

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

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

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

**PACIFIC GAS AND ELECTRIC COMPANY'S (U 39 E)  
2025 ACCESS AND FUNCTIONAL NEEDS (AFN) PLAN FOR  
PUBLIC SAFETY POWER SHUTOFF (PSPS) SUPPORT**

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Dated: January 31, 2025

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

Respectfully submitted,

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# Pacific Gas and Electric Company's 2025 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 temporarily turn off power to specific areas to protect the safety of our customers and communities, enacting a Public Safety Power Shutoff (PSPS). This continues to be a necessary tool of last resort to mitigate the risk of wildfires. To support individuals with Access and Functional Needs (AFN) during a PSPS, each of the Joint Investor-Owned Utilities (IOUs)<sup>1</sup> developed its respective 2025 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 Federal Emergency Management Administration’s (FEMA) Developing and Maintaining Emergency Operations Plans Comprehensive Preparedness Guide 101 6-Step Process<sup>2</sup>.

The Joint IOUs are committed to addressing the needs of individuals with AFN before, during, and after a PSPS and have established a partnership and will continue to work closely with the AFN Collaborative Council and the AFN Core Planning Team<sup>3</sup> to seek guidance and address the “Why,” “Who,” “What,” and “How” to support individuals with AFN in mitigating risk.

The Joint IOUs acknowledge and sincerely thank the AFN Collaborative Council and AFN Core Planning Team for their guidance and commitment in developing the 2025 AFN plan.

## WHY

As climate conditions change, the threat of wildfires in California continues to grow. One critical tool used to prevent wildfires is the use of 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 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

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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> See Section 2.6.1.2 for details about the AFN Collaborative Council, AFN Statewide Council, and AFN Core planning team. See Appendix A for members of the AFN Core Planning Team and Collaborative Council

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

**Electricity Dependent Definition:** 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

The IOUs understand that more work is needed and will continue these efforts to identify additional individuals with AFN in 2025.

## **WHAT & HOW**

Working alongside the AFN Collaborative Council and AFN Core Planning Team, the IOUs worked to identify the goals, objectives, and potential opportunities for enhancements in 2025 outlined in this Plan.

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

## **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 Federal Emergency Management Administration’s Developing and Maintaining Emergency Operations Plans Comprehensive Preparedness Guide 101 6-Step Process, the Joint IOUs worked collaboratively with the AFN Core Planning Team

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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 Joint IOU Statewide AFN Advisory Council members.

<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, pp. A8 – A9; D.20-05-051, p. A8; D.19-05-042, pp. A12-A14, A20-A21. The IOUs will continue collaborating with AFN stakeholders to refine this definition as appropriate.

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 plan will reflect the geographical differences and various needs of communities with AFN. The IOUs will provide the CPUC with quarterly updates regarding progress toward 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 Joint IOUs’ shared vision for the 2025 AFN Plan, and Sections 2-4 provide details for [IOU’s] AFN Plan can be found in Sections 2-4. 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.

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

*According to FEMA Step 1: Engaging the Whole Community in the Planning. 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.*

On September 17, 2024, the Joint IOUs introduced this effort at the broader Q3 Joint IOU Statewide AFN Advisory Council meeting, invited participation, and subsequently held a kick-off meeting with the Core Planning Team <sup>8</sup>members on October 23, 2024. The 2025 AFN Core Planning Team is comprised of 8 organizations representing the diverse needs of the AFN community. The table below reflects the organizations involved in developing the 2025 AFN Plan.

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<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, including those with access and functional needs. Complete definition available at: [Whole Community | FEMA.gov](https://www.fema.gov/whole-community)

<sup>8</sup> See Appendix A and B



**Table 1. Engaging the Whole Community**

Planning Group	Participants/Stakeholders
<b>AFN Collaborative Council (per the Phase 3 OIR PSPS Decision):</b>	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)
	CA 211 Providers Network <sup>9</sup>
<b>AFN Core Planning Team</b>	Department of Developmental Services
	Disability Policy Consultant
	Inland Regional Center
	Pacific Power
	Redwood Coast Regional Center
	San Diego Regional Center
	San Gabriel/ Pomona Regional Center
	Tri-Counties Regional Center
<b>Joint IOUs</b>	San Diego Gas & Electric (SDG&E)
	Southern California Edison (SCE)
	Pacific Gas & Electric (PG&E)

As a key component to engaging the Whole Community in planning, the Joint IOUs will continue to solicit feedback from the AFN Collaborative Council, the

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<sup>9</sup> Although CA 211 Providers Network (211.org) was not required to participate per the PSPS Phase 3 decision, they have been invited to join the AFN Collaborative Council in 2024.

Joint IOU Statewide AFN Advisory Council, each utility's respective Regional PSPS Working Groups<sup>10</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 insight, feedback, and input on the Joint 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 the expansion of program offerings, refresh the Joint IOU statewide PSPS Preparedness website, [www.PrepareForPowerDown.com](http://www.PrepareForPowerDown.com)<sup>11</sup>, conduct outreach and education, and expand access to eligible populations.

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<sup>10</sup>These working groups convene at least quarterly to share lessons between the impacted communities and the IOUs per D.20-05-051

<sup>11</sup> Please see Section 2.6.1.3, 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 IOU's respective 2025 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 disabilities, physical disabilities, chronic conditions, injuries, limited English proficiencies, who are non-English speakers, 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 and those who are pregnant."<sup>12</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>12</sup> D. 19-05-042

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

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

*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.*

“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.

This Plan mitigates the key risk of PSPS identified by the Core Planning Team:

The Core Planning Team has consistently recognized the ongoing key risk of PSPS over the past years:

- 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 Core Planning 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 IOUs have made progress in identifying individuals with AFN who are Electricity Dependent 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>13</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+)
- Customers who self-certify or self-identify vulnerable
- Customers who use durable medical equipment and/or assistive technology

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<sup>13</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. A8-A9.

**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.

**Table 2. Joint IOU Access & Functional Needs Individuals<sup>14</sup>**

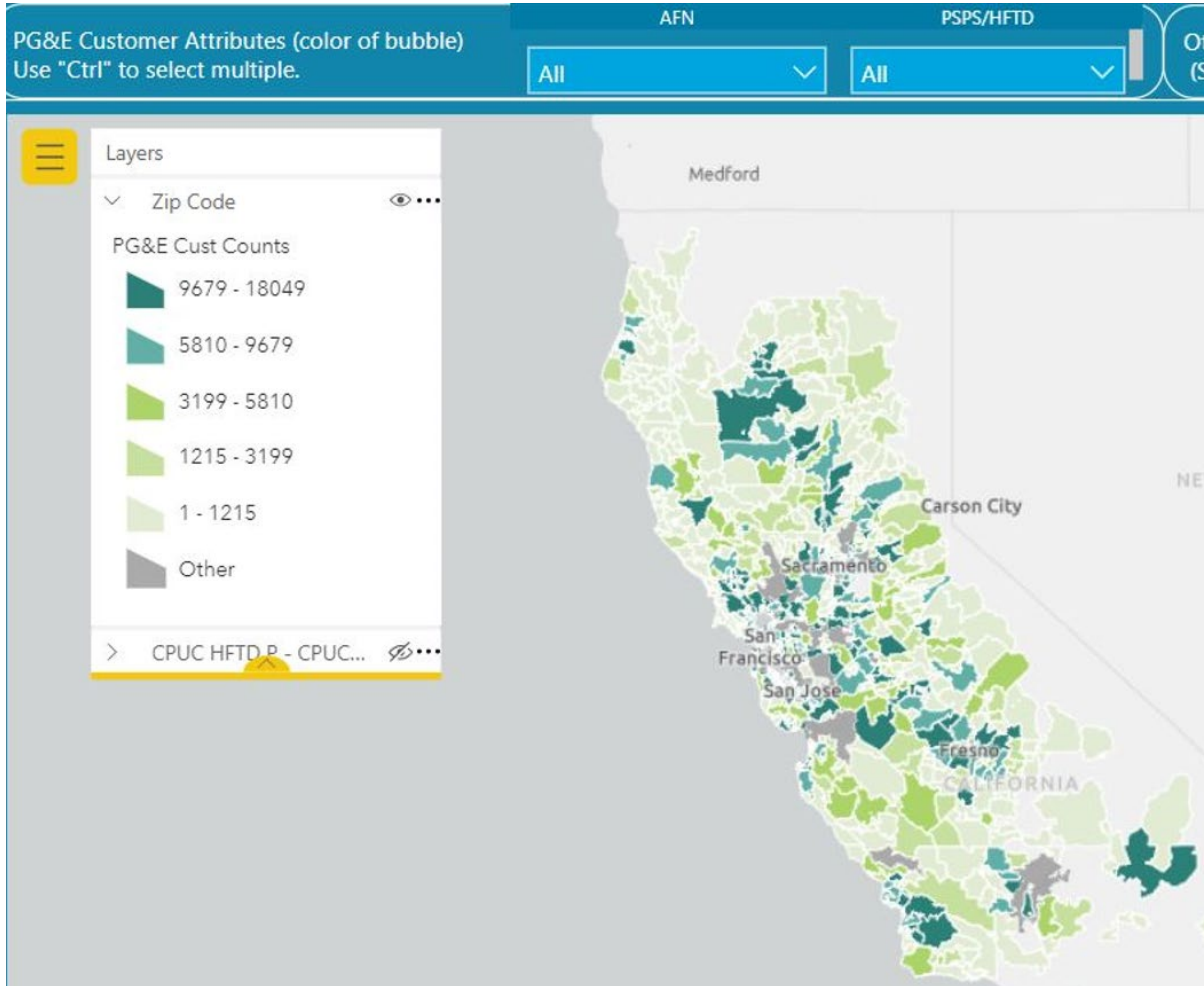
Joint IOU	MBL Individuals	Customers with Language Preference	Individuals Identified as AFN	Percentage of Individuals Identified as AFN based of Total Residential Customer Base
PG&E	Total: ~239,000	Total: ~255,000	Total: ~1.7 M	~31%
	HFRA: ~57,000	HFRA: ~13,000	HFRA: ~249,000	~27%
SDG&E	Total: ~62,000	Total: ~68,000	Total: ~404,000	~31%
	HFTD: ~12,000	HFTD: ~5,000	HFTD: ~46,000	~25%
SCE	Total: ~121,000	Total: ~562,000	Total: ~1.8M	~39%
	HFRA: ~41,000	HFRA ~101,000	HFRA ~386,000	~32%

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<sup>14</sup> Data collected as of November 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

The Joint IOUs have an AFN density map for quick identification of geographical areas that have larger populations of AFN individuals<sup>15</sup>. These maps enable the utilities to strategically allocate resources by geography such as staffing a support site or Customer Resource Center for individuals who are experiencing a PSPS. See **Table 3** below.

**Table 3. Service Area Map of Customers with AFN**



In 2025, the IOUs will continue identifying individuals who are electricity dependent above and beyond those enrolled in the Medical Baseline Allowance Program, through direct outreach to customers in each respective IOUs service area.

<sup>15</sup> See Section 1.2.2 for definition

### 1.3.3 Planning Assumptions

- For PSPS, every effort is made to provide notification in advance of power shutoff
- Resources are available for individuals with AFN regardless of advanced notification
- Effective support of individuals with AFN requires a Whole Community<sup>16</sup> (e.g., utilities, CBOs, non-profit organizations, government agencies) approach
- 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, Community Resource Centers, etc.) to PSPS as possible, acknowledging that 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

*According to 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, and assistance programs and services.

The Joint IOUs will continue our commitment to mitigating impacts of PSPS by focusing on key objectives identified through the 2025 planning meetings.<sup>17</sup>

Progress will be reported out within the IOU Quarterly updates. 2025 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.

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<sup>16</sup>The term “Whole Community” refers to the FEMA 6-step Comprehensive Preparedness Guide

<sup>17</sup>See Appendix C below for continued efforts from key objectives identified in planning meetings from prior years



- Coordinate and integrate resources with state, community, utility to minimize duplication.

### **1.5 Section Plan Development**

*According to 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 have worked to deliver consistent services and resource offerings; however, delivery and eligibility can be different due to the uniqueness of each Joint IOUs’ service territories and programs. The following are proposed recommendations to meet the Key Objectives for 2025:

#### **Increase awareness of IOU programs and services available before, during and after a PSPS**

- Explore making appropriate updates to PSPS material to reflect the needs of individuals in the intellectual and developmental community. Work with organizations including Regional Centers, Department of Developmental Services (DDS) and the State Council for Developmental Disabilities to identify potential changes and updates to PSPS material.
- Develop a PSPS resource guide in collaboration with the AFN Statewide Council and other stakeholders to identify gaps and overlaps with available customer resources.
- Share PrepareforPowerdown (P4PD) website analytics on the quarterly updates for each IOU AFN Plan report that is filed with the CPUC.

#### **Continue to identify individuals who are Electricity Dependent**

- Enhance existing marketing and outreach campaigns based on data received through AFN self-identification efforts.
- Continue to work with CBOs, Regional Centers, and healthcare organizations to ensure their clients are informed about available PSPS resources.
- Partner with stakeholders including Regional Centers, Department of Developmental Services (DDS) and the State Council for Developmental Disabilities to better understand the needs of individuals in the intellectual and developmental disability community during a PSPS.

#### **Identify new enhancements to programs and resources needed to mitigate the impacts of PSPS**

- Continue to review customer feedback from PSPS survey results <sup>18</sup>and verbatims to benchmark and evaluate if programmatic changes are needed to enhance existing resources and support.
- Develop a PSPS resource guide in collaboration with the AFN Statewide Council and other stakeholders to identify gaps and overlaps with available customer resources. Evaluate whether additional resources or enhancements are needed to mitigate the impacts of PSPS.

**Coordinate and integrate resources with state agencies, community-based organizations, and the utilities to minimize duplication**

- Identify opportunities and efficiencies to ease Medical Baseline (MBL) program enrollment in accordance with CPUC and legislative framework.

**1.6 Plan Preparation and Review**

*According to FEMA Step 5: Plan Preparation, Review, and Approval – This step is a process of preparing the document and getting it ready for implementation*

Prior to finalizing the 2025 AFN Plans, the Joint IOUs provided members of the AFN Collaborative Council and AFN Core Planning Team a draft plan for their review. As a result, each of the IOUs will file their respective 2025 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**

*According to 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.*

Upon filing the AFN plan, the IOUs will implement new and maintain existing goals and objectives as specified in the Plan. Additionally, the IOUs will provide quarterly updates on progress made and report on performance through identified success measures and metrics.

PG&E will also continue to send PSPS resources and preparedness education to all MBL customers who have self-identified as vulnerable and disabled customers.

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<sup>18</sup> PSPS survey results can be found in each IOUs’ PSPS Post-Event and PSPS Pre-/Post-Season Reports

## **1.8 Research and Surveys**

In 2025, 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 Joint IOUs will continue to conduct listening sessions and 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 reviewing the needs of individuals with AFN before, during, and after 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 2025, the Joint IOUs will continue to use the Key Performance Indicators (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 can be found in the Appendix F of this report.

### **Key Performance Indicators<sup>19</sup>:**

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
4. 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

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<sup>19</sup> Metrics related to KPI 4 are reported in each IOUs' PSPS post-event reports and PSPS post-season surveys

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.

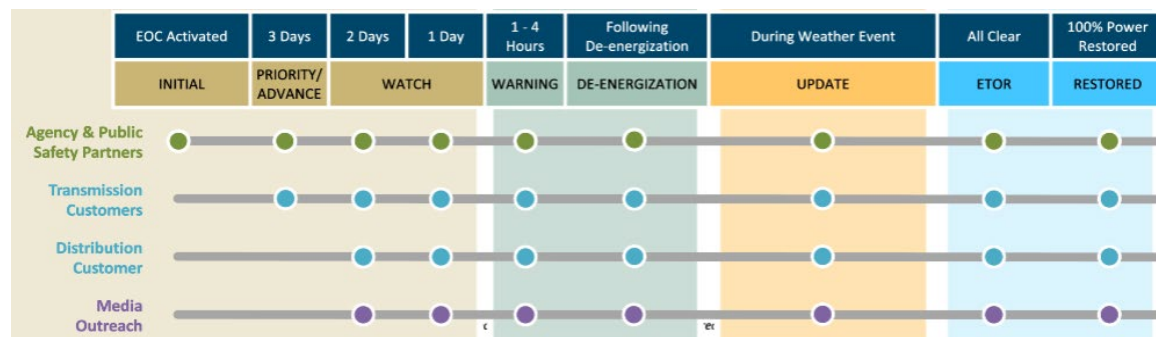
## 2 CONCEPT OF OPERATIONS | HOW

### 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.19-05-0142), 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 2024. 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 2025

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. These PSPS exercises, seminars, and workshops are a continued best practice in 2025.

### **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>20</sup> or equivalent courses. PG&E has incorporated IS-368<sup>21</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.

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 Strategy Lead and AFN Advisor. These roles will continue in 2025. During PSPS in 2024, this team engaged with Resource Partner CBOs (e.g., DDAR, food banks, Meals on Wheels, and CBOs that provide translations in Indigenous language), 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.

Following feedback from PG&E's AFN-focused advisory council, People with Disability Aging and Advisory Council (PWDAAC), PG&E established daily coordination calls with CBO Resource Partners supporting PSPS, providing an open forum to answer questions, offer suggestions regarding how they can best support their customers, and facilitate more localized coordination among the partners.

### **2.1.1.3 Customer Care**

In 2025, 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 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.

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<sup>20</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>21</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.

During PSPS when an individual or household with AFN speaks with a representative, they are connected 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 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), 65+ years old, and/or dependent on assistive technology and/or durable medical equipment.

Customers were also asked to identify if they, or someone in their household, 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 2025, 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 2025, we plan 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, 2024, and December 31, 2024, Appendix H – PG&E's Quarterly Progress Report of Activities Between October 1, 2024, and December 31, 2024.

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>22</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 the CA 211 Providers Network 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, the California 211 Providers Network will support the successful expansion of the California 211 Providers 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, and other social services during PSPS.

Outside of active PSPS, 211 will focus on outreach to at-risk customers, including those living in each IOU’s high-fire-risk areas who are eligible for income-qualified

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22 D.21-06-034

assistance programs and rely on life-sustaining medical equipment. The focus during these periods will be to evaluate these customers' resiliency plans, connect them with existing programs that can help them prepare for outages, and assist them in completing applications for these programs. PG&E's partnership with 211 connects customers with approximately 11,000 CBOs and government agencies across our service area.

### **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 2025, 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 medical and independent living needs and older adults.

CFILC administers the program through partnerships with participating Disability Disaster Access & Resource Centers (DDARCs)<sup>23</sup> in local communities throughout PG&E's service territory. DDAR enables local DDARCs to provide qualifying customers who use electrical medical devices, durable medical equipment, or assistive technologies with access to backup portable batteries through a grant, lease-to-own or the FreedomTech<sup>24</sup> low-interest financial loan program. DDAR focuses on understanding customer needs through a live intake process, discussing emergency plan preparedness, and assessing the best resiliency solution for each customer during a PSPS. PSPS resources provided by DDAR include accessible transportation, lodging, food vouchers, and gas cards for generator fuel. Throughout the year, DDAR assists customers with disabilities and independent living needs with emergency planning, education, and outreach

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<sup>23</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).

<sup>24</sup> <https://freedomtech.org/>.

about PG&E programs, such as the MBL Program.

In 2025, 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. Resources will include batteries, hotel stays, food vouchers, gas cards, transportation, and other resources. The DDAR program plans to deliver at least 650 batteries to qualified customers in 2025.

#### **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>25</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>26</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. This budget opened on November 16, 2021. PG&E recommends verifying with the [selfgenca.com/home/program/metrics/](https://selfgenca.com/home/program/metrics/) for up-to-date budget availability.

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, PG&E will continue to focus on the SGIP Program and expects significant,

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25 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.

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

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.

### **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>27</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>28</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

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27 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.

28 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.

the program. Like the DDAR Program, PBP focuses on understanding customers' needs through conversation, discussing emergency plan preparedness, and assessing the best resiliency solution for each customer during PSPS.

PG&E provided a targeted list of customers and prioritized the list using historical PSPS, and outage data to ensure customers most likely impacted are contacted first. Once the PBP partner reached the customer and completed the energy assessment, the battery assignment was 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>29</sup>

In 2025, PG&E and partner organizations plan to continue delivering portable batteries to qualifying customers. Since 2020, the PBP partners have delivered over 31,000 portable batteries to MBL and Self-Identified Vulnerable customers at risk of being impacted by PSPS. In addition, more than 1600 mini-fridges and 900 insulin coolers were provided since 2022. In 2025, PG&E will continue 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. In addition to the batteries already delivered, PG&E plans to provide at least 2,000 portable batteries to qualified customers in 2025 and to continue offering mini-fridges and insulin coolers to keep medications cool 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.

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<sup>29</sup> 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.

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, with more than 3,500 rebates paid, and will continue into the 2025 program year.

**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 2025, PG&E will target to expand the BPTM program to 6,000 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>2022</b>	<b>2023</b>	<b>2024</b>	<b>2025</b>
1,800	3,000	4,000	6,000

**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

25 food banks covering 43 counties and will continue to look for opportunities to enhance food bank agreements in 2025.

Additionally, PG&E will continue to offer grants to food banks<sup>30</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 24 counties and will explore opportunities for additional partnerships in 2025.

#### **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 partnerships with a family resource center to provide families experiencing food loss with grocery gift cards depending on family size. These family resource centers support Napa County. In 2025, 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, Solano, Sonoma, and San Francisco counties.

In 2025, we will be expanding our accessible transportation services to include Siskiyou and Tehama counties. 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:

1. 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.
2. 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 2025, PG&E will enhance MBL awareness and enrollment outreach efforts through various channels, such as digital advertising, search, digital video, social media, and email. Efforts will also target rural customers without internet access, using offline channels, such as direct mail, bill inserts and broadcast channels when possible.

PG&E will continue to promote MBL in its PSPS and wildfire preparedness efforts, such as PSPS Alerts, references in bill packages, and Address Alerts campaigns. Additionally, PG&E will continue to integrate MBL into its In-Home Support Services (IHSS) provider and CBO training, and Regional Safety Webinars as part of our community outreach efforts. Annual bill inserts will encourage eligible residential customers to apply for the MBL program. Master Meter tenants enrolled in MBL will receive direct mail with PSPS information, safety resources, and helpful tips.

In advance of wildfire season, PG&E will send targeted MBL acquisition communications to customers frequently impacted by PSPS events, in high-fire risk areas, and who are most likely eligible, using its proprietary MBL Propensity Model data.

On September 24, 2021, the CPUC issued Resolution (Res.) E-5169, to implement improvements to the MBL programs of the Large Utilities. Additionally, Res. E-5169 authorized the Joint IOUs to file a consolidated request for consideration of a study to estimate the population in each utility's service territory eligible for MBL. On September 30, 2024, PG&E, on behalf of the IOU's, filed a Tier 3 Advice Letter requesting approval of the Medical Baseline (MBL) program population study design and budget. As of today, we are still awaiting the approval of the Tier 3 Advice Letter.

### **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 2025, PG&E will continue to provide and distribute 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.

### **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 insert and direct mail to educate our customers. We also rely on our partnerships with Community Based Organizations who work with customers in need.

In 2025, PG&E plans to continue the biannual CBO training, which includes the CARE and FERA programs, as well as the focused CBO trainings on CARE and FERA to increase education and awareness amongst our CBO partners and community advocates. PG&E will hold biannual CARE outreach training for new contractors and provide a refresher training for 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 2025, 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 2025, 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 2024, we recruited three new members based on referrals and we will continue to recruit new members in 2025. See Appendix C 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.

Members of the Joint IOU AFN Statewide Advisory Council are encouraged each year to serve on the Core Planning Team by working alongside the utilities to develop the AFN Plan. See [Appendix C](#) for the list of Core Planning Team members who participated this year. SCE remains committed to building upon the expertise of these councils and further opportunities to serve individuals with AFN across our service area. SCE will engage these councils throughout the year and continue to incorporate feedback in quarterly reports.

In 2025, the utilities in collaboration with the AFN Collaborative and Advisory Councils will share the Framework for AFN, previously referred to as the “blueprint” with industry colleagues. This framework outlines AFN support around key programs, guidance around notifications, and customer awareness during PSPS.

PG&E remains committed to building upon the expertise of these councils and further opportunities to serve the AFN populations across our service area. PG&E will engage these councils throughout the year and continue incorporating 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 2025, the Joint IOUs will continue to share the website with stakeholder groups and organizations to drive awareness and potential use of the website. The website will be monitored and updated on a continuous basis. Website analytics will be provided in our quarterly report.

#### **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 engages with this group to provide information and gain input about wildfire mitigation activities, including PSPS.

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

A board was established to advise the CPUC on low-income electric and gas customer issues and programs. PG&E also engages with this group to provide information about wildfire mitigation activities, including PSPS.

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

PG&E includes representatives from the AFN community in the quarterly PSPS Regional Working Groups. Additionally, PG&E hosts CWSP Advisory Committee meetings with select county, city, and Tribal 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.

## **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, and more recently partnering with State agencies to jointly market solutions. Some examples include:

1. Direct-to-customer preparedness outreach (bill inserts, 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 broadcast TV, 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

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 plans to continue its direct-to-customer outreach tactics in 2025, such as sending emails and letters, paid digital media campaigns, and customer bill inserts for MBL program awareness and acquisition. PG&E will also continue to send PSPS resources and preparedness education to all MBL customers who have self-identified as vulnerable and disabled customers.

Health Care industry providers and organizations are critical partners in connecting with our most vulnerable customers. The detail of our outreach strategy 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 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. 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 2025, 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, and the California Hospital Association/California Hospital Council. The training sessions 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 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.

In 2025, PG&E will continue to provide information on how self-identified vulnerable customers can enroll or update needs on our website, receive real-time status updates through text, how to apply for the Medical Baseline Program, as well as the resources PG&E offers before, during, and after a PSPS.

### **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 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 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 2.0 AA<sup>31</sup> or WCAG 2.1 AA standards, depending on when the content or functionality was created or updated. 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 compliance for new content, functionality and

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<sup>31</sup> The Web Content Accessibility Guidelines are part of a series of web accessibility guidelines published by the Web Accessibility Initiative of the World Wide Web Consortium, the main international standards organization for the Internet.

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 compliance 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 online prior to 2022 have met WCAG 2.0 AA accessibility standards with audio descriptions, closed captioning, and written transcripts. Any video published after 2022 must meet WCAG 2.1 AA.

In 2024 PG&E extended our agreement with Linguabee to provide ASL interpreting support for PSPS. Linguabee is a Deaf-owned and operated sign language interpreting agency. Linguabee supports our PSPS CBO Resource Partner calls and in 2023 produced One Day Watch, Two Day Watch, Warning, Weather All Clear, Delay, and Cancellation PSPS ASL video notifications. In 2024, PG&E intended to link the ASL videos into our PSPS alerts and utilize them with in our PSPS text and email in-event notifications. However, due to PSPS wildfire season starting earlier than planned, we were unable to take the system down to upload the videos for use as originally intended. In Q1 of 2025 PG&E will take the action of getting the videos uploaded for use in the 2025 wildfire season. Additionally in 2025 PG&E will continue to implement Linguabee into active PSPS.

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>32</sup> This includes translating in-event PSPS notifications, PG&E's website and other critical wildfire 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.

PG&E also has contracts with a CBO to provide in-language communications to customers in a variety of Indigenous languages both for preparedness outreach and

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<sup>32</sup> These include: Spanish, Chinese (Mandarin & Cantonese), Tagalog, Russian, Vietnamese, Korean, Farsi, Arabic, Hmong, Khmer, Punjabi, Japanese, Thai, Portuguese, and Hindi.

in-event communications during PSPS. The CBO provides in-language outreach using social media, in-person communications, and one-on-one phone calls in Nahuatl.

Another option for in-language support is PG&E's Contact Center. The Contact Center is equipped to provide translation support in over 240 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 39 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 on their Tribal members and other emergency situations such as the COVID-19 pandemic, extreme weather storms, wildfires, and rotating outages. PG&E provides grants to Tribes impacted by wildfires and COVID-19 and conducts outreach to Tribal leaders and staff to increase awareness of available assistance options.

These 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 XX Tribal health facilities 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;
- Inclusion of Tribal governments in quarterly regional workgroups;
- Outreach to Tribal governments on CMEP and MIP program opportunities; and
- Providing a quarterly Tribal newsletter that includes tips for PSPS preparedness.

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

In 2025, our tribal team will be developing a survey to collect feedback from tribal leaders. Two AFN emergency response related questions will be incorporated into 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 in 2025.

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

PG&E hosts interactive virtual safety town halls where customers can learn about our work to prevent wildfires, hear about emergency preparedness activities they can do, get answers to their questions, and provide feedback to PG&E executives on our wildfire prevention plans and PSPS initiatives. 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).

In 2025, 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. This flexibility will allow us to be targeted in our outreach approach so we can respond effectively to the particular needs of each community. In 2025 PG&E is targeting 22 regional town halls and CWSP webinars/in-person events.

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

### **2.8.1 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 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 PSPS 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 8.4.4 of the seventh revision of the 2023-2025 Wildfire Mitigation Plan filed on December 5, 2024.

### **2.8.1.2 Doorbell Rings for MBL, Self-Identified Vulnerable (SIV) Customers<sup>33</sup>**

During PSPS, MBL and SIV 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. PG&E provides unique PSPS Watch and PSPS Warning notifications to MBL program<sup>34</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.

### **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

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<sup>33</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>34</sup> Including MBL Program customers who are master-metered tenants (e.g., renters or tenants in a mobile home park).

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 three 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, 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.

PG&E has begun redesigning [pge.com](http://pge.com) to better help our customers self-serve while providing an improved experience to meet the diverse needs of our customers. Both the account-based transactions (bill pay, start service, appointments, usage, etc.) are being rebuilt in the new platform, and the content on the site in front of the login is also being redesigned. The work will happen in phases. In Q4 2024, PG&E continued work on our [pge.com](http://pge.com) redesign and successfully launched the new site. Some key enhancements include updates to all of our PSPS content. The PSPS sections utilized usability testing to provide categorization and language outcomes to inform the design. The Outages & Safety pages are now available in sixteen languages, providing a path to navigate throughout the site through breadcrumbs and on-page links. Additionally, all pages were rebuilt in WCAG 2.1AA accessible templates and components.

In 2025, PG&E will continue to explore customer testing of the redesigned pages to incorporate additional improvements for categorization and usability of pages within each section.

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

PG&E's PPS 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 PPS. This webpage includes a PPS 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 PPS 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 2025 we will continue to find ways to improve access to our information on our page by interlinking to other pages within our PGE.com.

#### **2.8.1.6 Media**

PG&E engages with the media, including multicultural news organizations, issuing press releases, conducting live streaming news conferences with ASL translators, taking part in media interviews, and when available, running paid advertising on radio and digital channels. In turn, these media organizations may provide radio, broadcast, tv, and online communications. In 2025, PG&E plans to share more translated infographics with our media partners to post on their social media channels.

To serve non-English speaking customers, PG&E engages with approximately 80 multicultural media outlets throughout the year to promote safety initiatives, including PPS, 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, PPS, 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 also established a formal process for emergency translation requests during EOC activation to better support the Public Information Officer (PIO) multi-media engagement function. These translation vendors provide urgent translation



support, such as verification and approval of ad hoc written translations during emergencies.

In 2025, PG&E's In-language Speakers Bureau is formed with bilingual and multilingual employees to fulfill needs for in-language speakers in ad hoc media/community events.

#### **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 39 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 2025, 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 X, 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, PG&E holds contracts with 39 multicultural media partners and one CBO to assist with in-language communications and share our social media posts before and during PSPS.

In 2025, PG&E plans to continue outreach for various emergencies and AFN customers. For example, PG&E plans to develop new social media promotions focused on preparedness for CBO partners to leverage, develop additional in-language graphics and messaging and post additional ASL videos for outages.

#### **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 in English and multiple languages based on targeted ZIP Codes. In 2025,

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 2025 Pre-Season Report no later than July 1, 2025.

### **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 2025 PG&E will continue to use a combination of indoor and outdoor (open-air tents supported by mobile generators or vans) CRCs to accommodate physical distancing and COVID-19 guidelines. **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
<b>CRC Overview</b>	Indoor site (i.e., library, school)	Open air tents at outdoor site
COVID-19 Health and Safety Measures	X	X
ADA-Accessible Restroom	X	X
Heating and Cooling	X	
Device Charging*	X	X
Wi-Fi Service	X	X
Bottled Water	X	X
Non-Perishable Snacks	X	X
“Grab and go” resource offerings**	X	X
Tables and Chairs	X	X
Bagged Ice	X	
Blankets (quantities limited)	X	X
Security Personnel	X	X
Cellular Coverage	X	X
Customer Service Staff	X	X
Wind/Weather-Resistant	X	
Privacy Screens	X	

\* Medical device charging will be prioritized in times of high demand

\*\* Grab and go bag contains device charger, water, snacks, and info card

As the COVID-19 situation has evolved, PG&E has modified protocols at CRC locations 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, Micro 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 2024, PG&E has secured 118 indoor and 286 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 2025 in partnership with these and other stakeholders. A list of potential CRC sites is posted on PG&E's PSPS preparedness website. 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 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)
  - 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 2025. In accordance with D.21-06-034, PG&E will file an updated CRC plan (for both fixed facility and mobile locations) within the 2025 Pre-Season Report no later than July 1, 2025.

## **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 2024 PG&E utilized our 2023 Objectives, as noted in Appendix C and identified through the Core Planning team, as well feedback from agencies, CBOs critical facilities, and customers to focus our efforts in 2024 on key initiatives to inform and enhance outreach efforts (or prioritize improvements). This includes, but is not limited to:

- PSPS In-Event Resources
  - PG&E utilized our expanded effort to provide Self-Certified Vulnerable doorbell rings if they do not acknowledge notifications before PSPS during 2024 events.
  - PG&E contracted with Linguabee to provide ASL interpreting services during our Daily Resource Partner calls
  - CRC staff are required to take AFN Sensitivity Training to support

- individual with a disability. Identified additional CRC staff training opportunities to share AFN offerings and support.
- Received feedback from CBOs regarding delays in de-energization events and lack of notification. Due to this PG&E implemented delay notifications to CBOs during all 2024 PSPS activations.
  - AFN Customers and Communities Support
    - 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, Solano, Sonoma, and San Francisco counties.
    - 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
    - PG&E created and launched paid media radio ads with messages about PSPS awareness and preparedness resources, including the promotion of DDAR and the MBL.
    - Working with Joint IOU team to finalize Phase 2 of joint IOU Prepare For Power Down website which would allow for more customization and program assistance. We also launched a marketing and outreach toolkit for our CBOs and statewide partners to utilize to promote the website.
    - Conducted 3 AFN specific webinars for entire service territory including our CBO partners

PG&E will continue applying best practices and leveraging lessons learned from our 2024 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 2025 refer to section [1.5 Plan Development](#).

### **2.9.3 Customer Surveys**

The 2024 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 2024 surveys used 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 17 prevalent languages, including English. In accordance with the Phase 3 PSPS Guidelines, survey results and metrics covering the prior calendar year 2024 are included in [Appendix F – 2024 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 G – DDAR and PBP Research Results](#).

In addition, PG&E began conducting online surveys among impacted customers immediately following a PSPS in 2021. This survey is 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 2024, there were six PSPS' that resulted in de-energization of approximately 50,563 customers between (July 2 –December 9 ) 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>35</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 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

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<sup>35</sup> PGE Privacy Policy Web Page Address: <https://www.pge.com/en/privacy-center/privacy-policy.html>

in the Federal Emergency Management Administration's Comprehensive Preparedness Guide<sup>36</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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<sup>36</sup> [Federal Emergency Management Administration's Comprehensive Preparedness Guide](#)

## APPENDIX A – COLLABORATIVE COUNCIL MEMBERS

<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
Beena Morar	Southern California Edison (SCE)	Senior Project Manager	Collaborative Council
Brett Eisenberg	California Foundation for Independent Living Centers (CFILC)	Executive Director	Collaborative Council
Britney Gaines	CPUC		Collaborative Council
Chris Alario	Liberty	President, California	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 De Clercq	San Diego Gas & Electric (SDG&E)	Access and Functional Needs Customer Strategy Manager	Collaborative Council

Danielle Kyd	San Diego Gas & Electric (SDG&E)	Manager of Customer Success	Collaborative Council
Edward Jackson	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
Jennifer Guenther	Liberty	Senior Regional Manager - West	Collaborative Council
Jennifer Ocampo	Southern California Edison (SCE)	Access and Functional Needs Senior Advisor	Collaborative Council
John Hagoski	San Diego Gas & Electric (SDG&E)	Customer Programs Advisor	Collaborative Council
Jordan Davis	Disability Rights California (DRC)	Attorney	Collaborative Council
Junaid Rahman	California Public Utilities Commission (CPUC)	Senior Regulatory Analyst	Collaborative Council
Karen Mercado	Disability Rights California (DRC)	Senior Administrative Assistant - Executive Unit	Collaborative Council

## APPENDIX B – STATEWIDE COUNCIL INVITEES

Name	Organization	Title
Aaron Christian	California Department of Developmental Services (DDS)	Assistant Deputy Director of Office of Community Operations
Adam Willoughby	California Department of Aging (CDA)	Asst. Director of Legislation and Public Affairs
Alana Hitchcock	California 211	Executive Director
Alejandro Garibay	Southern California Edison (SCE)	Marketing Project Manager/Advisor
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
Annabel Vera	California Department of Social Services (DSS)	Program Analyst
April Johnson	San Diego Gas & Electric (SDG&E)	Customer Programs Supervisor
Aurora Cantu	Southern California Edison (SCE)	Senior Manager
Beatrice Lavrov	California Department of Developmental Services (DDS)	Staff Service Manager
Beena Morar	Southern California Edison (SCE)	PSPS Readiness Senior Project Manager
Carolyn Nava	Disability Action Center (DAC)	Executive Assistant
Carrie Bowers	San Diego Gas & Electric (SDG&E)	Fire Science Meteorologist
Chris Bober	Pacific Gas & Electric Company (PG&E)	Director, Customer Care
Chris Garbarini	California Department of	Senior Emergency Services

	Developmental Services (DDS)	Coordinator
Chris Zenner	Pacific Gas & Electric Company (PG&E)	Vice President, Residential Services & Digital Channels
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
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 De Clercq	San Diego Gas & Electric (SDG&E)	Access and Functional Needs Customer Strategy Manager
Danielle Kyd	San Diego Gas & Electric (SDG&E)	Manager, Customer Success
Dara Mikesell	San Gabriel Pomona Regional Center (SGPRC)	CFO
David Siuta	Southern California Edison (SCE)	Meteorology Senior Advisor
Eleonore Yotsov	PacifiCorp	Director, Emergency Management, PacifiCorp
Evan Duffey	Pacific Gas & Electric Company (PG&E)	Manager, Forecasting and Operations
Gabby Eshrati	North Los Angeles County Regional Center	Consumer Services Director
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	Safety Policy Division

	Commission (CPUC)	
Jeana Arnold	Pacific Gas & Electric Company (PG&E)	ADA Specialist, Expert
Jennifer Guenther	Liberty	Senior Regional Manager - West
Jennifer Nerida	Pacific Gas & Electric Company (PG&E)	Senior ADA Specialist
Jennifer Ocampo	Southern California Edison (SCE)	Senior Advisor, Corporate Giving
Joe Xavier	Department of Rehabilitation (DOR)	Director
Jordan Davis	Disability Rights California (DRC)	Attorney
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
Kari Gardner	Southern California Edison (SCE)	Sr. Manager of Consumer Affairs
Kate Marrone	Liberty	Customer Care Manager
Kayla Price	BVES	
Kay Chiodo	Deaf Link	CEO
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 Burnett	Southern California Edison (SCE)	Senior Manager, Customer Insights
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	Emergency Management Specialist
Lizz Stout	Pacific Gas & Electric Company (PG&E)	AFN Program Manager
Malorie Lanthier	North Los Angeles County Regional Center	IT Director
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
Matthew McVee	PacifiCorp	Vice President, Regulatory Policy
Megan Geraci	Pacific Gas & Electric Company (PG&E)	Manager, Customer Resiliency (Generation & Storage Team)
Melissa Kasnitz	The Center for Accessible Technology (C4AT)	Director, Legal
Michael Butier	California Department of Social Services (DSS)	Functional Assessment Service Team Coordinator
Miguel Larios	San Diego Regional Center (SDRC)	Director, Community Services
<b>Name</b>	<b>Organization</b>	<b>Title</b>



**APPENDIX C – 2025 AFN PLAN WORKING GROUP (CORE PLANNING TEAM)**

<b>Name</b>	<b>Organization</b>	<b>Title</b>
Tamara Rodriguez	Department of Developmental Services	Officer, Emergency Preparedness & Response
Lizz Stout	Pacific Gas & Electric Company (PG&E)	AFN Program Manager
Tom Smith	Pacific Gas & Electric Company (PG&E)	Sr. Manager, LCE Planning & Operations
Lisa Corbly	PacifiCorp (Pacific Power)	Emergency Management Specialist
Ronald Lee	Redwood Coast Regional Center	Emergency Management Coordinator
Christina Rathbun	San Diego Gas & Electric (SDG&E)	Access and Functional Needs Project Manager
Matthew Fehse	San Diego Gas & Electric (SDG&E)	Access and Functional Needs Regulatory and Compliance Advisor
Danielle De Clercq	San Diego Gas & Electric (SDG&E)	Access and Functional Needs Customer Strategy Manager
April Johnson	San Diego Gas & Electric (SDG&E)	Customer Programs Supervisor
Staphany Lu	San Diego Regional Center (SDRC)	Emergency Management Coordinator
Jennifer Ocampo	Southern California Edison (SCE)	Access and Functional Needs Senior Advisor
Ryan Bullard	Southern California Edison (SCE)	Senior Manager, PSPS Support and Accessibility
Beena Morar	Southern California Edison (SCE)	Senior Project Manager
June Kailes	Disability Policy Consultant	Disability Policy Consultant

Chris Garbarini	California Department of Developmental Services (DDS)	Senior Emergency Services Coordinator
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**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
Serra Rea	California Foundation for Independent Living Centers	DDAR Program Manager
Bobbie Wartson	Kings County Commission on Aging	Executive Director
Miguel Angel Castanon	Napa Valley Community Organizations Active in Disaster	Executive Director
Ron Lee	Redwood Coast Regional Center	Emergency Management Coordinator
Renee Bauer	State Council on Developmental Disabilities	North State Regional Manager
Julie Eby-McKenzie	State Council on Developmental Disabilities	North Coast Regional Manager
Erick Larson	Village Movement California	Co-Executive Director, Advocacy and Resource Development
Peter Heredia	Napa Valley Community Organizations Active in Disaster	Lead AFN & Older Adults subcommittee

**APPENDIX D – Objectives from Previous Plans<sup>37</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

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<sup>37</sup> Each IOU’s accomplishments will be included in the IOU-specific quarterly update.

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

## 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>38</sup>

### Self-Generation Incentive Program (SGIP)

Census Tract	Service Point IDs (SPIDs)	Percentage
06001400100	2	0.001873
06001400300	1	0.000936
06001404502	2	0.001873
06001404600	6	0.005618
06001404700	2	0.001873
06001408000	2	0.001873
06001408100	3	0.002809
06001409900	1	0.000936
06001410000	4	0.003745
06001430101	3	0.002809
06001430102	2	0.001873
06001430200	3	0.002809
06001430300	1	0.000936
06001432800	1	0.000936
06001450502	6	0.005618
06001450601	2	0.001873
06001450701	1	0.000936
06001451101	1	0.000936
06003010000	1	0.000936
06005000101	3	0.002809
06005000102	2	0.001873
06005000200	3	0.002809
06005000301	1	0.000936
06005000303	2	0.001873

06005000401	3	0.002809
06005000402	3	0.002809
06005000500	1	0.000936
06007001703	3	0.002809
06007001800	2	0.001873
06007002000	2	0.001873
06007002100	3	0.002809
06007002200	3	0.002809
06007002300	1	0.000936
06007002601	2	0.001873
06007002602	3	0.002809
06007003100	2	0.001873
06007003300	1	0.000936
06007003700	1	0.000936
06009000120	4	0.003745
06009000121	1	0.000936
06009000122	1	0.000936
06009000210	3	0.002809
06009000300	2	0.001873
06009000400	3	0.002809
06009000503	1	0.000936
06009000504	1	0.000936
06013321103	1	0.000936
06013338302	1	0.000936
06013347000	3	0.002809
06013348000	3	0.002809
06013350000	2	0.001873
06013351200	4	0.003745
06013352102	3	0.002809
06013352201	2	0.001873
06013352202	2	0.001873
06013353001	1	0.000936
06013353002	1	0.000936
06013354002	4	0.003745
06013355112	2	0.001873
06013355304	1	0.000936

06013356002	2	0.001873
06013360102	2	0.001873
06013385100	3	0.002809
06013391000	1	0.000936
06017030601	12	0.011236
06017030602	7	0.006554
06017030603	8	0.007491
06017030701	1	0.000936
06017030704	8	0.007491
06017030709	4	0.003745
06017030710	3	0.002809
06017030801	9	0.008427
06017030803	7	0.006554
06017030804	8	0.007491
06017030807	1	0.000936
06017030808	5	0.004682
06017030809	2	0.001873
06017030810	3	0.002809
06017030901	4	0.003745
06017030902	4	0.003745
06017031000	4	0.003745
06017031100	2	0.001873
06017031200	2	0.001873
06017031301	2	0.001873
06017031302	1	0.000936
06017031402	7	0.006554
06017031404	2	0.001873
06017031405	1	0.000936
06017031406	1	0.000936
06017031502	1	0.000936
06017031503	4	0.003745
06017031504	2	0.001873
06017031800	1	0.000936
06019006402	1	0.000936
06019006403	3	0.002809
06019006404	7	0.006554

06019006405	3	0.002809
06023000100	2	0.001873
06023000200	2	0.001873
06023000300	2	0.001873
06023000400	3	0.002809
06023000500	3	0.002809
06023000600	4	0.003745
06023000700	4	0.003745
06023000800	2	0.001873
06023000900	7	0.006554
06023001000	2	0.001873
06023001101	5	0.004682
06023001200	7	0.006554
06023010200	6	0.005618
06023010300	4	0.003745
06023010400	3	0.002809
06023010501	6	0.005618
06023010502	5	0.004682
06023010600	6	0.005618
06023010700	5	0.004682
06023010800	4	0.003745
06023010901	4	0.003745
06023010902	1	0.000936
06023011100	1	0.000936
06023011200	2	0.001873
06023011500	1	0.000936
06023011600	2	0.001873
06033000100	3	0.002809
06033000300	2	0.001873
06033000400	1	0.000936
06033000501	1	0.000936
06033000502	1	0.000936
06033000600	2	0.001873
06033000701	3	0.002809
06033000802	1	0.000936
06033000900	4	0.003745

06033001000	3	0.002809
06033001100	1	0.000936
06033001300	5	0.004682
06039000102	1	0.000936
06039000104	2	0.001873
06039000106	3	0.002809
06039000108	2	0.001873
06039000109	1	0.000936
06041102202	1	0.000936
06041104200	3	0.002809
06041106002	2	0.001873
06041107000	1	0.000936
06041108100	1	0.000936
06041108200	1	0.000936
06041110200	1	0.000936
06041112100	1	0.000936
06041113000	4	0.003745
06041114100	2	0.001873
06041114200	5	0.004682
06041115000	2	0.001873
06041118100	2	0.001873
06041119202	1	0.000936
06041126100	1	0.000936
06041126200	1	0.000936
06041127000	1	0.000936
06041128200	1	0.000936
06041129000	1	0.000936
06041132200	4	0.003745
06041133000	2	0.001873
06043000102	1	0.000936
06043000200	2	0.001873
06043000301	1	0.000936
06043000302	1	0.000936
06045010500	1	0.000936
06045010700	1	0.000936
06045010801	1	0.000936



06045010900	1	0.000936
06045011102	1	0.000936
06045011700	4	0.003745
06045011800	3	0.002809
06053010102	1	0.000936
06053010701	2	0.001873
06053010702	11	0.010300
06053011000	4	0.003745
06053011400	7	0.006554
06053011602	1	0.000936
06053011604	1	0.000936
06053011700	2	0.001873
06053013200	1	0.000936
06055200706	1	0.000936
06055201003	1	0.000936
06055201102	1	0.000936
06055201401	3	0.002809
06055201402	3	0.002809
06055201602	1	0.000936
06055201700	4	0.003745
06055201900	1	0.000936
06055202000	1	0.000936
06057000102	7	0.006554
06057000103	7	0.006554
06057000104	1	0.000936
06057000105	1	0.000936
06057000200	1	0.000936
06057000300	4	0.003745
06057000401	7	0.006554
06057000402	8	0.007491
06057000501	5	0.004682
06057000600	2	0.001873
06057000701	7	0.006554
06057000702	4	0.003745
06057000801	2	0.001873
06057000802	2	0.001873

06057000900	2	0.001873
06061020200	1	0.000936
06061020300	2	0.001873
06061020401	2	0.001873
06061020501	2	0.001873
06061020502	3	0.002809
06061020601	7	0.006554
06061020602	7	0.006554
06061021204	2	0.001873
06061021304	1	0.000936
06061021501	6	0.005618
06061021603	1	0.000936
06061021604	6	0.005618
06061021801	8	0.007491
06061021802	3	0.002809
06061021901	1	0.000936
06061021902	3	0.002809
06061022013	1	0.000936
06063000202	2	0.001873
06063000400	1	0.000936
06069000200	1	0.000936
06079010002	11	0.010300
06079010016	13	0.012172
06079010101	4	0.003745
06079010300	1	0.000936
06079010403	1	0.000936
06079010404	1	0.000936
06079010703	2	0.001873
06079010707	1	0.000936
06079010902	1	0.000936
06079011002	3	0.002809
06079011300	1	0.000936
06079011504	1	0.000936
06079011600	14	0.013109
06079011701	2	0.001873
06079011800	4	0.003745

06079012302	46	0.043071
06079012304	12	0.011236
06079012600	6	0.005618
06079012702	11	0.010300
06079012704	18	0.016854
06079012900	7	0.006554
06079013000	13	0.012172
06081603802	1	0.000936
06081605700	1	0.000936
06081606800	1	0.000936
06081609603	1	0.000936
06081609700	3	0.002809
06081611100	3	0.002809
06081613200	1	0.000936
06081613502	1	0.000936
06081613600	2	0.001873
06081613700	1	0.000936
06081613800	2	0.001873
06083001905	1	0.000936
06083002006	2	0.001873
06083002808	1	0.000936
06085503330	1	0.000936
06085506804	1	0.000936
06085507001	1	0.000936
06085507002	2	0.001873
06085507600	4	0.003745
06085511707	2	0.001873
06085511800	4	0.003745
06085511909	9	0.008427
06085511911	3	0.002809
06085511912	4	0.003745
06085512100	1	0.000936
06085512200	1	0.000936
06085512305	3	0.002809
06085512309	1	0.000936
06085512401	1	0.000936

06085512503	1	0.000936
06085512510	1	0.000936
06085513500	1	0.000936
06087100300	1	0.000936
06087120200	4	0.003745
06087120301	2	0.001873
06087120400	2	0.001873
06087120500	10	0.009363
06087120600	1	0.000936
06087120800	4	0.003745
06087120900	1	0.000936
06087121000	7	0.006554
06087121100	2	0.001873
06087121200	5	0.004682
06087121300	2	0.001873
06087121800	1	0.000936
06087122001	4	0.003745
06087122002	2	0.001873
06087122201	2	0.001873
06087122202	1	0.000936
06087122300	2	0.001873
06087122400	6	0.005618
06089011001	1	0.000936
06089011600	6	0.005618
06089011801	1	0.000936
06089011900	1	0.000936
06089012000	3	0.002809
06089012101	1	0.000936
06089012302	3	0.002809
06089012303	1	0.000936
06089012400	1	0.000936
06089012601	2	0.001873
06089012603	1	0.000936
06089012701	1	0.000936
06091010000	1	0.000936
06095252201	4	0.003745

06095252311	2	0.001873
06095252903	2	0.001873
06095253201	1	0.000936
06095253203	1	0.000936
06095253204	1	0.000936
06097150303	2	0.001873
06097150304	1	0.000936
06097150305	3	0.002809
06097150306	2	0.001873
06097150500	8	0.007491
06097151100	1	0.000936
06097151309	2	0.001873
06097151502	2	0.001873
06097151503	5	0.004682
06097151601	6	0.005618
06097151602	8	0.007491
06097152202	4	0.003745
06097152300	2	0.001873
06097152400	6	0.005618
06097152501	2	0.001873
06097152600	5	0.004682
06097153501	2	0.001873
06097153502	2	0.001873
06097153600	4	0.003745
06097153703	1	0.000936
06097153704	1	0.000936
06097153705	1	0.000936
06097153807	3	0.002809
06097154000	2	0.001873
06097154100	2	0.001873
06097154201	2	0.001873
06097154202	2	0.001873
06097154302	9	0.008427
06097154304	2	0.001873
06103000400	2	0.001873
06103000700	2	0.001873

06103000800	1	0.000936
06107000100	1	0.000936
06109001100	1	0.000936
06109001200	1	0.000936
06109002200	6	0.005618
06109003100	2	0.001873
06109003200	1	0.000936
06109004100	1	0.000936
06109004200	1	0.000936
06109005100	5	0.004682
06115040901	2	0.001873
06115041000	2	0.001873
06115041100	1	0.000936

### Portable Battery Program (PBP)

Census Tract	Service Point IDs (SPIDs)	Percentage
06001450601	1	0.000813
06001450744	7	0.005691
06001450752	2	0.001626
06001451101	1	0.000813
06005000101	5	0.004065
06005000200	1	0.000813
06005000402	1	0.000813
06007001600	2	0.001626
06007001702	17	0.013821
06007001703	2	0.001626
06007001704	12	0.009756
06007001800	1	0.000813
06007001900	1	0.000813
06007002000	1	0.000813
06007002300	3	0.002439
06007002400	5	0.004065
06009000120	1	0.000813
06009000122	1	0.000813
06009000210	5	0.004065

06009000220	6	0.004878
06011000400	4	0.003252
06013316000	1	0.000813
06013346102	8	0.006504
06013346201	16	0.013008
06013350000	6	0.004878
06013351200	7	0.005691
06013352101	2	0.001626
06013352201	3	0.002439
06013355112	3	0.002439
06013355306	1	0.000813
06013357000	7	0.005691
06017030602	4	0.003252
06017030807	4	0.003252
06017030808	2	0.001626
06017030809	5	0.004065
06017030810	1	0.000813
06017030901	2	0.001626
06017031000	1	0.000813
06017031100	8	0.006504
06017031402	2	0.001626
06019006402	10	0.008130
06019006403	8	0.006504
06019006404	16	0.013008
06019006405	3	0.002439
06023010102	8	0.006504
06023011100	1	0.000813
06023011200	2	0.001626
06023011500	6	0.004878
06023011600	3	0.002439
06023940000	37	0.030081
06029001000	1	0.000813
06029003306	5	0.004065
06033000100	8	0.006504
06033000501	5	0.004065
06033000600	13	0.010569

06033000701	2	0.001626
06033000702	1	0.000813
06033000900	27	0.021951
06033001000	9	0.007317
06033001100	19	0.015447
06033001200	31	0.025203
06033001300	66	0.053659
06039000103	2	0.001626
06039000106	11	0.008943
06039000108	1	0.000813
06039000109	4	0.003252
06043000200	3	0.002439
06043000301	3	0.002439
06043000302	11	0.008943
06043000400	2	0.001626
06045010200	2	0.001626
06045011102	1	0.000813
06045011200	3	0.002439
06045011300	1	0.000813
06045011800	1	0.000813
06053010701	2	0.001626
06053010702	3	0.002439
06053011000	3	0.002439
06053011303	3	0.002439
06053011400	8	0.006504
06053011602	5	0.004065
06055201102	3	0.002439
06055201200	2	0.001626
06055201300	3	0.002439
06055201401	6	0.004878
06055201402	2	0.001626
06055201403	3	0.002439
06055201700	24	0.019512
06055201800	18	0.014634
06055201900	6	0.004878
06055202000	21	0.017073



06057000102	3	0.002439
06057000401	1	0.000813
06057000402	2	0.001626
06057000701	1	0.000813
06061020200	8	0.006504
06061020501	1	0.000813
06061020601	4	0.003252
06061021203	1	0.000813
06061021204	1	0.000813
06061021604	1	0.000813
06061021901	1	0.000813
06061021902	4	0.003252
06079010002	6	0.004878
06079010300	1	0.000813
06079011300	2	0.001626
06079011504	2	0.001626
06079011704	3	0.002439
06079012302	2	0.001626
06079012502	2	0.001626
06079012503	4	0.003252
06079012704	1	0.000813
06079012900	5	0.004065
06083002006	1	0.000813
06085503331	4	0.003252
06085503332	17	0.013821
06085503333	4	0.003252
06085511800	9	0.007317
06085511909	4	0.003252
06085511911	4	0.003252
06085511912	1	0.000813
06085512100	2	0.001626
06085512200	2	0.001626
06085512308	4	0.003252
06085512309	15	0.012195
06085512310	3	0.002439
06085512401	1	0.000813

06085512402	4	0.003252
06085512503	1	0.000813
06087120500	2	0.001626
06087120900	1	0.000813
06087121000	5	0.004065
06087121300	1	0.000813
06087122202	1	0.000813
06089011001	12	0.009756
06089011002	2	0.001626
06089011801	9	0.007317
06089011802	7	0.005691
06089011803	23	0.018699
06089011900	1	0.000813
06089012000	4	0.003252
06089012200	2	0.001626
06089012301	4	0.003252
06089012302	30	0.024390
06089012303	23	0.018699
06089012400	11	0.008943
06089012500	7	0.005691
06089012601	21	0.017073
06089012603	50	0.040650
06089012604	10	0.008130
06089012701	2	0.001626
06095252201	2	0.001626
06095252310	2	0.001626
06095252311	10	0.008130
06095252903	19	0.015447
06095253101	3	0.002439
06095253201	31	0.025203
06095253203	9	0.007317
06095253204	11	0.008943
06097150100	2	0.001626
06097150202	1	0.000813
06097150303	4	0.003252
06097150306	1	0.000813

06097150500	7	0.005691
06097150612	1	0.000813
06097150702	1	0.000813
06097151502	8	0.006504
06097151503	3	0.002439
06097151601	1	0.000813
06097151602	1	0.000813
06097152600	5	0.004065
06097153600	1	0.000813
06097153703	1	0.000813
06097153704	2	0.001626
06097153706	3	0.002439
06097154100	3	0.002439
06097154304	5	0.004065
06103000100	7	0.005691
06103000200	39	0.031707
06103000300	12	0.009756
06103000400	31	0.025203
06103000500	2	0.001626
06103000600	5	0.004065
06109002100	4	0.003252
06109002200	9	0.007317
06109003200	6	0.004878
06109004100	4	0.003252
06109005100	1	0.000813
06113011300	2	0.001626
06113011500	4	0.003252
06115040901	1	0.000813
06115041000	2	0.001626
06115041100	4	0.003252

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

Census Tract	Service Point IDs (SPIDs)	Percentage
06001400100	2	0.000720
06001400200	1	0.000360
06001404200	2	0.000720
06001404400	8	0.002879
06001404501	1	0.000360
06001404502	7	0.002519
06001404600	4	0.001439
06001404700	4	0.001439
06001404800	2	0.000720
06001405000	1	0.000360
06001406700	2	0.000720
06001406800	2	0.000720
06001408000	3	0.001080
06001408100	9	0.003239
06001409800	1	0.000360
06001409900	6	0.002159
06001421200	4	0.001439
06001421400	2	0.000720
06001421500	12	0.004318
06001421600	5	0.001799
06001421800	1	0.000360
06001422700	1	0.000360
06001426100	1	0.000360
06001430101	5	0.001799
06001430102	2	0.000720
06001430200	1	0.000360
06001430300	4	0.001439
06001430400	1	0.000360
06001430500	1	0.000360

06001430600	1	0.000360
06001432800	1	0.000360
06001435103	1	0.000360
06001435104	1	0.000360
06001436402	3	0.001080
06001438000	1	0.000360
06001450102	1	0.000360
06001450400	1	0.000360
06001450502	7	0.002519
06001450601	4	0.001439
06001450701	4	0.001439
06001450751	3	0.001080
06001451101	1	0.000360
06001451202	3	0.001080
06001451704	1	0.000360
06005000101	20	0.007197
06005000102	14	0.005038
06005000200	8	0.002879
06005000301	3	0.001080
06005000303	4	0.001439
06005000304	3	0.001080
06005000401	5	0.001799
06005000402	10	0.003598
06005000500	1	0.000360
06007001600	9	0.003239
06007001702	9	0.003239
06007001703	4	0.001439
06007001704	5	0.001799
06007001800	1	0.000360
06007001900	1	0.000360
06007002100	1	0.000360
06007002300	1	0.000360
06007002400	7	0.002519
06007002601	1	0.000360
06007002602	3	0.001080
06007003001	1	0.000360

06007003200	1	0.000360
06007003300	1	0.000360
06009000120	3	0.001080
06009000121	5	0.001799
06009000122	8	0.002879
06009000210	17	0.006117
06009000220	4	0.001439
06009000300	5	0.001799
06009000400	16	0.005757
06009000501	18	0.006477
06009000503	23	0.008276
06009000504	15	0.005398
06011000400	3	0.001080
06013318000	2	0.000720
06013323000	1	0.000360
06013325000	4	0.001439
06013326000	2	0.000720
06013331000	1	0.000360
06013333101	1	0.000360
06013333200	1	0.000360
06013334001	1	0.000360
06013334006	1	0.000360
06013334200	5	0.001799
06013337200	1	0.000360
06013337300	4	0.001439
06013338301	2	0.000720
06013338302	6	0.002159
06013339001	1	0.000360
06013340001	1	0.000360
06013340002	1	0.000360
06013345102	1	0.000360
06013345105	8	0.002879
06013345112	1	0.000360
06013345115	2	0.000720
06013345202	1	0.000360
06013345203	4	0.001439

06013345204	4	0.001439
06013346101	1	0.000360
06013346201	5	0.001799
06013346204	3	0.001080
06013347000	4	0.001439
06013348000	5	0.001799
06013349000	1	0.000360
06013350000	5	0.001799
06013351102	1	0.000360
06013351200	4	0.001439
06013352101	1	0.000360
06013352102	2	0.000720
06013352201	1	0.000360
06013353001	5	0.001799
06013353002	1	0.000360
06013354001	2	0.000720
06013354002	3	0.001080
06013355112	4	0.001439
06013355113	1	0.000360
06013355114	3	0.001080
06013355115	2	0.000720
06013355116	2	0.000720
06013355117	1	0.000360
06013355301	2	0.000720
06013355302	4	0.001439
06013355306	2	0.000720
06013356002	1	0.000360
06013357000	4	0.001439
06013358000	1	0.000360
06013359202	1	0.000360
06013369002	1	0.000360
06013385100	2	0.000720
06013390100	1	0.000360
06013391000	13	0.004678
06013392000	5	0.001799
06017030601	5	0.001799

06017030602	24	0.008636
06017030603	11	0.003958
06017030701	4	0.001439
06017030704	1	0.000360
06017030706	2	0.000720
06017030710	3	0.001080
06017030801	5	0.001799
06017030803	2	0.000720
06017030804	3	0.001080
06017030807	1	0.000360
06017030808	4	0.001439
06017030901	6	0.002159
06017030902	4	0.001439
06017031000	5	0.001799
06017031100	8	0.002879
06017031200	7	0.002519
06017031301	4	0.001439
06017031302	20	0.007197
06017031402	16	0.005757
06017031404	2	0.000720
06017031405	12	0.004318
06017031406	28	0.010076
06017031502	1	0.000360
06017031504	8	0.002879
06017031800	4	0.001439
06019005515	2	0.000720
06019006402	4	0.001439
06019006403	16	0.005757
06019006404	7	0.002519
06019006405	5	0.001799
06021010300	1	0.000360
06023000200	2	0.000720
06023000600	1	0.000360
06023000700	2	0.000720
06023000900	6	0.002159
06023001000	1	0.000360



06023001200	2	0.000720
06023010102	11	0.003958
06023010200	1	0.000360
06023010300	3	0.001080
06023010600	2	0.000720
06023010700	3	0.001080
06023010800	4	0.001439
06023010901	1	0.000360
06023010902	4	0.001439
06023011000	2	0.000720
06023011100	1	0.000360
06023011200	2	0.000720
06023011500	4	0.001439
06023011600	4	0.001439
06023940000	1	0.000360
06029005104	1	0.000360
06033000100	2	0.000720
06033000300	3	0.001080
06033000400	2	0.000720
06033000501	1	0.000360
06033000502	4	0.001439
06033000600	8	0.002879
06033000701	2	0.000720
06033000702	1	0.000360
06033000801	2	0.000720
06033000900	5	0.001799
06033001000	6	0.002159
06033001100	8	0.002879
06033001200	2	0.000720
06033001300	6	0.002159
06035040100	1	0.000360
06035040200	1	0.000360
06039000102	34	0.012235
06039000103	20	0.007197
06039000104	21	0.007557
06039000106	8	0.002879

06039000108	9	0.003239
06039000109	4	0.001439
06041101100	1	0.000360
06041101200	1	0.000360
06041102100	3	0.001080
06041102202	2	0.000720
06041102203	1	0.000360
06041103100	1	0.000360
06041103200	1	0.000360
06041104101	1	0.000360
06041104200	3	0.001080
06041106001	1	0.000360
06041107000	1	0.000360
06041108100	2	0.000720
06041109002	1	0.000360
06041110100	2	0.000720
06041110200	1	0.000360
06041111000	2	0.000720
06041113000	9	0.003239
06041114100	9	0.003239
06041114200	7	0.002519
06041115000	6	0.002159
06041116000	1	0.000360
06041119100	1	0.000360
06041119202	1	0.000360
06041121100	1	0.000360
06041124200	1	0.000360
06041126100	3	0.001080
06041127000	3	0.001080
06041128100	2	0.000720
06041130202	1	0.000360
06041131100	2	0.000720
06041132100	2	0.000720
06041132200	8	0.002879
06041133000	2	0.000720
06043000101	14	0.005038

06043000102	7	0.002519
06043000200	8	0.002879
06043000301	22	0.007917
06043000302	17	0.006117
06043000400	3	0.001080
06045010200	2	0.000720
06045010300	4	0.001439
06045010500	1	0.000360
06045010600	11	0.003958
06045010700	4	0.001439
06045010801	5	0.001799
06045010802	3	0.001080
06045010900	1	0.000360
06045011001	2	0.000720
06045011002	3	0.001080
06045011102	18	0.006477
06045011200	2	0.000720
06045011300	4	0.001439
06045011700	2	0.000720
06053010202	2	0.000720
06053010305	3	0.001080
06053010501	3	0.001080
06053010605	1	0.000360
06053010702	2	0.000720
06053010804	1	0.000360
06053011000	6	0.002159
06053011303	1	0.000360
06053011502	1	0.000360
06053011602	6	0.002159
06053011604	5	0.001799
06053011700	6	0.002159
06053011801	6	0.002159
06053011802	3	0.001080
06053011900	14	0.005038
06053012000	14	0.005038
06053012100	5	0.001799

06053012200	1	0.000360
06053012401	1	0.000360
06053012402	4	0.001439
06053012502	2	0.000720
06053012700	1	0.000360
06053012800	22	0.007917
06053013000	2	0.000720
06053013200	11	0.003958
06053014102	1	0.000360
06053014700	2	0.000720
06055201403	1	0.000360
06055201500	1	0.000360
06055201700	3	0.001080
06055201800	5	0.001799
06055202000	3	0.001080
06057000102	19	0.006837
06057000103	9	0.003239
06057000104	8	0.002879
06057000105	5	0.001799
06057000200	2	0.000720
06057000300	8	0.002879
06057000401	8	0.002879
06057000402	13	0.004678
06057000501	9	0.003239
06057000502	5	0.001799
06057000600	3	0.001080
06057000701	35	0.012594
06057000702	9	0.003239
06057000801	23	0.008276
06057000802	11	0.003958
06057000900	8	0.002879
06061020200	36	0.012954
06061020501	3	0.001080
06061020502	5	0.001799
06061020601	2	0.000720
06061020602	1	0.000360

06061021123	1	0.000360
06061021203	1	0.000360
06061021304	1	0.000360
06061021401	1	0.000360
06061021501	1	0.000360
06061021502	1	0.000360
06061021604	3	0.001080
06061021801	7	0.002519
06061021802	3	0.001080
06061021901	4	0.001439
06061021902	14	0.005038
06061022002	17	0.006117
06061022013	14	0.005038
06061022014	7	0.002519
06061023300	1	0.000360
06063000100	4	0.001439
06063000202	2	0.000720
06063000400	3	0.001080
06063000501	1	0.000360
06063000502	4	0.001439
06069000802	1	0.000360
06077005206	1	0.000360
06079010002	7	0.002519
06079010016	1	0.000360
06079010101	1	0.000360
06079010300	1	0.000360
06079010403	6	0.002159
06079010404	3	0.001080
06079010503	1	0.000360
06079010602	1	0.000360
06079010701	1	0.000360
06079010703	1	0.000360
06079010707	5	0.001799
06079010902	1	0.000360
06079011001	1	0.000360
06079011002	1	0.000360

06079011300	1	0.000360
06079011503	1	0.000360
06079011504	1	0.000360
06079011600	8	0.002879
06079011701	2	0.000720
06079011800	3	0.001080
06079012302	3	0.001080
06079012304	2	0.000720
06079012402	1	0.000360
06079012502	3	0.001080
06079012503	2	0.000720
06079012505	1	0.000360
06079012600	2	0.000720
06079012702	5	0.001799
06079012704	4	0.001439
06079012900	2	0.000720
06079013000	1	0.000360
06081602500	1	0.000360
06081602600	3	0.001080
06081602700	1	0.000360
06081603000	2	0.000720
06081603100	1	0.000360
06081603300	1	0.000360
06081603400	3	0.001080
06081603700	4	0.001439
06081603802	7	0.002519
06081604600	1	0.000360
06081605000	2	0.000720
06081605700	5	0.001799
06081605800	2	0.000720
06081606900	1	0.000360
06081607100	1	0.000360
06081607400	1	0.000360
06081608700	2	0.000720
06081608800	1	0.000360
06081608900	2	0.000720

06081609300	2	0.000720
06081609400	1	0.000360
06081609500	4	0.001439
06081609601	5	0.001799
06081609700	15	0.005398
06081609800	14	0.005038
06081609900	2	0.000720
06081610000	1	0.000360
06081611000	1	0.000360
06081611100	19	0.006837
06081613200	3	0.001080
06081613300	4	0.001439
06081613400	13	0.004678
06081613502	9	0.003239
06081613600	12	0.004318
06081613700	7	0.002519
06081613800	15	0.005398
06081614000	6	0.002159
06083001901	3	0.001080
06083001903	2	0.000720
06083001905	2	0.000720
06083002010	1	0.000360
06083002808	2	0.000720
06085503312	1	0.000360
06085503332	2	0.000720
06085503334	1	0.000360
06085504201	1	0.000360
06085504307	1	0.000360
06085504308	1	0.000360
06085504314	1	0.000360
06085504414	1	0.000360
06085504416	1	0.000360
06085506804	1	0.000360
06085506900	4	0.001439
06085507001	13	0.004678
06085507002	9	0.003239

06085507100	1	0.000360
06085507206	3	0.001080
06085507301	3	0.001080
06085507302	6	0.002159
06085507401	1	0.000360
06085507500	3	0.001080
06085507600	11	0.003958
06085507702	2	0.000720
06085507703	1	0.000360
06085510001	1	0.000360
06085510002	1	0.000360
06085510100	1	0.000360
06085510300	1	0.000360
06085511702	3	0.001080
06085511704	8	0.002879
06085511707	8	0.002879
06085511800	29	0.010435
06085511907	3	0.001080
06085511909	7	0.002519
06085511910	3	0.001080
06085511911	6	0.002159
06085511912	2	0.000720
06085511914	1	0.000360
06085512001	1	0.000360
06085512030	2	0.000720
06085512037	1	0.000360
06085512045	1	0.000360
06085512053	1	0.000360
06085512200	8	0.002879
06085512305	5	0.001799
06085512307	1	0.000360
06085512308	2	0.000720
06085512309	3	0.001080
06085512401	1	0.000360
06085512402	5	0.001799
06085512503	2	0.000720



06085512509	1	0.000360
06085512510	1	0.000360
06085512602	1	0.000360
06085513500	1	0.000360
06087100300	1	0.000360
06087100500	5	0.001799
06087100900	1	0.000360
06087101000	2	0.000720
06087110700	1	0.000360
06087120200	14	0.005038
06087120301	39	0.014034
06087120302	16	0.005757
06087120400	41	0.014754
06087120500	53	0.019072
06087120600	39	0.014034
06087120700	14	0.005038
06087120800	7	0.002519
06087120900	17	0.006117
06087121000	22	0.007917
06087121100	2	0.000720
06087121200	8	0.002879
06087121300	4	0.001439
06087121700	1	0.000360
06087122001	6	0.002159
06087122002	11	0.003958
06087122003	6	0.002159
06087122100	1	0.000360
06087122201	5	0.001799
06087122203	3	0.001080
06087122300	5	0.001799
06087122400	23	0.008276
06089010603	1	0.000360
06089011500	3	0.001080
06089011600	1	0.000360
06089011801	2	0.000720
06089011900	2	0.000720

06089012000	1	0.000360
06089012200	1	0.000360
06089012301	2	0.000720
06089012302	1	0.000360
06089012303	3	0.001080
06089012400	4	0.001439
06089012500	7	0.002519
06089012601	8	0.002879
06089012603	7	0.002519
06089012604	2	0.000720
06089012701	1	0.000360
06089012702	5	0.001799
06091010000	5	0.001799
06095252201	1	0.000360
06095252315	1	0.000360
06095252316	1	0.000360
06095252903	2	0.000720
06095253204	2	0.000720
06095253206	1	0.000360
06097150202	1	0.000360
06097150303	1	0.000360
06097150304	2	0.000720
06097150306	1	0.000360
06097150500	4	0.001439
06097150702	1	0.000360
06097150901	1	0.000360
06097150902	2	0.000720
06097151309	1	0.000360
06097151311	2	0.000720
06097151502	2	0.000720
06097151503	2	0.000720
06097151602	3	0.001080
06097152202	1	0.000360
06097152300	1	0.000360
06097152400	1	0.000360
06097152501	1	0.000360

06097152600	5	0.001799
06097152701	1	0.000360
06097152906	1	0.000360
06097153403	4	0.001439
06097153404	3	0.001080
06097153501	4	0.001439
06097153502	4	0.001439
06097153600	4	0.001439
06097153703	15	0.005398
06097153704	10	0.003598
06097153705	4	0.001439
06097153706	2	0.000720
06097153801	1	0.000360
06097153804	1	0.000360
06097154100	1	0.000360
06097154201	2	0.000720
06097154202	2	0.000720
06097154302	12	0.004318
06097154303	15	0.005398
06097154304	4	0.001439
06103000100	5	0.001799
06103000200	6	0.002159
06103000300	6	0.002159
06103000400	2	0.000720
06103000600	2	0.000720
06105000200	4	0.001439
06105000400	2	0.000720
06107000100	7	0.002519
06109001100	1	0.000360
06109001200	1	0.000360
06109002100	12	0.004318
06109002200	15	0.005398
06109003100	41	0.014754
06109003200	16	0.005757
06109004100	6	0.002159
06109004200	56	0.020151

06109005100	2	0.000720
06109005201	3	0.001080
06115040901	1	0.000360
06115041000	7	0.002519
06115041100	5	0.001799

### **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>39</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 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.

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<sup>39</sup> D.23-04-034

## APPENDIX F – 2024 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.*

2022 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 2023	Pre-Season 2024	Post-Season 2024	Post-Season 2024
	Nov/Dec	Aug/Sep	Nov/Dec	Unweighted Base Size
	% Yes	% Yes	% Yes	
Total Population	73%	63%	74%	2,671
Total AFN	73%	59%	72%	2,149
Non-English Speakers	40%	24%	32%	219
Low-Income	66%	52%	63%	1,091
Elderly	83%	77%	84%	1,164
Has Disability (Net)	80%	74%	82%	832
• Vision	76%	68%	78%	106
• Hearing	80%	68%	82%	169
• Mobility	79%	74%	84%	292
• Other	77%	70%	77%	301
Medical Equipment Needs	81%	77%	82%	595
Medical Baseline Program	83%	74%	82%	272
AFN Living in High Fire Districts (Tiers 2 & 3)	83%	88%	89%	804
AFN Recaller (Recalled	83%	75%	82%	1,202

Communication)				
	= 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:**

Roughly two-thirds of all AFN customers (63%) just prior to peak wildfire season said they were familiar with Public Safety Power Shutoffs—a significant decline from the 2023 Post-Season. However, awareness returned to the previous year’s level (74%) in the 2024 Post-Season. This proved to be a consistent pattern across most AFN subgroups, which saw a significant decline in awareness in the 2024 Pre-Season wave, only to rebound to last year’s levels in the Pos-Season. This was likely due to a combination of the outreach and the relatively high number of PSPS events in 2024.

Overall, awareness of PSPS was relatively high among most AFN subgroups, ranging from 72% to 82%. The lone exception was with non-English speakers at 32% in the Post-Season. The low level of awareness among this group is in part due to geography, with much of the population located in the Central Valley where PSPS events are rare. The highest levels of awareness were among those who recalled the communications (Recallers) at 82% and those living in High Fire Threat Districts (89%) where a significant portion of the outreach is targeted.

***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.***

2024 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 2023	Pre-Season 2024	Post-Season 2024	Post-Season 2024
	Nov/Dec	Aug/Sept	Nov/Dec	Unweighted Base Size
	T2B %	T2B %	T2B %	
Total Population	72%	71%	72%	2,671

Total AFN	73%	70%	72%	2,149
Non-English Speakers	63%	54%	59%	219
Low-Income	66%	67%	68%	1,091
Elderly	76%	75%	75%	1,164
Has Disability (Net)	73%	69%	70%	832
• Vision	72%	62%	65%	106
• Hearing	76%	67%	<b>63%</b>	169
• Mobility	73%	66%	65%	292
• Other	68%	64%	62%	301
Medical Equipment Needs	71%	73%	73%	595
Medical Baseline Program	71%	71%	73%	272
AFN Living in High Fire Districts	86%	85%	83%	804
AFN Recaller (Recalled Communication)	80%	81%	80%	1,202
	= 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 (70% Pre/72% Post) felt “somewhat” or “very” prepared to be without power for 24-48 hours, in-line with 73% one year earlier. Among AFN subgroups, non-English speakers feel the least prepared (54% Pre/59% Post). In all other subgroups, the level of preparedness ranges from 62%-83%, with the highest levels among Recallers (80%) and those living in High Fire Threat Districts (83%), which is an indication that the outreach was effective.

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

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



PQ1. Did you receive any PSPS alerts or notifications in the past few months?			
	Count (Weighted)	Percent of Total AFN Population	Percent “Yes”
Total AFN Population	2,011	100%	---
Yes (Self-Reported)	647	32%	100%
Yes (Verified)	114	6%	18%
De-energized (Verified)	75	4%	66%

**Summary:**

One in three (32%) AFN customers self-reported receiving PSPS alerts or notifications in 2024 compared to 39% of non-AFN customers. However, only 18% were verified as actually having received a PSPS (48-hour) notification after matching against internal records—or 6% of the total AFN population. There were six (6) PSPS events between July 2 and Nov 8. Only 6% of the total AFN population received a PSPS notice, and only 4% were actually de-energized in 2024.

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

2024 Wildfire Safety-PSPS Outreach Effectiveness Survey		
Q13. In what ways could PG&E improve their communications about wildfire preparedness?		
<b>Non-English Speakers</b>	<i>More text messages in my language (Spanish).</i>	<i>Distribute printed materials in areas with limited internet access.</i>
<b>Low-Income</b>	<i>More details and some further sources for help and preparation would be useful.</i>	<i>Maybe repeat the information once a month during the summer months.</i>
<b>Elderly</b>	<i>Be as specific as possible about what to do including escape routes and where to go.</i>	<i>Give one specific, actionable tip that people could easily tackle on a weekend.</i>
<b>Poor Vision</b>	<i>Maybe having text message with a link to view different things, like a PDF to download.</i>	<i>Just continue to keep the information in front of the public eye to keep it on our mind.</i>

<b>Poor Hearing</b>	<i>Hosting in-person meetings in rural HFT Areas.</i>	<i>Have YouTube videos people can watch that shows how to prepare for wildfires.</i>
<b>Medical Baseline/ Medical Equipment Needs</b>	<i>Communication is fine regarding preparedness. The issue is shut offs. They are unnecessary and inconvenient.</i>	<i>Increase texts alerts to people specifically about wildfires and wildfire preparedness.</i>
<b>Other</b>	<i>They should do a commercial...PSA about the wildfires.</i>	<i>Reach out to the school and try to teach the kids about the wildfire... so they know what they supposed to do.</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?

<b>Non-English Speakers</b>	<i>Very useful to have all the programs.</i>	<i>Having a dedicated support line for PSPS events would be really helpful, especially for those of us who need assistance with power outages during emergencies.</i>
<b>Low-Income</b>	<i>I appreciate the text notifications are great because I know if I need to go buy more food or supplies.</i>	<i>When the power goes out, we need a clearer idea of when it'll come back on.</i>
<b>Elderly</b>	<i>I get notices about power outages frequently. Not sure if these are planned power outages or safety power outages or just power outages.</i>	<i>I am in my eighties and am not online most of the time. Please do not stop sending information by mail.</i>
<b>Poor Vision</b>	<i>More communication, especially through the mobile app. More alerts. Possibly</i>	<i>Emails, Text messages, and phone calls are very effective.</i>

	<i>alert 12 hours before hand.</i>	
<b>Poor Hearing</b>	<i>I would improve the information through the texts. I would like to be informed of when power will be shut off and turned back on.</i>	<i>Put some kind of notice on social media.</i>
<b>Medical Baseline/ Medical Equipment Needs</b>	<i>Provide backup power options for people who rely on medical equipment.</i>	<i>Early warning time &amp; dates; battery support for medical baseline customers such as myself.</i>
<b>Other</b>	<i>More accurate estimation when power will be restored after outage.</i>	<i>More local radio updates.</i>

<b>KPIs to measure the impact</b>		
<b>Key Performance Indicators</b>	<b>2024 Pre-Season</b>	<b>2024 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>85%</b> (1,830 surveys completed)	<b>87%</b> (2,011 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>67%</b> (468 surveys completed)	<b>69%</b> (285 surveys completed)

AFN Plan Key Performance Indicators (KPIs) cont'd					
<b>KPI #3:</b> The percentage of individuals who utilized mitigation services who reported they were satisfied with the level of support.					
2024 Pre-Season Wave			2024 Post-Season Wave		
Resource	T2B% Useful	Base Size	Resource	T2B% Useful	Base Size
PG&E Report-It Mobile App	96%	218	Address level alerts for non-account holders	97%	78*
Portable Battery Program	92%	98*	Portable Battery Program	93%	128
Address level alerts for non-account holders	92%	77*	Language preference on alerts & notifications	88%	343
Accessible Transportation	91%	40*	Community Resource Centers	87%	144
Language preference on alerts & notifications	88%	286	Food Delivery Services	86%	87*
Community Resource Centers	88%	159	PG&E Report-It Mobile App	85%	224
County Food Bank Program	87%	122	Generator Rebate Program	84%	113
PG&E Medical Baseline Program	83%	259	Call 2-1-1	83%	252
Generator Rebate Program	82%	95*	County Food Bank Program	83%	167
Call 2-1-1	79%	185	Identify as Electricity Dependent	81%	68*
Identify as Electricity Dependent	79%	68*	PG&E Medical Baseline Program	76%	349
Food Delivery Services	68%	50*			
			Accessible Transportation	---	34**
Hotel accommodations for people with disabilities	---	31**	Hotel accommodations for people with disabilities	---	32**
DDAR Program	---	28**	DDAR program	---	29**

\*Caution: Small Base Size (<100)  
 \*\*Not Reported if Base Size (<35)

***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 December 2024 among Disability Disaster Access & Resources program applicants, resulting in 176 completed surveys.

58% of customers were satisfied with the overall DDAR program. And while only 48% of customers had experienced a PSPS event or other wildfire safety outage since joining the program, 59% felt more prepared for a future PSPS event or other wildfire safety outage as a result of being in the program.

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

A short 4-minute online survey was conducted in November and December 2024 among income-qualified MBL customers and self-identified vulnerable customers at risk of wildfire safety outages enrolled in the Portable Battery Program, resulting in 297 completed surveys.

94% of customers were satisfied with the overall program. Approximately 55% of respondents experienced a PSPS event or other wildfire safety outage since participating in the program, and 93% 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, 98% indicated the battery powered their medical device(s) for the duration of the outage, and 96% were satisfied with their batteries during the outage. The portable battery also offered customers a greater sense of reassurance as 89% 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 product

**APPENDIX H – PG&E’S Quarterly Progress Report Of Activities Between  
October 1, 2024, And December 31, 2024**

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

Quarterly Progress Report of Activities  
between October 1, 2024 and December 31,  
2024



January 31, 2025



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## INTRODUCTION

In accordance with D.20-05-051 and D.21-06-034, Pacific Gas and Electric Company (PG&E) provides this quarterly update regarding our progress toward meeting our 2024 PSPS Access and Functional Needs (AFN) Plan and the impact of our efforts to support the AFN and vulnerable populations during proactive de-energization (also known as Public Safety Power Shutoff (PSPS)). This update addresses our efforts between October 1, 2024 and December 31, 2024.

Since last reporting progress on PG&E's AFN activities on September 30, 2024 PG&E has achieved the following significant milestones to help serve our most vulnerable customers before, during, and after a PSPS.

- PG&E worked with CA 211 Providers Network to develop a customer satisfaction survey that they can send out to their clients who have called in about PSPS.
- The Disability Disaster Access and Resources (DDAR) engaged with 1,908 AFN customers during the October 17, November 5, and December 5 PSPS activations.
- CA Network of 211 engaged with 1,610 AFN customers during the October 17, November 5, and December 5 PSPS.
- Joint IOU AFN team worked with Community Based Organizations (CBOs) and statewide partners to promote use of the Joint IOU Prepare for Power Down (P4PD) website by using the CBO toolkit we developed, which is now hosted on the P4PD website.
- PG&E emailed out the November CBO newsletter that linked organizations to an our PG&E CBO webpage that now contains an updated CBO marketing and preparedness toolkit.
- 2024 AFN Ad Campaign reached 4,132,717 and included 6 Display Ads.

For a full list of PG&E's accomplishments towards meeting the Key Objectives identified in the 2024 AFN Plan please see [Appendix I.1](#).

# 1 CONCEPT OF OPERATIONS | HOW

## 1.1 Preparedness/Readiness (Before Power Shutoff)

### 1.1.1 Emergency Operations Center

In Q4, PG&E activated the Emergency Operations Center to support the PSPS activations on October 17, November 5, and December 9. The Customer Care and AFN Liaison role were activated to support AFN individuals and Community Based Organizations (CBO).

#### 1.1.1.1 Preparation Exercises

In 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 held dedicated role specific training for the AFN Advisor on December 11 and role specific training for the AFN Strategy Lead on December 19.

#### 1.1.1.3 AFN Liaison

In Q4, the AFN Liaison role was activated to support the PSPS activations on October 17, November 5, and December 9. This dedicated team, including the AFN Strategy Lead and AFN Advisor, maintained ongoing communications with all CBO's leading up to and during the three PSPS activations in Q4. Additionally, the AFN Strategy Lead and Advisor hosted daily resource partner calls which are open to all activated CBOs to attend to get a situational update and ask questions.

#### 1.1.1.4 Customer Care

In Q4, PG&E had three PSPS activations. PG&E's Customer Service Representatives (CSR) responded to customer inquiries leading up to and during the PSPS. CSRs were able to confirm contact information, assist customers with an application for the Medical Baseline (MBL) Program, indicate language preference, self-identifying as vulnerable<sup>40</sup>, and/or self-identifying that a person in their household has a disability<sup>41</sup>.

## 1.2 AFN Identification Outreach

---

<sup>40</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 temporarily for 90 days and can be extended to 12 months if the customer submits an application. The customer characteristic, vulnerable senior, is no longer included in the Disconnect OIR based on CPUC D. 20-06-003 (pg. 14) and therefore, not included in this metric.

<sup>41</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).

PG&E continues to conduct outreach campaigns to customers who self-identified as AFN in 2024. This outreach includes creating an enhanced version of our CBO toolkit that was posted to our website and included in our quarterly CBO newsletter, direct mail and email campaigns to the AFN Community, as well as a paid media campaign.

See [Section 1.5.2](#) for customer enrollments by month in the MBL program.

The CPUC Phase 3 PSPS Guidelines stipulate that “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, in addition to the existing requirement for each utility from the CPUC Phase 2 PSPS Guidelines<sup>42</sup>.

Table 1. provides the types and counts of customers identified above and beyond the MBL program as of December 31, 2024.

**Table 1 1. Types and Counts of Customers Above and Beyond MBL Program<sup>43</sup>**

<b>Types of Customers Above and Beyond MBL Program</b>	<b>Number of Customers (through December 31, 2024)</b>
<b>Self-identify to receive an in-person visit before disconnection for non-payment (e.g., vulnerable)<sup>44</sup></b>	<b>24,096</b>
<b>Self-identify as having a person with a disability in the household (e.g., “disabled”)<sup>45</sup></b>	<b>41,305</b>
<b>Preference to receive utility communications in non-standard format (e.g., in Braille or large print)</b>	<b>1,140</b>

<sup>42</sup> D.20-05-051, Appendix A.

<sup>43</sup> Counts of customers are not mutually exclusive. Customers may self-identify under multiple types.

<sup>44</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 temporarily for 90 days and can be extended to 12 months if the customer submits an application. The customer characteristic, vulnerable senior, is no longer included in the Disconnect OIR based on CPUC D. 20-06-003 (pg. 14) and therefore, not included in this metric.

<sup>45</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).

Types of Customers Above and Beyond MBL Program	Number of Customers (through December 31, 2024)
Durable Medical Equipment (DME) <sup>46</sup>	51,990
Assistive Technology (AT)	8,298

### 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 2024 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.

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<sup>46</sup> Self-Identify as reliant on DME and AT

CA 211 provides proactive outreach and education in multiple languages to their clients throughout the year regarding PG&E’s wildfire safety and preparedness messaging. CA 211 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 2024.

**Table 2. 2024 CA 211 Marketing and Outreach**

Outreach Efforts	Resources Provided to Customers			
	Q1	Q2	Q3	Q4
Social Media Posts	5	223	510	612
Social Media Impressions	4,785	11,200	6,636	43,833
Total Customer Direct Outreach *	50,360	26,993	15,162	53,633
Events/Presentations	34	98	123	132

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

In Q4, PG&E worked with 211 to create a customer satisfaction survey that will be mailed to all customers who inquired about assistance for PSPS in 2024. Results are expected to be collected through Q1 2025 and reviewed in Q2 2025. PG&E continued to have regular working meetings with 211 to provide guidance, review quarterly reports, and discuss program enhancements. We also continue to hold a bi-weekly meeting with 211 and Southern California Edison to align on offerings and program support. PG&E worked directly with 211 to support 1,610 AFN customers who were impacted during the October 17, November 5, and December 9 PSPS activations.

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. 2024 211 Program Resources Provided to Customers**

Resources/Engagement	Resources Provided to Customers
----------------------	---------------------------------



<b>with Customers Before, During, and After PSPS</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Care Coordination Assessments	2,151	1,571	1,259	2,040
Food Vouchers*	N/A	N/A	12	231
Hotel Stays*	N/A	N/A	2	32
Gas Cards*	N/A	N/A	0	14
Transportation*	N/A	N/A	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 2024, 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 2024 AFN Plan for PSPS Support.

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

In 2024, PG&E continued its partnership with the California Foundation for Independent Living Centers (CFILC) through the DDAR Program to deliver a readiness program that supports people with disabilities, older adults, and customers using durable medical equipment and assistive technology that is required to live independently.

The DDAR Program will continue to offer a variety of resources to qualified customers in High Fire Threat Districts or who reside in areas that are likely to be impacted by PSPS. Resources will include batteries, hotel stays, food vouchers, gas cards, transportation, and other resources. The DDAR program delivered over 500 batteries to qualified customers in 2024.

In Q4, PG&E began working with the CFILC to develop a PSPS guidebook for their participating DDAR centers to utilize while activated. PG&E worked with CFILC and their DDAR centers who engaged with 1902 AFN customers impacted during the

October 17, November 5, and December 9 PSPS activations.

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. 2024 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	476	318	383	268
Batteries Delivered	82	80	137	276
Food Vouchers*	N/A	N/A	20	99
Hotel Stays*	N/A	N/A	10	86
Gas Cards*	N/A	N/A	1	3
Transportation*	N/A	N/A	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 2024, 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, 2024.

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

<p><b>Key Application Metrics</b></p>	<p>6,088 Equity Resiliency Budgets paid \$248M as of December 2024</p> <p>10,028 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>• 5,330 MBL (including 137 waitlisted)</li> <li>• 4,119 well pump (including 13 waitlisted)</li> <li>• 182 commercial, educational, small business, and multi-family (including 0 waitlisted)</li> <li>• 157 waitlisted</li> <li>• 98% residential versus 2% commercial, educational, small business, and multi-family</li> <li>• Total allocated: \$105.1M MBL, \$68.9M well pumps, \$34.9M commercial and multi-family</li> </ul>
<p><b>Key Interconnection Metrics</b></p>	<p>December 2024 inception-to-date 6,070 projects interconnected to grid:</p> <ul style="list-style-type: none"> <li>• 3,779 MBL</li> <li>• 2,416 well pump</li> </ul>

**1.4.3 Portable Battery Program (PBP)**

The PBP offers direct-to-customer outreach, assessments, and battery deliveries. The program relaunched this year with a target population of MBL and SIV customers who have experienced at least one PSPS since 2021 or at least 5 EPSS outages since 2022.

Since 2020, the PBP partners have delivered approximately 31,000 portable batteries to MBL and Self-Identified Vulnerable customers at risk of being impacted by PSPS. In addition, more than 1,600 mini-fridges and more 850 insulin coolers were provided since 2022.

In 2024, PG&E and our partner organizations continue 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. In addition to the batteries already delivered, PG&E provided over 4,000 portable batteries to qualified customers in 2024 and continued offering mini-fridges and insulin coolers to keep medications cool during PSPS outages.

Table 6. includes PG&E’s quarterly progress on outreach and batteries delivered to customers before, during, and after 2024 PSPS.

**Table 6. 2024 PBP Outreach**

<b>Outreach and Batteries Delivered to Customers Before, During, and After PSPS</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Customers Reached	394	1,287	2,306	2,071
Customers Assessed	44	851	1,738	1,295
Batteries Delivered	586	585	1,513	1,307
Mini Fridges Delivered	5	58	155	25
Insulin Cooler Wallets Delivered	20	34	61	25
Extension Cords delivered	83	29	102	48

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

With a goal of issuing 3,000 rebates for 2024, 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, 2024, whichever date is sooner.

In 2024, PG&E’s Backup Power Transfer Meter (BPTM) installed approximately 3,300 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 7,400 meters

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

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

**Table 7. 2024 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	743	512	1,062	1,209
Number of Customers who had BPTM Devices Installed <sup>47</sup>	481	1,369	1,289	177

### **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 over 1,900 residential customers who had been frequently impacted by outages because of PG&E’s EPSS program. RSI installed approximately 400 of those projects in Q4 2024. Eligible customers were enrolled in the California Alternate Rates for Energy (CARE) program, Family Electric Rate Assistance (FERA), the Medical Baseline program, or are Self-identified as Vulnerable with an assistive technology or durable medical equipment; did not already have a customer resiliency solution (such as a battery or permanently installed generator); and had experienced a significant number of safety-related outages.

PG&E continues to refine and improve RSI and plans to continue the program in 2025 to help ensure that the risks of wildfire safety outages such as EPSS and PSPS continue to be minimized for the most impacted customers.

## **1.5 Customer Assistance Programs**

For general information about PG&E’s customer assistance programs, see our 2024 AFN Plan for PSPS Support.

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

Table 8. the quarterly update on our partnerships associated with food bank programs, meals on wheels providers, and other food resources. A full list of Food Bank Partners can be found in [Appendix E.1](#), Meals on Wheels Providers in [Appendix F.1](#), CBO

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<sup>47</sup> In Q1 2024 PG&E processed and attempted to install 563 BPTM customer installs of which 481 were installed and 65 were cancelled due to customer installation issues.

Resource Partners with active agreements for PSPS Support in [Appendix G.1](#), and Accessible Transportation Partners in [Appendix H.1](#).

**Table 8. Food Resource Partnerships Agreements Executed**

Quarter	Food Banks		Meals on Wheels		Other Food Replacement/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	25	0	7	0
Q2	25	0	25	0	7	0
Q3	25	0	25	0	7	0
Q4	25	0	25	0	7	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 E.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, PG&E partnered with Community Food Bank providers during the October 17, November 5, and December 9 PSPS activations.

**1.5.1.2 Meals on Wheels Partnerships**

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

on additional resources available through PG&E. For a full list of Meals on Wheels Partners with active agreements see [Appendix F.1](#).

In Q4, PG&E partnered with Community Food Bank providers during the October 17, November 5, and December 9 PSPS activations.

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

Food for Thought, based in Sonoma County, provides groceries to customers impacted by a PSPS and homebound due to advanced medical conditions (e.g., 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, Food for Thought provided grocery delivery services in Sonoma County during the October 17 PSPS but not during the November 5 or December 9 PSPS activations due Sonoma not being in scope.

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

In 2021, PG&E established partnerships 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 provided gift cards during the October 17 and November 5 PSPS activations but not during the December 9 PSPS activation because Napa was not in scope.

#### **1.5.1.5 Fresh Produce**

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

In Q4, Lost Sierra Food Project did not provide fresh produce during the October 17, November 5, and December 9 PSPS activations due Plumas County not being in scope.

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

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

In Q4, portable shower and laundry services were not provided during the October 17, November 5, and December 9 PSPS activation due to limited impacts in Butte County.

#### **1.5.1.7 Accessible Transportation**

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

PG&E is also committed to providing proactive notification<sup>48</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. Proactive notification and zip code files were provided to paratransit agencies during the October 17, November 5 and December 9 PSPS activations.

In Q4, During the October 17 activation we had three accessible transportation partners activate to support customers in Fresno, Shasta, Solano, and Sonoma. There were no ride requests received during the activation. During the November 5 activation one accessible transportation partner activated to support customers in Solano and Sonoma. There were no ride requests received during the activation. During the December 9 activation no accessible transportation providers activated due to not having any customers in scope in their services areas.

#### **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 we conducted to drive enrollment in the program).

Historically, the financial benefits received by PG&Es MBL customers have only been available to customers taking service on a tiered rate schedule like PG&E's default Time-of-Use (TOU) rate, Schedule E TOU C, or its simple tiered (non-TOU) rate,

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<sup>48</sup> In accordance with PSPS Phase 3 D.21-06-034.



Schedule E 1. This is because the financial benefits were provided to MBL customers solely via augmented baseline allowances that are applicable only to tiered rates. PG&E implemented D MEDICAL to coincide with the launch of its new electrification rate, Electric Home (Schedule E ELEC), both for Net Energy Metering (NEM) and non-NEM customers, and for E-TOU-D customers by the end of 2023. In Q4, on December 1, 2024, PG&E implemented the final phase of D-MEDICAL discount and implemented the discount for its customers taking service on EV-2 rate.

Additionally, PG&E had 3,093 Master Meter Tenants enrolled in the MBL Program, an increase of 1% since the last reporting enrollment in our Q3-2024.

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

**Table 9. MBL Program Customer Enrollments (Jan 1 – Dec 31, 2024)**

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
Total Start of Month MBL Customers	282,926	264,882	264,983	266,960	268,587	270,679	271,157	273,378	257,133	257,133	242,811	242,054	257,133 <sup>49</sup>
New MBL Customers	3,101	2,209	3,377	3,983	3,946	2,445	4,087	5,206	4,823	4,080	3,897	3,825	33,177
MBL Customers Removed	21,145	2,108	1,750	2,356	1,897	1,780	1,866	21,451	20,550	2,675	4,654	1,706	74,903
<b>Total End of Month MBL Customers</b>	<b>264,882</b>	<b>264,983</b>	<b>266,610</b>	<b>268,587</b>	<b>270,636</b>	<b>271,344</b>	<b>273,378</b>	<b>257,133</b>	<b>241,406</b>	<b>242,811</b>	<b>242,054</b>	<b>244,173</b>	<b>241,406</b>

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<sup>49</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.

Through the end of Q4 2024, PG&E's ESA contractors continued to share information about emergency preparedness, PSPS, and other financial assistance programs with around 49,000 customers through in-home educational activities, following all public safety protocols and some virtually due to health concerns.

Through the ESA Plus 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. Through the end of Q4, ESA Program has provided 31 cold storages to customers.

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

The CARE and FERA are PG&E discount programs that help eligible customers afford their energy bills. About 1.4 million<sup>50</sup> customers are receiving bill discounts through these two programs.

In Q4, PG&E held a CBO training on October 3, 2024. The topics presented were bill savings programs like CARE, FERA, medical baseline, emergency wildfire preparedness and a PSPS overview. These programs provide customer education about relevant PG&E programs.

## **1.6 PSPS Preparedness Outreach and Community Engagements**

### **1.6.1 PG&E Advisory Boards/Councils**

In 2024, PG&E was 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 Q4 2024 engagement, the feedback we received, and how PG&E plans to incorporate the feedback to enhance the customer experience.

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<sup>50</sup> As of December 31, 2024 - CARE: 1,371,555, FERA: 39,262

**Table 10. Summary of Consultation with Advisory Boards and Councils**

People with Disabilities and Aging Advisory Council (PWDAAC) <sup>51</sup>	
<b>Meeting</b>	<p><b>Date:</b> December 11, 2024</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>○ Safety <ul style="list-style-type: none"> <li>▪ Winter Safety Preparedness</li> </ul> </li> <li>○ Q3 Meeting Survey – Feedback and Follow Up Items <ul style="list-style-type: none"> <li>▪ Received three additional member referrals <ul style="list-style-type: none"> <li>▪ Erick Larson: Village Movement California</li> <li>▪ Linda Wingert: CA 211 Network Providers</li> <li>▪ Ron Lee: Redwood Coast Regional Center</li> </ul> </li> <li>▪ Reviewed results of Q3 survey results of proposed topics</li> <li>▪ Answered two questions that came in through Q3 survey.</li> </ul> </li> <li>○ How to find information for past suggestions</li> <li>○ PG&amp;E’s importance of Plain Language in customer communications</li> <li>○ EOC Activations and Winter Emergency Response Recap: <ul style="list-style-type: none"> <li>▪ Overview of PSPS compared to Storm</li> <li>▪ Q4-2024 PSPS Activations</li> <li>▪ Power outages due to Earthquake in Humbolt County</li> <li>▪ Q4-2024 Winter Storm</li> </ul> </li> <li>○ California 211 Providers Network <ul style="list-style-type: none"> <li>▪ Guest presenter: Linda Wingert, Senior Director Operations and 211 Engagement</li> <li>▪ Linda presented a detailed overview about the</li> </ul> </li> </ul>

<sup>51</sup> See Appendix C.1 for the PWDAAC Council Participants

211 program, support statistics for 2024, and encouraged other Council Members to reach out for partnership opportunities. Linda Wingert linda@ca211.org.

- Food Bank Activation and Support – available during PSPS and Storms
  - Food Resource Partnerships
  - Information Available On-site and Online
    - [Food Bank list](#)
    - [Meals on Wheels information](#)
  - Search resources by county and CBO partner toolkit at [County Specific Support](#) webpage
- Customer Resources and Support for Wildfire Safety Outages
  - Portable Battery Program: Supporting eligible customers with fully subsidized portable battery solutions - [pge.com/portablebattery](http://pge.com/portablebattery)
  - Generator and Battery Rebate Program: Rebates for eligible customers to purchase a qualified generator - [pge.com/backuppower](http://pge.com/backuppower)
  - Self-Generation Incentive Program: Rebates to help customers save on energy storage systems for their business – [pge.com/sgip](http://pge.com/sgip)

#### **Roundtable**

- State Council on Developmental Disabilities- There are 12 regional offices across the state of California if any partner agency is interested in attending meetings and presenting information or gaining feedback from those platforms. <https://scdd.ca.gov/contactus/>
  - GO kit giveaway mentioned in the last meeting is coming to an end, and unsure if going to obtain more backpacks for next year.
- Napa Valley COAD –In partnership with family resource centers, helped to support PG&E and Napa County impacted customers during the October and November PSPS. Their organization issues gift cards for food

replenishment. In total they delivered \$30k gift cards for food replenishment.

- Kings County Commission on Aging – Mentioned they hold a [monthly food bank](#), and they provide a Meals on Wheels program. Additionally, during the holidays, their organization is helping seniors pay their utility bills.
- DDAR Program Manager for CFILC – Nearly all 16 centers were activated at some point during were PG&E’s 2024 PSPS season. Increasing outreach and program awareness to the Kern County Lebec area as a result of 12/09 PSPS activation.
- Redwood Coast Regional Center, Highlights from Q4- Coordination with DDARs for Backup Battery Delivery, Plans for Q1 2025-continue to identify those with electricity dependent medical devices and build resiliency for power outages. Suggest more partnerships with durable medical equipment providers regarding outreach for PG&E programs.

**Q&A:**

Q1. Are the DDAR partners activated for storm response?

A1. Yes, DDAR programs and CA 211 are activated for storm response. During storm, PG&E only activates our support services after coordinating and with agreement from the non-PG&E Agency leading the event. Once services are activated, PG&E communicates the activations through social media channels and contact center.

Q2. How does 211 work with sovereign tribal nations? We have many in the North Coast region?

A2. 211 works with United Way to partner with tribal nations. 211 local regional centers work diligently with all tribal nations to try to make sure that they are aware and have access. One of the main issues faced by tribes is whether they have broadband or internet access. Have to figure out how to meet the tribes where they are at when broadband or internet access is lacking.

	<p>Q3.How people access or request CA 211 Care Coordination.</p> <p>A3. For the PSPS program, education and outreach is conducted. CA 211 is contracted throughout the state and they contact local CBO, DSS’ or agencies that deal with AFN. During a PSPS customers call in to see if they qualify – PG&amp;E customers, electric-medical dependent, disability, etc. If the customer is eligible, they are provided an appointment with the care coordinator to go through process of identifying what is in a safety plan. The safety plan is created and mailed out the customer. Care coordination process from beginning to end take about 1-1.5 hours. Customers can also visit <a href="http://www.211now.com">www.211now.com</a> or <a href="#">Your Local 211- United Way 211</a> , select their county and self-enroll into the Care Coordination based on eligibility and make an appointment for care coordination.</p> <p>Q4: How does 211 relate to the aging disability resource connections that are run by ILCs and the Area Agencies on Aging (AAA) and how do you see that kind of changing over time or evolving as the state continues to implement a no wrong door system?</p> <p>A4. 211 partners with DDAR CFILCs on a regular basis to develop escalation procedures and strategies regionally and locally for 211s to refer to CFILCs during and before PSPS’ and All Hazards.</p>
<p><b>Feedback</b></p>	<ul style="list-style-type: none"> <li>• Extend PWDAAC quarterly meeting as far in advance as possible for scheduling accommodations.</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>• Sent out meeting 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 for prior meeting and next meeting planning</li> </ul>
<b>Future Meeting(s)</b>	Q1-2025 (TBD)

**Access and Functional Needs Collaborative Council Meeting<sup>52</sup>**

<b>Meeting</b>	<p><b>Date:</b> December 3, 2024</p> <p><b>Location:</b> Virtual</p> <p><b>Purpose:</b> Collaborative discussion on major projects completed in 2024, SDG&amp;E GRC Wildfire Mitigation update, 2024 PSPS season updates, and progress on 2025 AFN Plan.</p>
<b>Summary of Engagement</b>	<p><b>Prepare for Power Down</b></p> <ul style="list-style-type: none"> <li>Joint IOUs provided an update that the Prepare for Power Down marketing materials have been finalized and are ready to be downloaded from the site.</li> <li>Joint IOUs encouraged Council members to share the materials with their constituents.</li> </ul> <p><b>Framework for AFN Support</b></p> <ul style="list-style-type: none"> <li>CalOES provided an update on the Framework for AFN Support, noting that it is in its final stages of design.</li> <li>CalOES expressed the importance of this being a shared resource and published jointly. <ul style="list-style-type: none"> <li>Request to the Council members made to contribute their organizations’ logos to the final document.</li> </ul> </li> </ul>

<sup>52</sup> See Appendix A.1 for the AFN Collaborative Council Participants.



	<ul style="list-style-type: none"> <li>○ SCDD and DRC expressed openness to being a partner with the Framework.</li> </ul> <p><b>SDG&amp;E GRC Wildfire Mitigation Update</b></p> <ul style="list-style-type: none"> <li>● SDG&amp;E provided an update on their recent GRC Proposed Decision and shared input on next steps of the proceeding.</li> <li>● SDG&amp;E explained that San Diego was ranked one of the highest wildfire risks by FEMA last year and this year. In response, SDG&amp;E believes that 600 miles of undergrounding is the best way to reduce wildfire risk. <ul style="list-style-type: none"> <li>○ SCDD agreed that balancing affordability and safety is a top priority and asked for the others' perspectives.</li> <li>○ PG&amp;E concurred that undergrounding is an effective long-term mitigation.</li> </ul> </li> </ul> <p><b>PSPS Season Update</b></p> <ul style="list-style-type: none"> <li>● Joint IOUs provided an overview of the still-active PSPS season so far and discussed impacts.</li> </ul> <p><b>2025 AFN Plan</b></p> <ul style="list-style-type: none"> <li>● Meeting facilitator provided an overview of the 2025 AFN Plan Working Group process. <ul style="list-style-type: none"> <li>○ Highlighted Working Group met over three sessions to discuss and align on key objectives and KPIs</li> <li>○ Discussed current tracking and reporting of KPI #4 through post event reports in agreement with the Working group.</li> <li>○ For future Working Groups, Joint IOUs would like to encourage participation from a broader range of Statewide Joint IOU Advisory and representatives of the collaborative Council organizations.</li> </ul> </li> </ul>
<p><b>Feedback</b></p>	<ul style="list-style-type: none"> <li>● Council members expressed that balancing affordability and safety should be a top priority.</li> </ul>

	<ul style="list-style-type: none"> <li>• SCDD asked if there is a way to determine whose needs are being met and who needs additional support. <ul style="list-style-type: none"> <li>○ Joint IOUs responded that programs are designed to meet the needs of most customers emphasized the importance of preparedness and CBO coordination before a PSPS.</li> <li>○ (211) added that when 211 encounters a unique situation where tools to support a customer are not readily available, they conduct additional research to provide support.</li> </ul> </li> </ul>
<p style="text-align: center;"><b>Action Items Guided by Feedback</b></p>	<p><b>Completed Actions This Quarter:</b></p> <ul style="list-style-type: none"> <li>• Conduct follow-up discussions regarding the Blue Envelope Program and SCDD's go-kits and peer training.</li> <li>• Joint IOUs to follow up on PSPS resources presented Cal OES and partnership opportunities with the Red Cross.</li> <li>• Continue to provide updates on statuses of Blueprint for Best Practices and Prepare for Power Down campaign</li> </ul> <p><b>On-Going Actions:</b></p> <ul style="list-style-type: none"> <li>• CPUC representative to identify additional opportunities to jointly present the AFN/Joint IOU progress made to the CPUC. <ul style="list-style-type: none"> <li>○ Status update: Additional follow up to be conducted in Q1 2025.</li> </ul> </li> <li>• Collaborative Council to coordinate potential guest speaking opportunity during respective upcoming meetings, including: <ul style="list-style-type: none"> <li>○ Disability Rights California monthly staff meeting</li> <li>○ Statewide AFN Community Advisory Committee</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>○ State Council on Developmental Disabilities meetings</li> <li>○ Status update: Additional follow up to be conducted in Q1 2025.</li> <li>• Collaborative Council to provide names of statewide disability leaders with capacity and networks to connect with the IOUs. <ul style="list-style-type: none"> <li>○ Status update: Additional follow up to be conducted in Q1 2025.</li> </ul> </li> </ul> <p><b>Future Actions:</b></p> <ul style="list-style-type: none"> <li>• Joint IOUs to determine if it is possible to share data and GIS files with the CPUC from reporting provided in AFN reports.</li> <li>• Joint IOUs to provide Council with a finalized version of the Framework for AFN Support.</li> <li>• PG&amp;E to research Medical Baseline enrollment drop-off with CPUC and SCDD.</li> <li>• Provide a list of Statewide Council members and AFN Plan Working Group participants to Collaborative Council members.</li> <li>• Joint IOUs to follow up on bed-shaker resource in 2025.</li> </ul>
<b>IOU Responsible Owner</b>	Chris Zenner, Vice President Residential Services & Digital Channels
<b>Future Meeting(s)</b>	Q1 2025

<b>Statewide Joint IOU Advisory Council<sup>53</sup></b>	
<b>Meeting</b>	<p><b>Date:</b> December 10, 2024</p> <p><b>Location:</b> Virtual</p> <p><b>Purpose:</b> Collaborative discussion on the 2025 AFN Plan, Prepare for Power Down updates, and an overview of the</p>

<sup>53</sup> See Appendix B.1 for the Joint IOU AFN Advisory Council List of Participants.

	PSPS season and lessons learned in 2024.
<p style="text-align: center;"><b>Summary of Engagement</b></p>	<p><b>2025 AFN Plan</b></p> <ul style="list-style-type: none"> <li>• IOUs gave an overview of the 2025 Plan process and Working Group sessions.</li> <li>• IOUs shared existing KPIs and objectives and how these are reported. <ul style="list-style-type: none"> <li>○ KPIs 1-3 are reported on a regular basis through the quarterly update.</li> <li>○ KPI 4 is in the 10-day report following each PSPS event and in the annual post-season reports.</li> </ul> </li> </ul> <p><b>Prepare for Power Down</b></p> <ul style="list-style-type: none"> <li>• IOUs gave an overview of updates made to the Prepare for Power Down website to highlight Medical Baseline, support resources and emergency preparedness resources.</li> <li>• IOUs gave a walkthrough of the redesigned website, including the graphics and resources available to share.</li> <li>• IOUs shared that there are marketing materials, including a social media toolkit, available for community organizations to use to promote and drive traffic to the site.</li> <li>• IOUs encouraged Council members to share the materials with their constituents.</li> </ul> <p><b>PSPS Season Update</b></p> <ul style="list-style-type: none"> <li>• PG&amp;E shared overview of 2024 PSPS season, including 7 events, with one currently underway. <ul style="list-style-type: none"> <li>○ Lessons learned include working to improve the accuracy of coding and holding CRC trainings to better assist AFN customers.</li> <li>○ PG&amp;E clarified that the statistics shared cover PSPS only and not other types of outages.</li> <li>○ C4AT commented that it would be useful to understand how CRC staff direct customers in relation to specific resources.</li> </ul> </li> </ul>

- SCE shared an overview of their PSPS season, noting that one was currently underway.
- C4AT noted that over 17 PSPS events, just 5% of customers notified of a PSPS experienced de-energization. They expressed concern that SCE over-forecasts PSPS and that there is a risk of customers becoming desensitized to notifications that do not result in a shutoff.
  - **Response:**
  - SCE follows a specific set of criteria to determine a PSPS and when those criteria are met, customers in the area must be notified. After notifications are sent, SCE continues to work to avoid shutting off power and prioritizes safety and unnecessary outages.
  - SCE has and continues to make refinements to its PSPS notification system to make them easier on customers.
- C4AT expressed that SCE's communication with community safety partners is difficult to understand due to the volume of information shared and the format (spreadsheets) in which it is shared.
  - **Response:**
  - SCE provides the information that has been requested by safety partners through the Public Safety Partner portal and will work with partners to ensure they are able to navigate and understand the portal.
- C4AT pointed out that the percentage of customers utilizing SCE's emergency resources is low compared with the other IOUs.
  - **Response:**
  - SCE performs targeted outreach to customers to ensure they are prepared and aware of resources before a PSPS begins.

	<ul style="list-style-type: none"> <li>○ When customers are already aware of the various resources available, they may reach out to a partner such as 211 for support, resulting in a lower need to use SCE's resources.</li> <li>• SDG&amp;E shared an overview of their PSPS season noting that one is currently underway. <ul style="list-style-type: none"> <li>○ Utility noted that they are refining the process of obtaining impacted zip codes and community names through their new customer notification system (CNS), to share with AFN Support Partners.</li> </ul> </li> </ul>
<b>Feedback</b>	<ul style="list-style-type: none"> <li>• Hospital Council asked if PG&amp;E is focusing its efforts in areas of the service territory that are most impacted by PSPS. <ul style="list-style-type: none"> <li>○ PG&amp;E shared that efforts are made to be intentional and meaningful, but also noted that weather patterns are always changing and unpredictable which makes widespread awareness and preparedness important.</li> </ul> </li> <li>• C4AT asked if customer data is tracked at the locations where services are rendered. <ul style="list-style-type: none"> <li>○ PG&amp;E shared that PG&amp;E is working towards tracking at the CRCs. Some of this data is gathered through DDAR and 211 and shared in the quarterly reports.</li> </ul> </li> </ul>
<b>Action Items Guided by Feedback</b>	<p><b>Completed Actions This Quarter:</b></p> <ul style="list-style-type: none"> <li>• Joint IOUs to share Prepare for Power Down materials, which will be added to <a href="http://prepareforpowerdown.com">prepareforpowerdown.com</a>, once they are available.</li> </ul> <p><b>On-Going Actions:</b></p> <ul style="list-style-type: none"> <li>• Statewide Council member organizations to send a list of support services offered before, during, and after a PSPS to SCE.</li> </ul>

	<ul style="list-style-type: none"> <li>○ Status update: Additional follow-up completed with follow-up planned for Q1 2025.</li> </ul> <p><b>Future Actions:</b></p> <ul style="list-style-type: none"> <li>• Prepare for Power Down team to connect with PacificCorp about potential website integration.</li> </ul>
<b>Future Meeting(s)</b>	Q1 2025

<b>Local Government Advisory Councils and Working Groups</b>	
<b>Meeting</b>	<p><b>Date:</b> Thursday, December 19th, 2024</p> <p><b>Location:</b> Microsoft Teams</p> <p><b>Purpose:</b> Collect feedback on proposed Community Wildfire Safety Program (CWSP) improvements from a subset of city, county, and tribal emergency managers.</p>
<b>Summary of Meeting Materials</b>	<ul style="list-style-type: none"> <li>• Provided an overview of Enhanced Powerline Safety Settings Customer Communications.</li> <li>• Provided a breakdown of the 10,000-Mile Undergrounding Program progress and future plans.</li> </ul>
<b>Feedback</b>	<ul style="list-style-type: none"> <li>• N/A</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>	Additional meeting dates will be shared in early 2025.

Low-income and Communities of Color Advisory Panel	
<b>Meeting</b>	<p><b>Date:</b> November 6, 2024</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>	<p>PG&amp;E shared achievements of the Customer Service Outreach Team and how the team has supported vulnerable customers.</p> <p>PG&amp;E presented on small business resources.</p>
<b>Feedback</b>	<ul style="list-style-type: none"> <li>• PG&amp;E received feedback on improvement strategies for outreach, including more visibility for customers who receive assistance and utilizing modern communication channels such as Tik Tok.</li> </ul>
<b>Action Items Guided by Feedback</b>	<ul style="list-style-type: none"> <li>• <b>Completed Actions This Quarter:</b> <ul style="list-style-type: none"> <li>○ The Advisory Group approved a new member.</li> </ul> </li> <li>• <b>On-Going Actions:</b> A contract opportunity was shared with the Advisory Group.</li> <li>• <b>Future Actions:</b> The Advisory Panel asked for an Ad Hoc meeting in early December to discuss the Group Charter and a demo on AI powered automated virtual assistant, Peggy.</li> </ul>
<b>Future Meeting(s)</b>	March 18, 2025.



**Low Income Oversight Board (LIOB)**

<p><b>Meeting</b></p>	<p><b>Date:</b> December 12, 2024  <b>Location:</b> Virtual and In-person meeting  <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>
<p><b>Summary of Engagement</b></p>	<ul style="list-style-type: none"> <li>• Joint Investor-Owned Utilities Status Reports             <ul style="list-style-type: none"> <li>○ Report of the California Alternative Rates for Energy (CARE), Family Electric Rate Assistance (FERA) and Energy Saving Assistance (ESA) Programs</li> <li>○ Budget of Unspent Funds – Outlook for remainder of 2024 regarding goals, targets, and budgets</li> <li>○ Bill Savings &amp; Impacts</li> <li>○ CARE/FERA/ESA Participation and Post-Enrollment Verification (PEV)</li> <li>○ Arrearage Trends, Payment Plans, Disconnections</li> </ul> </li> </ul>
<p><b>Feedback</b></p>	<ul style="list-style-type: none"> <li>• N/A – AFN topics not in scope</li> </ul>
<p><b>Action Items Guided by Feedback</b></p>	<p><b>Completed Actions This Quarter:</b> N/A  <b>On-Going Actions:</b> N/A  <b>Future Actions:</b> N/A</p>
<p><b>Future Meeting(s)</b></p>	<p>Q1 meeting scheduled for March 25, 2025</p>

## 1.6.2 Statewide Website for AFN Solutions

PrepareforPowerDown.com (P4PD)<sup>54</sup> is a Joint IOU website, created as a centralized resource for statewide CBO and agencies serving AFN communities, providing easy access to IOU information on PSPS preparedness and resources. The website offers downloads, including the Joint IOU CBO training presentations, PSPS social media graphics and utility specific PSPS support materials. While those materials are still available for CBOs, in response to the AFN Collaborative Council's request for a customer-facing website, the Joint IOUs embarked on a 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 Joint IOUs will continue with Phase 2 updates seeking to launch the new website through Joint IOU and AFN Stakeholder Marketing and Communications.

In Q4, Joint IOUs launched the marketing campaign for the P4PD website through the AFN Collaborative Council and AFN Statewide Council members to amplify to their constituents. The marketing campaign includes a marketing toolkit that is easy to download and share with their respective organizations through their preferred communication platforms, including social media. The Joint IOU team continued sharing awareness of the campaign to other partners and organization throughout Q4. The PSPS preparedness materials are hosted on the P4PD website and including social media materials, Fact Sheets, Press Release and a Newsletter.

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<sup>54</sup> Available at <https://prepareforpowerdown.com>. Based on decision D 19-05-042, dated May, 30, 2019, and issued on June 4, 2019. The California Public Utilities Commission ("Commission") directed the IOUs to jointly oversee development and execution of a statewide Public Safety Power Shut-off education campaign, developed in partnership with the California Governor's Office of Emergency Services and the California Department of Forestry and Fire Protection.

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

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

In Q4, as part of our standard PSPS notification process<sup>55</sup>, email, text, or phone calls were sent to impacted AFN customers providing general information regarding the PSPS and resources on staying prepared during the October 17, November 5, and December 9 PSPS.

### **1.7.1 MBL Customer Outreach**

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

Table 11. summarizes the MBL acquisition campaign statistics for 2024 and provides a year-over-year data comparison. The 2024 outreach campaign concluded in November 2024.

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<sup>55</sup> See [10-Day reports](#) for more details on these notifications.

**Table 11. 2023 vs. 2024 MBL Program Acquisition Targeting Outcomes**

**Goal: Increase engagement with prospective MBL Program customers through multi-channel outreach and awareness campaigns**

Year	Total Channel Count	Direct Mail		Email			Bill Insert		Digital Media		Broadcast TV & Radio	Digital Video
		Customers Reached	# Touches	Customers Reached	# Touches	Avg. Click Rate	Customers Reached	# Touches	Total Impressions	Total Conversions (Clicks)	Total Impressions	Total Impressions
<b>2023</b>	10	108,678	3	1,423,042	2	2%	3,000,000	1	145,690,262	634,905	10,736,800	NA
<b>2024</b>	7	128,400	2	4,353,820	4	2%	3,000,000	1	100,301,735	1,120,390	11,000,000+	9,400,000

### **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 2024 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 to identify opportunities to collaborate in order to further educate their members and/or constituents regarding PSPS preparedness, AFN Self-Identification and MBL. Joint IOUs presented to leaders within the Western Regional Alliance for Pediatric Emergency Management (WRAP-EM) on PSPS support services and program material such as the Joint IOU Prepare for Power Down Fact Sheet that incorporates the MBL program and AFN Self Identification information. Plans are underway for larger statewide training with WRAP-EM in 2025.

Additionally, the Joint IOUs launched Prepare for Power Down marketing material to the AFN Collaborative Council and the Statewide Joint IOU Advisory Council. The marketing campaign contained material that is easy to download and share with their respective organizations through their communication platforms, including social media. The Joint IOU team also shared the updated Prepare for Power Down Fact Sheet with Department of Developmental Services and California Area Agency on Aging Support.

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

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

PG&E conducts outreach to multi-unit dwelling account holders, property managers, and master-meter owners whose residents are not direct PG&E-metered customers that includes information about resiliency programs, PSPS preparedness and resources and reinforces the importance of tenants signing up for direct notifications prior to PSPS via Address Alerts<sup>56</sup>. In June 2024, PG&E conducted 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 the resources PG&E offers before, during and after a PSPS.

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<sup>56</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.

In Q4, PG&E continued to strategize best processes for 2025 outreach involving master-metered owners, property managers, and multi-unit dwelling account holders. PG&E will continue to conduct outreach through email and direct mail campaigns to these account holders to reach residents that are not direct PG&E-metered customers that includes information about resiliency programs, PSPS preparedness and resources. PG&E continues to promote awareness of Address Alerts in training and webinars.

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

PG&E's online customer communications, including its websites and PSPS customer notification emails, have been tested for usability and accessibility to meet Web Content Accessibility Guidelines (WCAG) compliance. As we launch new features and functionality to [www.pge.com](http://www.pge.com) and to our [Emergency Website](#), we test again for compliance with WCAG 2.1 AA standards.

In 2023, PG&E began mailing Braille and large print bill customers PPS 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 PPS event.

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

In Q4, PG&E had Linguabee provide ASL interpreting during the October 17, November 5, and December 9 2024 PPS CBO Daily Resource Partner call.

#### **1.7.5 Tribal Engagement**

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

PG&E provides regular communication and outreach with our Tribal governments and Tribal members to promote awareness and education regarding our programs and services. See Table 12. for an overview of our outreach.

**Table 12. Recurring Tribal Outreach and Engagement Activity**

<b>Outreach and Engagement</b>				
<b>Ongoing Outreach Activity</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
<b>Tribal Newsletter &amp; Healthcare Outreach</b> (All Tribes)	March 22	July 26	September N/A	Dec 19
<b>Tribal Outreach Presentations</b> Program & Support Services	6	12	-	-
<b>Wildfire Safety Webinar for Tribes</b> (All Tribes)	-	May	-	-

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

In Q4, our Tribal Liaison team activated and provided support during the October 17, November 5, and December 9 2024 PSPS activations.

### **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>57</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>58</sup>, encouraging customers to select their preferences using various channels including direct mail, email, social media, multi-media partners, and CBOs.

PG&E has a contract with one CBO to provide in-language communications to customers in a variety of Indigenous languages both for preparedness outreach and in-event communications during PSPS. This CBO provides in-language outreach using social media, in-person communications, and one-on-one phone calls in one or more of the following languages: Spanish and Nahuatl.

PG&E continues to offer in-language support through our Contact Center. The Contact

<sup>57</sup> These include Spanish, Chinese, Tagalog, Russian, Vietnamese, Korean, Farsi, Arabic, Hmong, Khmer, Punjabi, Japanese, Thai, Portuguese, and Hindi.

<sup>58</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.

Center is equipped to provide translation support in over 240 languages.

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

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

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

PG&E also hosts and participates in community events focused on AFN customers, including AFN-specific webinars and meetings hosted by CBOs and state agencies. All webinars included ASL interpreters and accessible presentation decks. Table 13. summarizes PG&E’s targeted outreach with AFN and CBO partners.

**Table 13. Summary of AFN and CBO Targeted Outreach Conducted in Q4 2024**

<b>Date</b>	<b>Event</b>	<b>Audience</b>
11/19/2024	Community Organizations and Advocates Newsletter	Community Based Organizations

Table 14. summarizes our Wildfire Safety Webinars, Safety Town Halls, Regional Town Halls, Regional Working Group meetings, meetings with key stakeholders and meetings with the CPUC.

**Table 14. CPUC Meetings, PSPS Wildfire Safety Town Halls, and Regional Webinars in Q4 2024**



Date	Event	Audience
11/13/2024	Regional Town Hall	Customers, Local Tribes, Agencies and CBOs in the Bay Area Region
11/14/2024	Regional Town Hall	Customers, Local Tribes, Agencies and CBOs in the Central Valley Region
11/19/2024	Regional Town Hall	Customers, Local Tribes, Agencies and CBOs in the North Coast Region
11/20/2024	Regional Town Hall	Customers, Local Tribes, Agencies and CBOs in the South Bay & Central Coast Region
12/4/2024	Regional Town Hall	Customers, Local Tribes, Agencies and CBOs in the North Valley & Sierra Region
12/11/2024	Regional Working Group	Central Valley Region
12/11/2024	Regional Working Group	North Valley & Sierra Region
12/12/2024	Regional Working Group	South Bay & Central Coast Region
12/12/2024	Regional Working Group	North Coast Region
12/13/2024	Regional Working Group	Bay Area Region

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

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

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

### **1.8.1.1 PSPS Notifications**

PG&E aims to share what it knows about the weather and its equipment as soon as possible, keeping in mind weather conditions can be uncertain. Whenever the forecast will allow, PG&E's goal is to send automated notifications (i.e., calls, texts, and emails) to potentially impacted customers two days ahead, one day ahead, just before shutting off power and when power is shut off. If de-energization is delayed due to changes in weather conditions, customers may receive a pending delay notification to communicate they are still at risk of de-energization. PG&E will provide updates once the weather has passed until power has been restored. PG&E detailed its automated notifications in Section 8.4.4 of the seventh revision of the 2023-2025 Wildfire Mitigation Plan filed on December 5, 2024.

### **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 PPS event if they do not acknowledge notifications. PG&E has approximately 60,000 individuals enrolled in MBL and SIV programs and residing in high fire threat areas. We utilized our doorbell ring process during the October 17, November 5, and December 9 2024 PPS activations.

### **1.8.1.3 Engagement with Paratransit Agencies**

In accordance with D.21-06-034, PG&E provides proactive notifications and impacted ZIP Code information to paratransit agencies that may serve all the known transit- or paratransit-dependent persons needing access to a CRC during PPS. In Q4, PG&E provided notifications during the October 17, November 5, and December 9 2024 PPS activations.

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

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

Table 15. includes call center-related metrics associated with Q4 October 17, November 5 and December 9, 2024 PPS activations.

**Table 15. Call Center Support Services During Q4-2024 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>
October 17, 2024	94,319	1,133	6 seconds	240+
November 5, 2024	95,174	1,191	5 seconds	240+
December 9, 2024	49,651	473	5 seconds	240+

**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 remains committed to continuously improving its websites to meet the diverse needs of its customers. PG&E is using insights from customer testing to incorporate additional improvements for categorization and usability of pages with content related to outages, safety, and accessibility resources in 2024.

In Q4, PG&E added new content to [pge.com/pspspartners](http://pge.com/pspspartners) to provide more PSPS information to tribal communities on the PG&E Partners page.

**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 with, 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).

PG&E also staffs bilingual and multilingual employees to serve during emergency activations, supporting the Public Information Officer (PIO) multimedia engagement function. These employees provide urgent translation support, such as verifying and approving ad hoc written translations during emergencies. These staff assist PG&E with avoiding delays when engaging outside vendors for translation needs during an PSPS.

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

**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. PG&E currently partners with 39 multi-cultural media organizations that provide information in-language through multiple outlets. PG&E plans to host in-language PSPS webinars with our multicultural media partners.

Table 16. below summarizes our multi-cultural media engagement activities.

**Table 16. Multi-Cultural Media Engagement Activities (by Month)**

Month	Summary of Multi-Cultural Media Engagement Activities
January 2024	<ul style="list-style-type: none"> <li>• Compiled the Wildfire Safety and Preparedness Multicultural Media Engagement Campaign Year-end Report</li> </ul>
February 2024	<ul style="list-style-type: none"> <li>• Confirmed budget for 2024 campaigns including Multicultural Media Engagement Campaign and AFN Multicultural Radio Campaign</li> </ul>
March 2024	<ul style="list-style-type: none"> <li>• Sent out invite to potential multicultural media partners for an information session on April 24</li> <li>• Planning began with potential multicultural media partners</li> </ul>
April 2024	<ul style="list-style-type: none"> <li>• Hosted Multicultural Media Engagement Campaign information session on April 24</li> <li>• Identified potential multicultural media outlets for the campaign and discussed their scope of work</li> </ul>
May 2024	<ul style="list-style-type: none"> <li>• Confirmed budget for each participating multicultural media outlet</li> <li>• Hosted online training session with participating multicultural media outlets on May 22</li> </ul>

June 2024	<ul style="list-style-type: none"> <li>• Conducted CWSP webinar in Spanish on June 26 targeting customers in Central Valley</li> <li>• Conducted CWSP webinar in Hmong on June 26 for systemwide customers</li> <li>• Conducted CWSP webinar in Spanish on June 27 targeting customers in North Region and Sierra</li> </ul>
July 2024	<ul style="list-style-type: none"> <li>• Engaged with multicultural media partners on July 4 heatwave and PSPS event</li> <li>• Conducted CWSP webinar in Spanish on July 9 targeting customers in Bay Area</li> <li>• Conducted CWSP webinar in Russian on July 17 for systemwide customers</li> <li>• Conducted CWSP webinar in Chinese on July 23 for systemwide customers</li> <li>• Hosted Multicultural Media Roundtable on Wildfire Safety and Preparedness on July 10</li> </ul>
August 2024	<ul style="list-style-type: none"> <li>• Distributed 211 infographics in different languages to 39 multicultural media partners for use</li> <li>• Conducted CWSP webinar in Tagalog on Aug 20 for system customers</li> <li>• Launched AFN CWSP Radio Campaign with 23 in-language radio stations</li> </ul>
September 2024	<ul style="list-style-type: none"> <li>• Engaged with multicultural media partners on Sept 30 PSPS event</li> <li>• Settled first payments to multicultural media partners</li> </ul>
October 2024	<ul style="list-style-type: none"> <li>• Engaged with multicultural media partners on Oct 17 PSPS event</li> </ul>
November 2024	<ul style="list-style-type: none"> <li>• Engaged with multicultural media partners on Nov 5 PSPS event</li> <li>• Settled second payments to multicultural media partners</li> <li>• Concluded AFN CWSP Radio Campaign in 2024</li> </ul>

#### **1.8.1.6.2 Social Media**

PG&E provides customer preparedness resources through its official social media channels, including X, Facebook, Instagram, and Nextdoor. As of September 30, 2024, PG&E holds contracts with 39 multicultural media partners and a CBO to assist with in-language communications and share its social media posts before and during PSPS. In Q4, PG&E prepared AFN audiences for wildfire season and PSPS outages by creating

and sharing new social media assets and conducting promotions on paid media.

**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, PG&E will run paid media English and Spanish AFN radio ads with messages about PSPS awareness, the MBL Program, and preparedness resources in 2024, along with paid media search and display ads, social media, and pre-roll video ads.

PG&E’s AFN paid media digital advertising was launched in Q2 and continued running in Q4. Table 17 shows the result of our 2024 paid media digital advertising campaign.

**Table 17. 2024 AFN Paid Digital Media Status**

2024 AFN AD Campaign	Est. Reach	Impressions	Clicks	Click Through Rate
6 Display Ads; 6 Video ads, Online Audio Ads for radio/podcasts, Search (three 6-second ads; three 15-second ads)	4,132,171*	49,586,049	649,718	1.31%

\*The overall reach number is an estimate based on a 12x frequency.

**1.8.2 Community Resource Centers (CRCs)**

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

To support CRC readiness for people with disabilities, PG&E completes pre-deployment ADA reviews at indoor and outdoor CRC sites in coordination with local government agency partners and tribes to identify appropriate CRC locations. From these site reviews, PG&E selected ADA-friendly sites and invested in site improvements to comply with ADA requirements for not only CRC use but also for the betterment of the community year-round. In 2025, PG&E will continue 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 2024, PG&E has secured 404 event-ready sites, which include 118 indoor sites and 286 outdoor sites.

In accordance with D.21-06-034, PG&E filed an updated CRC plan as Appendix A within the 2024 Pre-Season Report.

Table 18. includes the number of CRCs, counties served, indoor vs. outdoor sites, and the total number of visitors for October 17, November 5, and December 9 in Q4-2024.

**Table 18. Q4-2024 Community Resource Centers (by PSPS)**

2024 PSPS Date	Total CRCs Deployed	Number of Counties Served	Total Indoor Sites	Total Outdoor Sites	Total Visitors
October 17, 2024	29	16	17	12	4,186
November 5, 2024	29	13	4	25	3,683
December 9, 2024	1	1	0	1	180

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

### 1.9.1 After Action Reviews and Reports

The After-Action Reviews and Reports (AAR) process is described in detail in our 2024 AFN Plan. PG&E held an AAR for the October 17, November 5, and December 9 PSPS'. Through this process it was identified that during the July 2 PSPS activation, there was an opportunity to re-energize customers between periods of extreme weather and will look for these types of opportunities in future activations.

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

PG&E leverages feedback from agencies, CBOs, critical facilities, and customers during the PSPS season to focus improvements on key initiatives. PG&E focused our efforts in 2024 on the following key initiatives to inform and enhance outreach efforts or prioritize improvements:

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

PG&E will continue applying best practices and leveraging lessons from our 2024 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 our PSPS season. Below is an overview of the survey's conducted.

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

The Joint IOUs will continue to use the Key Performance Indicators (KPIs) <sup>59</sup> that were developed with the AFN Core Planning Team. These KPIs seek to measure the impacts of PSPS on individuals with AFN, awareness of support programs, and satisfaction of services offered. The most recent pre- and post-season survey results that address the KPI can be found in the Appendix F for the 2025 AFN Plan.

In Q4, PG&E conducted three PSPS post-event surveys with customers who were notified and/or impacted by the October 17<sup>th</sup>, November 5<sup>th</sup>, and December 9<sup>th</sup> PSPS events and leverages the findings for lessons learned, process improvements, and program enhancements.

PG&E will continue to research areas for improvement and leverage lessons learned.

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<sup>59</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



## **CONCLUSION**

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

## APPENDIX A.1 – AFN COLLABORATIVE COUNCIL

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
Beena Morar	Southern California Edison (SCE)	Senior Project Manager	Collaborative Council
Brett Eisenberg	California Foundation for Independent Living Centers (CFILC)	Executive Director	Collaborative Council
Britney Gaines	CPUC		Collaborative Council
Chris Alario	Liberty	President, California	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

<b>Name</b>	<b>Organization</b>	<b>Title</b>	<b>Group</b>
Dana Golan	San Diego Gas & Electric (SDG&E)	Vice President of Customer Services	Collaborative Council
Danielle De Clercq	San Diego Gas & Electric (SDG&E)	Access and Functional Needs Customer Strategy Manager	Collaborative Council
Danielle Kyd	San Diego Gas & Electric (SDG&E)	Manager of Customer Success	Collaborative Council
Edward Jackson	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
Jennifer Guenther	Liberty	Senior Regional Manager - West	Collaborative Council
Jennifer Ocampo	Southern California Edison (SCE)	Access and Functional Needs Senior Advisor	Collaborative Council
John Hagoski	San Diego Gas & Electric (SDG&E)	Customer Programs Advisor	Collaborative Council
Jordan Davis	Disability Rights California (DRC)	Attorney	Collaborative Council
Junaid Rahman	California Public Utilities Commission (CPUC)	Senior Regulatory Analyst	Collaborative Council

Name	Organization	Title	Group
Karen Mercado	Disability Rights California (DRC)	Senior Administrative Assistant - Executive Unit	Collaborative Council

## APPENDIX B.1 – STATEWIDE COUNCIL PARTICIPANTS

<b>Name</b>	<b>Organization</b>	<b>Title</b>	<b>Group</b>
Aaron Christian	California Department of Developmental Services (DDS)	Assistant Deputy Director of Office of Community Operations	Statewide Council
Adam Willoughby	California Department of Aging (CDA)	Asst. Director of Legislation and Public Affairs	Statewide Council
Alana Hitchcock	California 211	Executive Director	Statewide Council
Alejandro Garibay	Southern California Edison (SCE)	Marketing Project Manager/Advisor	Statewide Council
Alexandria (Giobbi) Moffat	San Diego Gas & Electric (SDG&E)	Director of Clean Transportation	Statewide Council
Alicia Menchaca	Bear Valley Electric Services (BVES)	Rate Analyst	Statewide Council
Alyson Feldmeir	California Foundation for Independent Living Centers (CFILC)	Disability Disaster Access and Resource Manager	Statewide Council
Amanda Kirchner	County Welfare Directors Association of California (CWDA)	Legislative Director	Statewide Council
Annabel Vera	California Department of Social Services (DSS)	Program Analyst	Statewide Council
April Johnson	San Diego Gas & Electric (SDG&E)	Customer Programs Supervisor	Statewide Council
Aurora Cantu	Southern California Edison (SCE)	Senior Manager	Statewide Council
Beatrice Lavrov	California Department of Developmental Services (DDS)	Staff Service Manager	Statewide Council

<b>Name</b>	<b>Organization</b>	<b>Title</b>	<b>Group</b>
Beena Morar	Southern California Edison (SCE)	PSPS Readiness Senior Project Manager	Statewide Council
Carolyn Nava	Disability Action Center (DAC)	Executive Assistant	Statewide Council
Carrie Bowers	San Diego Gas & Electric (SDG&E)	Fire Science Meteorologist	Statewide Council
Chris Bober	Pacific Gas & Electric Company (PG&E)	Director, Customer Care	Statewide Council
Chris Garbarini	California Department of Developmental Services (DDS)	Senior Emergency Services Coordinator	Statewide Council
Chris Zenner	Pacific Gas & Electric Company (PG&E)	Vice President, Residential Services & Digital Channels	Statewide Council
Christina Mills	California Association of Area Agencies on Aging (C4A)	Executive Director	Statewide Council
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 De Clercq	San Diego Gas & Electric (SDG&E)	Access and Functional Needs Customer Strategy Manager	Statewide Council
Danielle Kyd	San Diego Gas & Electric (SDG&E)	Manager, Customer Success	Statewide Council

<b>Name</b>	<b>Organization</b>	<b>Title</b>	<b>Group</b>
Dara Mikesell	San Gabriel Pomona Regional Center (SGPRC)	CFO	Statewide Council
David Siuta	Southern California Edison (SCE)	Meteorology Senior Advisor	Statewide Council
Eleonore Yotsov	PacifiCorp	Director, Emergency Management, PacifiCorp	Statewide Council
Evan Duffey	Pacific Gas & Electric Company (PG&E)	Manager, Forecasting and Operations	Statewide Council
Gabby Eshrati	North Los Angeles County Regional Center	Consumer Services Director	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>
Jennifer Guenther	Liberty	Senior Regional Manager - West	Statewide Council
Jennifer Nerida	Pacific Gas & Electric Company (PG&E)	Senior ADA Specialist	Statewide Council
Jennifer Ocampo	Southern California Edison (SCE)	Senior Advisor, Corporate Giving	Statewide Council
Joe Xavier	Department of Rehabilitation (DOR)	Director	Statewide Council
Jordan Davis	Disability Rights California (DRC)	Attorney	Statewide Council
Jordan Parrillo	Liberty	Manager of Regulatory Affairs	Statewide Council
Joseph Grounds	Kern Regional Center (KERNRC)	Emergency Services Officer	Statewide Council
Josh Gleason	California Department of Social Services (DSS)	Unknown	Statewide Council
JR Antablian	California Department of Social Services (DSS)	Chief, Disaster Services Branch	Statewide Council
June Isaacson Kailes	Disability Policy Consultant	Disability Policy Consultant	Statewide Council
Karey Morris	Kern Regional Center (KERNRC)	HR Manager	Statewide Council
Kari Gardner	Southern California Edison (SCE)	Sr. Manager of Consumer Affairs	Statewide Council
Kate Marrone	Liberty	Customer Care Manager	Statewide Council
Kayla Price	BVES		Statewide Council
Kay Chiodo	Deaf Link	CEO	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
Lauren Burnett	Southern California Edison (SCE)	Senior Manager, Customer Insights	Statewide Council
Lauren Giardina	Disability Rights California (DRC)	Executive Director Managing Attorney	Statewide Council
Leora Filosena	California Department of Social Services (DSS)	Deputy Director, Adult Programs Division	Statewide Council
Lisa Corbly	Pacific Power	Emergency Management Specialist	Statewide Council
Lizz Stout	Pacific Gas & Electric Company (PG&E)	AFN Program Manager	Statewide Council
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	Researcher	Statewide Council

<b>Name</b>	<b>Organization</b>	<b>Title</b>	<b>Group</b>
	(CPUC)		
Matt Fehse	San Diego Gas & Electric (SDG&E)	Access and Functional Needs Regulatory and Compliance Advisor	Statewide Council
Matthew McVee	PacifiCorp	Vice President, Regulatory Policy	Statewide Council
Megan Geraci	Pacific Gas & Electric Company (PG&E)	Manager, Customer Resiliency (Generation & Storage Team)	Statewide Council
Melissa Kasnitz	The Center for Accessible Technology (C4AT)	Director, Legal	Statewide Council
Michael Butier	California Department of Social Services (DSS)	Functional Assessment Service Team Coordinator	Statewide Council
Miguel Larios	San Diego Regional Center (SDRC)	Director, Community Services	Statewide Council

**APPENDIX C.1 – 2025 AFN PLAN WORKING GROUP (CORE PLANNING TEAM)**

<b>Name</b>	<b>Organization</b>	<b>Title</b>
Tamara Rodriguez	Department of Developmental Services	Officer, Emergency Preparedness & Response
Lizz Stout	Pacific Gas & Electric Company (PG&E)	AFN Program Manager
Tom Smith	Pacific Gas & Electric Company (PG&E)	Sr. Manager, LCE Planning & Operations
Lisa Corbly	PacifiCorp (Pacific Power)	Emergency Management Specialist
Ronald Lee	Redwood Coast Regional Center	Emergency Management Coordinator
Christina	San Diego Gas & Electric	Access and Functional Needs

Rathbun	(SDG&E)	Project Manager
Matthew Fehse	San Diego Gas & Electric (SDG&E)	Access and Functional Needs Regulatory and Compliance Advisor
Danielle De Clercq	San Diego Gas & Electric (SDG&E)	Access and Functional Needs Customer Strategy Manager
April Johnson	San Diego Gas & Electric (SDG&E)	Customer Programs Supervisor
Staphany Lu	San Diego Regional Center (SDRC)	Emergency Management Coordinator
Jennifer Ocampo	Southern California Edison (SCE)	Access and Functional Needs Senior Advisor
Ryan Bullard	Southern California Edison (SCE)	Senior Manager, PSPS Support and Accessibility
Beena Morar	Southern California Edison (SCE)	Senior Project Manager
June Kailes	Disability Policy Consultant	Disability Policy Consultant
Chris Garbarini	California Department of Developmental Services (DDS)	Senior Emergency Services Coordinator

#### **APPENDIX D.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	CA 211 Network Providers	Senior Director, Operations
Christina Mills	California Association of Area Agencies on Aging	Executive Director
Serra Rea	California Foundation for Independent Living Centers	DDAR Program Manager

Bobbie Wartson	Kings County Commission on Aging	Executive Director
Miguel Angel Castanon	Napa Valley Community Organizations Active in Disaster	Executive Director
Ron Lee	Redwood Coast Regional Center	Emergency Management Coordinator
Renee Bauer	State Council on Developmental Disabilities	North State Regional Manager
Julie Eby-McKenzie	State Council on Developmental Disabilities	North Coast Regional Manager
Erick Larson	Village Movement California	Co-Executive Director, Advocacy and Resource Development
Peter Heredia	Napa Valley Community Organizations Active in Disaster	Lead AFN & Older Adults subcommittee

## APPENDIX E.1 – FOOD BANK RESOURCE PARTNERS

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

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

## APPENDIX F.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
3	Coastal Seniors
4	Common Ground Senior Services
5	Community Action Agency of Napa Valley
6	Community Bridges
7	Council on Aging, Sonoma County
8	Dignity Health Connected Living
9	Gold Country Community Services
10	J-Sei
11	Lakeport Senior Center
12	Life ElderCare
13	Liveoak Senior Center
14	Meals on Wheels Diablo Region
15	Meals on Wheels Monterey Peninsula
16	Meals on Wheels Solano County
17	Middletown Senior Center
18	Passages
19	Peninsula Volunteers
20	Petaluma People Services
21	Senior Coastsiders
22	Service Opportunity for Seniors
23	Spectrum Community Services
24	Tehama County Community Action Agency

25	West Contra Costa Meals on Wheels
26	Agency on Aging, Area 4 (Yuba Sutter Meals on Wheels)

## APPENDIX G.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 Council of the Blind
2	California Network of 211s
3	Cope
4	Food For Thought
5	Haven of Hope on Wheels
6	Lost Sierra Food Project
7	Open Heart Kitchen



## APPENDIX H.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 I.1 – KEY OBJECTIVES

As stated in PG&E’s 2024 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.

2024 Key Objectives		Progress to date	Q4 2024 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>• Prepare for Power Down (P4PD) website created</li> <li>• Coordinating and benchmarking with CalFresh for food support for individuals with AFN impacted by PSPS activations</li> <li>• Joint IOU presentation to In Home Support Services to increase awareness of PSPS and resources</li> <li>• JIOUs updated and remediated the Joint IOU PSPS Fact Sheet</li> </ul>	<ul style="list-style-type: none"> <li>• Requested CBOs and statewide partners to promote Prepare for Power Down (P4PD) website by using the CBO toolkit, which is now hosted on the P4PD website.</li> <li>• Joint IOUs presented to leaders within the Western Regional Alliance for Pediatric Emergency Management (WRAP-EM) on PSPS support services and program material; plans are underway for larger statewide training in 2025.</li> </ul>
	<p>PGE:</p>	<ul style="list-style-type: none"> <li>• AFN CBO targeted webinars</li> <li>• Annual mailers to AFN populations</li> </ul>	<ul style="list-style-type: none"> <li>• Directed CBOs to our CBO Partner Toolkit hosted our Community Organizations and Advocates webpage in the November CBO Newsletter. This toolkit includes</li> </ul>

2024 Key Objectives		Progress to date	Q4 2024 Updates
			<p>information for AFN programs and services</p> <ul style="list-style-type: none"> <li>• Notification Reminder and Resources Reminder email and direct mail campaigns to customers who could be impacted by a PSPS.</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 IHSS, Regional Centers, Dept of Rehabilitation</li> <li>• Embarked on a Joint IOU Population study to better understand the opportunities to promote MBL program</li> <li>• On September 30, 2024, the Joint IOUs filed a Tier 3 Advice Letter seeking CPUC approval of the final Study Design and Budget of the MBL Population Study</li> </ul>	<ul style="list-style-type: none"> <li>• The Western Regional Alliance for Pediatric Emergency Management (WRAP-EM) partnership is a new agency partnership and has a potential of resulting in identifying additional individuals with electricity dependency</li> <li>• Leverage CBO and statewide partnerships to identify individuals who are electricity dependent through use of P4PD CBO toolkit material</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>• Posted CWSP Emergency Preparedness CBO Toolkit on our PGE.Com CBO site. Toolkit includes updated fact sheets, social media, and videos to be utilized by our partners</li> </ul>

2024 Key Objectives		Progress to date	Q4 2024 Updates
		<ul style="list-style-type: none"> <li>Working on customized MBL offerings to customers enrolled in Self-ID during power outages</li> </ul>	
<p><b>Identify new enhancements to programs and resources needed to</b></p>	<p>Joint IOUs:</p>	<ul style="list-style-type: none"> <li>Establishment of the Statewide Collaborative Council and the Statewide JIOU Advisory Council</li> </ul>	<ul style="list-style-type: none"> <li>In light of the active PSPS season, IOUs are actively benchmarking on resources and services provided to customers, making adjustments and alignments</li> </ul>
<p><b>mitigate the impacts of PSPS</b></p>		<ul style="list-style-type: none"> <li>AFN Plan Core Planning Team to assist with development of annual AFN Plan and development of the Plan’s Key Objective areas</li> <li>Reviewed results from the PSPS Pre/Post Season In Language survey during State Joint IOU Advisory Council</li> </ul>	<ul style="list-style-type: none"> <li>when possible.</li> <li>Aligning and sharing best practices of 211's care coordination across all three utilities to enhance the offering, with a possible expansion into battery referrals</li> </ul>
	<p>PGE:</p>	<ul style="list-style-type: none"> <li>Conduct CBO Performance Surveys</li> <li>Incorporated feedback from our CA 211 Providers Network</li> </ul>	<ul style="list-style-type: none"> <li>Worked with vendor to print A-Frame signs for CRC’s with AFN support offerings.</li> <li>Working with printing team to get copies of larger CRC tabletop sign</li> </ul>

2024 Key Objectives		Progress to date	Q4 2024 Updates
		partners to start including insulated medicine bags <ul style="list-style-type: none"> <li>• Extending CRC AFN offering to leave medical device charging</li> </ul>	with QR code to promote AFN offerings <ul style="list-style-type: none"> <li>• Established a regular CRC check in meeting with CRC program manager, ADA coordinator and AFN program manager</li> </ul>
<b>Coordinate and integrate resources with state, community, utility to minimize duplication</b>	Joint IOUs:	<ul style="list-style-type: none"> <li>• JIOU Framework for AFN Support (previously called Blueprint)</li> <li>• Concurrent Application System (CAS), universal "application"</li> <li>• Prepare for Power Down website</li> <li>• JIOU External Engagement &amp; Customer Experience Sub-Committee</li> <li>• Coordination with CalFresh regarding food support</li> </ul>	<ul style="list-style-type: none"> <li>• Continue to coordinate with CalFresh regarding food support for major outages</li> </ul>
	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> </ul>	

2024 Key Objectives		Progress to date	Q4 2024 Updates
		<ul style="list-style-type: none"><li data-bbox="716 272 1255 313">• Critical Infrastructure Workshop</li></ul>	