ittner reviewed the FEMA six step process of developing the annual AFN Plans and identified the current phase as Step 5: Prepare and Review the Plan.</li> </ul> <p><b>2026 AFN Plan Feedback Review</b></p> <ul style="list-style-type: none"> <li>• The IOUs reviewed the Council’s feedback on the draft 2026 AFN Plan and discussed how the feedback is being addressed. <ul style="list-style-type: none"> <li>○ The Council suggested that the IOUs provide a way for medical staff at regional centers to sign off on qualifying diagnoses for Medical Baseline (MBL) enrollment. <ul style="list-style-type: none"> <li>▪ The IOUs have addressed this feedback by adding the following language to Objective 4: “Joint IOUs will continue to identify opportunities and efficiencies to ease Medical Baseline (MBL) program enrollment in accordance with CPUC and legislative framework.”</li> </ul> </li> <li>○ The Council suggested that the IOUs work with regional centers to review internal data on individuals with electricity dependent needs and identify those who are not currently being supported. <ul style="list-style-type: none"> <li>▪ The IOUs explained that these items are being addressed through Objectives 2 (Continue to identify individuals who are electricity dependent) and 4 (Identify new</li> </ul> </li> </ul> </li> </ul>

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

enhancements to programs and resources needed to mitigate the impacts of PSPS).

- The Council requested that the IOUs continue to enhance the Prepare for Power Down site to increase accessibility for the deaf and hard of hearing community.
  - Under Objective 1, the IOUs will continue to enhance the P4PD site to increase accessibility.
- IOUs addressed concern over the use of the phrase “affordability remaining a guiding principle.”
- The intent was not to change the approach to delivering services.
  - The messaging has been updated to “The Joint IOUs will continue to prudently deliver consistent services and resource offerings within the plan development framework. (Section 1.3, p. 14).”
- M.E. Ittner reviewed the next steps in the 2026 AFN Plan process.

#### **DDAR Program Update**

- SCE gave an overview on behalf of the JIOUs of the resources that will continue to be provided to individuals with AFN before, during and after a PSPS.
- SDG&E stated that the PSPS resources the IOUs provide have been developed through the ongoing work and collaboration of the Council.
- SCE gave an overview of updates to their DDAR program.
  - The CPUC has disallowed continued funding for DDAR by SCE in their General Rate Case (GRC) decision. SCE ended its participation in the program as of October 31, 2025.

	<ul style="list-style-type: none"> <li>▪ The CPUC’s decision was based on their assessment that DDAR’s programs are duplicative with 211.</li> <li>▪ SCE reviewed the resources that it will continue to provide and expressed that they are working to identify and solve for gaps in support services.</li> </ul> <ul style="list-style-type: none"> <li>• PG&amp;E gave an overview of updates to their DDAR program. <ul style="list-style-type: none"> <li>○ Beginning in 2026, PG&amp;E will have CILC/DDAR refer AFN portable battery requests to our internal Portable Battery Program (PBP) program during times when there is no PSPS activation. CFILC/DDAR will remain PG&amp;E's portable battery distributor during PSPS activations. <ul style="list-style-type: none"> <li>▪ All other AFN resource offerings will remain unchanged through 2026.</li> </ul> </li> </ul> </li> </ul> <p><b>Statewide Council Quarterly Lookahead</b></p> <ul style="list-style-type: none"> <li>• The next Statewide Council meeting will focus on preparing for the 2027 AFN Plan Process.</li> </ul>
<b>Feedback</b>	<ul style="list-style-type: none"> <li>• No comments or questions were submitted.</li> </ul>
<b>Action Items Guided by Feedback</b>	<p><b>Completed Action Items</b></p> <ul style="list-style-type: none"> <li>• IOUs participated in C4A annual conference in November.</li> <li>• AFN Resource Guide survey has been closed.</li> <li>• IOUs shared draft 2026 AFN Plan with Statewide Council members for review and comment ahead of Q4 Statewide Council meeting.</li> </ul> <p><b>Future Action Items</b></p> <ul style="list-style-type: none"> <li>• IOUs to finalize and submit their 2026 AFN Plans to the CPUC by January 31, 2026.</li> </ul>
<b>Future Meeting(s)</b>	Q1 2026, Virtual

<b>Local Government Advisory Councils and Working Groups</b>	
<b>Meeting</b>	<p><b>Date:</b> Thursday, December 11, 2025</p> <p><b>Location:</b> Microsoft Teams</p> <p><b>Purpose:</b> Collect feedback on proposed Community Wildfire Safety Program (CWSP) improvements from Tribal, county and city emergency managers.</p>
<b>Summary of Meeting Materials</b>	<ul style="list-style-type: none"> <li>Recap of 2025 CWSP program updates including Enhanced Powerline Safety Settings, Public Safety Power Shutoff, Vegetation Management and Undergrounding and System Upgrades.</li> <li>Look-ahead at 2026 CWSP program improvements including Public Safety Power Shutoff and Undergrounding.</li> </ul>
<b>Feedback</b>	N/A
<b>Action Items Guided by Feedback</b>	<p><b>Completed Actions This Quarter:</b></p> <ul style="list-style-type: none"> <li>N/A</li> </ul> <p><b>Ongoing Actions:</b></p> <ul style="list-style-type: none"> <li>N/A</li> </ul> <p><b>Future Actions:</b></p> <ul style="list-style-type: none"> <li>N/A</li> </ul>
<b>Future Meeting(s)</b>	Additional meeting dates will be shared in early 2026.

<b>Low-income and Communities of Color Advisory Panel</b>	
<b>Meeting</b>	<p><b>Date:</b> November 4, 2025</p> <p><b>Location:</b> Virtual meeting</p> <p><b>Purpose:</b> Solicit input from Communities of Color Advisory Group which assists PG&amp;E in crafting outreach and engagement with communities of color on a broad spectrum of issues impacting diverse communities.</p>
<b>Summary of Engagement</b>	<ul style="list-style-type: none"> <li>• PG&amp;E shared investments made to support customers with reliability, affordability and customer assistance programs, and wildfire response. <ul style="list-style-type: none"> <li>○ PG&amp;E shared information and resources on the Community Advocate Webpage, advocate self-serve resource toolkit, Community Advocate Summits, and bill assistance events held in 2025. Outreach &amp; Engagement Support</li> <li>○ PG&amp;E provided an overview and update on Base Services Charge, with implementation set for March 2026.</li> </ul> </li> <li>• PG&amp;E presented on Small Business resources, partnerships with local communities, and assistance for small and medium businesses. including information on the annual Resilience Fund.</li> <li>• PG&amp;E shared information on a Pilot Program that will launch in 2026, focusing on outreach and education for customers who live in affordable housing communities.</li> </ul>
<b>Feedback</b>	<ul style="list-style-type: none"> <li>• NDC members shared their support for PG&amp;E's Community Advocate Summits and financial assistance programs through education and outreach.</li> <li>• Advisory members expressed interest in small business resources and Resilience funding.</li> <li>• Discussion on how Advisory Panel Members can support with bill support events.</li> </ul>
<b>Action Items Guided by Feedback</b>	<p><b>Completed Actions This Quarter:</b></p> <ul style="list-style-type: none"> <li>• N/A</li> </ul> <p><b>On-Going Actions:</b></p> <ul style="list-style-type: none"> <li>• N/A</li> </ul>

	<b>Future Actions:</b> <ul style="list-style-type: none"><li>• Advisory members will be voting on new members who will start in 2026.</li></ul>
<b>Future Meeting(s)</b>	February 19, 2026

<b>Low Income Oversight Board (LIOB)</b>	
<b>Meeting</b>	<p><b>Date:</b> December 11, 2025</p> <p><b>Location:</b> Virtual and In-person meeting</p> <p><b>Purpose:</b> The mission of the LIOB is to advise the Commission on low-income electric, gas and water corporation customer programs and to serve as a liaison for the Commission to low-income customers and representatives.</p>
<b>Summary of Engagement</b>	<ul style="list-style-type: none"> <li>• Joint Investor-Owned Utilities Status Reports <ul style="list-style-type: none"> <li>○ Status report of the California Alternative Rates for Energy (CARE), Family Electric Rate Assistance (FERA) and Energy Saving Assistance (ESA) Programs</li> <li>○ 2025 program budget and unspent funds</li> <li>○ PSPS update</li> <li>○ AMP and Disconnections</li> <li>○ Rates and bill impact forecast</li> </ul> </li> <li>• Joint Investor-Owned Utilities Presentation on Arrearage and Disconnection-Related Data</li> </ul>
<b>Feedback</b>	<ul style="list-style-type: none"> <li>• N/A – AFN topics not in scope</li> </ul>
<b>Action Items Guided by Feedback</b>	<p><b>Completed Actions This Quarter:</b> N/A</p> <p><b>On-Going Actions:</b> N/A</p> <p><b>Future Actions:</b> N/A</p>
<b>Future Meeting(s)</b>	Q1 meeting scheduled for March 26, 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 Q4 2025, the Joint IOUs implemented the addition of the California Small Multi-Jurisdictional Utilities (SMJU) website links and logos to the P4PD website giving additional statewide utility coverage and customer exposure.

The Joint IOU's continue to evaluate selected ASL translation companies for the P4PD website with affordability and website maintenance as considerations. Joint IOUs obtained an additional vendor quote for ASL for P4PD. Vendor selection is planned for Q1 2026.

**Website Activity:**

From October 1 to December 31, 2025, performance metrics recorded over 3,000 new active users. The homepage remains the top destination for visits, while the resource page ranks second in engagement. Direct search continues to be the leading traffic source, accounting for 73.8% of visits. Active users spent less time per session than in the last quarter. This reduction may be due to potential bot activity identified as outside the country. Measures to mitigate this type of activity have been implemented and will be monitored for effectiveness.

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

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

### **1.7.1 MBL Customer Outreach**

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

PG&E runs an annual MBL acquisition campaign targeting likely eligible residential customers. The campaign includes a variety of tactics, including but not limited to emails, direct mail, bill inserts, and digital media. In 2025, PG&E enhanced its MBL outreach efforts by piloting a successful paid digital media campaign with AARP that began in Q3 and ended in Q4. This pilot aimed at engaging seniors and raising awareness about the MBL program. PG&E will continue to look at new ways to reach vulnerable AFN customers like the AARP pilot and share assistance programs information like MBL. Table 12. summarizes the MBL acquisition campaign statistics for 2025 and provides a year-over-year data comparison.

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

<b>Goal: Increase engagement with prospective MBL Program customers through multi-channel outreach and awareness campaigns</b>											
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
<b>2024</b>	6	125,000	4	4,353,820	3	2%	3,000,000	1	100,301,735	1,120,390	10,033,595
<b>2025<sup>15</sup></b>	4	129,890	4	3,105,832	3	2.26	2,700,000	1	90,459,997	1,301,925	N/A <sup>16</sup>

<sup>15</sup> 2025 MBL acquisition campaign will start in Q4 due to the upcoming upgrades to self-service channels on PGE.com.

<sup>16</sup> There were no Broadcast TV or Radio campaigns ran in 2025

### **1.7.2 Health Care Industry Strategy**

PG&E recognizes that ongoing engagement with health care practitioners, medical associations, and durable medical device suppliers in 2025 is a key opportunity to increase enrollment in the MBL Program and connect individuals with AFN to medical device resources if needed during PSPS.

In Q4, The Joint IOUs continued conversations with the AFN Statewide Councils and among the Joint IOU teams to identify opportunities to collaborate in order to further educate their members and/or constituents regarding PSPS preparedness, AFN Self-Identification and MBL through 2026.

The Joint IOUs continued collaboration with the California Department of Developmental Services (DDS) emergency response staff and deaf specialists to develop training for Deaf Plus individuals.

On November 5 - 7, the JIOUs tabled at the 2025 California Association of Area Agencies on Aging (C4A) annual conference. The JIOUs shared AFN preparedness resources and information, including information on the Prepare for Power Down (“P4PD”) website and Framework for AFN support.

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

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

PG&E continues to promote awareness of Address Alerts in training and webinars which allows residents who are not PG&E account holders to be notified in the event of a PSPS. To reference 2025 webinars, visit [www.pge.com/webinars](http://www.pge.com/webinars).

### **1.7.4 Accessibility of Communications**

PG&E’s online customer communications, including its websites and PSPS customer notification emails, have been tested for usability and accessibility to meet Web Content Accessibility Guidelines (WCAG) compliance. When adding new features to

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

www.pge.com and our [Emergency Website](#), we retest for WCAG 2.1 AA compliance and ensure content is written at an eighth grade level or lower, aiming for fifth grade when feasible.

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

PG&E has an agreement with Linguabee, a Deaf-owned and operated sign language interpreting agency, to provide American Sign Language (ASL) PSPS support. In Q4, PG&E did not require Linguabee to provide ASL interpreting because we did not have any EOC activations.

### 1.7.5 Tribal Engagement

PG&E assists Tribal governments throughout our service area to mitigate the impacts of PSPS, 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. See Table 13. for an overview of our outreach.

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

Outreach and Engagement				
Ongoing Outreach Activity	Q1	Q2	Q3	Q4
<b>Tribal Newsletter &amp; Healthcare Outreach<sup>18</sup></b> (All Tribes)	March 12	-	-	October 30
<b>Tribal Outreach or Presentations Program &amp; Support Services</b>	72	64	104	69
<b>Wildfire Safety Webinar for Tribes</b> (All Tribes)	-	June 4	-	-

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

<sup>18</sup> The Tribal newsletter and healthcare outreach was not conducted in Q2 and Q3 due to hiring and onboarding responsible for these activities.

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. In Q4, Tribal Liaison was not activated because there was no PSPS de-energization.

In Q4, PG&E distributed a Tribal newsletter to share information on available assistance resources and programs. PG&E met with four tribes to discuss our income qualified programs and introduce the ESA program. In November, we emailed the PG&E 2025 Emergency Response and Resource Survey to all 62 federally recognized tribes to gather feedback regarding our PSPS programs and services. PG&E also developed a dedicated MBL/SIV fact sheet with images of local tribal members to be utilized for education and outreach in the tribal healthcare space in 2026.

PG&E also participated in informational meetings in the tribal community. In partnership with the Washoe Native Temporary Assistance for Needy Families (TANF) Program, PG&E participated in their Winter Family event on December 4<sup>th</sup> by presenting information about our support programs and services and bringing our Customer Support Office to provide direct customer program support to 35 tribal families.

In partnership with Owens Valley Career Development Center and Tejon Tribe, PG&E participated in Tejon Tribe's informational meeting on customer assistance programs. PG&E conducted five virtual meetings with Tribes and Tribal TANF partners to provide an overview of available customer support programs.

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

PG&E translates Community Wildfire Safety Program (CWSP) and PSPS communications and notifications in 15 non-English languages.<sup>19</sup> This includes the translation of in-event PSPS notifications, as well as PG&E's website and other critical wildfire safety and PSPS preparedness materials. PG&E promotes its in-language options<sup>20</sup>, encouraging customers to select their preferences using various channels including direct mail, email, social media, multi-media partners, and CBOs.

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

PG&E partners with 38 multicultural media outlets throughout the year to promote safety initiatives, including PSPS, to monolingual or difficult-to-reach populations that may need access to mainstream television media and/or read/speak English. See

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

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

Section 1.8.1.6.1 for more information on our multicultural media engagement.

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

PG&E hosts public webinars and regional town halls 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.

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

**Table 14. Summary of AFN and CBO Targeted Outreach Conducted in Q4 2025**

Date	Event	Audience
10/2/2025	Community Organization and Advocate Training	Community Based Organizations
10/29/2025	Regional Center Training- Emergency Preparedness	Department of Developmental Service Regional Center Staff
11/19/2025	Regional Center Training- MBL/SIV Programs	Department of Developmental Service Regional Center Staff

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

**Table 15. CPUC Meetings, PSPS Wildfire Safety Town Halls, and Regional Webinars in Q4 2025**

<b>Date</b>	<b>Event</b>	<b>Audience</b>
12/3/2025	Customer Resources and Progress Update Webinar	All Customers within PG&E Service Area
12/3/2025	Regional Working Group	Central Valley Region
12/3/2025	Regional Working Group	North Valley & Sierra Region
12/4/2025	Regional Working Group	North Coast Region
12/5/2025	Regional Working Group	South Bay & Central Coast Region
12/5/2025	Regional Working Group	Bay Area Region

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

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

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

#### **1.8.1.1 PSPS Notifications**

PG&E aims to share what it knows about the weather and its equipment as soon as possible, keeping in mind weather conditions can be uncertain. Whenever the forecast will allow, PG&E’s goal is to send 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.<sup>21</sup>

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

PG&E’s MBL and SIV customers will receive doorbell rings during an active PSPS event if they do not acknowledge notifications. PG&E has approximately 64,444 individuals enrolled in MBL and SIV programs and residing in high fire threat areas. There were no activations in Q4 to utilize the process.

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

### 1.8.1.3 Engagement with Paratransit Agencies

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

In Q4, PG&E did not have a PSPS, therefore, no notifications and ZIP Code information was provided.

### 1.8.1.4 PG&E Contact Center Operations

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

Table 16. includes call center-related metrics associated with PSPS activations. In Q4, no PSPS occurred.

**Table 16. Call Center Support Services During Q4-2025 PSPS**

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

### 1.8.1.5 Website

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

In 2025, PG&E launched a redesigned website to enhance user experience. During Q4, improvements were implemented to facilitate enrollment in the SIV program for vulnerable customers, including prominent placement on the main login page. Additionally, customers can now conveniently access their enrollment status from any page within MyAccount through an updated navigation header featuring SIV. The copy was also refined to provide clearer guidance regarding the enrollment and extension processes.

PG&E also continued to enhance our dedicated webpage for Community-Based Organizations (CBOs) and PSPS communication partners at [pge.com/cbotoolkit](http://pge.com/cbotoolkit), making

emergency preparedness resources and collateral materials more easily available. We updated the SIV webpage to provide clear, step-by-step instructions for self-identification and program enrollment. In addition, we began customer testing for both the Self-Identified Vulnerable program enrollment process and its corresponding webpage.

#### **1.8.1.6 Media**

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

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

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

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

In Q4 2025, media outreach efforts continued through our wildfire safety webinars for customers, sharing information about assistance and resources available to support people with AFN, among other topics.

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

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

**Error! Reference source not found.**17. below summarizes our multi-cultural media engagement activities.

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

Month	Summary of Multicultural Media Engagement Activities
January 2025	<ul style="list-style-type: none"> <li>• Compiled the Wildfire Safety and Preparedness Multicultural Media Engagement Campaign Year-end Report</li> </ul>
February 2025	<ul style="list-style-type: none"> <li>• Confirmed budget for 2025 campaigns including Multicultural Media Engagement Campaign and AFN Multicultural Radio Campaign</li> </ul>
March 2025	<ul style="list-style-type: none"> <li>• Sent out invite to potential multicultural media partners for an information session on April 30</li> <li>• Planning began with potential multicultural media partners</li> </ul>
April 2025	<ul style="list-style-type: none"> <li>• Hosted Wildfire Safety and Preparedness Campaign information session on April 30</li> <li>• Met with potential multicultural media partners to confirm participation and budget</li> <li>• Sent out invite to participating multicultural media partners for an online training on May 21</li> </ul>
May 2025	<ul style="list-style-type: none"> <li>• Confirmed budget for each multicultural media partner</li> <li>• Host Wildfire Safety and Preparedness Campaign online training on May 21</li> <li>• Planned and scheduled in-language CWSP webinars</li> </ul>
June 2025	<ul style="list-style-type: none"> <li>• Hosted two Spanish CWSP webinars on June 18 and June 25</li> <li>• Supported PSPS events on June 19</li> <li>• Sent out invite for Wildfire Safety and Preparedness Multicultural Media Roundtable on July 16</li> </ul>
July 2025	<ul style="list-style-type: none"> <li>• Hosted Wildfire Safety and Preparedness Multicultural Media Roundtable on July 16</li> <li>• Hosted three CWSP webinars in Chinese (July 22), Russian (July 23) and Tagalog (July 26)</li> <li>• Reminded participating media partners to upload first invoice for payment</li> </ul>
August 2025	<ul style="list-style-type: none"> <li>• Distributed the first half of the funding to participating media partners</li> <li>• Coordinated with In-language Speakers Bureau to support the review of PSPS customer notifications in different languages and channels</li> <li>• Sponsored and participated in the India Day Festival and Parade to educate Hindi- or Punjabi-speaking communities in the Bay Area on wildfire safety</li> </ul>

September 2025	<ul style="list-style-type: none"> <li>• Spanish FB page and Chinese WeChat channel planning</li> <li>• Sponsored and participated in the Exceptional Women of Color Awards to promote wildfire safety to the Black community in Sacramento</li> <li>• Gathered mid-campaign data on the AFN radio campaign</li> </ul>
October 2025	<ul style="list-style-type: none"> <li>• Launched Spanish Facebook Page and Chinese WeChat Channel the week of October 8</li> <li>• Completed and compiled data for AFN Radio Campaign</li> </ul>
November 2025	<ul style="list-style-type: none"> <li>• Hosted Multicultural Media Roundtable featuring Drone Inspection on November 7</li> <li>• Sponsored American Community Media Expo and Awards on November 7 to educate additional media outlets on wildfire safety</li> </ul>
December 2025	<ul style="list-style-type: none"> <li>• Sent out Year-end Report survey link to multicultural media partners</li> </ul>

#### **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 continues to work with 38 multicultural media partners and a CBO to assist with in-language communications and share its social media posts in the event of a PSPS. With the newly added Spanish Facebook page and WeChat channel, PG&E plans to share more in-language messaging on wildfire preparedness in 2026.

In Q4 2025, social media posts were focused on promoting improvements and milestones toward PG&E’s wildfire safety work for customer safety. Also, in Q4 PG&E launched a social media influencer pilot campaign promoting AFN resources. In 2026, PG&E plans to share social media promotions for resources and assistance that PG&E provides to Access and Functional Needs and Critical Care customers.

In Q4 2025, social media posts highlighted progress and achievements in PG&E’s wildfire safety efforts to protect customers. Additionally, a pilot campaign was launched with three AFN influencers, who shared their personal experiences using AFN resources to prepare for PSPS events. Early results show positive engagement, surpassing benchmarks. A final report will be released in Q1 2026. PG&E will continue to evaluate the use of social media influencer campaigns moving forward.

### 1.8.1.6.3 Paid Media/Advertising

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

To enhance customer outreach efforts, from Q2 and running into Q4 PG&E ran paid media English, Spanish, Chinese (Cantonese and Mandarin), Korean, Russian, Punjabi, Hindi, Hmong, Vietnamese, Portuguese, and indigenous languages (Mixtec, Zapotec, Triqui) AFN radio ads with messages about PSPS awareness, the MBL Program, and preparedness resources, along with paid media search and display ads, social media, and pre-roll video ads.

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

2025 AFN AD Campaign	Est. Reach	Impressions	Clicks	Click Through Rate
AFN: 3 Social Media Influencer, 1 AARP	N/A	42.7 million	516,000	1.21%
PSPS Preparedness: 1 Display Ad, 1 Video, 1 SEM Ad, 1 Native Ad	5,764,698	28.5 million	193,230	.68%

### 1.8.2 Community Resource Centers (CRCs)

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

To support CRC readiness for people with disabilities, PG&E completes pre-deployment ADA reviews at indoor and outdoor CRC sites in coordination with local government agency partners and tribes to identify appropriate CRC locations. From these site reviews, PG&E selected ADA-friendly sites and invested in site improvements to comply with ADA requirements for not only CRC use but also for the betterment of the community year-round. In 2025, PG&E continued 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 December 2025, PG&E has secured just under 400 event-ready sites, which include 119 indoor sites and 275 outdoor sites.

In Q4, PG&E did not activate our EOC to support any PSPS. However, we continue to work with our CRC staffing vendor to update and incorporate additional AFN training into their employee onboarding. Additionally, all of our customer program and support fact sheets are available at each of our CRCs for distribution.

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

Table 19. includes the number of CRCs, counties served, indoor vs. outdoor sites, and the total number of visitors during a PSPS. However, PG&E did not have a PSPS during Q4-2025

**Table 19. Q4-2025 Community Resource Centers (by PSPS)**

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

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

**1.9.1 After Action Reviews and Reports**

The After-Action Reviews and Reports (AAR) process is described in detail in our 2025 AFN Plan was not used for PSPS in Q4 as PSPS did not occur during the quarter.

**1.9.2 Lessons Learned and Feedback**

PG&E leverages feedback from agencies, CBOs, critical facilities, and customers during the PSPS season to focus improvements on key initiatives. PG&E focused our efforts in 2025 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.

PG&E will finalize the 2025 Post-Season Outreach Effectiveness Survey in Q1 2026. Results were reported in Appendix F of PG&E's 2026 AFN Plan for PSPS Support filed on January 30, 2026. The 2025 Pre-Season Outreach Effectiveness Survey was finalized in Q4 2025 and also reported in Appendix F of our 2026 AFN Plan. The 2026 Pre-Season Outreach Effectiveness Survey will be conducted in Q3 2026 and will be finalized and submitted in the 2027 AFN Plan.

The Joint IOUs will continue to use the Key Performance Indicators (KPIs)<sup>22</sup> 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 2025 AFN Plan.

In Q4 2025, PG&E did not conduct any PSPS post-event surveys with customers since no PSPS events took place this quarter.

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

### CONCLUSION

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

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<sup>22</sup> **Key Performance Indicators:**

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

## APPENDIX A.1 – AFN COLLABORATIVE COUNCIL

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

<b>Name</b>	<b>Organization</b>	<b>Title</b>	<b>Group</b>
James Dui	California Public Utilities Commission (CPUC)	Safety Policy Division	Collaborative Council
Jendy Burchfield	Southern California Edison (SCE)	Vice President	Collaborative Council
Jennifer Guenther	Liberty	Senior Regional Manager - West	Collaborative Council
Jennifer Ocampo	Southern California Edison (SCE)	Access and Functional Needs Senior Advisor	Collaborative Council
Jenny Limones	Pacific Gas & Electric Company (PG&E)	Program Manager, Expert	Collaborative Council
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
Junaid Rahman	California Public Utilities Commission (CPUC)	Senior Regulatory Analyst	Collaborative Council
Karen Mercado	Disability Rights California (DRC)	Senior Administrative Assistant - Executive Unit	Collaborative Council
Kate Marrone	Liberty Utilities	Customer Care Manager	Collaborative Council
Katelin Scanlan	San Diego Gas & Electric (SDG&E)	Manager of Customer Engagement	Collaborative Council
Kayla Price	Bear Valley Electric Services (BVES)		Collaborative Council
Lisa Corbly	Pacific Power	AFN Program Manager	Collaborative Council
Lisa Hayes	California Foundation for Independent Living Centers (CFILC)	Executive Director	Collaborative Council

<b>Name</b>	<b>Organization</b>	<b>Title</b>	<b>Group</b>
Lizz Stout	Pacific Gas & Electric Company (PG&E)	Program Manager, Principal	Collaborative Council
Lori Blackwell	Southern California Edison (SCE)	Principal Manager, Key Accounts	Collaborative Council
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

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

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

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

<b>Name</b>	<b>Organization</b>	<b>Title</b>	<b>Group</b>
Christina Mills	California Association of Area Agencies on Aging (C4A)	Executive Director	Statewide Council
Christina Rathbun	San Diego Gas & Electric (SDG&E)	Access and Functional Needs Project Manager	Statewide Council
Dan Heller	Deaf Link	President	Statewide Council
Dan Okenfuss	California Foundation for Independent Living Centers (CFILC)	Public Policy Manager	Statewide Council
Dana Golan	San Diego Gas & Electric (SDG&E)	Vice President of Customer Services	Statewide Council
Danielle Finch	San Diego Gas & Electric (SDG&E)	Manager, Customer Success	Statewide Council
Eleonore Yotsov	PacifiCorp	Emergency Management Director	Statewide Council
Eric Schwarzrock	Liberty Utilities	President	Statewide Council
Evan Duffey	Pacific Gas & Electric Company (PG&E)	Manager, Forecasting and Operations	Statewide Council
Gina Esparza	Eastern Los Angeles Regional Center (ELARC)	Emergency Management Coordinator	Statewide Council
Greg Oliva	California Department of Social Services (DSS)	Assistant Deputy Director, Central Operations, Community Care Licensing Division	Statewide Council
James Cho	California Public Utilities Commission (CPUC)	Program Manager	Statewide Council
James Collins	California Council of the Blind (CCB)	Community Educator	Statewide Council
James Dui	California Public Utilities Commission (CPUC)	Safety Policy Division	Statewide Council
Jeana Arnold	Pacific Gas & Electric Company (PG&E)	ADA Specialist, Expert	Statewide Council

<b>Name</b>	<b>Organization</b>	<b>Title</b>	<b>Group</b>
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
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
Kate Marrone	Liberty	Customer Care Manager	Statewide Council
Katelin Scanlan	San Diego Gas & Electric (SDG&E)	Manager of Customer Engagement	Statewide Council
Kay Chiodo	Deaf Link	CEO	Statewide Council
Kayla Price	BVES		Statewide Council

<b>Name</b>	<b>Organization</b>	<b>Title</b>	<b>Group</b>
Kelly Brown	Interface Children & Family Services	Community Information Officer	Statewide Council
Kendall Skillicorn	California Department of Social Services (DSS)	Bureau Chief, Department Operations Bureau	Statewide Council
Kevin Sharp	Pacific Gas & Electric Company (PG&E)	Customer Insights Strategist	Statewide Council
Kristopher Bourbois	San Diego Gas & Electric (SDG&E)	Financial Planning - Senior Business Analyst II	Statewide Council
Larry Grable	Service Center for Independent Living (SCIL)	Executive Director	Statewide Council
Laura Krolkowski	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
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

<b>Name</b>	<b>Organization</b>	<b>Title</b>	<b>Group</b>
Mayra Alvarado	North Los Angeles County Regional Center	Manager	Statewide Council
Miguel Larios	San Diego Regional Center (SDRC)	Director, Community Services	Statewide Council
Moustafa Abou-Taleb	California Public Utilities Commission (CPUC)	Safety Policy Division	Statewide Council
Nguyen Quan	Bear Valley Electric Services (BVES)	Regulatory Affairs	Statewide Council
Nicole Pachaeco	California Council of the Blind (CCB)	Operations Manager	Statewide Council
Paul Marconi	Bear Valley Electric Services (BVES)	President, Treasurer, & Secretary	Statewide Council
Pooja Kishore	PacifiCorp	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
Rose Samaniego	California Department of Developmental Services (DDS)	Community Program Specialist III-FHA Supervisor	Statewide Council
Samuel Jain	Disability Rights California (DRC)	Senior Attorney	Statewide Council

<b>Name</b>	<b>Organization</b>	<b>Title</b>	<b>Group</b>
Sarah Harris	California Department of Rehabilitation	Section Chief, Independent Living and Assistive Technology	Statewide Council
Scott O'Connell	Red Cross	Regional Disaster Officer	Statewide Council
Sean Matlock	Bear Valley Electric Services (BVES)	Energy Resource Manager / Assistant Corporate Secretary	Statewide Council
Seneca St. James	California Department of Developmental Services (DDS)	Community Program Specialist III	Statewide Council
Serra Rea	California Foundation for Independent Living Centers (CFILC)	DDAR Manager	Statewide Council
Sheri Farinha	NorCal Services for Deaf and Hard of Hearing	Chief Executive Officer	Statewide Council
Staphany Lu	San Diego Regional Center (SDRC)	Emergency Management Coordinator	Statewide Council
Stephanie Tews Sheldrick	Pacific Gas & Electric Company (PG&E)	Director, Customer Experience & Insights	Statewide Council
Sydney Schellinger	California Department of Aging (CDA)	Senior Emergency Services Coordinator	Statewide Council
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

Name	Organization	Title	Group
Yvonne Gratianne	San Gabriel/Pomona Regional Center	Communications and Public Engagement Officer	Statewide Council
Zeus Ferrao	Southern California Edison (SCE)	Customer Insights Project Manager, Advisor	Statewide Council

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

<b>Name</b>	<b>Organization</b>	<b>Title</b>
Lizz Stout	PG&E	Co-Chair
Jennifer Isbell	PG&E	Co-Chair
Tom Smith	PG&E	Senior Manager, PSPS Customer Emergency Planning Operations
Linda Wingert	211 CA Network Providers	Senior Director, Operations
Christina Mills	California Association of Area Agencies on Aging	Executive Director
Serra Rea	California Foundation for Independent Living Centers	DDAR Program Manager
Karla Leon	California Foundation for Independent Living Centers	Program Coordinator II
Bobbie Wartson	Kings County Commission on Aging	Executive Director
Miguel Angel Castanon	Napa Valley Community Organizations Active in Disaster	Executive Director
Ron Lee	Redwood Coast Regional Center	Emergency Management Coordinator
Renee Bauer	State Council on Developmental Disabilities	North State Regional Manager
Julie Eby-McKenzie	State Council on Developmental Disabilities	North Coast Regional Manager
Erick Larson	Village Movement California	Co-Executive Director, Advocacy and Resource Development
Peter Heredia	Napa Valley Community Organizations Active in Disaster	Lead AFN & Older Adults subcommittee
Caitlin O'Mailor	Lighthouse for the Blind and Visually Impaired	Project Manager of Advocacy, Communications, & Events

## APPENDIX D.1 – FOOD BANK RESOURCE PARTNERS

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

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

## APPENDIX E.1 – MEALS ON WHEELS PARTNER ORGANIZATIONS

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

<b>Meals on Wheels Organizations with Active Agreements for PSPS Support</b>	
1	Chico Meals On Wheels
2	Clearlake Senior Center (Highlands Senior Service Center)
3	Coastal Seniors
4	Community Action Partnership of Kern (CAPK)
	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.

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

**APPENDIX G.1 – ACCESSIBLE TRANSPORTATION PARTNERS**

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

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

**APPENDIX H.1 – KEY OBJECTIVES**

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

2025 Key Objectives		Progress to date	Q4 2025 Updates
<p><b>Increase awareness of IOU programs and services available before, during and after a PSPS</b></p>	<p>Joint IOUs:</p>	<ul style="list-style-type: none"> <li>• Creation of the Prepare for Power Down website.</li> <li>• Collaborating with CalFresh on food support for individuals with AFN impacted by PSPS activations and identified information sharing needs for program participation.</li> <li>• Completed the required annual training for the Department of Social Services’ In Home Support Services (IHSS) for greater engagement to increase PSPS awareness.</li> <li>• Continued awareness of PSPS and IOU supported programs and services to CBO’s and agencies.</li> </ul>	<ul style="list-style-type: none"> <li>• On 11/05-11/07, the Joint IOUs participated in the C4A Conference to continue awareness of IOU programs and services by hosting an informational booth and highlighting AFN customer programs, outreach with AFN customers, and promote the Prepare for Power Down (P4PD) website as a central resource.</li> <li>• The survey results for the Resource Guide have been received with participation from the AFN councils. Results are scheduled for review in Q1 2026 to identify potential gaps in offerings and to integrate into a PSPS Resource Guide.</li> </ul>
	<p>PGE:</p>	<ul style="list-style-type: none"> <li>• AFN CBO targeted webinars.</li> <li>• CBO annual training.</li> <li>• Annual mailers to AFN populations.</li> </ul>	<ul style="list-style-type: none"> <li>• In partnership with the Washoe Native Temporary Assistance for Needy Families (TANF) Program, PG&amp;E participated in their Winter Family event on December 4<sup>th</sup> by presenting information about our support programs and services and bringing our Customer Support Office to provide direct customer program support to 35 tribal families.</li> </ul>

2025 Key Objectives		Progress to date	Q4 2025 Updates
			<ul style="list-style-type: none"> <li>PG&amp;E held a virtual Community Organization and Advocate Training for approximately 90 attendees on October 2nd and highlighted our Wildfire Safety program and provided updates on AFN programs and services in our service area.</li> <li>PG&amp;E held the first two of a four-part training series for Department of Developmental Services Regional Centers staff on October 29th and November 19th and December. Topics included Emergency Preparedness and MBL/SIV Program Overview. The final two sessions will be held in Q1 2026.</li> </ul>
<p><b>Continue to identify individuals who are Electricity Dependent</b></p>	<p>Joint IOUs:</p>	<ul style="list-style-type: none"> <li>Partnership with In-Home Services (IHSS) and Regional Centers.</li> <li>Continue to monitor JIOU MBL population study to better understand the opportunity to promote MBL program. Currently awaiting CPUC approval of the study design and budget.</li> <li>Continue to participate in community and CBO outreach events to reach and identify individuals who may be electricity dependent.</li> </ul>	<ul style="list-style-type: none"> <li>On 11/05-11/07, the Joint IOUs participated in the C4A Conference to continue awareness of IOU programs and services by hosting an informational booth and highlighting AFN customer programs, outreach with AFN customers, and promote the Prepare for Power Down (P4PD) website as a central resource.</li> </ul>
	<p>PGE:</p>	<ul style="list-style-type: none"> <li>SIV marketing campaign.</li> <li>My PGE Portal enhancements to make AFN Self-ID enrollment easier and corresponding mailer.</li> </ul>	<ul style="list-style-type: none"> <li>Developed a comprehensive printable help guide designed to assist customers with the online enrollment process for our SIV program.</li> <li>The SIV webpage has been updated to feature comprehensive, step-by-step instructions for online enrollment.</li> </ul>

2025 Key Objectives		Progress to date	Q4 2025 Updates
			<ul style="list-style-type: none"> <li>• AFN paid media campaign and multicultural radio campaign continued in Q4, with general and multicultural paid media ads to raise awareness on the resources available to AFN customers.</li> <li>• Completed a successful paid digital media pilot campaign with AARP. This pilot aimed to engage seniors and raise awareness about the MBL program. Distributed the Self-Identified Vulnerable Program acquisition email and direct mail encouraging our vulnerable customer to enroll in the program.</li> <li>• Sent self-identification email and direct mail survey enabling data collection on customer vulnerability characteristics so that engagement efforts can be tailored to better promote programs and services supporting AFN customers during PSPS events.</li> </ul>
<p><b>Identify new enhancements to programs and resources needed to mitigate the impacts of PSPS</b></p>	<p>Joint IOUs:</p>	<ul style="list-style-type: none"> <li>• Establishment of the AFN Collaborative Council and the AFN Statewide Advisory Council.</li> <li>• Launched Phase 2 of the PrepareforPowerDown.com website; developed marketing materials for statewide partners.</li> <li>• Joint IOUs aligned and shared best practices of 211's care coordination to enhance offerings.</li> <li>• Redesigned the Statewide Council Advisory quarterly meetings by including the</li> </ul>	<ul style="list-style-type: none"> <li>• Alignment was achieved with Department of Developmental Services (DDS) on the presentation for intellectual and developmental disability community including Deaf+. Further collaboration on video and presentation moved to 2026.</li> <li>• Joint IOUs obtained an additional vendor quote for American Sign Language (ASL) for Prepare for Power Down (P4PD). Vendor selection is planned for Q1 2026.</li> <li>• Leveraged the AFN Statewide Council working group to finalize the 2026 AFN Plan Objective focus</li> </ul>

2025 Key Objectives		Progress to date	Q4 2025 Updates
		<p>development of the 2026 AFN Plan to expand council participation.</p>	<p>areas.</p> <ul style="list-style-type: none"> <li>Joint IOU continued collaboration with internal survey teams to benchmark pre and post survey questions for AFN KPI's to ensure consistency.</li> </ul>
	PGE:	<ul style="list-style-type: none"> <li>Conduct CBO Performance Surveys after every activation to obtain feedback.</li> <li>Established a regular CRC check-in meeting with CRC program manager, ADA coordinator and AFN program manager.</li> <li>Developed AFN collateral and signage at CRCs to help promote our resources and services to all visitors.</li> </ul>	<ul style="list-style-type: none"> <li>Prepared a five-minute meeting document for internal distribution among PG&amp;E staff regarding in-event water resource support for AFN customers.</li> <li>Selected a new ASL vendor and initiated a contract to provide in-event support and develop enhanced content for our PG&amp;E AFN webpage.</li> </ul>
<p><b>Coordinate and integrate resources with state, community, utility to minimize duplication</b></p>	Joint IOUs:	<ul style="list-style-type: none"> <li>Completed the development of the JIOU AFN Framework.</li> <li>Creation of the Prepare for Power Down website.</li> <li>Coordination with CalFresh regarding food support.</li> <li>Participation with JIOU External Engagement &amp; Customer Experience Sub-Committee.</li> </ul>	<ul style="list-style-type: none"> <li>The survey results for the Resource Guide have been received with participation from the AFN councils. Results are scheduled for review in Q1 2026 to identify potential gaps i in offerings and to integrate into a PSPS Resource Guide.</li> <li>Exploring opportunity for Regional Center Medical Staff to provide the professional signature required for client participation in the MBL program. We will work with IOU MBL teams to identify feasibility of recommendation in Q1 2026.</li> <li>The logos and website links for Small and Multi-Jurisdictional Utilities (SMJUs) were added to the</li> </ul>

2025 Key Objectives		Progress to date	Q4 2025 Updates
			Prepare for Power Down (P4PD) website.
	PGE:	<ul style="list-style-type: none"> <li>• Quarterly updates for impacted county OES from PG&amp;E Public Safety Specialists.</li> <li>• Quarterly Regional Working Groups</li> <li>• PSPS Advisory Board.</li> <li>• Critical Infrastructure Workshop.</li> </ul>	<ul style="list-style-type: none"> <li>• December 17th PG&amp;E held our quarterly <a href="#">PWDAAC meeting</a> to engage with leaders of state and community organizations who provide input into our AFN programs and services.</li> </ul>