

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

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

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

**PACIFIC GAS AND ELECTRIC COMPANY'S ACCESS  
AND FUNCTIONAL NEEDS (AFN) PLAN FOR PUBLIC  
SAFETY POWER SHUTOFF (PSPS) SUPPORT  
QUARTERLY PROGRESS REPORT OF ACTIVITIES BETWEEN  
JANUARY 1, 2022 AND MARCH 31, 2022**

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

Quarterly Progress Report of Activities  
between January 1, 2022 and March 31,  
2022



April 29, 2022

# TABLE OF CONTENTS

Introduction .....	1
<b>1 Concept of Operations   HOW .....</b>	<b>2</b>
<b>1.1 Preparedness/Readiness (Before Power Shutoff) .....</b>	<b>2</b>
1.1.1 Emergency Operations Center .....	2
<b>1.2 AFN Identification Outreach .....</b>	<b>2</b>
<b>1.3 AFN Support Resources .....</b>	<b>4</b>
1.3.1 211 Care Coordination & Referral Service .....	5
1.3.2 Resource Planning and Partnerships .....	5
<b>1.4 Customer Resiliency Programs and Continuous Power Solutions .....</b>	<b>5</b>
1.4.1 Disability Disaster Access and Resources (DDAR) Program .....	5
1.4.2 Self-Generation Incentive Program (SGIP) .....	6
1.4.3 Portable Battery Program (PBP) .....	7
1.4.4 Generator and Battery Rebate Program (GBRP) .....	7
<b>1.5 Customer Assistance Programs .....</b>	<b>8</b>
1.5.1 Food Replacement Options and Other CBO Resources .....	8
1.5.2 MBL Program .....	12
1.5.3 Energy Savings Assistance (ESA) Program .....	13
1.5.4 California Alternative Rates for Energy Program (CARE)/Family Electric Rate Assistance (FERA) .....	13
<b>1.6 PSPS Preparedness Outreach and Community Engagement .....</b>	<b>14</b>
1.6.1 PG&E Advisory Boards/Councils .....	14
1.6.2 Statewide Website for AFN Solutions .....	33
<b>1.7 AFN Public Education and Outreach .....</b>	<b>33</b>
1.7.1 MBL Customer Outreach .....	33
1.7.2 Health Care Industry Strategy .....	35
1.7.3 Outreach and Engagement with Master-Metered Owners, Property Managers, and Multi-Unit Dwelling Account Holders .....	35
1.7.4 Accessibility of Communications .....	35
1.7.5 Tribal Engagement .....	36
1.7.6 Translations of Communications .....	36
1.7.7 “Wildfire Safety Town Halls,” Webinars and other Community Events .....	37
<b>1.8 PSPS Activation (During – Emergency Operation Center Activated) .....</b>	<b>39</b>
1.8.1 In-Event PSPS Customer Communications .....	39
1.8.2 Community Resource Centers (CRCs) .....	42
<b>1.9 Recovery (After – Power has been restored) .....</b>	<b>42</b>
1.9.1 After Action Reviews and Reports .....	42
1.9.2 Lessons Learned and Feedback .....	42
1.9.3 Customer Surveys .....	43
<b>Conclusion .....</b>	<b>43</b>
<b>Appendix A – AFN Collaborative Council .....</b>	<b>A-1</b>
<b>Appendix B – Statewide Joint IOU AFN Advisory Council Participants .....</b>	<b>A-2</b>
<b>Appendix C – Food Bank Resource Partners .....</b>	<b>A-4</b>
<b>Appendix D – Meals on Wheels Partner Organizations .....</b>	<b>A-5</b>
<b>Appendix E – CBOs with Active Agreements for PSPS Support .....</b>	<b>A-6</b>

## LIST OF TABLES

Table 1. Types and Counts of Customers Above and Beyond MBL Program.....	4
Table 2. 2022 DDAR Program Resources Provided to Customers .....	6
Table 3. SGIP ERB and Interconnection Metrics.....	6
Table 4. 2022 PBP Outreach .....	7
Table 5. 2022 GBRP Rebates and BPTM Devices Installed .....	8
Table 6. Food Resource Partnerships .....	10
Table 7. MBL Program Customer Enrollments (Jan 1 – Mar 31, 2022).....	12
Table 8. Summary of Consultation with Advisory Boards and Councils.....	15
Table 9. 2021 vs. 2022 MBL Program Acquisition Targeting Outcomes .....	34
Table 10. Summary of Targeted Outreach Conducted in Q1 2022.....	37
Table 11. CPUC Meetings, PSPS Wildfire Safety Town Halls, and Regional Webinars.....	38
Table 12. Multi-Cultural Media Engagement Activities (by Month) .....	41
Table 13. Food Bank Resource Partnerships with PG&E .....	A-4
Table 14. Meals on Wheels Partnerships with PG&E .....	A-5
Table 15. CBOs with Active Agreements for PSPS Support .....	A-6

## 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 towards meeting our 2021 PSPS Access and Functional Needs (AFN) Plan and the impact of our efforts to support the AFN and vulnerable population during de-energization (also known as Public Safety Power Shutoff (PSPS)). This update addresses our efforts between January 1, 2022, and March 31, 2022.

Since last reporting progress on PG&E's AFN activities on January 31, 2022, PG&E has achieved the following significant milestones to help serve our most vulnerable customers before, during, and after a PSPS event:

- **PG&E added new language to the CRC website to increase awareness of the accessible transportation resources available to customers to reach a CRC.**
- **PG&E provided MBL and Emergency Preparedness Training** jointly with the other Investor-Owned Utilities (IOUs) on March 22 and March 23 to In-Home Health Supportive Services staff. There was a total of 166 attendees for both trainings.
- **In Q1 2022, PG&E executed a call campaign to a select group of Medical Baseline (MBL), Disabled or Self-Identified Vulnerable (SIV) customers most likely to be impacted by PSPS** to identify if they, or someone in their home, is living with one or more of the following disabilities: 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. Out of the 5,500 customers that were contacted, **over 1,400 customers self-identified**. A second call campaign is planned in Q2.
- PG&E also **conducted direct mail campaign targeting MBL, Disabled or SIV customers**. Comprised of a front/back letter and survey, along with a pre-paid return envelope, customers were able to self-identify as well as update their contact information. **As of the end of Q1, approximately 6,000 customers out of 67,000 have self-identified as having one or more of the characteristics.**
- In Q1, **211 began the PSPS needs screening via incoming calls (and texts), outbound efforts, and in-person to identify needs of households before, during and after PSPS**. In addition, **211 officially launched Care Coordination in March to provide households with emergency safety planning and assistance, raise awareness of programs, and connect households to local resources.**

- Through our continued partnership with the California Foundation for Independent Living Centers (CFILC) **584 energy assessments were completed and 282 batteries were delivered during Q1 through the DDAR program.**

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

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

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

In Q1 2022, PG&E did not activate our Emergency Operations Center for PSPS.

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

In Q1 2022, PG&E began planning in conjunction with CBO resources partners for tabletop exercises scheduled for May 18 and the full scale exercise scheduled for June 13-17.

##### **1.1.1.2 Training**

In Q1, PG&E did not hold any EOC Trainings; however, PG&E is preparing training materials for Q2.

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

The AFN Liaison role was not activated in Q1 because PG&E did not experience any PSPS.

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

PG&E did not experience a PSPS in Q1, however, PG&E's Customer Service Reps are assisting with helping customers self-identify.

### **1.2 AFN Identification Outreach**

In Q1 2022, PG&E executed a call campaign to a select group of MBL, Disabled or SIV customers who are likely to experience a PSPS event. The call campaign allowed customers to identify if they, or someone in their home, is living with one or more of the following disabilities: 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. Out of 5,500 customers, over 1,400 self-identified. A second call campaign is planned in Q2.

PG&E also conducted direct mail campaign in Q1 targeted at MBL, Disabled or SIV customers. Comprised of a front/back letter and survey, along with a pre-paid return envelope, customers were able to self-identify as well as update their

contact information. As of the end of Q1, approximately 6,000 customers out of 67,000 have self-identified as having one or more of the characteristics. A second mailer is scheduled for Q2.

In Q2, a digital version of the survey will be emailed to customers that have a propensity to be qualified for MBL. PG&E's MBL propensity data is used to identify and efficiently target acquisition efforts to households with the highest likelihood to qualify for and enroll in the MBL Program.

See Section 1.5.2 for customer enrollments by month in the MBL program.

Following the CPUC Phase 3 PSPS Guidelines, the following groups 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>1</sup>, "persons reliant on electricity to maintain necessary life functions, including durable medical equipment (DME) and assistive technology (AT)". Table 1 provides the types and counts of customers who have been identified above and beyond the MBL Programs as of March 31, 2022.

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<sup>1</sup> D.20-05-051, Appendix A.



**Table 1. Types and Counts of Customers Above and Beyond MBL Program**

Types of Customers Above and Beyond MBL Program	Number of Customers (through Mar 31, 2022)
Self-identify to receive an in-person visit before disconnection for non-payment (e.g., vulnerable) <sup>2</sup>	10,327
Self-identify as having a person with a disability in the household (e.g., “disabled”) <sup>3</sup>	20,013
Preference to receive utility communications in non-standard format (e.g., in braille or large print)	1,243
Durable Medical Equipment (DME)	7,684
Assistive Technology (AT)	829

**1.3 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. We provide a progress update on our programs and available resources below. For additional information about our programs and available resources see our 2022 AFN Plan for PSPS Support.

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<sup>2</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 Vulnerable Customer Status. 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 customers submit 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>3</sup> Customers can self-identify with PG&E that they have a person in the household with a disability. This customer designation currently has no end date. In accordance with D.12-03-054, customers who have previously been identified as disabled and who have identified a preferred form of communication, the utility shall provide all information concerning the risk of disconnection in the customer’s preferred format (e.g., phone, text, email, TDD/TTY).

### **1.3.1 211 Care Coordination & Referral Service**

PG&E's partnership with 211 connects customers with approximately 13,000 CBOs across our service area.

211 continued focused on outreach to at-risk customers, including those living in PG&E's high-fire-risk areas who are eligible for income-qualified assistance programs and rely on life-sustaining medical equipment. The focus of this engagement is to evaluate these customers' resiliency plans, connect them with existing programs that can help them prepare for outages, and to assist them in completing applications for these programs.

211 provides PSPS needs screening via incoming calls (and texts), outbound efforts, and in-person to identify needs of households before, during and after PSPS activations. Needs screening efforts also help in identifying households with AFN who may need assistance preparing for emergencies. In addition to these calls (and texts), 211 officially launched Care Coordination in March. Care Coordination provides households assistance with emergency safety planning, raises awareness of programs and connects households to local resources.

### **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 of PSPS to customers, including those who are most vulnerable. In advance of wildfire season and throughout Q1 2022, PG&E continued to work with partner organizations to provide outreach and support to customers with AFN. We provide a progress update on our customer resiliency programs and continuous power solutions below. For additional information about our customer resiliency programs and continuous power solutions see our 2022 AFN Plan for PSPS Support.

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

In 2022, PG&E continues our 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 to customers who use durable medical equipment and assistive technology that is required to live

independently. Table 2 includes the number of customer energy assessments and resources provided to customers through DDAR. In Q1, PG&E did not have any PSPS events, so food vouchers, hotel stays, gas cards, and transportation were not provided. PG&E will continue to provide these resources to customers through DDAR before, during, and after future PSPS events.

**Table 2. 2022 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	524			
Batteries Delivered	282			
Food Vouchers	0			
Hotel Stays	0			
Gas Cards	0			
Transportation	0			

### 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 in addition to providing grid and customer benefits. The SGIP Equity Resiliency Budget (ERB) provides incentives for MBL customers, well pump, and critical non-residential customers in HFTDs. See Table 3 for an overview of relevant SGIP ERB application and interconnection metrics as of March 31, 2022.

**Table 3. SGIP ERB and Interconnection Metrics**

<b>Key Application Metrics</b>	<p>391 Equity Resiliency Budgets paid in 2022 (\$11.9M) as of March 2022</p> <p>5,366 applications received inception to date since SGIP Equity Resiliency Budgets opened in May 2020</p> <ul style="list-style-type: none"> <li>• 2,592 MBL (including 25 waitlisted)</li> <li>• 2,409 well pump (including 6 waitlisted)</li> <li>• 174 commercial and multi-family (including 0 waitlisted)</li> <li>• 31 waitlisted</li> </ul>
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	<ul style="list-style-type: none"> <li>• 51% residential versus 49% commercial and multi-family</li> <li>• Total allocated: \$66.3M MBL, \$69.45M well pumps, \$135.8M commercial and multi-family</li> </ul>
<b>Key Interconnection Metrics</b>	<p>February 2022 inception-to-date 3,469 projects interconnected to grid:</p> <ul style="list-style-type: none"> <li>• 1,627 MBL</li> <li>• 1,612 well pump</li> <li>• 137 and 143 new interconnection applications received respectively in January and February</li> </ul>

### 1.4.3 Portable Battery Program (PBP)

The PBP provides free portable backup battery solutions to MBL customers in Tier 2 and 3 High Fire Threat Districts (HFTDs) or who have experienced two or more PSPS since 2020 to support resiliency during PSPS. During the first quarter of 2022, PG&E modified the PBP program eligibility, which includes removing the income-qualified requirements and allowing MBL customers outside of HFTDs who have experienced two or more PSPS events since 2020 to participate. In Q1, PG&E updated the contracts for our partners to reflect these changes. The program will re-launch in April 2022 with customer outreach, assessments, and battery deliveries commencing in Q2. Table 4 includes our quarterly progress on outreach and batteries delivered to customers before, during, and after 2022 PSPS events.

**Table 4. 2022 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	N/A			
Customers Assessed	N/A			
Batteries Delivered	0			

### 1.4.4 Generator and Battery Rebate Program (GBRP)

PG&E's GBRP provides leveled rebates to MBL customers, well pump customers, and small and micro-sized business customers that are deemed essential but non-critical care. Those located in Tiers 2 or 3 HFTDs 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, 2022, whichever date is sooner.

In 2021, PG&E launched the Backup Power Transfer Meter (BPTM) pilot to install devices to customers who participated in the GBRP that had compatible generators with the BPTM. The BPTM device is a meter that is also a transfer switch during power outages, that will automatically connect power to the generator when it detects the grid is offline and switch back to the utility once it is back on.

Table 5 includes our quarterly progress on the number of rebates PG&E paid to customers and the number of customers that had BPTM devices installed.

**Table 5. 2022 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 Rebates Paid to Customers	623			
Number of Customers who had BPTM Devices Installed	64			

**1.5 Customer Assistance Programs**

For general information about our customer assistance programs see our 2022 AFN Plan for PSPS Support.

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

Table 6 includes our quarterly update on our partnerships associated with our food bank programs, meals on wheels providers, and other food resources. A full list of Food Bank Partners can be found in Appendix C, Meals On Wheels Providers in Appendix D, and CBOs with Active Agreements for PSPS Support in Appendix E.

**Table 6. Food Resource Partnerships**

Quarter	Food Banks		Meals on Wheels		Other Food Replacement/Other	
	Number of Partnerships	Number of Agreements Executed	Number of Partnerships	Number of Agreements Executed	Number of Partnerships	Number of Agreements Executed
Q1	22	0	25	1	7	0
Q2						
Q3						
Q4						

**1.5.1.1 Community Food Bank Support**

We recognize food replacement is a critical need for some individuals with AFN, particularly those who are 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. In Q1 2022, PG&E continued to look for opportunities to enhance food bank agreements. 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.

**1.5.1.2 Meals on Wheels Partnerships**

PG&E has partnered with Meals on Wheels providers throughout our service area to provide seniors who are 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 to additional resources available through PG&E. In Q1 2022, PG&E continued to explore opportunities for additional partnerships.

**1.5.1.3 Grocery Delivery Services**

Food for Thought, based in Sonoma County, provides groceries to customers who are 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 enough food for three meals a day for a week.

In Q1 2022, PSPS did not occur during the quarter, and therefore, Food for Thought did not provide any groceries for PSPS.

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

In 2021, PG&E established partnerships with two family resource centers to provide families experiencing food loss with grocery gift cards depending on family size. These family resource centers support Napa and Placer counties.

In Q1 2022, PSPS did not occur during the quarter, and therefore, the family resource centers did not provide grocery gift cards. We continued to look for opportunities to expand agreements to additional family resource centers throughout our service area.

#### **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 Q1 2022, PSPS did not occur during the quarter, and therefore, Lost Sierra Food Project did not provide fresh produce and vegetables to our customers.

#### **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 Q1 2022, PSPS did not occur during the quarter, and therefore, Haven of Hope on Wheels did not deploy portable showers and laundry services.

#### **1.5.1.7 Accessible Transportation**

PG&E provides accessible transportation for our customers to Community Resource Centers (CRC) or hotels through our DDAR Program and 211. In Q1 2022, PG&E added new language to the CRC website to increase awareness of the accessible transportation resources available to customers to reach a CRC.

In Q1, PG&E surveyed our accessible transportation contacts regarding their capabilities during a PSPS. PG&E continues to explore opportunities to expand access to accessible transportation.

In Q1, PSPS did not occur during the quarter, and therefore, customers did not require accessible transportation due to impacts of PSPS.



### 1.5.2 MBL Program

The MBL Program is an assistance program for residential customers who have extra energy needs due to qualifying medical conditions. PG&E continued to encourage customer participation in the MBL Program<sup>4</sup> (see Section 1.7.1, which describes the outreach we conducted to drive enrollment in the program).

Table 7 shows the growth in enrollments by month of persons eligible for the MBL Program.

**Table 7. MBL Program Customer Enrollments (Jan 1 – Mar 31, 2022)**

	Jan	Feb	Mar	YTD
Total Start of Month MBL Customers	263,534	263,792	264,596	264,596
New MBL Customers	1,929	2,405	3,130	7,464
MBL Customers Removed <sup>5</sup>	1,671	1,601	2,411	5,683
<b>Total End of Month MBL Customers</b>	<b>263,792</b>	<b>264,596</b>	<b>265,315</b>	<b>265,315</b>

As of March 31, 2022, we have 3,571 Master Meter Tenants enrolled in the MBL Program, which is an increase of 1.8% since the last reporting enrollment in our Q4 2022 AFN Progress Report.

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<sup>4</sup> On September 23, 2021, the CPUC released the final resolution E-5169, “Implementing Improvements to MBL Programs and Affirming Compliance with SB 1338.” Pursuant to this resolution, PG&E, SCE, and SDG&E will establish a goal to increase MBL enrollment relative to 2018 levels by 7 percent in 2021, 8 percent above 2018 levels in 2022, and 9 percent above 2018 levels in 2023.

<sup>5</sup> In April March 2020, PG&E had voluntarily suspended MBL recertification and self-certification requirements as part of their COVID-19 Consumer Protections Plan. Since then, the removed customers number only reflect those who have asked to be removed from the MBL program or who have stopped their PG&E service(s).

As of March 31, 2022, 168,549 of MBL customers are designated as “Life-Support” customers. “Life Support” is a sub-category under the MBL Program. During MBL certification, the qualified medical practitioner is required to specify if the customer (or the resident with medical needs) is dependent on a life support device, and therefore, belongs to the “Life Support” sub-category. A life support device is any medical device necessary to sustain life or relied upon for mobility. The term “life-support device” includes, but is not limited to, respirators, iron lungs, hemodialysis machines, suction machines, electric nerve simulators, pressure pads and pumps, aerosol tents, electrostatic and ultrasonic nebulizers, compressors, Intermittent Positive Pressure Breathing (IPPB) machines, and motorized wheelchairs.

### **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 our service territory.

In Q1 2022, PG&E’s ESA contractors continued to share information about emergency preparedness, PSPS, and other financial assistance programs with 18,436 customers through in-home educational activities, following all public safety protocols, and some virtually due to COVID-19 concerns.

PG&E will be 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, when this measure is available in Q3 of 2022 in the new ESA Plus Program.

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

The CARE and FERA are PG&E discount programs that help eligible customers afford their energy bills. Over 1.5 million<sup>6</sup> customers are receiving bill discounts through these two programs. Biannual CARE outreach training for contractors will be held in 2022 for new contractors and as a refresher for existing contractors. In Q1 2022, CARE/FERA outreach trainings for contractors and/or CBOs were held on March 28, 2022.

In 2022, PG&E started a focused training series. Throughout the year we highlight various PG&E programs with a special focus on programs that can help customer save

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<sup>6</sup> CARE 1.508 million, FERA 39,900 million

money. The trainings are provided by a program subject matter expert and are designed to help CBOs understand each program so they can better educate customers on options available to them. The first focused training was on the MBL Program and was held in Q1 of 2022.

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

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

In 2022, 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. The following section describes our Q1 2022 engagement and the feedback we received, and how we plan to incorporate the feedback to enhance the customer experience.

**Table 8. Summary of Consultation with Advisory Boards and Councils**

<b>People with Disabilities and Aging Advisory Council (PWDAAC)</b>		
<b>Meeting</b>	<b>Summary of Engagement and Feedback</b>	<b>Actions Guided by Feedback</b>
<p><b>Date:</b> March 18, 2022  <b>Location:</b> Virtual  <b>Purpose:</b></p> <ul style="list-style-type: none"> <li>Bring together organizations supporting AFN customers with PG&amp;E’s leaders, to connect and collaborate, discuss relevant topics, highlight progress made, and identify areas for improvement for how PG&amp;E’s programs support seniors and individuals with disabilities.</li> </ul>	<p><b>Summary of Engagement</b></p> <ul style="list-style-type: none"> <li>PG&amp;E provided an overview of the 2022 Wildfire Mitigation Plan, an overview of the 2022 Access and Functional Needs Plan, a holistic matrix of programs and support services available to customers, a status update on the Joint IOU Statewide AFN Council, a research readout from PG&amp;E’s PSPS Pre/Post Season Surveys, information about AFN campaigns and how we are identifying the “Who” and “How” we get better at including/identifying customers, an introduction to PG&amp;E’s Access Employee Resource Group, information on building awareness of resources before,</li> </ul>	<p><b>Completed Actions This Quarter</b></p> <ul style="list-style-type: none"> <li>Filed 2022 Wildfire Mitigation Plan</li> <li>Filed 2022 Access and Functional Needs Plan</li> <li>Conducted outreach via AFN Call Campaigns</li> </ul>

	<p>during, and after PSPS events, and some quick highlights of what will be included in the March PWDAAC newsletter.</p>	
	<p><b>Feedback</b></p> <ul style="list-style-type: none"> <li>• PWDAAC was excited to receive invitations from PG&amp;E’s low-income program team to upcoming trainings.</li> <li>• PWDAAC was pleased to hear that the one-stop shop idea is moving forward and noted that the strategy is in alignment with the “no wrong door” philosophy that the stakeholders are moving towards.</li> <li>• PWDAAC recommended shifting language from “awareness” to “acceptance” as well as “people living with disabilities” to “disabled people.”</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> <li>• Continue working on development of the one-stop shop for customers with access and functional needs to learn about and enroll in programs/services.</li> </ul> <p><b>Future Actions</b></p> <ul style="list-style-type: none"> <li>• PWDAAC requested that PG&amp;E provide more training around the MBL program. PG&amp;E will share this feedback with PG&amp;E’s MBL program team and income-qualified program team.</li> <li>• PWDAAC requested that additional information on the Income-Qualified Program Team’s training invitations be provided. Specifically, clarification on who the audience for each of the</li> </ul>

		<p>trainings will be as well as what topic(s) the meeting will cover. PG&amp;E will work with the Income-Qualified Program team to provide additional clarification and help frame language in future training invitations.</p> <ul style="list-style-type: none"> <li>• PWDAAC requested two topics to be covered during next quarter’s meeting: service animals and website updates.</li> <li>• PG&amp;E will cover our outreach strategy on wildfire mitigation and how customers can prepare for wildfire season, PSPS, and EPSS during next quarter’s meeting.</li> </ul>
<b>Future Meeting(s)</b>	June 10, September 16, and December 16, 2022 (Meeting cadence is quarterly.)	
<b>Access and Functional Needs Collaborative Council Meeting<sup>7</sup></b>		
<b>Meeting</b>	<b>Summary of Engagement and Feedback</b>	<b>Actions Guided by Feedback</b>
<b>Date:</b> January 6, 2022 <b>Location:</b> Virtual	<b>Summary of Engagement</b> <ul style="list-style-type: none"> <li>• Executives and subject matter</li> </ul>	<b>Completed Actions This Quarter</b>

<sup>7</sup> See Appendix A for the AFN Collaborative Council Participants.

<p><b>Purpose:</b></p> <ul style="list-style-type: none"> <li>Review how the joint IOUs identify and track customers with AFN to determine gaps and identify opportunities for expansion and/or prioritization.</li> </ul>	<p>experts from PG&amp;E, SCE and SDG&amp;E, as well as Bear Valley Electric and PacifiCorp, and Executive stakeholders from various groups/agencies who represent individuals with AFN, discussed how to apply the broad definition of AFN to individuals (i.e., “who”) served by the IOUs and POUs. Defining the “who” allows the stakeholder group to align on a shared understanding to inform the “what” and the “how” moving forward.</p> <ul style="list-style-type: none"> <li>A robust discussion led to the following AFN draft definition:</li> <li>Individuals who are at an increased risk of harm to their health and safety during a Public Safety Power Shutoff. Including, but not limited to, the following: <ul style="list-style-type: none"> <li>Medical &amp; Non-Medical</li> <li>Behavioral, Mental &amp; Emotional Health</li> <li>Mobility &amp; Movement</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>PG&amp;E launched an AFN Identification Pilot, additional details in Section 1.2.</li> </ul>
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	<ul style="list-style-type: none"> <li>○ Communication</li> <li>○ Individuals who require devices for health, safety, and independence</li> </ul>	
	<p><b>Feedback</b></p> <ul style="list-style-type: none"> <li>● Opportunities for a risk-based tiering of customers with AFN, state-wide landing page for customers to self-identify, market research to inform utilities about concentration of “who” &amp; associated needs, breakout working sessions and identification of certain groups that were lacking from Electricity Dependent Definition were identified. Work remains to be done on how the IOUs operationalize the above definition.</li> </ul>	<p><b>On-Going Actions</b></p> <ul style="list-style-type: none"> <li>● Evaluate a universal landing page as a central hub for all utilities providing a customer evaluation tool; consider pairing with Prepare for Power Down website [started in Q1, continuous]</li> <li>● Conduct market research to help identify and reach out to individuals and communities geographically who are categorized with AFN and provide necessary resources accordingly [Q3, continuous]</li> <li>● Consider communication campaign and strategic partnerships with CBOs to provide awareness around AFN campaigns [started in Q1, continuous]</li> </ul>
		<p><b>Future Actions</b></p>



		<ul style="list-style-type: none"> <li>• Consider ways to expand the list of AFN customers to capture the full percentage of individuals that self-identify and ensure customer privacy [Q4, 2022]</li> <li>• Should we consider a universal design approach to risk management/PSPS; are there things we can do that would work for all, not just AFN communities? [2023, on-going]</li> <li>• Should we identify tiers of AFN customers to pinpoint those at greatest risk? [Q2, continuous]</li> <li>• How do environmental surroundings impact risk to AFN community; do customers move up risk rank due to these? [Q2, continuous]</li> <li>• Provide clarity and definition surrounding customers who classify as AFN including high-risk individual and energy-dependent customers [Q2, continuous]</li> <li>• Align on customer engagement strategy to obtain AFN data (IOU</li> </ul>
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		direct-to-customer survey) [Q3, continuous]
<p><b>Date:</b> March 7, 2022  <b>Location:</b> Virtual  <b>Purpose:</b></p> <ul style="list-style-type: none"> <li>Determine “what” the IOUs need to provide and marry with the “who” discussed in the previous advisory council meeting.</li> </ul>	<p><b>Summary of Engagement</b></p> <ul style="list-style-type: none"> <li>A discussion on tiering left the team in agreement surrounding the “type,” with the Joint IOUs committing to flushing out tier identification processes in advance of the 3/29 meeting</li> <li>Team aligned on adjusting the function of this AFN Collaborative Council to a quarterly Steering Committee beginning Q2 2022. Timing of the meeting is to be determined, but is currently proposed at one hour for a working group to meet in advance and present to the Steering Committee for a second hour to receive input, strategic guidance, and feedback</li> </ul>	<p><b>Completed Actions This Quarter</b></p> <ul style="list-style-type: none"> <li>IOU market research team and working group conducted statewide website and market research</li> <li>Shared “feedback on 1/6 meeting format” SurveyMonkey</li> <li>Shared “future of Statewide AFN Advisory Council” SurveyMonkey</li> <li>Shared October presentation slides including heatmaps with team</li> <li>Drafted first stab at tiering system</li> </ul>
	<p><b>Feedback</b></p> <ul style="list-style-type: none"> <li>AFN Collaborative Council provided guidance surrounding gap identification on current IOU</li> </ul>	<p><b>On-Going Actions</b></p> <ul style="list-style-type: none"> <li>Identify a process for who goes in which tier (outreach company, phone calls, etc.), outline where</li> </ul>

	<p>Resource offerings to the AFN community</p>	<p>information already exists (i.e., MBL participants) [Q2 continuous]</p> <ul style="list-style-type: none"> <li>• Write out roles and responsibilities for AFN Collaborative Council and Statewide Council as well as interactions/alignment on new expectations [Q2 2022]</li> <li>• Provide recommendations on upcoming April 4 meeting topics to AFN Collaborative Council [Q2 2022]</li> </ul> <hr/> <p><b>Future Actions</b></p> <ul style="list-style-type: none"> <li>• Review other types of resource offerings (i.e., Red Cross) and learn from offerings [Q2 2022]</li> <li>• Consider consistency amongst all CRCs and survey attendees for what amenities they may need in the future [Q4 2022]</li> <li>• Consider on-the-spot assessments and options for calls to support resources at local CRCs [Q4 2022]</li> <li>• Consider additional options for after-hours transportation besides 211 [Q4 2022]</li> </ul>
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		<ul style="list-style-type: none"><li>• Consider additional resources for ramped wheelchair accessible vehicles in high-risk areas [Q4 2022]</li><li>• Add training for customer service individuals on disability language and cultural competency (step 1), identify needs of individual (step 2), and when to encourage referral and how to walk someone through it (step 3) [Q4 2022]</li><li>• Consider services being provided in-event and how to create tabletop activities based on them during the exercises [Q3 2022]</li><li>• Consider new-customer orientation, especially those who are from out of state re: resources and potential PSPS resources and expectations [Q4 2022]</li><li>• Consider unhoused/homeless populations as a broader conversation in terms of population gaps for future [Q4 2022]</li></ul>
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		<ul style="list-style-type: none"> <li>• Consider pet resources (i.e., food/water) at CRCs [Q4 2022]</li> </ul>
<p><b>Date:</b> March 29, 2022</p> <p><b>Location:</b> Virtual</p> <p><b>Purpose:</b></p> <ul style="list-style-type: none"> <li>• Determine “how” the IOUs provide resources and marry with the “who” and “what” discussions to summarize.</li> </ul>	<p><b>Summary of Engagement</b></p> <ul style="list-style-type: none"> <li>• PSPS notification distribution channels were discussed and aligned that IOUs will own reviewing the current list of CBOs receiving funding and determine if they’re able to push out the kinds/types of notifications needed</li> <li>• AFN Collaborative Council presented proposed agenda for April 4 AFN Collaborative Council/IOU CEO progress update discussion</li> </ul>	<p><b>Completed Actions This Quarter</b></p> <ul style="list-style-type: none"> <li>• Share eligibility requirements for IOU portable battery/generator rebate offerings</li> <li>• IOU market research team and working group conducted statewide website and market research</li> <li>• Shared “future of Statewide AFN Advisory Council” SurveyMonkey</li> <li>• Shared October presentation slides including heatmaps with team</li> <li>• Drafted first stab at tiering system</li> <li>• Re-sent April 4 IOU CEO/AFN Collaborative Council meeting invite</li> <li>• Provided recommendations for April 4 progress meeting discussion topics</li> <li>• Decided on future of Statewide Council and AFN Collaborative Council</li> </ul> <p><b>On-Going Actions</b></p>

		<ul style="list-style-type: none"> <li>• Host meeting to align on joint commitments and outstanding action items [Q3 2022]</li> </ul>
	<p><b>Feedback</b></p> <ul style="list-style-type: none"> <li>• Suggestions for adding in additional categories including “children with disabilities and families,” “racial disparity and inequity” and breaking down “In-Language/Multi-cultural” to be inclusive of all languages</li> </ul>	<p><b>Future Actions</b></p> <ul style="list-style-type: none"> <li>• Ensure public is made aware of AFN Collaborative Council progress by informing community partners [Q2, continuous]</li> <li>• Promote progress by the IOUs to better serve the AFN community broadly to “tell our story” [Q2, continuous]</li> <li>• Explore a way to collect individual information on master meter accounts [Q4 2022]</li> <li>• Explore options to ensure third party notifications are being received by target audience [Q4 2022]</li> </ul>
<b>IOU Responsible Owner</b>	Aaron August, Vice President of Business Development & Customer Engagement	
<b>Future Meeting(s)</b>	April 4, 2022 IOU CEO/AFN Collaborative Council progress update; TBD Q2 2022 AFN Collaborative Council (Meeting cadence is quarterly.)	

Statewide Joint IOU Advisory Council <sup>8</sup>		
Meeting	Summary of Engagement and Feedback	Actions Guided by Feedback
<p><b>Date:</b> March 30, 2022  <b>Location:</b> Virtual  <b>Purpose:</b>            Working session for the IOUs to receive feedback on their 2022 AFN Plans; Update from 211</p>	<p><b>Summary of Engagement</b></p> <ul style="list-style-type: none"> <li>2022 AFN Plan Overview Review of the 2022 AFN goal, key objectives and KPIs that were identified by the Core Planning Team through the Federal Emergency Management Agency (FEMA) 6 Step planning process</li> <li>The IOU Research Teams shared PSPS Pre and Post Season survey of 2021 to provide context for insights into individuals with AFN accommodation awareness, and use of resources</li> <li>211 shared a dashboard of the PSPS active response to date, outlined a new MOU with the Salvation Army to support PSPS</li> </ul>	<p><b>Completed Actions This Quarter</b></p> <ul style="list-style-type: none"> <li>N/A; first meeting of the quarter</li> </ul>
		<p><b>On-Going Actions</b></p> <ul style="list-style-type: none"> <li>Continue to review customer feedback and lessons learned from incidents such as winter-storms or other hazards to inform future actions</li> </ul>

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<sup>8</sup> See Appendix B for the Joint IOU AFN Advisory Council List of Participants.

	<p>with hotel accommodations consistently across the state</p> <ul style="list-style-type: none"> <li>• 211 launched Care Coordination screening process on March 15th and provided early stats</li> </ul>	
	<p><b>Feedback</b></p> <ul style="list-style-type: none"> <li>• N/A</li> </ul>	<p><b>Future Actions</b></p> <ul style="list-style-type: none"> <li>• Refine language regarding “Coordinat[ing] and integrat[ing] resources with state, community, and utility”</li> <li>• Beginning with our Q2 meeting, we will join this council with the AFN Collaborative Council to a certain extent. We plan to continue meetings quarterly, with the first hour including both this Statewide Council as well as our AFN Collaborative Council. The second hour will include the AFN Collaborative Council, who will serve as a Steering Committee for our broader Statewide efforts.</li> </ul>
<p><b>Future Meeting(s)</b></p>	<p>Q2 2022 Statewide Joint IOU AFN Advisory Council (Date TBD)</p>	



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

Meeting	Summary of Engagement and Feedback	Actions Guided by Feedback
<p><b>Date:</b> March 18, 2022  <b>Location:</b> Virtual  <b>Purpose:</b></p> <ul style="list-style-type: none"> <li>Attend to ensure PG&amp;E is aware of topics discussed by the DAC-AG</li> <li>Consider DAC interests in all program planning</li> <li>Highlight intersection of DAC and AFN customers' interests</li> </ul>	<p><b>Summary of Engagement</b></p> <ul style="list-style-type: none"> <li>No PSPS related discussions occurred during meeting</li> </ul>	<p><b>Completed Actions This Quarter</b></p> <ul style="list-style-type: none"> <li>N/A</li> </ul>
	<p><b>Feedback</b></p> <ul style="list-style-type: none"> <li>N/A</li> </ul>	<p><b>On-Going Actions</b></p> <ul style="list-style-type: none"> <li>N/A</li> </ul>
		<p><b>Future Actions</b></p> <ul style="list-style-type: none"> <li>N/A</li> </ul>

**Future Meeting(s)** June 2022 (Meeting cadence is quarterly.)

**Low Income Oversight Board (LIOB)**

Meeting	Summary of Engagement and Feedback	Actions Guided by Feedback
<p><b>Date:</b> March 24, 2022  <b>Location:</b> Virtual  <b>Purpose:</b></p> <ul style="list-style-type: none"> <li>Update on 2021 PPS activities, events and customer support and solicit feedback</li> </ul>	<p><b>Summary of Engagement</b></p> <ul style="list-style-type: none"> <li>In accordance with the desired format of the LIOB, a written PowerPoint presentation was provided that included a high-level overview of the PPS events for 2021, the customers impacted, customer notification</li> </ul>	<p><b>Completed Actions This Quarter</b></p> <ul style="list-style-type: none"> <li>N/A</li> </ul>

	<p>and support provided including back-up generator batteries.</p> <ul style="list-style-type: none"> <li>The board members reviewed prior to the meeting and then provided observations based on their review</li> </ul>	
	<p><b>Feedback</b></p> <ul style="list-style-type: none"> <li>The LIOB members were complementary of the progress the IOUs have made and the significant improvements from 2019 and encouraged us to continue adapting to community needs based on past learnings.</li> </ul>	<p><b>On-Going Actions</b></p> <ul style="list-style-type: none"> <li>Keep LIOB informed of any significant changes or improvements to PSPS planning</li> </ul>
		<p><b>Future Actions</b></p> <ul style="list-style-type: none"> <li>Provide an update on 2022 specific plans for the upcoming PSPS season</li> </ul>
<b>Future Meeting(s)</b>	June 2022 (Meeting cadence is quarterly.)	
<b>Local Government Advisory Councils and Working Groups</b>		
<b>Meeting</b>	<b>Summary of Engagement and Feedback</b>	<b>Actions Guided by Feedback</b>
<p><b>Date:</b> March 31, 2022  <b>Location:</b> Virtual  <b>Purpose:</b></p> <ul style="list-style-type: none"> <li>Review proposed CWSP Advisory Committee Meeting Dates/Times</li> <li>Get feedback on Public Safety Power Shutoff agency</li> </ul>	<p><b>Summary of Engagement</b></p> <ul style="list-style-type: none"> <li>Aligned on having the CWSP Advisory Committee meetings the last Thursday of each quarter from 2-3 pm</li> <li>PSPS Notifications <ul style="list-style-type: none"> <li>Requested to continue receiving automated</li> </ul> </li> </ul>	<p><b>Completed Actions This Quarter</b></p> <ul style="list-style-type: none"> <li>N/A</li> </ul>

<p>notifications and accessible transport support plans</p> <ul style="list-style-type: none"> <li>• Review 2022 2022 Wildfire Mitigation Plans for EPSS, UG, and Microgrids</li> </ul>	<p>agency notifications, in addition to live calls, regardless of the number of impacted customers</p> <ul style="list-style-type: none"> <li>○ Encouraged PG&amp;E to continue to refine communication sequencing and how to ensure consistent messaging</li> </ul> <ul style="list-style-type: none"> <li>• PSPS Accessible Transportation Support <ul style="list-style-type: none"> <li>○ Proposed accessible transportation will be provided to all PG&amp;E CRC types (i.e., indoor, outdoor, and mobile) and will take AFN residents to and from their primary location, when possible</li> <li>○ PG&amp;E is conducting outreach to determine operational capacity and needs by county</li> <li>○ Current plans are for one vehicle per PSPS-impacted</li> </ul> </li> </ul>	
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	<p>county and potentially two for remote areas</p> <ul style="list-style-type: none"> <li>PG&amp;E updating PSPS Policies and Procedures; noted that majority of processes will stay the same</li> </ul>	
	<p><b>Feedback</b></p> <ul style="list-style-type: none"> <li>N/A</li> </ul>	<p><b>On-Going Actions</b></p> <ul style="list-style-type: none"> <li>N/A</li> </ul> <p><b>Future Actions</b></p> <ul style="list-style-type: none"> <li>Follow up regarding PSPS messaging consistency from different teams</li> <li>Investigate solutions for how customers can request transportation support without mobile phones</li> </ul>
Future Meeting(s)	June 30, September 29, and December 15, 2022 (Meeting cadence is quarterly.)	
<b>Communities of Color Advisory Group</b>		
<b>Meeting</b>	<b>Summary of Engagement and Feedback</b>	<b>Actions Guided by Feedback</b>
<p><b>Date:</b> March 16, 2022  <b>Location:</b> Virtual  <b>Purpose:</b></p> <ul style="list-style-type: none"> <li>Solicit input from Communities of Color Advisory Group which assists</li> </ul>	<p><b>Summary of Engagement</b></p> <ul style="list-style-type: none"> <li>This quarter’s meeting focused on input from members on improvements to ongoing marketing communications</li> </ul>	<p><b>Completed Actions This Quarter</b></p> <ul style="list-style-type: none"> <li>PG&amp;E followed up with CBOs willing to partner to help promote one of our more challenging programs with low penetration rates with offers for paid partnership opportunities</li> </ul>

<p>PG&amp;E in crafting outreach and engagement with communities of color on a broad spectrum of issues impacting diverse communities.</p>	<ul style="list-style-type: none"> <li>• PG&amp;E also presented information on rates and issues impacting affordability efforts underway.</li> <li>• Updates on EVs and PG&amp;Es efforts to help increase access for income qualified segments to pre-owned EVs</li> </ul>	
	<p><b>Feedback</b></p> <ul style="list-style-type: none"> <li>• Members discussed ways that CBOs can help educate communities on efforts to address affordability</li> </ul>	<p><b>On-Going Actions</b></p> <ul style="list-style-type: none"> <li>• Paid partnerships with some members of this group to increase penetration in bill savings programs</li> </ul>
		<p><b>Future Actions</b></p> <ul style="list-style-type: none"> <li>• Host PSPS annual overview and feedback in June 2022</li> </ul>
<p><b>Future Meeting(s)</b></p>	<p>June 22, 2022</p>	

## **1.6.2 Statewide Website for AFN Solutions**

PrepareforPowerdown.com 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 2021 Joint IOU Medical Baseline flyer in 11 languages, the Joint IOU CBO training presentations, PSPS social media graphics and utility-specific PSPS support materials.

In response to the AFN Collaborative Council's request for a Joint IOU one stop shop website, the IOU's created a working group in Q1 and began identifying enhancements for PrepareforPowerdown.com based on feedback received. The working group also recognizes that a more coordinated long term solution is desired. As such the Joint IOU working group is engaged with the team who is exploring an Income Qualified Universal Application System<sup>9</sup> to understand feasibility, possible timeline, etc.

## **1.7 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.

We describe our customer preparedness outreach and community engagement conducted in Q1 2022 below.

### **1.7.1 MBL Customer Outreach**

PG&E encourages customer participation and enrollment in the MBL Program through direct-to-customer outreach, CBO partnerships, and building strong relationships with the health care 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 9 summarizes the MBL acquisition campaign statistics as of March 31, 2022.

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<sup>9</sup> D.21-06-015

**Table 9. 2021 vs. 2022 MBL Program Acquisition Targeting Outcomes**

<b>Goal: Increase engagement with prospective MBL Program customers through multi-channel outreach and awareness campaigns</b>										
<b>Year</b>	<b>Total Channel Count</b>	<b>Direct Mail</b>		<b>Email</b>			<b>Bill Insert</b>		<b>Digital Media</b>	
		<b>Customers Reached</b>	<b># Touches</b>	<b>Customers Reached</b>	<b># Touches</b>	<b>Avg. Click Rate</b>	<b>Customers Reached</b>	<b># Touches</b>	<b>Total Impressions</b>	<b>Total Conversions (Clicks)</b>
<b>2021</b>	23	2,463,629	8	2,317,955	11	1.42	11,016,000	4	128,745,568	317,645
<b>2022</b>	1	957,376	1	NA	NA	NA	NA	NA	NA	NA

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

PG&E recognizes that ongoing engagement with healthcare practitioners, medical associations, and durable medical device suppliers in 2022 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 Q1 2022, PG&E provided MBL and Emergency Preparedness Training jointly with the other IOUs on March 22 and March 23 to In-Home Health Supportive Services staff. There was a total of 166 attendees for both trainings.

PG&E also engaged with the following healthcare industry partners in Q1: Golden Gate Sleep Centers, Dignity Health, Marysville Dialysis Center, Redwood Pediatrics Medical Group, Redwood Memorial Hospital, Enloe Hospital in Butte County, Seneca Hospital in Chester, Vibra Hospital of Northern CA, Optimal Home Healthcare, Retired Senior Volunteer Program, Marshall Hospital Home Care, and Crossover Health of Northern California.

### **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.

PG&E is in the planning stages of outreach which is slated for Q2. PG&E continues to increase awareness of Address Alerts in trainings and webinars.

PG&E has confirmed an informational partnership with North Valley Property Owners Association to share preparedness information with their members which include a mixture of property managers of multi-unit dwellings and private owners who are renting out their home or duplex. An educational webinar for their members is planned for Q2 as well as an email and print newsletter.

### **1.7.4 Accessibility of Communications**

PG&E's online customer communications, including our website and PSPS customer notification emails, have been tested for usability and accessibility to meet Web Content Accessibility Guidelines (WCAG) 2.0 AA accessibility standards. In 2022, new content, including notifications, will be tested for WCAG 2.1 AA accessibility standards.



In Q1, PG&E explored ways to explore accessibility of notification to individuals who may be Deaf or hard of hearing.

### **1.7.5 Tribal Engagement**

PG&E assists tribal governments throughout our service area to mitigate the impacts of PSPS to their tribal members, and other emergency situations such as the COVID-19 pandemic, extreme weather storms, wildfires, and rotating outages. In Q1 2022, PG&E attended the CPUC 2022 Tribal Priorities Meeting on January 22, 2022, held an Electric Vehicle Charging Station meeting with the Karuk Tribe on March 2, 2022, and held a CWSP Advisory Committee Meeting with key Tribal, local and agency stakeholders on March 31, 2022.

### **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>10</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 our in-language options, encouraging customers to select their preference, using various channels including direct mail, email, social media, multi-media partners, and CBOs.

As of March 31, 2022, 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.

In Q1 PG&E began to develop new notifications that will be launched later this year. These messages will be translated into all 15 non-English languages.

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

Further, PG&E engages with multicultural media outlets throughout the year in an effort 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. See Section 1.8.1.6.1 for more information on our multicultural

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<sup>10</sup> These include: Spanish, Chinese, Tagalog, Russian, Vietnamese, Korean, Farsi, Arabic, Hmong, Khmer, Punjabi, Japanese, Thai, Portuguese, and Hindi.

media engagement.

### 1.7.7 “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 participation in virtual meetings hosted by CBOs and state agencies (IHSS/Regional Centers).

In 2022, the format and timing of community events will depend on the public health safety protocols related to COVID-19. When it becomes safe for our customers, communities, and employees to gather, PG&E will review the potential to resume in-person events, based on state and local health guidance.

Table 10 summarizes our targeted outreach in Q1 2022. Table 11 summarizes our PSPS Safety Webinars, Regional Working Meetings, and Wildfire Webinars in Q1 2022.

**Table 10. Summary of Targeted Outreach Conducted in Q1 2022**

Date	Summary of Outreach and Engagement	Audience/County
January 19, 2022	Undergrounding Advisory Group	Key stakeholders and industry experts
February 14, 2022	Wildfire Mitigation Plan Update for CA State Senate and Assembly Staff	California State Legislature Staff
March 9, 2022	Undergrounding Advisory Group	Key stakeholders and industry experts
March 29, 2022	CWSP Webinar for U.S. Congressional Staff	U.S. Congressional Staff
March 29, 2022	Enhanced Powerline Safety Settings Webinar	Hospital Council and hospitals across PG&E’s service area
March 31, 2022	CWSP Advisory Committee	Key tribal, local and agency stakeholders

**Table 11. CPUC Meetings, PSPS Wildfire Safety Town Halls, and Regional Webinars**

<b>Date</b>	<b>Event</b>	<b>Audience/County</b>
January 20, 2022	CPUC 2022 Tribal Priorities	CPUC
February 23, 2022	PG&E PSPS Performance Briefing for CPUC	CPUC
February 24, 2022	Pre-Wildfire Mitigation Plan/General Rate Case Filing Briefing for California Public Utilities Commission Commissioner Alice Busching Reynolds Staff	CPUC
March 2, 2022	Post-Wildfire Mitigation Plan/General Rate Case Filing Briefing for California Public Utilities Commission Commissioner Darcie Houck Staff	CPUC
March 2, 2022	Safety Town Hall	Fresno County
March 3, 2022	Post-Wildfire Mitigation Plan/General Rate Case Filing Briefing for California Public Utilities Commission Commissioners Clifford Rechtschaffen, Genevieve Shiroma Staff	CPUC
March 9, 2022	Safety Town hall	Kern County
March 23, 2022	Safety Town Hall	Stanislaus and San Joaquin County
March 23, 2022	Regional Working Group	Central Valley
March 23, 2022	Regional Working Group	North Valley/Sierra
March 24, 2022	Regional Working Group	North Coast
March 24, 2022	Regional Working Group	South Bay/Central Coast
March 25, 2022	Regional Working Group	Bay Area
March 30, 2022	CWSP Webinar	Butte and Plumas County

## **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, which will be supplemented by 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.

#### **1.8.1.1 PSPS Notifications**

PG&E aims to share what we know about the weather and our equipment as soon as we can, keeping in mind weather conditions can be uncertain. Our goal, whenever the forecast will allow, 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 shutoff. PG&E will provide updates once the weather has passed until power has been restored. PG&E provided in detail our automated notifications in our 2022 Wildfire Mitigation Plan filed on February 25, 2022.

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

In Q1 2022, PSPS did not occur during the quarter, and therefore, no doorbell rings for MBL and SIV customers were completed for PSPS. However, in Q1, PG&E revised the door hanger used during the doorbell ring process. The revisions include additional information regarding resources for AFN individuals.

#### **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 that may need access to a CRCs during PSPS. In Q1 2022, PSPS did not occur during the quarter, and therefore, proactive notifications and impacted ZIP Code information was not provided to paratransit agencies. However, PG&E surveyed our accessible transportation contacts regarding their capabilities during a PSPS. PG&E continues to explore opportunities to expand access to accessible transportation during PSPS.

#### **1.8.1.4 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 translation support in over 240 languages including 10 Indigenous languages.

In Q1 2022, PSPS did not occur during the quarter, and therefore, we do not have any contact center-related metrics associated with Q1 2022 for PSPS. PG&E will provide contact center-related metrics associated with PSPS if applicable in future quarterly progress reports.

#### **1.8.1.5 Website**

PG&E remains committed to the continuous improvement of its websites to better meet the diverse needs of our customers. In Q1 2022, PG&E completed the following PSPS-related improvements to our website:

- Added new language to the CRC website to increase awareness of the accessible transportation resources available to customers to reach a CRC.

#### **1.8.1.6 Media**

PG&E engages with the media, including multi-cultural news organizations, issuing press releases, augmenting paid advertising, issuing radio advertisements, 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 communications on the radio, broadcast, tv, and online. In 2022, we plan 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 over 150 multicultural media outlets throughout the year 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 media outlets to help educate non-English speaking customers on various 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, event sponsorships).

PG&E also staffs bilingual and multilingual employees to serve in the EOC supporting

the PIO multimedia engagement function. These employees provide urgent translation support, such as verification and approval of ad hoc written translations during emergencies. These staff assist PG&E with avoiding delays that can occur when engaging outside vendors for translation needs during an 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 has a partnership with 34 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 12 summarizes our multi-cultural media engagement activities.

**Table 12. Multi-Cultural Media Engagement Activities (by Month)**

Month	Summary of Multi-Cultural Media Engagement Activities
January 2022	<ul style="list-style-type: none"> <li>Reviewed year-end report data submitted by participating multicultural media partners for process improvement purposes.</li> </ul>
February 2022	<ul style="list-style-type: none"> <li>Confirmed budget for this year’s PSPS Multicultural Media Engagement campaign.</li> <li>Identified potential multicultural media partners for this year’s engagement campaign as well as a PSPS multicultural radio campaign which would run from March 15 to end of Q2.</li> </ul>
March 2022	<ul style="list-style-type: none"> <li>Began initial conversation with targeted multicultural media partners to learn more about their capability in supporting this year’s campaign.</li> <li>Launch PSPS multicultural radio campaign with 11 radio stations in HFTD. It focuses on 211 and MBL in March and April</li> <li>Sent out invitation for campaign information session which is set for April 20, 2022.</li> </ul>

**1.8.1.6.2 Social Media**

PG&E regularly provides customer preparedness resources through our official social media channels, including Twitter, Facebook, Instagram, and Nextdoor. As of March 31, 2022, PG&E holds contracts with 34 multicultural media partners and one CBO to assist with in-language communications and share our social media posts before and during PSPS. In Q1 2022, PG&E shared 20 general emergency preparedness-related messages across its social medias.

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

To supplement PG&E's outreach efforts during PSPS, PG&E runs 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, as well as digital banners in English and multiple languages based on targeted ZIP Codes.

In Q1 2022, PSPS did not occur during the quarter, and therefore, PG&E did not run any PSPS emergency messages via paid media channels.

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

In Q1 2022, PSPS did not occur during the quarter, and therefore, no CRCs were deployed for PSPS.

To support CRC readiness for disabled people, PG&E completed ADA reviews at all indoor CRC sites in coordination with local government agency partners and tribes to identify appropriate CRC locations. From these site reviews, we selected ADA-friendly sites and invested in site improvements to comply with ADA requirements for not only CRC use but for the betterment of the community year-round. In 2022, we continue to conduct site reviews on potential additional CRC locations identified by local county governments and tribes, and make improvements as needed. In Q1 2022, PG&E completed seven CRC ADA reviews. As of March 31, 2022, PG&E has secured 393 event-ready sites, which include 112 indoor sites and 281 outdoor sites.

PG&E will continue site reviews and improvements at additional CRC sites as needed in 2022. In accordance with D.21-06-034, PG&E will file an updated CRC plan (for both fixed facility and mobile locations) within the 2022 Pre-Season Report no later than July 1, 2022.

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

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

The AAR process described in detail in our 2022 AFN Plan was not used for PSPS in Q1 2022 as PSPS did not occur during the quarter.

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

Based on feedback from agencies, CBOs, critical facilities, and customers on the 2021

PSPS season, PG&E focused our efforts in Q1 2022 on the following key initiatives to inform and enhance outreach efforts or prioritize improvements:

- Accessible Transportation
- Accessible Communication
- Outreach and Education

These initiatives will also be a focus point in Q2 and progress will be shared in the Q2 AFN Progress Report.

PG&E will continue to apply best practices and leverage lessons learned from our 2021 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 concluded the 2021 Post-Season Outreach Effectiveness Survey on Jan 13, 2022. Results were reported in Appendix F of PG&E's 2022 AFN Plan for PSPS Support filed on January 31, 2022.

PG&E did not conduct PSPS post-event surveys in Q1 2022 as PSPS did not occur during the quarter.

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

### **CONCLUSION**

PG&E will continue to provide a quarterly update regarding its progress towards meeting our 2022 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 exists.



**APPENDIX A – AFN COLLABORATIVE COUNCIL**

<b>First</b>	<b>Last</b>	<b>Organization</b>	<b>Title</b>
Aaron	Carruthers	State Council on Developmental Disabilities (SCDD)	Executive Director
Andy	Imparato	Disabilities Rights California	Executive Director
Anne	Kim	CPUC	Public Utilities Regulatory Sr. Analyst
Christina	Mills	CFILC	Executive Director
James	Cho	CPUC	Public Utilities Regulatory Program Manager
Karen	Mercado	Disability Rights California	Executive Assistant
Susan	Hernderson	Disabilities Rights Education & Defense Fund	Executive Director
Vance	Taylor	Cal OES	Chief, Office of Access and Functional Needs

**APPENDIX B – STATEWIDE JOINT IOU AFN ADVISORY COUNCIL PARTICIPANTS**

<b>First</b>	<b>Last</b>	<b>Organization</b>	<b>Title</b>
Kelly	Brown	211	Director, Interface 2-1-1
Hewitt	Matanari	Alta California Regional Center	Emergency Response Coordinator
Tracey	Singh	American Red Cross	Pacific Division Disability Integration Advisor
James	Collins	CA Council of the Blind	Community Educator
Rick	Yrigoyen	CA Department of Social Services Adult Program Division - CDSS	Staff Services Manager
Ally	Bartz	CA Department of Social Services Adult Program Division - CDSS	unknown
Mark	LaBeau	CA Indian Rural Health Board (CIRHB)	CEO
Sutep	Laohavanich	California Department of Aging (CDA)	Program Director
Adam	Willoughby	California Department of Aging (CDA)	Asst. Director of Legislation and Public Affairs
Tamara	Rodriguez	California Department of Development Services (DDS)	Officer, Emergency Preparedness & Response
Rose	Samaniego	California Department of Development Services (DDS)	Community Program Specialist III-FHA Supervisor
Seneca	St. James	California Department of Development Services (DDS)	Community Program Specialist III
John	Barnett	California Department of Social Services (DSS)	Manager, Response and Redirect Unit
Joanne	Brandani	California Department of Social Services (DSS)	Deputy Chief, Disaster Services Branch

First	Last	Organization	Title
Michael	Butier	California Department of Social Services Disaster Unit (DSS)	Functional Assessment Service Team Coordinator
Kendall	Skillicorn	California Department of Social Services Disaster Unit (DSS)	Bureau Chief, Department Operations Bureau
Bonny	Wolf	California Department of Social Services Disaster Unit (DSS)	Disaster Unit
Dan	Okenfuss	California Foundation for Independent Living Centers (CFLIC)	Public Policy Manager
Elizabeth	Basnett	California Health & Human Services	Assistant Secretary
Annette	Rogers	Central Valley Regional Center (CVRC)	Fresno NVRC Representative
Kay	Chiodo	Deaf Link, Inc.	Chief Executive Officer
Dan	Heller	Deaf Link, Inc.	President
Ana	Acton	Department of Rehabilitation - DOR)	Deputy Director Independent Living and Community Access Division
June	Isaacson Kailes	Disability Policy Consultant	Disability Policy Consultant
Lauren	Giardina	Disability Rights California (DRC)	Executive Director Managing Attorney
Mary Ellen	Ittner	Keadjian	Senior Advisor
Joseph	Grounds	Kern Regional Center (KERNRC)	Emergency Response Coordinator
Yenter	Tu	No Barriers Communications	National Liaison
Gabby	Esharati	North Los Angeles County Regional Center	Consumer Services Director
Fred	Keplinger	Redwood Coast Regional Center	Emergency Management Coordinator
Larry	Grable	Service Center for Independent Living - SCIL	Executive Director
Brian	Weisel	State Council on Developmental Disabilities	Legal Counsel

**APPENDIX C – FOOD BANK RESOURCE PARTNERS**

**Table 13** below includes a list of food banks with active agreements with PG&E for PSPS.

**Table 13. Food Bank Resource Partnerships with PG&E**

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

## APPENDIX D – MEALS ON WHEELS PARTNER ORGANIZATIONS

Table 14 below includes a list of Meals on Wheels organizations with active agreements with PG&E for PSPS support.

**Table 14. Meals on Wheels Partnerships with PG&E**

<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 E – CBOS WITH ACTIVE AGREEMENTS FOR PSPS SUPPORT

Table 15 below lists CBOs with active agreements with PG&E for PSPS support.

**Table 15. CBOs with Active Agreements 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