

**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)

**SAN DIEGO GAS & ELECTRIC COMPANY (U 902 E) QUARTERLY  
UPDATE TO 2025 PLAN TO SUPPORT ACCESS AND FUNCTIONAL  
NEEDS POPULATIONS DURING PUBLIC SAFETY POWER SHUTOFFS**

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COMPANY

October 31, 2025

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Pursuant to Conclusion of Law 36 and Ordering Paragraph 1 of the California Public Utilities Commission's (Commission) Phase 2 De-Energization Decision (D.) 20-05-051 and Phase 3 De-Energization D.21-06-034, San Diego Gas & Electric Company (SDG&E) submits this quarterly update regarding its progress towards meeting its 2025 Access and Functional Needs (AFN) Plan which describes its efforts to address the AFN and vulnerable population during Public Safety Power Shutoffs (PSPS). SDG&E's 2025 AFN Plan Quarterly Update is attached hereto as Attachment A.

Respectfully submitted,

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October 31, 2025

## **Attachment A**

**San Diego Gas & Electric Company's Third Quarterly Update to 2025  
Plan to Support Populations with Access and Functional  
Needs During Public Safety Power Shutoffs**

**October 31, 2025**



## I. Introduction

On January 31, 2025, San Diego Gas & Electric Company (SDG&E or Company) submitted its 2025 plan regarding planned efforts to support populations with access and functional needs (AFN) during Public Safety Power Shutoff (PSPS) de-energization (2025 AFN Plan) in accordance with California Public Utilities Commission (Commission or CPUC) Decision (D.) 20-05-051 Phase 3 OIR Guidelines leveraging the Federal Emergency Management Agency (FEMA) Six Step Comprehensive Preparedness Guide (CPG) process. SDG&E's 2025 AFN Plan outlined its approach for serving individuals with AFN and vulnerable customers before, during and after PSPS.

Per D.20-05-051, SDG&E provides this quarterly update regarding its progress toward meeting its 2025 AFN Plan and the impact of its efforts to address the needs of AFN and vulnerable populations during a PSPS. This update maps to and follows the sequencing of SDG&E's 2025 AFN Plan<sup>1</sup> for ease of reference and builds upon the efforts described therein. Specifically, rather than repeating the activities SDG&E describes in its 2025 AFN Plan that were already taken, this update provides the incremental efforts taken since June 30, 2025.

Since its submittal of the 2025 Plan, SDG&E has highlighted progress in the following key activities:

- 211 San Diego readiness outreach campaign to Medical Baseline customers in the High Fire Threat District
- Local outreach via Community Based Organization presentations, bill inserts, and social media posts included AFN self-identification information
- Restructured backup battery dispatch process to improve customer experience

See Appendix C for quarterly progress towards the key objectives outlined in the 2025 AFN Plan.

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<sup>1</sup> [R. 18-12-004 SDGE 2025 AFN Plan](#)

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## APPENDIX A - C

Appendix A: Collaborative Council Members

Appendix B: Statewide Council Members

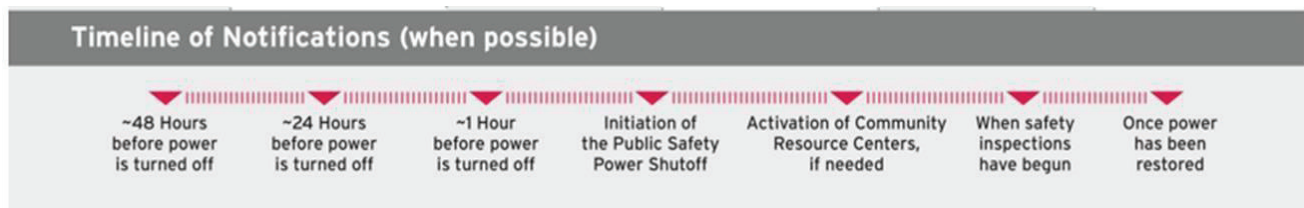
Appendix C: 2025 AFN Plan Objective Tracker

## 1. CONCEPT OF OPERATIONS | HOW

During a PSPS, forecasts are subject to change swiftly and preparation timelines must adjust quickly as well.

This Concept of Operations is separated into preparedness before, during, and after phases to account for the unique operational requirements over the course of PSPS. **Table 1** shows a general example sequence for a potential PSPS.

*Table 1: SDG&E PSPS Timeline Example*



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

#### 1.1.1 Emergency Operations Center

Leading up to the PSPS season, SDG&E Emergency Management meets with public safety partners to determine the best method of communicating and providing situational awareness during Emergency Operation Center (EOC) activations. Public safety partners are proactively informed through different forms of communication throughout the year, including a Partner Portal created in 2021. Since its inception, the SDG&E Partner Portal has seen significant enhancements including outage impacts broken down by customer type, a mobile application to help ensure information is readily available on-the-go, all-hazard updates to include information for non-PSPS events, and compliance with Web Content Accessibility Guidelines (WCAG) 2.1 AA. The two-time award-winning Partner Portal is in the process of including gas hazard information, helping to ensure partners receive timely and accurate information during gas-related EOC activations. Additionally, for the sake of resilience, SDG&E maintains two physical EOCs alongside a virtual EOC, enabling SDG&E to respond either in-person, virtually, or through a hybrid approach depending on the situation and needs of our response.

#### 1.1.2 Preparation Exercises & Training

SDG&E's Emergency Response team conducts extensive preparation and training in collaboration with the AFN team to prepare for PSPS and supporting individuals with AFN. These include:

- Two annual PSPS exercises, one tabletop and one operations-based, both of which address AFN concerns during a PSPS with external partner participation including AFN partners
- Additional exercises throughout the year on various all hazards topics that address and include AFN concerns and response expectations
- New responders onboarded in the New EOC Member Orientation course



- New responders onboarded with required participation in NIMS, SEMS, and ICS training through FEMA course 100, FEMA course 200, FEMA course 700, and California's SEMS course
- Targeted participation in SDG&E's Command and General position credentialing training, including specific responder completion of CSTI courses G-775 and G-191
- EOC responder participation in annual Summer Readiness Training which provides training to all responders on PSPS expectations and protocols, load curtailment expectations and protocols, general hazards EOC expectations and protocols, and seasonal weather forecasts
- Outreach and engagement with Public Safety Partners, Community Partners and local jurisdictions, including tribes
- EOC tours for external stakeholders
- Joint planning with County OES, CalOES, CAL FIRE, emergency managers and Regional Fire Chiefs
- AFN Liaison Officer training on the process and protocols for communication and AFN CBO services
- Training on IOU programs and services to in-home workers, social service staff, CBOs, tribal orgs, CERTS etc.

### **1.1.3 Emergency Operations Center AFN Liaison Role**

To ensure individuals with AFN have support and resources available during all phases of a PSPS, SDG&E has established a dedicated AFN Liaison position, which includes a roster of eleven responders who complete a series of yearly trainings to prepare and effectively respond to customer needs before, during, and after a PSPS.

Specifically dedicated to supporting individuals with AFN during EOC activations, the AFN Liaison Officer reports directly to and advises the Officer-in-Charge (OIC) regarding the support services, resources, and activities to support customers with AFN.

The AFN Liaison Officer collaborates with SDG&E's AFN CBO support partners, including 211 San Diego, Orange County United Way (formerly 211 Orange County), Facilitating Access to Coordinated Transportation (FACT), The Salvation Army, and local Community Based Organizations (CBOs), to prepare customers for a potential power outage, provide up-to-date information on PSPS operations, and address the power outage related needs of customers requesting assistance. The AFN Liaison Officer also coordinates and facilitates the residential customer battery back-up generator program during PSPS EOC activations.

Additionally, to ensure ongoing support, the AFN Liaison Officer responder team has a dedicated 24/7 "on-call" representative, who is available to support specific customer needs that may arise outside of a PSPS. In addition to the general EOC training and exercises required by SDG&E's Emergency Management, position specific training on the processes and resources utilized during an EOC activation to support AFN customers were required. This additional AFN Liaison Officer training includes:

- Continually updated and improved AFN Liaison Handbook

- Accessible Hazard Alert System (AHAS) notification procedure
- Disability awareness and sensitivity

Responders have been well-prepared through training and exercises focused on EOC operations and the specific role of the AFN Liaison Officer. This preparation enables the responders to efficiently handle EOC procedures and community support resources that benefit customers with AFN. These efforts will continue through 2025, ensuring AFN Liaison Officers are kept up to date with any changes related to requirements or procedures.

#### **1.1.4 Customer Care Support**

SDG&E continues to support individuals and households with AFN, including during a PSPS. When customers call or chat with an agent regarding specific concerns related to an AFN, they will be directed to the appropriate resource to receive support (e.g., 211, AFN Liaison EOC responder, etc.). Additionally, SDG&E's Customer Care Center representatives are trained to speak with customers experiencing challenges and if it is the customers' preference, flag them in SDG&E's system as having a self-identified disability for additional consideration of tools, programs, and services.

### **1.2 AFN Identification Outreach**

SDG&E recognizes the importance of continuing to identify individuals with AFN. As a result, SDG&E is committed to providing the education, resources, and notifications required to maximize resiliency during a PSPS. SDG&E continues to enhance its ability to identify individuals with AFN. There are approximately 394,000 customer accounts associated with AFN, which accounts for 30% of the residential customer class. Of the 394,000, approximately 45,000 customers reside in the high-fire threat district (HFTD).

Since 2022, SDG&E continues to implement AFN self-identification outreach efforts allowing customers to identify individuals in their household who may have access and functional needs including:

- Blind/low vision
- Deaf/hard of hearing
- Disabled (cognitive, physical, developmental)
- AFN
- Use assistive technology or durable medical equipment

SDG&E is also committed to ensuring inclusiveness through ease-of-access for customers with language and accessibility needs. This resource undergoes continuous improvement with participation and feedback from the AFN Collaborative Team and stakeholders to ensure customers can self-identify and receive communications in their preferred manner.

Outreach will continue to take a collaborative approach by leveraging channels including the Regional PSPS Working Group, Energy Solutions Partners Network consisting of more than 200 CBOs, and relevant state and local agencies.

In Q3 the promotion of AFN Self Identification continues to be included in local and Joint IOU outreach presentations to CBO's and state agencies. SDG&E promoted AFN Self-ID as the June on-bill message:

- *“Do you have a disability or use a medical device requiring electricity for your health and safety? Let us know at [sdge.com/AFN](https://sdge.com/AFN).”*

### **1.3 AFN Support Resources**

To support and prepare individuals who identify as AFN, SDG&E will continue to provide a comprehensive approach of programs and resources before, during, and after PSPS. SDG&E is committed to seeking new opportunities to identify organizations with quick response capacity that can meet the needs of customers across the region during PSPS activations.

In 2023, SDG&E launched a PSPS Customer Impact Study to increase understanding of customer impacts during a PSPS de-energization, with a focus on individuals with AFN. This study utilized a comprehensive approach to gather factual data, including key findings from existing relevant studies, and direct survey feedback from SDG&E customers and employees, to inform how we target, support, and communicate with customers before, during and after a PSPS. Throughout 2024, the study findings were shared with key internal and external stakeholders and opportunities were prioritized.

In 2025, as a result of the PSPS Customer Impact Study, SDG&E facilitated three tribal feedback sessions as an enhancement to improve customer experience during PSPS. 211 San Diego continued the readiness outreach campaign to Medical Baseline customers in the High Fire Threat District.

SDG&E continues to identify opportunities to further strengthen its collaboration with the San Diego County Sheriff's Department promoting the Blue Envelope program. This initiative is designed to enhance communication and inclusiveness between law enforcement and community members with conditions such as dementia, anxiety, or other disabilities that may require special accommodation during interactions. The SDG&E team will continue to seek opportunities to educate employees on recognizing and effectively using the Blue Envelope Program when engaging with customers.

### ***211 – Centralized Resource Hub***

SDG&E plans to continue its partnership with 211 San Diego and Orange County United Way (formerly 211 Orange County) into 2025 and is building on these partnerships to enhance services as new opportunities are identified. In addition to enhanced identification of customers with AFN, this collaboration also provides assessment of AFN population needs, hotel stays for those impacted by de-energization events, accessible transportation, food resources, and access to resiliency items.

In advance of a 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 assistance programs, and rely on life-sustaining medical equipment. This outreach provides opportunities for customers to prepare resiliency plans and connects them with existing programs for enhanced support. In 2025, 211 will expand upon this outreach and focus on targeting various customer segments, including customers on Medical Baseline and those who are eligible for income-qualified assistance programs.

211 also provides a holistic approach to assisting customers with completing applications for these programs and includes the exploration of Care Coordination screening outreach efforts. During a PSPS, 211 San Diego and Orange County United Way serve as a resource hub to connect individuals with services directly provided by partners contracted with SDG&E, as well as more than 1,000 regional CBOs who provide services. These agencies provide several unique advantages in that their services are available statewide, 24/7 and connect individuals with well-established local partners who have long served the broader AFN community. Additionally, 211's social workers are equipped to conduct needs assessments and escalate needs accordingly to higher tiers of support.

Below is SDG&E's 211 support services flyer that is used for marketing and outreach campaigns to those residing in the HFTD.

Please see **Image 1** for a sample of the marketing materials used:

*Image 1*



### *Accessible Transportation*

Facilitating Access to Coordinated Transportation (FACT) provides accessible transportation to individuals with AFN across the entire HFTD during PSPS. FACT receives EOC PSPS daily notifications and amplifies the information, including zip codes, to ~160 paratransit service providers. There is no

eligibility criteria other than individual seeking assistance. FACT is available 7 days a week from 5:30 a.m. - 11:00 p.m. during a PSPS.

SDG&E will continue its partnership with FACT in 2025, as they have been able to facilitate all requests for transportation received and coordinated by 211 since the initiation of the collaboration in 2020. As an enhancement to FACT services, SDG&E Grant Funding was provided to FACT for the use of Starlink improving communication reliability with impacted customers in rural areas during PSPS accessible transportation support. This consistency of meeting customers' needs when the utility experiences a de-energization hasn't necessitated identifying additional transportation partners.

Through 2025, SDG&E continues marketing of this solution through targeted campaigns to individuals with AFN, as well as providing training and materials for CBOs within the Energy Solutions Partner Network that SDG&E works with. See section 1.7 AFN Public Education and Outreach for additional details.

### ***No-Cost Hotel Stays***

SDG&E will continue its partnership with The Salvation Army in 2025, which coordinates no-cost hotel stays to individuals with AFN during PSPS. This is also available to individuals who would not normally be considered AFN, but due to circumstances (long duration, cold weather, living alone, etc.) request assistance. Hotel stays are arranged via The Salvation Army and 211, and do not require any payment up front or otherwise from individuals. Hotels are selected based on accessibility and proximity to a customer's residence or other requested location. The Salvation Army has facilitated all requests received since the partnership's initiation in 2020.

### ***Food Support***

SDG&E has strengthened the pipeline of local food resources for older adults, individuals, and families with AFN by partnering with the San Diego Food Bank, Feeding America, Meals on Wheels, and other local food partners. These valued partnerships enable the support of vulnerable, rural, and tribal communities' year-round and during PSPS activations. Food support is available at many locations, including on tribal lands. Expanded San Diego Food Bank mobile food pantries ensure additional food support offerings during PSPS. In addition, Meals on Wheels can deliver shelf-stable meal kits (each with a breakfast, lunch, and dinner) to Community Resource Centers for distribution, as needed. As demonstrated during previous PSPS de-energizations, this has proven to be a valuable resource and as such will continue to play an important role in supporting customers in need.

SDG&E will continue expanded food resource options with the San Diego Food Bank (a Community Information Exchange partner of 211 San Diego) and resiliency solutions as identified for those impacted during PSPS. SDG&E will continue to leverage marketing and outreach campaigns to increase awareness of available support solutions to individuals with AFN via web and social media.

Supplemental to the above referenced partnerships, SDG&E will continue to offer warm meals at Community Resource Centers when needed. Currently, 3 catering companies are contracted with SDG&E to provide catering services throughout the service territory. See SDG&E Resource Planning and Partnerships below for a listing of caterers.



## ***Wellness Checks***

SDG&E partners with (Community Emergency Response Teams) CERTS and You Are Not Alone (YANA) to perform in-home wellness checks. PSPS educational resource flyers are distributed during wellness checks as part of their emergency preparedness efforts along with medical cooler organizers as needed. Additional support services can be provided through 211 as needed. The below partnerships will continue into 2025:

- **East County Community Emergency Response Team (CERT):** Educates people about disaster preparedness for hazards that may impact their area. Provides training in basic disaster response.
- **San Diego County Volunteer Sheriff Patrol - You Are Not Alone (YANA) Program:** A volunteer program designed to support older adults, people with disabilities or anyone who is otherwise homebound through weekly visits or by requests.

## ***Resiliency Items***

SDG&E will continue to distribute resiliency items at Community Resource Centers during a Public Safety Power Shutoff. These items may include portable solar cell phone chargers, medical device charging, gift cards to compensate for food, cooler bags, 2.5-gallon water bags, bottled water, water for livestock, seasonal blankets, and medical cooler organizers. Additional opportunities will be explored to provide targeted resiliency items as they are identified.

SDG&E, along with the other IOUs, has quarterly working group meetings scheduled with the AFN Collaborative Council team to further identify opportunities to enhance support.

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

#### **1.4.1 Back-Up Power**

SDG&E offers several back-up power programs to enhance resiliency for individuals, many of which are targeted to individuals with AFN during PSPS activations including no cost and low-cost options.

#### **1.4.2 Portable Battery Program (Generator Grant Program)**

The Generator Grant Program (GGP) provides no-cost portable backup batteries to customers. Eligible customers included those residing in the HFTD who have experienced one or more PSPS outages and are enrolled in the MBL Program or flagged in SDG&E's customer database as self-identified AFN or having a self-reported disability, including those that are blind/low vision, deaf/hard of hearing, and temperature sensitive. Approximately 6,000 customers have received batteries to date.

For 2025, the program will continue to prioritize MBL, Life Support, and qualifying AFN customers in the HFTD with a high likelihood of PSPS. Customers participating in the program will continue to be offered a resiliency assessment to determine their current awareness of PSPS resources, existing resiliency measures to which they may already have access, and other resiliency programs they may benefit from (such as permanent batteries). SDG&E also plans to build upon our partnership with 211 San Diego to

support delivery of temporary portable backup battery units to individuals with AFN who need them during PSPS outages with three different types of backup batteries.

In Q3 of 2025, the GGP continued to perform outreach, education, and battery delivery services. Program staff continued to collaborate with the AFN team, 211 San Diego, and the program implementer on updating and finalizing procedures for the PSPS in-event delivery service component of GGP.

#### **1.4.3 Generator Rebate Program (Generator Assistance Program)**

SDG&E's Generator Assistance Program offers a rebate incentive for customers to prepare with back-up power sources. The program includes rebates for fuel generators and portable power stations to customers who reside in the HFTD and have experienced a PSPS-related outage.

In addition, the program continues to target the low-income segment with enhanced rebates for CARE/FERA customers. To date, over 2,900 customers have received rebates from this program. The 2025 program will continue to target customers in the HFTD who have experienced previous PSPS events and provide enhanced rebates for low-income individuals including those with access and functional needs who elect to purchase portable generators and portable power stations.

In Q3 2025, eligible customers received a new marketing campaign introducing newly qualified portable power stations. The program continues processing and issuing rebates to qualified customers for eligible products. Additionally, customer outreach and education efforts were completed at the Wildfire Safety Fairs (more information on these fairs are in section 1.7.6 Participation in Community Events).

#### **1.4.4 Mobile Home Park Resilience Program**

The Standby Power Programs (SPP) target customers and communities that will not directly benefit from other grid hardening initiatives. These targeted customers reside in the backcountry and are generally located on circuits in communities that are most prone to PSPS exposure. One sub-program within the SPP umbrella that offers potential benefits to individuals with access and functional needs is referred to as the Mobile Home Resilience Program (MHRP). This program provides a clean backup power solution to enhance community resilience within their respective mobile home park. More specifically, solar panels coupled with a battery system help keep the mobile home park clubhouse powered during a power outage. The clubhouse tends to be a central location where residents can charge phones or laptops, keep medical devices powered, seek air conditioning, or refrigerate medicine in the community refrigerator. This program has completed three installations since its inception and will continue to evaluate potential installations (SPP budget permitting).

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

The Self Generation Incentive Program (SGIP) is administrated by the Center for Sustainable Energy (CSE) in SDG&E's service territory. The program offers incentives for generation and battery storage technologies installed for residential and nonresidential customers. The SGIP has a variety of different budget categories for the current program cycle that started in 2020 and is expected to run until the end of 2025 or until all incentive funds are exhausted. In support of AFN customers, the program offers higher incentives for battery storage projects within the Equity Resiliency budget.

Customers can be eligible for the Equity Resiliency budget if they are located in a Tier 2 or Tier 3 High Fire Threat Districts (HFTD), experienced a Public Safety Power Shutoff (PSPS), are currently enrolled in the Medical Baseline Program, and/or is a customer that has a serious illness or condition that could be life threatening if electricity is disconnected.<sup>2</sup>

In late March 2024, Commission Decision (D.) 24-03-071 was adopted allocating \$22M from the Greenhouse Gas Reduction Fund to the SGIP Residential Solar and Storage Equity (formally Residential Storage Equity) referred to as the RSSE budget for the SDG&E service territory. This decision also made programmatic changes to improve the SGIP through eligibility requirements that cater to customers with AFN.

Some of these changes include:

- Expanding categorical eligibility for SGIP equity budget incentive to customers income verified in California Alternate Rates for Energy (CARE), Family Electric Rate Assistance Program (FERA), and Energy Savings Assistance Program (ESA)
- Funding set-aside for customers living on tribal lands and enrolled members of California Tribes

The SGIP Program Administrator (PA), which is the Center for Sustainable Energy in SDG&E's service territory, along with the other PAs opened the RSSE budget to implement D. 24-03-071 and make these new directives effective and the new funding available statewide in June.

#### **1.4.6 Microgrid Incentive Program**

SDG&E launched its Microgrid Incentive Program (MIP) in October 2023, which is aimed at disadvantaged and vulnerable communities for deploying, and incentivizing, multi-premise community microgrids. The only application window SDG&E held was open from October 14, 2024 through November 22, 2024.

The MIP team worked closely with SDG&E's Tribal Relations, Regional Public Affairs and Account Executive teams on an ongoing basis to build awareness for the program in addition to hosting one-on-one presentations with interested parties. During first half of 2025, SDG&E reviewed the applications, scored them, and notified the applicants whose application scored highest. Two applicants were notified that they are eligible to receive the MIP award. One of the applicants accepted the award and SDG&E is waiting for the other applicant to accept the award. SDG&E is reviewing the MIP participation agreement with the applicant that accepted the award. With the applicant that has yet accepted the award, SDG&E has been in constant communication with the point of contact (applicant) to share any additional information that SDG&E help for them make a decision. Additional information can be found at [www.sdge.com/MIP](http://www.sdge.com/MIP).

### **1.5 Customer Assistance Programs**

Through SDG&E's comprehensive, marketing, education, and outreach (ME&O) engagement strategy, relevant information on available programs and services is targeted to individuals with AFN to support emergency preparedness, cost savings, and resiliency. These programs not only help low-income and

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<sup>2</sup> 2024 SGIP Handbook, PG 25-26.



disadvantaged communities but are also a critical way for SDG&E to reach a variety of customer demographics within the AFN population.

In 2025, the IOUs will also continue to engage with community partners and provide a coordinated one-stop marketing and education outreach program for CARE, FERA, ESA and bill assistance programs to streamline the efforts and share best practices. SDG&E will also explore additional ways to expand promotion of these programs to customers identified as AFN.

### **1.5.1 Medical Baseline Allowance Program (MBL)**

The MBL allowance program provides additional energy at a baseline rate (the lowest rate possible for residential customers) to customers with medical conditions that require heat, air conditioning, or have a qualifying medical device. To qualify for the Medical Baseline program, the applicant must have an eligible medical condition or medical device certified by a licensed Medical Doctor (M.D.), Doctor of Osteopathy (D.O.), Nurse Practitioner or Physician Assistant. The medical device must be for home use only.

Through the end of September 2025, SDG&E had 64,080 customers enrolled in the MBL Allowance program.<sup>3</sup> Communication and outreach initiatives continued in Q3, providing power banks, cooling towels and diabetic emergency kits to those in need at events, including 315 MBL applications. SDG&E continues to partner with 211 to ensure customers in the HFTD are aware of available resources to conduct outreach to MBL customers by assisting them with a customized readiness plan. Additionally, SDG&E has proactively emailed all MBL customers with missing contact information to ensure contact during a PSPS.

#### ***Statewide MBL Eligibility Study***

On December 22, 2021, the Joint IOUs filed a Motion in Rulemaking (R.) 18-07-005 (the Disconnection OIR) requesting authorization to submit a Tier 3 advice letter (AL) to request approval for a study of the eligible MBL population in each utility's service territory. The proposal encompassed the development of a single, coordinated, statewide study plan by a third-party consultant to produce an initial estimate of eligible MBL populations for each IOU's service territory. On August 31, 2023, the Commission approved the study request in D.23-08-049 with additional requirements.

In Q3 2024, Verdant developed a draft study design and, pursuant to D.23-08-049, the Joint IOUs held a public workshop on July 24, 2024<sup>4</sup> to raise awareness and incorporate feedback from stakeholders into the study design. Subsequently, the IOUs filed a joint Tier 3 AL to seek approval of the study design and budget on September 30, 2024.<sup>5</sup>

As of September 2025, the Tier 3 AL filed in 2024 is still being reviewed. Once the AL is approved, Verdant will begin analysis for the Eligibility Study.

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<sup>3</sup> As reported in SDG&E's Disconnection Settlement Monthly Report for September 2025.

<sup>4</sup> D.23-08-049 at COL 17(c) and OP 5.

<sup>5</sup> SDG&E AL 4524-E/3352-G.

### **1.5.2 California Alternate Rates for Energy Program (CARE)**

The CARE program provides a 30% or greater discount on natural gas and electricity bills to low-income residents, non-profit group living facilities, and agricultural housing facilities. Customers must meet eligibility guidelines to qualify for the CARE program. As of the end of Q3 2025, there were 291,219<sup>6</sup> customers enrolled in CARE.

### **1.5.3 Family Electric Rate Assistance Program (FERA)**

The FERA program provides qualified households with an 18% discount on electric use every month. Households must meet eligibility guidelines to qualify for the FERA program. As of the end of Q3 2025, there were 17,244<sup>7</sup> customers enrolled in FERA.

### **1.5.4 Energy Savings Assistance Program (ESA) Portfolio**

The ESA portfolio of programs offers no-cost weatherization services, energy efficient lighting, energy efficient appliances, energy education, and other services to income-qualified customers of single family, mobile homes and qualified Deed Restricted and Non-Deed Restricted multifamily buildings in support of reducing energy consumption and costs, while improving health, comfort, and safety of customers. ESA's portfolio consists of the Main ESA Program and the Multifamily Whole Building (MFWB) Program, and ESA Whole Home Program. By the end of Q3 2025, the ESA Main program treated 3,934 homes.

### **1.5.5 Low Income Energy Assistance Program (LIHEAP)**

LIHEAP is federally funded and helps low-income households with weatherization services and one-time financial assistance to help balance an eligible household's utility bill. The program is overseen by the California Department of Community Services and Development (CSD) and administered by three local nonprofit agencies in SDG&E's service territory. SDG&E customers are referred to 211 San Diego (211sandiego.org) for information. In Q3, there were approximately 1,736 LIHEAP pledges totaling approximately \$1,851,893

### **1.5.6 Arrearage Management Plan (AMP)**

CARE and FERA customers may also be eligible for AMP, which is a 12-month payment plan that forgives 1/12 of a participant's debt after each on time payment of the current month's bill. After twelve on-time payments of their current month's bills, the participant's debt will be fully forgiven up to a maximum of \$8,000. Enrolled participants are protected from disconnection while participating. As of the end of Q3 2025, there were 18,709 customers enrolled in AMP with \$90.1 million in total amount forgiven since the program started.

### **1.5.7 Community Support**

In Q3, SDG&E met with community-based organizations and nonprofit leaders to learn about their clients' most pressing needs, particularly as it relates to impacts from PSPS events. This listening and

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<sup>6</sup> As reported in SDG&E's Low Income Monthly Report for September 2025, CARE Table 2.

<sup>7</sup> As reported in SDG&E's Low Income Monthly Report for September 2025, FERA Table 2.

relationship development is critical not only in helping to inform our charitable giving strategy, but also for how we communicate and improve our partnerships. When providing updates to the media about the anticipated wildfire season, 211 San Diego and the San Diego Fire Rescue Foundation joined us, exemplifying our long-standing partnership and alignment. The Community Relations team will continue to assess community needs for additional potential investments in the remainder of 2025.

## 1.6 PSPS Preparedness Outreach and Community Engagement

### 1.6.1 SDG&E Advisory Boards and Councils

SDG&E is committed to ongoing engagement with external stakeholders, public safety partners, tribal leadership, and advisory boards/councils to gain feedback on its approaches to serving customers before, during and after PSPS. The following section will outline Q3 2025's engagement, feedback received, and how SDG&E plans to incorporate the feedback to enhance customer experience.

#### 1.6.2 AFN Collaborative Council (See Appendix A)

SDG&E participated in the Q3 AFN Collaborative Council meeting on September 8, 2025. Items discussed were the PSPS Season Update, financial support, and the strategic direction of the Collaborative Council.

**Table 2: Q3 Collaborative Council Meeting Information**

Meeting	<p><b>Date:</b> September 8, 2025</p> <p><b>Location:</b> Virtual</p> <p><b>Purpose:</b> Convene collaborative discussion of the strategic direction of the Council, provide an IOU response to the Q2 request for financial support of Council members, and provide a PSPS mid-season update.</p>
Summary of Engagement	<p><b>PSPS Season Update</b></p> <ul style="list-style-type: none"> <li>• M.E. Ittner introduced the PSPS Season Update, stating that a more complete report will be presented in Q4.</li> <li>• Pacific Gas &amp; Electric (PG&amp;E) gave an overview of their PSPS Season to date, noting that there have been four PSPS in 2025, impacting a total of nearly 18,000 customers. <ul style="list-style-type: none"> <li>○ With the help of local media communication, 15,000 customers have been supported at 23 Community Resource Centers (CRCs).</li> <li>○ PG&amp;E is continuing to engage in wildfire preparation and has conducted outreach to 1.3 million customers as well as additional training for CRC staff.</li> <li>○ Additional outreach has been conducted to rural communities to ensure they have access to potable water.</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>• Southern California Edison (SCE) shared that they have had eight PSPS since May 2025, emphasizing this has been a very active season and customer safety and awareness of resources are being prioritized. <ul style="list-style-type: none"> <li>○ To combat the increased risk of wildfires, SCE has been updating their PSPS protocols.</li> <li>○ Many customers being impacted this year have not previously experienced PSPS and, in some cases, outages are lasting longer than prior events.</li> <li>○ SCE is listening to customer feedback and adjusting processes in response, including looking at where there are resource gaps.</li> <li>○ For example, a need for additional CRC sites has been identified and digital channels are being updated based on feedback.</li> </ul> </li> <li>• San Diego Gas and Electric (SDG&amp;E) gave an overview of their 2025 PSPS season, noting that they have not had any events since January. <ul style="list-style-type: none"> <li>○ SDG&amp;E is expanding their preparedness efforts by partnering with CBOs beyond High Fire-Threat Districts (HFTDs), participating in additional community engagements, and continuing to partner with 211.</li> <li>○ Expanded outreach efforts included proactively calling Medical Baseline (MBL) customers to develop preparedness plans and discuss available services, adding four CRCs, utilizing sensory kits and additional signage at CRCs and tailoring response to cold weather events as well as warm weather events.</li> </ul> </li> </ul> <p><b>Request for Financial Support</b></p> <ul style="list-style-type: none"> <li>• PG&amp;E shared an overview of a request raised by DRC at the Q2 JIOU AFN Collaborative Council meeting that the IOUs consider investing in a funded partnership CFILC, DRC and DREDF. <ul style="list-style-type: none"> <li>○ The IOUs have reviewed the Phase 3 CPUC decision that established the Advisory Council which states that the utilities should inquire “whether and how the non-governmental entities of the Council require funding” to participate.</li> <li>○ Funding was offered when the Council formed and was not requested by any Council members.</li> </ul> </li> </ul>
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	<ul style="list-style-type: none"> <li>○ The IOUs asked CFILC, DRC and DREDF to provide a proposal outlining how much time they spend on Council activities and how much funding they require.</li> <li>• A funding request form will be provided to Council members. Following collection of requests, the IOUs will structure a means of providing funding.</li> </ul> <p><b>Collaborative Council Strategic Direction</b></p> <ul style="list-style-type: none"> <li>• M.E. Ittner gave an overview of the formation of the Collaborative Council within a regulatory framework, its joint accomplishments, and key factors to consider in developing a path forward for the Council.</li> <li>• The Council began by reviewing and discussing the JIOU’s AFN Plan KPIs. <ul style="list-style-type: none"> <li>○ SCE raised that it may be time to revise the KPIs and work toward new targets.</li> <li>○ SDG&amp;E suggested that there is opportunity for growth within KPI 1 which measures customer awareness of what support is available to them during a PSPS.</li> </ul> </li> <li>• SCDD asked who the customer base for measuring KPI 1 is. <ul style="list-style-type: none"> <li>○ PG&amp;E responded that the base is the AFN customers who respond to the PSPS surveys.</li> </ul> </li> <li>• PG&amp;E raised the issue of customers who are prepared to experience one PSPS event but are impacted by multiple successive events. The Council could look at what “mitigated” means for those customers and how they can be adequately and efficiently supported.</li> <li>• SDG&amp;E stated that some customers are very familiar with and prepared for PSPS, while others are not, particularly those outside of HFTDs.</li> <li>• M.E. Ittner raised that there is an opportunity to revisit the structure of Council meetings which currently meet virtually three times per year, and once per year in person.</li> <li>• SCDD raised that as need evolves, the work of the Council on PSPS could influence how support is provided during non-PSPS de-energizations. <ul style="list-style-type: none"> <li>○ SDG&amp;E expressed support for this topic and added that utilities do not always have jurisdiction outside of PSPS,</li> </ul> </li> </ul>
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	but they do work in close partnership with the agencies of authority during an emergency. Being able to activate 211 and DDAR during all-hazards outages is key.
Feedback	<ul style="list-style-type: none"> <li>• Cal OES suggested a future goal could be reaching out to groups that have not previously participated in PSPS surveys.</li> <li>• Cal OES is interested in learning more about the utility perspective of PSPS, including how they utilize technology and other resources.</li> <li>• 211 stated that a customer's needs and circumstances can change quickly. They are hearing from customers experiencing EPSS and other unplanned outages and find that there is a need for flexible solutions that can address in-event needs as well as preparedness.</li> </ul>
Action Items Guided by Feedback	<p><b>Completed Actions this Quarter:</b></p> <ul style="list-style-type: none"> <li>• PG&amp;E and SDG&amp;E provided a breakdown of specific AFN needs within PSPS survey respondents.</li> </ul> <p><b>Future Actions:</b></p> <ul style="list-style-type: none"> <li>• IOUs to provide data on AFN customers impacted by multiple PSPS events in a single year.</li> <li>• IOUs to provide non-governmental entities (California Foundation for Independent Living Centers (CFILC), Disability Rights California (DRC) and Disability Rights Education and Defense Fund (DREDF)) of the Council with a means of requesting financial support for their participation.</li> <li>• Collaborative Council co-chairs to review issues raised during Strategic Direction discussion.</li> <li>• IOUs to propose how to structure quarterly Council meetings.</li> <li>• IOUs to present complete report of 2025 PSPS season in Q4.</li> </ul>
Future Meeting(s)	Q4 2025, Virtual

### 1.6.3 Statewide Joint IOU AFN Advisory Council (See Appendix B)

SDG&E participated in the Q3 Statewide Joint IOU AFN Advisory Council meeting on September 4, 2025. The meeting goals were to discuss the development of the PSPS Resource Guide, Statewide Council quarterly lookahead, and the 2026 AFN Plan Proposed Focus Areas.

**Table 3: Q3 Statewide Advisory Council Meeting Information**

Meeting	<p><b>Date:</b> September 4, 2025</p> <p><b>Location:</b> Virtual</p> <p><b>Purpose:</b> Collaborative discussion covering the AFN PSPS Resource Guide and the 2026 AFN Plan progress.</p>
Summary of Engagement	<p><b>2025 AFN Plan Update: AFN PSPS Resource Guide</b></p> <ul style="list-style-type: none"> <li>• The Joint IOUs have committed to developing a PSPS Resource Guide to identify gaps and overlaps with resources currently available to customers with AFN.</li> <li>• The utilities are seeking the Council’s input on available resources via the AFN PSPS Resource survey.</li> <li>• A link to the survey has been emailed to Council members and was also provided during the meeting.</li> </ul> <p><b>Statewide Council Quarterly Lookahead</b></p> <ul style="list-style-type: none"> <li>• M.E. Ittner reviewed the Federal Emergency Management Agency (FEMA) Six Step Planning Process and highlighted that the JIOUs are currently in Step 4 (Develop the Plan) and moving into Step 5 (Prepare and Review the Plan).</li> <li>• As part of Step 4, the IOUs are identifying information needs, reviewing the 2026 focus areas proposed by the Council in Q2 and will soon begin drafting the 2026 AFN Plan.</li> </ul> <p><b>2026 AFN Plan Proposed Focus Areas</b></p> <ul style="list-style-type: none"> <li>• Pacific Gas &amp; Electric (PG&amp;E) thanked the Council for the input they provided in Q2.</li> <li>• Some of the suggestions shared in Q2 were feedback rather than proposals and some covered areas that have already been accomplished.</li> <li>• These items are outlined in the meeting deck’s appendix and today’s presentation will focus on suggestions that will be incorporated in 2026.</li> <li>• PG&amp;E gave an overview of the Q2 Council feedback and planned actions for Key Objective 1 (Increase awareness of IOU programs and services available before, during and after a PSPS). <ul style="list-style-type: none"> <li>○ Under this objective, the IOUs will continue to focus on identifying opportunities to engage in outreach events, ensuring that their partners have the most up to date information and facilitating ways for partners and Community Based Organizations (CBOs) to share information with their constituents.</li> </ul> </li> <li>▪ Hospital Council asked if “CBOs” includes clinics, hospitals and other healthcare organizations.</li> </ul>



	<ul style="list-style-type: none"> <li>• PG&amp;E confirmed that healthcare organizations are included in the IOUs' partner outreach.</li> <li>• San Diego Gas &amp; Electric (SDG&amp;E) gave an overview of Council feedback and planned actions for Key Objectives 2 (Continue to identify individuals who are Electricity Dependent) and 4 (Coordinate and integrate resources with state, CBOs and the utilities to minimize duplication). <ul style="list-style-type: none"> <li>○ Planned actions include refining outreach tactics for hard-to-reach customers and exploring opportunities for presentations and potential partnerships with Voluntary Organizations Active in Disaster (VOAD) and the Department of Aging.</li> <li>○ California Association of Area Agencies on Aging (C4A) shared information about C4A's upcoming annual conference.</li> </ul> </li> <li>• Southern California Edison (SCE) provided an overview of Council feedback and planned actions for Key Objective 3 (Identify new enhancements to programs and resources needed to mitigate the impacts of PSPS). <ul style="list-style-type: none"> <li>○ Planned actions include working to better understand the needs of customers in multi-unit dwellings. By partnering with CBOs, the IOUs expect to be able to access harder to reach communities.</li> <li>○ The IOUs will continue to explore sensory kits and will work internally to explore solutions for people who are unable to leave their homes.</li> <li>○ SCE expressed gratitude to the Council for sharing so many valuable insights and suggestions.</li> </ul> </li> </ul> <p><b>2026 AFN Plan Next Steps</b></p> <ul style="list-style-type: none"> <li>• The IOUs will begin drafting the Plan in September.</li> <li>• A draft of the 2026 AFN Plan will be shared with the Council prior to the Q4 meeting.</li> <li>• The Q4 Statewide Council meeting will focus on discussing the Council's feedback on the draft Plan.</li> </ul>
Feedback	<ul style="list-style-type: none"> <li>• Hospital Council commented that home health and ambulance providers would have a lot of insight into the AFN communities and opportunities to conduct outreach. <ul style="list-style-type: none"> <li>○ It was also noted PSPS mitigation has come a long way in recent years and the risk level for vulnerable populations has decreased significantly. Should work be prioritized to focus on the geographic areas where there are the highest risk and/or the largest populations of vulnerable customers?</li> </ul> </li> </ul>



	<ul style="list-style-type: none"> <li>C4A suggested that the IOUs consider partnering with the Friendship Line to connect with customers who are unable to leave their homes.</li> </ul>
Action Items Guided by Feedback	<p><b>Completed Action Items:</b></p> <ul style="list-style-type: none"> <li>IOUs developed 2026 AFN Plan focus areas based on suggestions shared during the Q2 Statewide Council meeting.</li> </ul> <p><b>Future Actions:</b></p> <ul style="list-style-type: none"> <li>IOUs to research suggestions provided during 2026 AFN Plan focus area review, including partnerships with the Friendship Line and home health care providers</li> <li>IOUs to consider participating in C4A annual conference in November.</li> <li>Statewide Council participants to complete AFN Resource Guide survey by September 19, 2025.</li> <li>IOUs to share draft 2026 AFN Plan with Statewide Council members for review ahead of Q4 Statewide Council meeting.</li> </ul>
Future Meeting(s)	Q4 2025, Virtual

#### 1.6.4 Wildfire Safety Community Advisory Council (WSCAC)

The WSCAC convened on August 8, 2025. The SDG&E Wildfire Safety Community Advisory Council (WSCAC) was established in 2019. WSCAC meetings are led by SDG&E’s Chief Operating Officer and are attended by members of the Safety Committee of the SDG&E Management Board.

The WSCAC provides direct input, feedback, recommendations, and support from community and business leaders to SDG&E senior management and the Safety Committee of SDG&E’s Board of Directors on how SDG&E can continue to protect the region from wildfires and other disasters.

Brian D’Agostino highlighted the importance of addressing tail risk events, referencing the Palisades Fire and Eaton Fire as stark reminders of the impact of wildfires. Brian emphasized climate change is accelerating wildfire risk, and current fire growth models are failing to capture the full extent of the threat. One of the most effective mitigation strategies discussed was undergrounding power lines to eliminate fire hazards. In terms of eliminating the 2% residual risks within communities, key strategies include: increasing inspections, conducting coastal risk assessments, analyzing transmission, and ensuring readiness for Public Safety Power Shutoffs (PSPS).

High risk fire season statistics and trends were discussed at the meeting. San Diego County has already experienced 24 wildfires year-to-date in 2025, more than triple the seasonal average and significantly higher than the five-year annual average of approximately 14 fires. In terms of acreage, the county has seen over 8,558 acres burned so far this year—more than three times the five-year average of 2,800 acres burned by this point in the season. Notably, the total acreage burned in 2025 has already surpassed the five-year full-year average of 7,504 acres, underscoring the severity of this year’s fire season and the growing wildfire threat in the region. SDG&E is significantly expanding wildfire education campaigns across its entire service territory, utilizing a wide range of platforms—including television, streaming services, radio, and social media—to reach broader and more diverse audiences. Among its innovative outreach efforts is the launch of a Goat Instagram channel, designed to creatively engage the public in wildfire education. The utility is also implementing customized messaging strategies through direct mail and email campaigns tailored to individual customer needs. This two-pronged approach includes targeted communications for high-risk areas and broader outreach to raise general awareness.

Community collaboration remains a cornerstone of SDG&E’s wildfire preparedness efforts. SDG&E is strengthening partnerships with over 150 community-based organizations and expanding its Wildfire Safety Fairs to include coastal regions. Additionally, SDG&E is conducting listening tours with tribal communities to foster deeper collaboration and provide more effective support.

Preparedness and outreach efforts continue and include proactive call campaigns targeting Medical Baseline customers to ensure they are ready for potential wildfire events. To further enhance customer support, especially for Access and Functional Needs (AFN) communities, SDG&E partners with community-based organizations offering no-cost hotel stays, accessible transportation, and additional loaner generators and batteries. SDG&E is also increasing collaboration with school districts, including direct engagement with Superintendents to plan for resiliency needs. Schools are being equipped with social media toolkits to enhance communication and raise awareness among students and families. Community Resource Centers (CRCs) have also increased their flexibility, with the ability to establish temporary sites as needed and offer expanded services such as food trucks and sensory kits.

### **1.6.5 Tribal Communities**

SDG&E has a Tribal Relations team that includes a dedicated manager to engage and coordinate with tribal leaders, staff, and community members to understand their greatest challenges with PSPS. Through these collaborations, tribes have expressed impacts to elders and vulnerable community members including the need for backup battery support and access to water sources. Additionally, food insecurity has been shared as a common concern, as well as the need to integrate indigenous conversations around climate adaptation and ancestral wisdom. In response, SDG&E established support systems with Indian Health Councils to provide generators, resiliency items, information, and resources in advance of wildfire season and support with emergency food distribution during PSPS.

In Q3 2025, the Outreach team participated in 17 community resource fairs held in remote tribal communities. These events aimed to increase access to customer assistance programs including CARE,

FERA, ESA, and MBL by providing tribal members with direct enrollment opportunities and program information.

SDG&E implemented an annual survey to enhance our services and communication by understanding their changing political, economic, and social landscape. This survey will be implemented every year to obtain direct feedback and identify areas of opportunity to enhance and strengthen SDG&E's partnerships with sovereign Tribal Nations and better understand the needs of the non-federally recognized tribes. Additionally, due to the diversity among tribes and their varying priorities, SDG&E will continue to host year-round listening sessions with tribal leaders and staff to increase its reach to tribal members living on and off the reservations.

The Intertribal Long Term Recovery Foundation (ITLTRF), a key partner to Tribal Relations, facilitated feedback sessions with three Tribal Nations that were impacted by the January PSPS and surveyed additional Tribal Members attendees at two tribal events. The need for a trusted third-party source to facilitate discussions was key to collecting information from participants. ITLTRF provided SDG&E with a summary of potential gaps and opportunities related to PSPS awareness and resources. The report is currently under review.

#### **1.6.6 PSPS Working Group**

SDG&E's PSPS Working Group (PSPSWG) includes representatives from small multijurisdictional electric utilities, CCAs, publicly owned electric utilities, communications providers, water service providers, the CPUC, tribes, local government entities, public safety partners, and agencies that serve community members with disabilities, aging, and access and functional needs (AFN) populations.

SDG&E's third quarterly meeting of the PSPSWG was held on September 10, 2025. The meeting focused on recent changes to the utility's PSPS communication tactics, strategies, and community outreach performed year-to-date. Information on critical facilities and infrastructure in the service territory was reviewed as well as annual outreach efforts performed to update contact information and assess PSPS preparedness. Eligibility requirements for the Generator Grant and Generator Assistance programs were discussed along with types of power sources available to customers who qualify. Facilitating Access to Coordinated Transportation (FACT), one of SDG&E's Community Based Organization (CBO) partners, showcased the services they offer during a PSPS activation.

The next working group meeting is scheduled for December 3, 2025, 10:00 AM – 11:00 AM.

#### **1.7 AFN Public Education & Outreach**

The 2025 Wildfire Safety Public Education Campaign will continue to run in the SDG&E service territory through the end of PSPS season, including the PSPS AFN campaign. Campaign performance results are also expected for the end of year update. These paid campaigns continue to emphasize preparedness as the company heads into high-PSPS season.

Direct communications continue to drive awareness within the regions that are most at-risk. The Mobile Home Park and Multi-family direct-mail campaigns have been processed, and additional communications are planned for the PSPS season. Additionally, promotion of this year's Wildfire Safety Fairs wrapped up with the last event on September 27<sup>th</sup>.

Updates to SDG&E’s website continue to be made, particularly on pages related to PSPS. Content has been refined, streamlined, and simplified for customers and the public. The intent is to make information easier to find, especially during a PSPS. Further updates are expected after customer research results are finalized as well.

### **1.7.1 Statewide Website for AFN Solutions**

PrepareForPowerDown.com (P4PD) is a Joint IOU website, created as a centralized resource for statewide CBOs and agencies serving AFN communities, providing easy access to IOU information on PSPS preparedness and resources. The website offers CBOs educational tools, joint IOU training presentations, PSPS social media graphics, and utility specific PSPS support materials. 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 2024, the Phase 2 P4PD refresh was completed providing customized views of programs and resources by the selected utility. The site includes access to comprehensive emergency preparedness information, outage alerts signup, enrollment in the Medical Baseline Program and exploration of other customer support programs. The socializing of the P4PD website will continue through joint IOU presentations and AFN Council Stakeholders shared P4PD social media.

In Q3 2025, the Joint IOUs connected the California Small Multi-Jurisdictional Utilities (SMJU) to the P4PD website vendor to move forward with the inclusion of SMJU logos on the website giving additional statewide utility coverage and customer exposure. Joint IOUs continued evaluating selected ASL translation companies for the P4PD website with affordability and maintenance as considerations. Additional vendors have been identified and will be reviewed as well.

#### **Q3 Website Activity:**

Between July 1 and September 30, 2025, performance metrics showed over 2,000 active users, most of whom were new. While the homepage still leads in visits, the Medical Baseline and Checklist pages have highly engaging content that keeps users on the page the longest (54s). Additionally, 57.16% of user sessions were direct visits with additional traffic originating from organic search and a large spike in early July.

### **1.7.2 Accessibility of Communications**

SDG&E continues to update and refine the Wildfire Safety and PSPS pages on the company website as described in the AFN Public Education & Outreach section above. These updates will continue to prioritize accessibility, including meeting the Americans with Disabilities Act (ADA) through conformance to the Web Content Accessibility Guidelines (WCAG) 2.2 AA success criteria. The optimized Drupal content management system includes accessibility features such as search engine form and presentation, color contrast, heading structure, image handling, and form labeling. Implementation of the Level Access website accessibility services provides twice-yearly manual accessibility audits in addition to continuous testing and some remediation of accessibility issues automatically in real time. Reporting of issues found, and those accessibility fixes that must be conducted by human intervention, are available weekly to our digital experience team.

PSPS notifications have been updated for the 2025 season, including translations into the prevalent languages spoken in the territory and American Sign Language (ASL). Effective communication is important for the safety and well-being of customers of every ability and requires that they be accessible. Enhancing the accessibility of customer notifications is a top priority. SDG&E worked with stakeholders and experts to identify accessibility enhancement opportunities in our notifications to customers.

The company continues to utilize the Accessible Hazard Alert System (AHAS), which provides customized on-demand accessible alerts, including ASL, in real time with the same accessibility as the current pre-recorded PSPS customer notifications, ensuring accessible communications during unforeseen emergencies whenever they may occur. In addition to direct notifications to customers, these accessible notifications are shared on social media and web platforms.

SDG&E continues to prioritize accessibility for its websites and mobile apps. As mentioned above, the company takes a proactive approach in striving to meet the Web Content Accessibility Guidelines (WCAG) 2.2 AA success criteria. SDG&E continues to leverage an AFN landing page ([sdge.com/AFN](https://sdge.com/AFN)) to allow customers to self-identify and access personalized resources for AFN needs. Additionally accessible resources are available and contact information for the Office of Accessibility is posted on the website for customers to request accessible formats and resources.

### **1.7.3 AFN Power Panel**

The AFN Power Panel is comprised of customers who self-identify as individuals or households with access and functional needs who serve as customer advocates for accessibility and accommodations in relation to PSPS. SDG&E provides questions to the panel on topics that may include outage needs, communication channels, electric-powered device needs, and other areas of interest that help SDG&E identify and refine accommodation and communications to better serve this population.

The surveys may include various AFN related marketing materials and communications for understanding and effectiveness. While SDG&E deems the information from respondents valuable to understanding customer segment, the sample size of the AFN Power Panel is typically small ( $n \sim 350$  or less), so results from these surveys are interpreted with caution.

No additional surveys were conducted in Q3. Another Power Panel Survey is scheduled for Q4.

### **1.7.4 Community Based Organization Outreach**

CBOs continue to serve as a key channel and support network throughout SDG&E's service territory. These organizations are considered trusted partners in the communities they serve and provide valuable insight and engagement across various segments, including support to individuals with an AFN. Additionally, these partners amplify SDG&E's wildfire preparedness and notification messaging to hard-to-reach customers, with an emphasis on reaching those located in the HFTD.

SDG&E's Energy Solutions Partner Network, which consists of more than 200 CBOs, is leveraged to help prepare customers, with a focus on individuals with AFN, for wildfires and other emergency situations. These partners, who receive financial compensation for their year-round support, leverage information through a variety of outreach tactics including presentations, events, meetings, and the amplification of

emergency preparedness information through their respective social media channels. SDG&E targets outreach to the diverse needs of individuals with AFN and will continue to seek opportunities to promote enrollment and awareness of support services available during a PSPS.

In Q3 2025 SDG&E participated in over 160 activities, including PSPS partner presentations, food distributions, health and safety fairs, and resource fairs. SDG&E continues to strengthen existing partnerships while identifying new partnerships with organizations that represent the needs of customers with AFN, with a focus on the deaf and blind, those with assistive technology and durable medical equipment, and those who prefer a language other than English. SDG&E has identified these segments as areas of growth for outreach through feedback from council engagement and surveys. Examples of CBOs the team has engaged with include:

- Deaf Community Services
- Elderhelp of San Diego
- Foundation for Senior Care
- Poway Neighborhood Emergency Corps
- We Support U

In 2021, SDG&E developed a compensation structure for CBOs to provide enhanced notification support, focusing on those in the HFTD as well as individuals with an AFN. To further reach these customers and amplify preparedness and PSPS support messaging, SDG&E strategically identified and leveraged support from CBOs within its Energy Solutions Partner (ESP) network. As part of this enhanced process, these CBOs, who reach a wide range of demographics including diverse, multicultural, multilingual, senior, disadvantaged and AFN communities, received comprehensive training and materials related to emergency preparedness and wildfire safety. Prior to a PSPS, SDG&E provides notifications and updates to these organizations, which serve as essential partners in amplifying safety messages and reaching customers who may not use traditional communication channels. These organizations share PSPS information through their own platforms, including social media such as Facebook, X, and Instagram, ensuring broader community awareness. In Q3, SDG&E continued to strengthen this PSPS support network by expanding partnerships beyond HFTDs, increasing the number of participating CBOs to 59. Examples of these select CBOs include:

- Back Country Communities Thriving
- Deaf Community Services
- Lived Experiences
- Ramona Senior Center
- San Clemente Chamber of Commerce
- San Diego Coastal Chamber of Commerce
- Southern California Tribal Chairmen's Association (SCTCA)

SDG&E also provides presentations to local CBOs that may not be part of the ESP network, focusing on organizations with disabled and aging population constituents. These presentations provide educational awareness of PSPS support services, emergency preparedness, customer assistance programs, and collaboration opportunities to enhance outreach. Examples of targeted organizations who receive presentations include Alliance for African Assistance and San Diego County Health and Human Services Agency.



### **1.7.5 Cool Zone Program**

SDG&E in partnership with the County of San Diego offers the Cool Zone Program from June 1 to October 31, which focuses on providing support and resources to individuals with access and functional needs who could be impacted by the effects of high heat.

Cool Zone facilities provide an air-conditioned space for individuals to escape the heat, with the added benefit of saving on their utility bills by running their home air conditioning less or not at all. This also helps to conserve energy during extreme, hot weather conditions. High heat events outside of the Cool Zone season are also supported by the County. The County coordinates directly with each Cool Zone facility to provide whatever is needed for the shoulder season.

### **1.7.6 Participation in Community Events**

To expand SDG&E's reach and support customers with AFN, SDG&E hosted a series of 5 Wildfire Safety Fairs (WSFs) throughout Q3, to disseminate PSPS, CRC, and emergency preparedness information to its customers, including customers with AFN in key communities of concern. In 2025, SDG&E completed 5 Wildfire Safety Fairs in the communities of Ramona, Alpine, Rancho Bernardo, Valley Center, and Vista.

As of June 14<sup>th</sup>, SDG&E completed the first of five Wildfire Safety Fairs in 2025 at Ramona with a turnout of 450 people. Attendance at the 4 other fairs, which took place throughout Q3, was approximately 1,000 attendees at Rancho Bernardo, approximately 500 attendees at Alpine, approximately 1,200 attendees at Valley Center, and 500 attendees at the Vista Wildfire Safety Fair. At these WSFs, customers can visit SDG&E subject matter experts and participating partners, including 211, American Red Cross, CalFire and others to learn more about ways they can better prepare themselves and their loved ones for the unexpected loss of power due to PSPS and other possible weather driven emergencies.

SDG&E also continued its Mini-Wildfire Safety Fair series in 2025 with enhanced efforts to include non-HFTD areas. As of the end of Q3, SDG&E participated in 92 Mini-Wildfire Safety Fairs, which focus on providing enhanced support to customers, while engaging CBOs within SDG&E's ESP network. These mini wildfire fairs provide an opportunity to enhance coordination efforts with Fire Safe Councils, CERT Teams, Fire Departments, and Tribal Governments, with a focus on educating and preparing customers for wildfires within rural communities, particularly individuals with AFN. Examples of CBOs that have supported this initiative include, Poway Neighborhood Emergency Corps, Oceanside Chamber of Commerce, Family Assistance Ministries, Southern California American Indian Resource Center (SCAIR), and the Southern Indian Health Council.

### **1.7.7 Collaboration with Partner and State Agencies**

#### **Healthcare Industry and State Agencies**

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

In Q3, the Joint IOUs continued conversations with the AFN Statewide Councils and among the Joint IOU teams to identify opportunities to collaborate to further educate their members and constituents regarding PSPS preparedness, AFN Self-Identification and MBL through 2025.

Joint IOUs continued collaboration with the California Department of Developmental Services (DDS) emergency response staff and deaf specialists to develop a training for Deaf Plus individuals and to understand the potential impact of sensory kits as a PSPS mitigation resource.

On August 26<sup>th</sup>, the Joint IOU's and MBL teams collaborated to present to DDS at their statewide quarterly Emergency Coordination Manager meeting. Topics included Medical Baseline Program participation, PSPS Support Services, and AFN Self-Identification/Vulnerable programs. Additionally, the Joint IOU's AFN and MBL teams tabled AFN preparedness resources and information, including information on the Prepare for Power Down Website and Framework for AFN support, at three outreach events:

- 8/4-8/6: Joint IOU Statewide Tribal Energy Summit represented by PG&E
- 9/9-9/10 2025: Disaster Planning Conference/CA Hospital Association represented by PG&E
- 9/24-9/25: Government and Disability Summit represented by PG&E and SCE.

Collaboration continued with the San Diego Regional Center Emergency Management team and Deaf Advisor on providing virtual and in-person presentations on PSPS, AFN resources and emergency response procedures. A virtual PSPS and programs training was presented on September 24<sup>th</sup> for Regional Center staff. Another presentation was held virtually for clients and vendors with several Deaf clients attending. An in-person client presentation was canceled due to lack of registrants providing the Regional Center and SDG&E insight to the preferred method of outreach.

SDG&E continues to partner with the Sharp Grossmont Rural Outreach Program implementers with education and resiliency items for customers located in rural areas. This program reaches those discharged from Sharp Grossmont and provides monthly wellness checks.

SDG&E will continue conversations with healthcare organization locally, with the Statewide Council and among the Joint IOU team to look for opportunities to present on PSPS preparedness, AFN Self-Identification and MBL programs.

### [Paratransit Service Engagement](#)

In Q3 SDG&E coordinated with FACT to present AFN PSPS Preparedness information at their Q4 meeting with their Community Advisory Members (CAM)

SDG&E will continue to provide FACT, SDG&E's Paratransit Support Partner, with PSPS preparedness education and outreach information to share with their transportation partners.



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

### **1.8.1 PSPS Communications**

#### **Communications During PSPS**

During a Public Safety Power Shutoff (PSPS), SDG&E continues to employ a variety of communication methods to ensure real-time information is disseminated to a broad audience. These methods include notifications, website updates, media updates, in-community signage, situational awareness postings across social media, and sharing social media kits with community partners. Additionally, SDG&E activates communications to provide affected customers and the public with the latest real-time updates during a PSPS. Key communications are available in 22 prevalent languages, including American Sign Language (ASL) and digitally accessible text and audio.

SDG&E has a dedicated liaison for Access and Functional Needs (AFN) during a PSPS, responsible for conveying real-time updates and talking points to AFN community partners. Communication platforms used include social media channels, broadcast and print media, and the SDGE Today and SDGE.com websites that are striving to reach WCAG 2.2 AA accessible conformance to share enhanced support services available for individuals with AFN. SDG&E also produces and distributes a digital document listing communities affected by a PSPS, which is shared with local municipalities and agencies to provide additional context about PSPS events and help communities prepare.

In addition to mass media, SDG&E utilizes several communication channels geared towards individuals who may not be account holders (e.g., visitors, some mobile home park residents, caretakers). These channels include SDG&E's mobile app (Alerts by SDG&E), roadside electronic message signs placed in strategic, highly traveled locations, tribal casino marquees, and flyers posted around impacted communities. The company plans to continue customer-research efforts with PSPS-affected customers at the end of the 2025 season.

#### **PSPS Notifications**

SDG&E has updated the 2025 notifications for clarity and made refinements to ensure messaging is clearer, more accessible and empathetic – based on lessons learned during the extended winter PSPS activity. Updated messages have been translated and are available in the 22 prevalent languages spoken in the territory, as well as ASL and digitally accessible text.

SDG&E sends PSPS notifications to all impacted individuals as soon as possible through its Customer Notification System (CNS) - recorded voice message, email, and text message. This year SDG&E successfully implemented a territory-wide, live test of the CNS system with customers. The company also works with Deaf Link to convert all notifications into ASL video, English audio read-out, and screen reader accessible transcript. SDG&E enables address-level alerts for customers and the public through its accessible Alerts by SDG&E app. For assigned Critical Facility and Infrastructure customers, their respective SDG&E account executive contacts them via preferred contact methods (such as phone call and/or email). The account executives provide situational updates and lists of potentially impacted meters. Additionally, as part of SDG&E's PSPS notification process, all account holders, including multi-family building account holders, receive notices prior to conducting a de-energization.

Annually, SDG&E evaluates the content library of PSPS email, text, and voice notifications for customers and non-account holders. SDG&E uses feedback solicited from customers, who have been notified and affected by a PSPS, to simplify notification messaging and make content more representative of the conditions being experienced. Every year, the SDG&E public-education campaign includes messaging about signing up for notifications prior to the start of peak fire season.

For Medical Baseline (MBL) and Life Support Customers, SDG&E reviews the results of each Customer Notification System campaign to determine if a positive confirmation for MBL customers was received through a voice contact (landline or cell phone, based on the customer's preferred contact number). For any MBL customers that SDG&E does not reach by voice contact, a list is provided to SDG&E's Customer Contact Center, who proactively call customers that have not been contacted. If they are unsuccessful in contacting the customer, SDG&E will then send a Customer Service Field representative to the customer's service address to notify them. SDG&E trains Customer Service Field representatives on the County of San Diego's First Responder AFN Training Series to promote an empathetic and supportive approach for customers with AFN.

### **1.8.2 Accessible Media Engagement**

SDG&E will continue to engage with local broadcast media and utilize various mediums to reach the public, including AFN communities and Limited English Proficient residents, to provide them with wildfire safety and emergency preparedness information, PSPS awareness, and PSPS education.

According to the U.S. Census Bureau, San Diego County is home to more than 3.3 million residents, approximately 1.1 million of whom are Hispanic and Latino. SDG&E's service territory also borders Baja California, México, and includes one of the busiest land border crossings in the world. To ensure effective communication, SDG&E's dedicated Spanish communications manager produces wildfire safety and PSPS-related news releases, social media content, and other communications pieces in Spanish for the public and local Spanish broadcast media. Additionally, SDG&E continues to provide critical PSPS and wildfire safety information in all prevalent languages.

Prior to and during high fire risk conditions, SDG&E will engage local broadcast media, including local Spanish media and multicultural niche outlets, early and often to reach customers and amplify SDG&E's messaging during a wildfire or high fire risk weather conditions, ensuring our diverse customer base and the public remain informed.

### **1.8.3 Community Resource Centers (CRCs)**

As a result of meetings held in communities in SDG&E's service area, SDG&E established a network of Community Resource Centers (CRCs) to help communities in real-time during Public Safety Power Shutoffs. Currently, SDG&E has identified 11 customer-owned facilities located within the HFTD to serve as CRCs during Public Safety Power Shutoffs and maintains 3 mobile units for deployment. The CRC locations selected by SDG&E were identified through a rigorous process, which included input from fire and meteorological experts, as well as consideration of those areas most prone to adverse weather, as indicated by historical data.

Customers at CRCs are provided:

- Bottled water
- Light snacks
- Cell phone and medical device charging
- Seating
- Accessible Restrooms
- Ice
- Water trucks (for large animals)
- Up-to-date outage event information
- Medical Cooler Kits as needed

SDG&E endeavors to provide cellular network services and will collaborate with the telecommunication providers who support services in CRC areas.

SDG&E has coordinated with each CRC site-facility owner on Americans with Disabilities Act (ADA) compliance and has provided additional accessibility and safety items in “AFN Go Kits”. These Go Kits include items to mitigate trip hazards, communication aids, additional accessibility and directional signage, and materials to expand accessible parking and provide safe paratransit loading zones. Privacy screens are available to provide a private area for sensitive activities like administering medications, breastfeeding, or establishing a calming area for sensory disabilities and other needs.

Additionally, SDG&E has leveraged key takeaways from Cal OES’s Inclusive Planning Blueprint for Addressing Access and Functional Needs at Mass Testing/Vaccination Sites. SDG&E has implemented Video Remote Interpreting (VRI) resource and training to all CRC staff, allowing for complex conversations and information sharing in ASL and other languages. Each CRC will also have non-English visual translator boards for simple and casual conversations. SDG&E will ensure all CRC staff are familiar with possible reasonable accommodation requests and know to refer such requests to the EOC AFN Liaison Officer for solution support.

SDG&E has implemented a streamlined drop-off process at the CRCs for charging medical devices designated for AFN individuals and will also provide medical cooler organizers.

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

### **1.9.1 Customer Research and Feedback**

SDG&E launched its 2025 public education campaign efforts in late spring and early summer. Customer research was fielded in September to gather feedback from customers regarding these communications and their preparation for the high-fire season. SDG&E is awaiting the survey results from our research contractor. We plan to provide a summary of this research in the year-end update.

## 1.9.2 AFN Support

### *After Action Reviews and Reports*

SDG&E will continue to follow the established emergency management After Action Review (AAR) process for all events in 2025. This process includes bringing together key personnel that participated in the event. A detailed report is then produced to combine all findings to understand SDG&E's strengths, opportunities to improve and lessons learned into an AAR Improvement Plan for implementation.

### *Lessons Learned and Feedback*

In 2025, SDG&E leveraged the lessons learned from its PSPS events at the start of the year in January as an opportunity to improve support and experience when a customer reaches out for resources. As a result, we have identified mitigation efforts for customers residing near Mexico experiencing issues calling 211 by promoting the support partner's 10-digit phone number to route calls appropriately. When customers call 211 with frustrations about the PSPS, we have worked with 211 to coordinate different methods to address customer complaints.

Additionally, SDG&E continues to leverage feedback based on collaborative councils to refine support services offered during a PSPS to further support individuals with AFN. As described in Table 11 of SDG&E's 2025 pre-season report<sup>8</sup>, recommendations offered have contributed to our 2025 key objectives and aligned actions the utility has taken:

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

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<sup>8</sup> [R1812005 SDG&E 2025 PSPS Pre-Season Report Tables 7.1.25](#)

# **APPENDICES A – C**

## **Appendix A Collaborative Council Members**

## APPENDIX A – COLLABORATIVE COUNCIL MEMBERS\*

\*Indicates member participated in the 2024 AFN Plan Core Planning Team

Name	Organization	Title	Group
Aaron Carruthers	State Council on Developmental Disabilities (SCDD)	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 – SPD	Collaborative Council
Aurora Cantu	Southern California Edison (SCE)	Senior Manager	Collaborative Council
Britney Gaines	CPUC		Collaborative Council
Chris Zenner	Pacific Gas & Electric (PG&E)	Vice President, Residential Services & Digital Channels	Collaborative Council
Christina Rathbun*	San Diego Gas & Electric (SDG&E)	AFN Project Manager	Collaborative Council
Dana Golan	San Diego Gas & Electric (SDG&E)	Vice President of Customer Services	Collaborative Council
Danielle Finch	San Diego Gas & Electric (SDG&E)	Director of Customer Success	Collaborative Council
Eric Schwarzrock	Liberty	President	Collaborative Council
Kazeem Omidiji	San Diego Gas & Electric (SDG&E)	Director, Customer Programs	Collaborative Council
James Cho	California Public Utilities Commission (CPUC)	Program Manager	Collaborative Council
James Dui	California Public Utilities Commission (CPUC)	Safety Policy Division	Collaborative Council

Jendy Burchfield	Southern California Edison (SCE)	Vice President, Customer Operations	Collaborative Council
Jennifer Guenther	Liberty	Senior Regional Manager – West	Collaborative Council
Jennifer Ocampo*	Southern California Edison (SCE)	AFN Senior Advisor	Collaborative Council
Jenny Limones	Pacific Gas & Electric (PG&E)	AFN Program Specialist, Expert	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 - SPD	Collaborative Council
Karen Mercado	Disability Rights California (DRC)	Senior Administrative Assistant - Executive Unit	Collaborative Council
Kate Marrone	Liberty	Key Account Manager	Collaborative Council
Katie Scanlan	San Diego Gas & Electric (SDG&E)	Manager of Customer Success	Collaborative Council
Kayla Price	Bear Valley Electric Services (BVES)		Collaborative Council
Larry Chung	Southern California Edison (SCE)	Vice President	Collaborative Council
Lisa Corbly	Pacific Power	Emergency Management Specialist	Collaborative Council
Lizz Stout*	Pacific Gas & Electric (PG&E)	Program Manager, Principal	Collaborative Council
Lori Blackwell	Southern California Edison (SCE)	Principal Manager	Collaborative Council
Maria Jaya	California Public Utilities Commission (CPUC)	Public Utilities Regulatory Analyst - SPD	Collaborative Council

Matthew Fehse*	San Diego Gas & Electric (SDG&E)	AFN Regulatory & Compliance Advisor	Collaborative Council
Moustafa Abou-taleb	California Public Utilities Commission (CPUC)	Safety Policy Division	Collaborative Council
Nicholas Raft	Liberty	Regulatory Analyst	Collaborative Council
Paul Marconi	Bear Valley Electric Services (BVES)	President, Treasurer, & Secretary, Board Director	Collaborative Council
Pooja Kishore	PacifiCorp	Renewable Compliance Officer	Collaborative Council
Robb Henderson	San Diego Gas & Electric (SDG&E)	Communications Advisor	Collaborative Council
Robert Carbajal	Southern California Edison (SCE)	Senior Manager, Customer PSPS Compliance and Strategy	Collaborative Council
Robert Hand	California Foundation for Independent Living Centers	Interim Executive Director	Collaborative Council
Rose Perea*	Southern California Edison (SCE)	Senior Manager, Customer Engagement Division	Collaborative Council
Sarah Lee	Southern California Edison (SCE)	Senior Advisor, Public Safety	Collaborative Council
Sean Matlock	Bear Valley Electric Services (BVES)	Energy Resource Manager / Assistant Corporate Secretary	Collaborative Council
Tawny Re	Bear Valley Electric Services (BVES)	Customer Program Specialist	Collaborative Council
Tom Smith*	Pacific Gas & Electric (PG&E)	Senior Manager, LCE Planning & Operations	Collaborative Council
Vance Taylor	California Governor's Office of Emergency Services (CalOES)	Chief, Office of Access and Functional Needs	Collaborative Council



**Appendix B:**  
**Statewide Council Members**

## APPENDIX B – STATEWIDE COUNCIL MEMBERS\*

\*Indicates member participated in the 2024 AFN Plan Core Planning Team

Name	Organization	Title
Adam Willoughby	California Department of Aging (CDA)	Asst. Director of Legislation and Public Affairs
Alana Hitchcock	California 211	Executive Director
Alexandria (Giobbi) Moffat	San Diego Gas & Electric (SDG&E)	Director of Clean Transportation
Alicia Menchaca	Bear Valley Electric Services (BVES)	Rate Analyst
Alyson Feldmeir	California Foundation for Independent Living Centers (CFILC)	Disability Disaster Access and Resource Manager
Amanda Kirchner	County Welfare Directors Association of California (CWDA)	Legislative Director
Annabel Vera	California Department of Social Services (DSS)	Program Analyst
Anthony Hoang	San Gabriel/Pomona Regional Center	Emergency Coordinator
April Johnson*	San Diego Gas & Electric (SDG&E)	Customer Programs Supervisor
Aurora Cantu	Southern California Edison (SCE)	Senior Manager
Carolyn Nava	Disability Action Center (DAC)	Executive Assistant
Chris Bober	Pacific Gas & Electric (PG&E)	Director, Customer Care
Chris Garbarini*	California Department of Developmental Services (DDS)	Senior Emergency Services Coordinator
Chris Zenner	Pacific Gas & Electric Company (PG&E)	Vice President of Customer Channels and Services
Christina Mills	California Association of the Area Agencies on Aging (C4A)	Executive Director
Christina Rathbun*	San Diego Gas & Electric	AFN 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 Finch	San Diego Gas & Electric (SDG&E)	Manager of Customer Success
Eleonore Yotsov	PacifiCorp	Director, Emergency Management, PacifiCorp
Evan Duffey	Pacific Gas & Electric (PG&E)	Manager, Forecasting and Operations
Gina Esparza	Eastern Los Angeles Regional Center (ELARC)	Emergency Management Coordinator
Greg Oliva	California Department of Social Services (DSS)	Assistant Deputy Director, Central Operations, Community Care Licensing Division
James Cho	California Public Utilities Commission (CPUC)	Program Manager
James Collins	California Council of the Blind (CCB)	Community Educator
James Dui	California Public Utilities Commission (CPUC)	Safety Policy Division
Jeana Arnold	Pacific Gas & Electric (PG&E)	ADA Specialist, Expert
Jendy Burchfield	Southern California Edison (SCE)	Vice President, Customer Operations
Jennifer Guenther	Liberty Utilities	Senior Regional Manager - West
Jennifer Isbell	Pacific Gas & Electric (PG&E)	Senior ADA Specialist
Jennifer Ocampo*	Southern California Edison (SCE)	Senior Advisor, Corporate Giving
Jenny Limones	Pacific Gas & Electric (PG&E)	AFN Program Specialist, Expert
Jonathan Malicdem	Department of Social Services (DSS)	Unknown
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 Kailes*	Disability Policy Consultant	Disability Policy Consultant
Karey Morris	Kern Regional Center (KERNRC)	HR Manager

Kate Marrone	Liberty	Key Account Manager
Kay Chiodo	Deaf Link	CEO
Kayla Price	Bear Valley Electric Services (BVES)	Unknown
Kelly Brown	211, Interface Children & Family Services	Community Information Officer
Kendall Skillicorn	California Department of Social Services Disaster Unit (DSS)	Bureau Chief, Department Operations Bureau
Kevin Sharp	Pacific Gas & Electric (PG&E)	Customer Insights Strategist
Kristopher Bourbois	San Diego Gas & Electric (SDG&E)	Regulatory Case Manager
Larry Grable	Service Center for Independent Living (SCIL)	Executive Director
Lauren Giardina	Disability Rights California (DRC)	Executive Director Managing Attorney
Leora Filosena	California Department of Social Services Adult Program Division (DSS)	Deputy Director, Adult Programs Division
Lisa Corbly*	Pacific Power	Emergency Management Specialist
Lizz Stout*	Pacific Gas & Electric (PG&E)	AFN Program Manager
Lori Blackwell	Southern California Edison (SCE)	Principal 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)	Public Utilities Regulatory Analyst - SPD
Matthew Fehse*	San Diego Gas & Electric	AFN Regulatory & Compliance Advisor
Mayra Alvarado	North Los Angeles County Regional Center	Manager
Miguel Larios	San Diego Regional Center (SDRC)	Director, Community Services
Moustafa Abou-taleb	California Public Utilities Commission (CPUC)	Safety Policy Division
Nguyen Quan	Bear Valley Electric Services (BVES)	Regulatory Affairs
Nicole Pachaeco	California Council of the Blind (CCB)	Operations Manager

Paul Marconi	Bear Valley Electric Services (BVES)	President, Treasurer, & Secretary
Pooja Kishore	PacifiCorp	Renewable Compliance Officer
Rick Yrigoyen	California Department of Social Services Adult Program Division (DSS)	Staff Services Manager
Robb Henderson	San Diego Gas & Electric	Communications Advisor
Robert Carbajal	Southern California Edison (SCE)	Senior Manager, Customer PSPS Compliance & Strategy
Ron Lee*	Redwood Coast Regional Center	Emergency Management Coordinator
Ronald Moore	Bear Valley Electric Services (BVES)	Regulatory Affairs
Rose Perea	Southern California Edison (SCE)	Senior Manager, Customer Engagement Division
Rose Samaniego	California Department of Development Services (DDS)	Community Program Specialist III-FHA Supervisor
Samuel Jain	Disability Rights California (DRC)	Senior Attorney
Sarah Harris	California Department of Rehabilitation	Section Chief, Independent Living and Assistive Technology
Scott O'Connell	Red Cross	Regional Disaster Officer
Sean Matlock	Bear Valley Electric Services (BVES)	Energy Resource Manager / Assistant Corporate Secretary
Seneca St. James	California Department of Development Services (DDS)	Community Program Specialist III
Serra Rea	California Foundation for Independent Living Centers (CFILC)	DDAR Manager
Sheri Farinha	NorCal Services for Deaf and Hard of Hearing	CEO
Staphany Lu*	San Diego Regional Center (SDRC)	Emergency Management Coordinator
Stephanie Tews Sheldrick	Pacific Gas & Electric Company (PG&E)	Director, Customer Experience & Insights
Sydney Schellinger	California Department of Aging (CDA)	Senior Emergency Services Coordinator
T. Abraham	Hospital Council	Regional Vice President

Tamara Rodriguez*	California Department of Development Services (DDS)	Officer, Emergency Preparedness & Response
Tawny Re	Bear Valley Electric Services (BVES)	Customer Program Specialist
Tiffany Swan	San Diego Regional Center (SDRC)	Community Services Home and Community Based Services Specialist
Tom Smith*	Pacific Gas & Electric (PG&E)	Sr. Manager, LCE Planning & Operations
Victor Duron	Department of Rehabilitation (DOR)	Acting Director
Yvonne Gratianne	San Gabriel/Pomona Regional Center	Communications and Public Engagement Officer
Zeus Ferrao	Southern California Edison (SCE)	Customer Insights Project Manager, Advisor

**Appendix C:**  
**2025 AFN Plan Objective Tracker**



2025 Key Objectives	Team	Progress-to-Date	Q3 2025
Increase awareness of IOU programs and services available before, during and after a PSPS	Joint IOU	<ul style="list-style-type: none"> <li>• Creation of the Prepare for Power Down website</li> <li>• Collaborating with CalFresh on food support for individuals with AFN impacted by PSPS activations and identified information sharing needs for program participation.</li> <li>• Completed the required annual training for the Department of Social Services' In-Home Support Services (IHSS) for greater engagement to increase PSPS awareness.</li> <li>• Continued awareness of PSPS and IOU supported programs and services to CBO's and agencies.</li> </ul>	<ul style="list-style-type: none"> <li>• To continue awareness of IOU programs and services, the Joint IOUs participated in three outreach events, hosting informational booths to highlight AFN customer programs, outreach with AFN customers, and promote the Prepare for Power Down (P4PD) website as a central resource. Engagements included: <ul style="list-style-type: none"> <li>• 8/4-8/6 - Joint IOU Statewide Tribal Energy Summit</li> <li>• 9/9-9/10 2025 Disaster Planning Conference/CA Hospital Association</li> <li>• 9/24-9/25 Government and Disability Summit</li> </ul> </li> <li>• On August 26th, the Joint IOUs presented to Emergency Preparedness Coordinators at the California Department of Developmental Services, providing an overview of PSPS, AFN-related programs, and services—including Medical Baseline (MBL) and Income Qualified offerings.</li> <li>• August 22 and September 22, PG&amp;E collaborated with Community-Based Organizations (CBO) for regional summits (Bay Area and Central Valley), presenting on partnering for emergency preparedness, hosted an information booth, and promoted the Prepare for Power Down (P4PD) website as a centralized resource.</li> </ul>
Increase awareness of IOU programs and services available before, during and after a PSPS	SDGE	<ul style="list-style-type: none"> <li>• 2-1-1 San Diego continued the readiness outreach campaign to Medical Baseline customers in the High Fire Threat District</li> <li>• CBO presentations and Social Media packet promoting AFN Preparedness and AFN Self-ID.</li> <li>• Conducted a direct mail preparedness campaign to ~45,000 customers in the HFTD.</li> <li>• Ongoing PSPS Preparedness &amp; AFN Support Services education included in</li> </ul>	<ul style="list-style-type: none"> <li>• Provided AFN/PSPS preparedness collateral to attendees during the Live Well Rural Communities Wildfire Preparedness event</li> <li>• FACT distributed their annual AFN/PSPS Preparedness email to ~80 transportation partners for ongoing education and preparation for PSPS.</li> <li>• Launched annual paid media 211 Support Services awareness campaign targeting customers in the HFTD. Campaign will run through December.</li> <li>• Launched annual preparedness campaign to Multi-</li> </ul>

		<p>outreach presentations to CBO's</p> <ul style="list-style-type: none"> <li>• Long Term Care Emergency Preparedness Panel and PSPS material distribution.</li> <li>• Identified awareness opportunity with our PSPS Support Partner Facilitating Access to Coordinated Transportation (FACT) to distribute AFN /PSPS resource cards to customers with AFN through their transportation partner agencies.</li> <li>• Offered emergency preparedness and AFN Support Services information at SDG&amp;E Wildfire Safety Fairs.</li> </ul>	<p>family and Manufactured Home Parks Property Managers and Building Owners.</p> <ul style="list-style-type: none"> <li>• In collaboration with the San Diego Regional Center, conducted an AFN/PSPS preparedness training to the Regional Center staff with ~15 attendees.</li> </ul>
Continue to identify individuals who are Electricity Dependent	JIOU	<ul style="list-style-type: none"> <li>• Partnership with In-Home Services (IHSS) and Regional Centers.</li> <li>• Continue to monitor JIOU MBL population study to better understand the opportunity to promote MBL program. Currently awaiting CPUC approval of the study design and budget.</li> <li>• Continue to participate in community and CBO outreach events to reach and identify individuals who may be electricity dependent.</li> </ul>	<ul style="list-style-type: none"> <li>• Joint IOUs continued participation in outreach events directly engaging with AFN communities and CBOs, to help identify individuals who may be electricity-dependent and in need of targeted support. Engagement includes: <ul style="list-style-type: none"> <li>• 8/4-8/6 - Joint IOU Statewide Tribal Energy Summit</li> <li>• 9/9-9/10 2025 Disaster Planning Conference/CA Hospital Association</li> <li>• 9/24-9/25 Government and Disability Summit</li> <li>• 8/22 and 9/22 PG&amp;E hosted a CBO Bay area and Central Valley Summit</li> </ul> </li> </ul>
Continue to identify individuals who are Electricity Dependent	SDGE	<ul style="list-style-type: none"> <li>• CBO presentations and Social Media packet for AFN Preparedness and Self-ID.</li> <li>• AFN Self ID Messaging included in SDG&amp;E bill package onsert.</li> <li>• Ongoing AFN Self Identification included in local outreach presentations to CBOs.</li> <li>• Messaging included in the March community outreach package including article and social media posts in English and Spanish.</li> </ul>	<ul style="list-style-type: none"> <li>• Ran AFN Self-ID article in the July and September bill Onsert promoting self-identification and programs.</li> <li>• Offered various new posts on AFN Self-ID and 211 PSPS Support Services in the CBO August Social Media Packet.</li> <li>• Continued awareness of AFN Self ID through CBO presentations and shared partner information.</li> <li>• AFN Self ID Messaging and web survey links are included in the AFN campaigns.</li> </ul>

Identify new enhancements to programs and resources needed to mitigate the impacts of PSPS	JIOU	<ul style="list-style-type: none"> <li>• Establishment of the Collaborative Council and the Statewide Advisory Council.</li> <li>• Launched Phase 2 of the PrepareforPowerDown.com website; developed marketing materials for statewide partners.</li> <li>• Joint IOUs aligned and shared best practices of 211's care coordination to enhance offerings.</li> <li>• Redesigned the Statewide Council Advisory quarterly meetings by including the development of the 2026 AFN Plan expanding council participation.</li> </ul>	<ul style="list-style-type: none"> <li>• Leveraged the AFN Statewide Council working group to review and identify the 2026 AFN Plan Objective focus areas.</li> <li>• Joint IOUs collaborated with the Department of Developmental Services (DDS) to support an updated presentation designed to gather JIOU feedback. The input will guide refinements to PSPS materials and resource guides for individuals in the intellectual and developmental disability community.</li> <li>• JIOUs are actively working with American Sign Language (ASL) vendors to improve accessibility on the Prepare for Power Down (P4PD) website.</li> </ul>
Identify new enhancements to programs and resources needed to mitigate the impacts of PSPS	SDGE	<ul style="list-style-type: none"> <li>• Improved the backup battery dispatch process during a PSPS by removing redundancies and improving response time.</li> <li>• Improved San Diego Food Bank process identifying potential food near CRC's during a PSPS.</li> <li>• Reviewed results of the PSPS Pre-/Post-Season Survey.</li> <li>• Development of tribal feedback sessions as an enhancement to improve customer experience during PSPS.</li> <li>• Explore discounted hotel program to be hosted on SDGE.com for customers during a PSPS.</li> <li>• Identifying Sensory Kits and 211 support services signage to be added at the CRCs.</li> <li>• Launched AFN Power Panel Survey to obtain feedback on PSPS resources and awareness.</li> </ul>	<ul style="list-style-type: none"> <li>• 3 Tribal feedback sessions completed with additional recruitment underway</li> <li>• Added sensory kits; sensory kit/211 support services signage for CRCs.</li> <li>• Conducted three tribal feedback sessions as an enhancement to improve customer experience during PSPS.</li> <li>• Increased batteries to AFN/MBL customers from one to two for the GGP program, and from one to three for the PSPS loaner program</li> </ul>

Coordinate and integrate resources with state, community, utility to minimize duplication	JIOU	<ul style="list-style-type: none"> <li>• Completed the development of the JIOU AFN Framework.</li> <li>• Creation of the Prepare for Power Down website.</li> <li>• Coordination with CalFresh regarding food support.</li> <li>• Participation with JIOU External Engagement &amp; Customer Experience Sub-Committee.</li> </ul>	<ul style="list-style-type: none"> <li>• Joint IOUs provided the 2026 AFN Plan timeline to Small and Multi-Jurisdictional Utilities (SMJUs) to support alignment across utility partners.</li> <li>• Joint IOUs connected with SMJUs to share vendor information, so they can proceed with adding their logos to the main page of Prepare for Power Down (P4PD) websites.</li> <li>• Building on the survey initiated last quarter, the Joint IOUs continued efforts to collect stakeholder feedback through the AFN Statewide Council.</li> <li>• Joint IOUs shared the AFN Framework at the Government and Disability Summit, using the resource fair booth to raise awareness.</li> <li>• Conducted the Q3 Quarterly Regional PSPS Working Group meeting in September.</li> </ul>
Coordinate and integrate resources with state, community, utility to minimize duplication	SDGE	<ul style="list-style-type: none"> <li>• Quarterly Regional PSPS Working Group meeting.</li> <li>• County Fire Community Response Team (CERTS) distribution of PSPS. preparedness flyers and resiliency items.</li> <li>• Blue Envelope Program offered window stickers for homes and cars as a result of discussions with SDGE.</li> </ul>	