

**PACIFIC GAS AND ELECTRIC COMPANY
Wildfire Mitigation Plans Discovery 2023
Data Response**

PG&E Data Request No.:	SPD_009-Q005		
PG&E File Name:	WMP-Discovery2023_DR_SPD_009-Q005		
Request Date:	June 2, 2023	Requester DR No.:	SPD_PG&E_2023_009
Date Sent:	June 7, 2023	Requesting Party:	Safety Policy Division
DRU Index #:		Requester:	Kevin Miller

**SUBJECT: UNDERGROUNDING, EMERGENCY PLANNING, AND COMMUNITY
OUTREACH/ENGAGEMENT**

QUESTION 005

PG&E issues notifications to AFN/MB ratepayers. How does PG&E know that these notifications are received and that contact information is up to date?

- a. Does PG&E have a way to continuously/periodically verify that the contact information on file is current to help ensure such important notices are being received by the intended recipients?

ANSWER 005

Our MBL and SIV¹ customers are sent annual communication either by email or a postcard (if an email address is not provided by the customer) between March and August, to reinforce the importance of having up-to-date contact information on file and encourage them to provide an alternative means of contact for PSPS notifications. MBL and SIV information is updated automatically and in real-time when a customer logs into their PG&E account and updates their information or when it is provided to a PG&E representative.

Requests to change contact information can be submitted via multiple channels, therefore, there is no dedicated staffing member or department that implements changes. For example, contact information can be changed by customers via our website, which updates our systems of record directly. To Quality Assure and Quality Control (QA/QC) the MBL and SIV customer contact information, we conduct a weekly review to identify customers with either missing or invalid contact information as documented in our Customer Care and Billing System (CC&B). Additionally, we cross-reference contact information submitted through our other program applications (e.g., CARE/FERA and rebates) to run a daily sync between our Salesforce Application (used

¹ 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 that 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” in an effort 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.

to process these program applications) and MBL database within the CC&B system. These weekly and daily processes are conducted year-round to help ensure the MBL and SIV contact information is current.

PG&E considers PSPS notifications for medical baseline customer as “received” if one of the following occurs: Customer answers the phone, text confirmation is received back from the customer, e-mail is opened or a link within the e-mail is clicked, or the customer was successfully contacted during a doorbell ring.