

**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 902E)  
QUARTERLY UPDATE TO 2026 PLAN TO SUPPORT ACCESS AND FUNCTIONAL  
NEEDS POPULATIONS DURING PUBLIC SAFETY POWER SHUTOFFS**

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April 30, 2026

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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 2026 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 2026 AFN Plan Quarterly Update is attached hereto as Attachment A.

Respectfully submitted,

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April 30, 2026

# **Attachment A**

**San Diego Gas & Electric Company's First Quarterly Update  
to 2026 Plan to Support Populations with Access and  
Functional Needs During Public Safety Power Shutoffs**

**April 30, 2026**



## Introduction

On January 31, 2026, San Diego Gas & Electric Company (SDG&E or Company) submitted its 2026 plan regarding planned efforts to support populations with access and functional needs (AFN) during Public Safety Power Shutoff (PSPS) de-energization (2026 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 2026 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 2026 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 2026 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 2026 AFN Plan that were already taken, this update provides the incremental efforts taken since December 31, 2025.

Since its submittal of the 2026 Plan, SDG&E has highlighted progress in the following key activities:

- Developed partnership with local affordable housing complexes and opportunities to attend resident events and share information about customer bill assistance and the opportunity to designate a customer as AFN.
- 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 2026 AFN Plan.

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<sup>1</sup> [R. 18-12-004 SDGE 2026 AFN Plan](#)

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Appendix A – D

Appendix A: Collaborative Council Members

Appendix B: Statewide Council Members

Appendix C: 2026 AFN Plan Objective Tracker

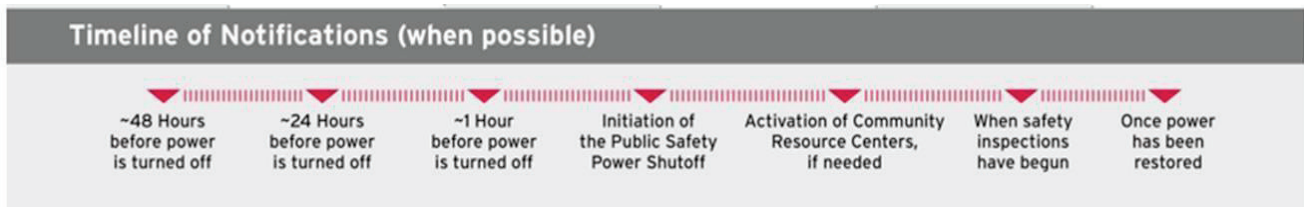
Appendix D: 2025 SDG&E PSPS Public Education & Communications Study Post-Season

# 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, 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 enabled the responders to efficiently handle EOC procedures and community support resources that benefit customers with AFN.

#### **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 393,000 customer accounts associated with AFN, which accounts for ~30% of the residential customer class. Of the 393,000, 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 and Energy Solutions Partners Network which consist of more than 200 CBOs, and relevant state and local agencies.

Table 1 AFN Count

AFN Identifiers <sup>2</sup>	Total Customer Count (3/30/2026)	HFTD Customers Count (4/23/2026)
Self-Identified AFN	9,913	1,930
Disabled (e.g., “disabled”)	6,396	912
Non-standard communication format requested (Braille or large print)	484	89
Durable Medical Equipment	1,321	519
Assistive Technology	155	61
Blind/Low Vision (Vision Disability)	1,654	231
Deaf/Hard of Hearing (Hearing Disability)	2,439	434
Language Preference (Non-English)	67,199	5,462
Senior (65+)	83,293	6,895
Temperature Sensitive	40	7
Life Support	39,398	7,583
Income Qualified (Care and FERA)	299,121	30,472
<b>Total AFN Customers Identified<sup>3</sup></b>	<b>393,198</b>	<b>54,595</b>

In Q1 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 the following AFN Self-ID message on the SDG&E bill envelope in February:

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

Also, in February and March, SDG&E included a similar message in a bill-onsert.

<i>Billing Envelope and Onsert messaging for AFN Self-ID</i>	
<i>Image 1 (February)</i>	<i>Image 2 (March)</i>

<sup>2</sup> Customers may self-identify with SDG&E as having a person in the household with Access and Functional Needs (AFN). This AFN designation does not currently expire.

<sup>3</sup> This customer count reflects customers associated with at least one AFN identifier.

## **SDG&E's accessible information, resources and services**

SDG&E is committed to supporting all our customers, including those who may need additional assistance.

Do you or does someone in your household have a disability? Or use an electronic medical device for health, safety or independence? Let us know at [sdge.com/AFN-survey](https://sdge.com/AFN-survey).

SDG&E has several accessible resources, including:

- Communications in more than twenty languages, including American Sign Language (ASL), during a Public Safety Power Shutoff
- Billing statements in large font or braille for those who are blind or have low vision
- Assistance programs like bill discounts, debt forgiveness and flexible payment programs for those who qualify at [sdge.com/assistance](https://sdge.com/assistance)
- And more!

Visit [sdge.com/AFN](https://sdge.com/AFN) to learn more about SDG&E's accessible resources, programs and services.

**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.

The PSPS Customer Impact Study SDG&E launched several years ago deepened the understanding of how customers are affected during a PSPS de-energization, with a particular focus on AFN. The study used a comprehensive approach to gather data, incorporating insights from relevant research and direct survey feedback from customers and employees. The goal was to inform how SDG&E target, support, and communicate with customers before, during and after a PSPS event. Findings from the study continue to be developed into impactful enhancements in collaboration with key stakeholders where opportunities are being prioritized for customer support and communication.

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

SDG&E plans to maintain its partnership with 211 San Diego and Orange County United Way through 2026, leveraging 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 provides information to customers, including those living in each IOU's high fire-risk areas who rely on life-sustaining medical equipment. This assistance provides opportunities for customers to prepare resiliency plans and connects them with existing programs for

enhanced support.

211 also provides a holistic approach to assisting customers with completing applications for 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 SDG&E marketing and outreach campaigns to those residing in the HFTD.

Please see **Image 3** for a sample of the marketing materials used:

*Image 3*



### ***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 are 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 maintained its partnership with FACT in 2025, as they were 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 2026, 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 partners with The Salvation Army to coordinate 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, three 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 partnerships below will continue to be leveraged in 2026 when needs arise:

- **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 Customized Resiliency Assessments (CRA) Program**

The Customized Resiliency Assessments (CRA) Program is a new program launching in 2026 designed to replace the Generator Grant Program (GGP). Its primary goal is to help customers who experience Public Safety Power Shutoff (PSPS) de-energizations better understand their resiliency and increase awareness of the portfolio of services and resources available to them. Through the CRA Program, customers receive tailored information to help prepare them for potential de-energizations and wildfire events, including resources such as 211 San Diego, Community Resource Centers (CRCs), and services offered by Community-Based Organizations (CBOs). Participating customers are also evaluated for potential backup power solutions including permanent and portable options and may be referred to the Generator Assistance Program or other relevant programs as appropriate. Additionally, in-event loaner batteries will

remain available to eligible customers through the CRA Program in coordination with 211 San Diego during active PSPS events. The CRA Program builds on lessons learned from previous programs, incorporating best practices in customer engagement and streamlined delivery processes to enhance overall resiliency support.

In Q1 of 2026, program efforts focused on foundational development activities for the Customized Resiliency Assessments (CRA) Program. Key activities included contract finalization with the implementation partner and the design of operational workflows to support customer intake, assessments, referrals, and coordinated delivery. In parallel, transition planning was initiated to support the orderly ramp-down of the Generator Grant Program (GGP). Eligible customers continued to receive resiliency assessments and backup power delivery services during the GGP ramp-down and CRA ramp-up to ensure continuity of customer support.

#### **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 solutions. The program includes rebates for portable fuel generators and portable power stations for 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 2026 program targets customers in the HFTD who have experienced previous PSPS outages. With a continued emphasis on supporting vulnerable populations, GAP provides enhanced rebates for low-income individuals including those with access and functional needs, ensuring equitable access to backup power solutions.

A Q1 marketing campaign was executed to drive awareness and participation at the start of the program year. A targeted strategy was implemented to support Medical Baseline customers through increased rebate amounts, recognizing that these customers continue to face the highest risk during PSPS events. The Generator Assistance Program continues to process and issue rebates to qualified customers for eligible products.

#### **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 all incentive funds are exhausted. In support of AFN customers, the program offers higher incentives for battery storage projects within the Equity Resiliency, and Residential Solar and Storage Equity offerings.

#### *Equity Resiliency Offering*

Customers were 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>4</sup> As of December 31, 2025, the final applications for the Equity Resiliency offering were accepted and the waitlists were closed, per the Commission Decision (D.) 25-12-003. Projects that were allocated funds prior to the program closures will still be processed until all incentive funds are exhausted.

#### *Residential Solar and Storage Equity Offering*

In late March 2024, Commission Decision (D.) 24-03-071 was adopted, allocating \$22M from the Greenhouse Gas Reduction Fund to create the Residential Solar and Storage Equity (RSSE) offering to provide eligible customers with incentives to encourage solar and battery storage projects. This decision also made programmatic changes to eligibility requirements to serve customers with AFN. The Residential Solar and Storage Equity offering is expected to end June 30, 2028.

Customers are eligible for the Residential Solar and Storage Equity offering if they are located in a disadvantaged community, including customers living on tribal lands or if they have been income verified in California Alternate Rates for Energy (CARE), Family Electric Rate Assistance Program (FERA), and Energy Savings Assistance Program (ESA).<sup>5</sup>

In Q1 2026, a total of 12 applications were received totaling 0.276MW (CSE SGIP public data from CA DG Stats as of March 31, 2026) from both the SGIP Equity Resiliency and Residential Solar and Storage Equity offerings.

### **1.4.6 Microgrid Incentive Program**

SDG&E launched the CPUC-directed Microgrid Incentive Program (MIP) in October 2023. The MIP is aimed at disadvantaged and vulnerable communities where microgrids may be deployed to provide resiliency for multiple customers within the community. The application window for proposals was open from October 14, 2024, through November 22, 2024.

SDG&E's MIP team worked closely with SDG&E's Tribal Relations, Regional Public Affairs and Account Executive teams to build awareness for the program. The MIP team hosted one-on-one

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<sup>4</sup> 2024 SGIP Handbook, pg 25-26.

<sup>5</sup> 2026 SGIP Handbook, pg 22-24.

presentations with interested parties, explained program eligibility, and worked with parties to finalize applications in accordance with CPUC requirements. During the first half of 2025, SDG&E reviewed the applications, scored them, and based on the scoring notified the applicants of the amount of incentive offered. Two applicants were offered MIP awards. As of March 31, 2026, one of the applicants has indicated its intent to accept the award offered. The other applicant decided not to move forward with its microgrid project and that applicant will not receive its offered MIP award. Additional information about MIP 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 disadvantaged communities but are also a critical way for SDG&E to reach a variety of customer demographics within the AFN population.

In 2026, SDG&E continues to engage with community partners and provides 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 explored 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 March 2026, SDG&E achieved continued growth to 64,022 customers enrolled in the MBL Allowance program. Communication and outreach initiatives continued in Q1 2026 to promote the program and ensure awareness for customers.

#### ***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>6</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>7</sup>

As of Q1 2026, the Commission has not issued a Resolution to approve the Tier 3 AL filed in 2024. Once the Resolution is issued, Verdant will begin analysis for the Eligibility Study.

### **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 Q1 2026, there were 286,747<sup>8</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 Q1 2026, there were 20,636<sup>9</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. As of the end of Q1 2026, the ESA Main program treated 423 homes. SDG&E's MFWB program treated 7 common area/whole building projects and 126 households individually treated (in-units). SDG&E's Whole Home program has not reported any homes treated in 2026.

### **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 Q1, there were approximately 961 LIHEAP pledges totaling approximately \$827,381.

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<sup>6</sup> D.23-08-049 at COL 17(c) and OP 5.

<sup>7</sup> SDG&E AL 4524-E/3352-G.

<sup>8</sup> As reported in SDG&E's Low Income Monthly Report for March 2026, CARE Table 2.

<sup>9</sup> As reported in SDG&E's Low Income Monthly Report for March 2026, FERA Table 2.

### 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 Q1 2026, there were 15,317 customers currently enrolled in AMP with \$104.9 million in total amount forgiven since the program started in February 2021.

### 1.5.7 Community Support

SDG&E has not yet begun its charitable giving for 2026. In Q1, the Community Relations team worked closely with the Customer Outreach and Access and Functional Needs teams to identify community relationships that can be leveraged to increase reach and awareness of customer support. Multiple introductions were made that resulted in participation in community events, cross-promotion of customer programs and opportunities to leverage nonprofit programming in alignment with SDG&E customer outreach. One example of this is a partnership with local affordable housing complexes and opportunities to attend resident events and share information about customer bill assistance and the opportunity to designate a customer as AFN.

## 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 Q1 2026’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 Q1 AFN Collaborative Council meeting on March 18, 2026. Items discussed were the PSPS Season Update, financial support, and the strategic direction of the Collaborative Council.

**Table 2: Q1 Collaborative Council Meeting Information**

Meeting	<p><b>Date:</b> March 18, 2026  <b>Location:</b> Virtual  <b>Purpose:</b> Discuss Council membership updates, financial support for Council members, DDAR program status, 2026 AFN Plan updates, and AFN framework finalization.</p>
Summary of Engagement	<p><b>Bodewell Group (BWG) Introduction</b></p> <ul style="list-style-type: none"> <li>• BWG introduced their team who will be supporting the AFN Councils and the development of the AFN Plans.</li> <li>• Melissa Cameron, Strategic Counsel</li> <li>• Jessica Luternauer, Lead Facilitator</li> <li>• Stephanie Dell, Assistant Facilitator</li> </ul>

- Jeff Toney, Emergency Services Lead
- Jenna Sharp, Day-to-Day Project Manager

**Council Membership Discussion**

- Aaron Carruthers proposed formally adding two new members to the Collaborative Council: Alana Hitchcock from 211 California and Christina Mills from the California Association of Area Agencies on Aging.

**Financial Support Update**

- The IOUs proposed compensation in the amount of \$500 to \$625 per quarter. This range is similar to what other IOU Councils pay members. The IOUs highlighted the importance of aligning the compensation structure of this Council with other Councils they support.
- Several Council members noted that they have seen compensation amounts higher than what the IOUs proposed.
- BWG agreed to facilitate further conversation by reaching out to the participating Council organizations to discuss compensation expectations individually.

**Disability Disaster Access & Resources (DDAR) Update**

- SCE shared findings from its post-DDAR evaluation of AFN programs, informed by CPUC requirements, DDAR program participant customer surveys, and coordination with 211, which identified two primary gaps: battery support for electricity-dependent customers not eligible for Critical Care Back-up Battery program during emergency preparedness, and in-home emergency preparedness training for customers with disabilities and medical needs.
- SCE shared that survey results also indicated strong prior engagement with DDAR and reliance on backup batteries and submitting Medical Baseline Allowance program applications, but revealed communication gaps after DDAR ended, ongoing consistency in emergency needs related to power, transportation, lodging, and practical, device, and disability focused preparedness education.
- SCE reported that of the 827 surveys sent out, 74 surveys were completed.
- Several Council members expressed concern that the survey results are based on the responses of less than 100 customers when there are over 700 customers who used DDAR services and over one million across SCE's service territory who have identified as having AFN.
- Several Council members recommended SCE specifically connect with AFN customers who were not enrolled in DDAR to learn what they consider gaps in service offerings.
- SCE expressed concern that they would not have the budget to conduct a survey on this type of large scale but will look into their survey budget allocation to see if it is possible.
- SCE outlined interim approaches to DDAR including temporary battery support through 211, expanded virtual preparedness assistance with an escalation pathway for unmet needs, and exploration of a limited Wildfire Mitigation Plan amendment within the current GRC cycle, potentially reallocating AFN funds to issue a targeted RFP to Independent Living Centers (ILCs).
- Several Council members inquired what services would be reduced or stopped to fund the Request for Proposal (RFP) for ILCs.
- SCE shared a high-level overview of the proposed redistribution of funds to support the RFP, including reduced community-based organization outreach and marketing, reduced emergency supply distribution (e.g., backpacks), and phased approach to Prepare for Power Down website ASL enhancements.

**2026 AFN Plan Update**

- BWG provided an update on the IOU 2026 AFN plans, which were submitted to the CPUC by January 30, 2026.

	<ul style="list-style-type: none"> <li>California Governor's Office of Emergency Services (Cal OES) shared that the Council has a near-final AFN plan framework that they would like to finalize and share within the next year. The document is published on the Prepare for Power Down website and has the Prepare for Power Down logo.</li> </ul>
Feedback	<ul style="list-style-type: none"> <li>Several Council members expressed concern regarding the JIOUs' proposed compensation amount and emphasized the need for compensation commensurate with the expertise they are providing.</li> <li>Several Council members recommended SCE expand the DDAR survey to reach all AFN customers, not just those who were enrolled in DDAR.</li> <li>Several Council members reinforced the sentiment that ILCs should be the focus of the RFP process because ILCs have knowledge and expertise that no other organizations can provide.</li> <li>Disability Rights California (DRC) stated that the AFN Plan framework provides a good opportunity to tell a statewide story about IOU and AFN Council collaboration.</li> </ul>
Action Items Guided by Feedback	<p><b>Completed Action Items:</b></p> <ul style="list-style-type: none"> <li>SCE shared SCE's interim DDAR proposal with the Council, outlining the AFN support activities where funds may potentially be reallocated to allow for a targeted RFP to ILCs.</li> </ul> <p><b>Future Action Items:</b></p> <ul style="list-style-type: none"> <li>BWG to reach out to member agencies individually to discuss compensation.</li> <li>SCE to confirm budget allocation for surveys to see if it is possible to survey all AFN customers for feedback on how to improve assistance offerings.</li> <li>BWG will assist the Council in officially finalizing the AFN framework.</li> <li>The JIOUs will share their AFN Plan Quarterly updates to help create the story of IOU and AFN Council collaboration.</li> </ul>
Future Meeting(s)	Q2 2026, Virtual

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

SDG&E participated in the Q1 Statewide Joint IOU AFN Advisory Council meeting on March 26, 2026. 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: Q4 Statewide Advisory Council Meeting Information**

Meeting	<p><b>Date:</b> March 26, 2026  <b>Location:</b> Virtual  <b>Purpose:</b> Discuss DDAR program evaluation findings and survey feedback, 2026 AFN Plan updates and early 2027 AFN planning considerations.</p>
Summary of Engagement	<p><b>Bodewell Group (BWG) Introduction</b></p> <ul style="list-style-type: none"> <li>• BWG introduced their team who will be supporting the AFN Councils and the development of the AFN Plans.</li> <li>• Melissa Cameron, Strategic Counsel</li> <li>• Jessica Luternauer, Lead Facilitator</li> <li>• Stephanie Dell, Assistant Facilitator</li> <li>• Jeff Toney, Emergency Services Lead</li> <li>• Jenna Sharp, Day-to-Day Project Manager</li> </ul> <p><b>DDAR Program Update</b></p> <ul style="list-style-type: none"> <li>• SCE shared findings from its post-DDAR evaluation of AFN programs, informed by CPUC requirements, DDAR program participant customer surveys, and coordination with 211, which identified two primary gaps: limited battery support for electricity-dependent customers not eligible for Critical Care Back-up Battery program during emergency preparedness, and in-home emergency preparedness training for customers with disabilities and medical needs.</li> <li>• SCE shared that survey results also indicated strong prior engagement with DDAR and reliance on backup batteries and submitting Medical Baseline Allowance program applications, but revealed communication gaps after DDAR ended, ongoing consistency in emergency needs related to power, transportation, lodging, and practical, device, and disability focused preparedness education.</li> <li>• SCE reported that of the 827 surveys sent out, 74 surveys were completed.</li> <li>• Several Council members expressed concern regarding the low response rate and emphasized the importance of broader, more accessible outreach approaches.</li> <li>• SCE stated that it plans to issue a third DDAR survey closer to the wildfire season.</li> <li>• SCE outlined interim approaches to DDAR, including a temporary referral solution with 211 for battery support, virtual emergency preparedness assistance (Care Coordination) with an escalation pathway for unmet needs, and exploration of a limited Wildfire Mitigation Plan amendment within the current GRC cycle, potentially reallocating AFN funds to issue a targeted Request for Proposal (RFP) to Independent Living Centers (ILCs).</li> <li>• Several Council members raised concerns about awareness gaps and whether customers know how and when to access 211 services.</li> <li>• SCE mentioned the following examples of services that could be reduced or stopped to fund the RFP: community-based organization outreach and marketing materials, emergency supply distribution (e.g., backpacks with emergency supplies), and phased approach to Prepare for Power Down website ASL enhancements.</li> <li>• Several Council members raised concerns regarding how backpack distribution effectiveness is measured and whether outcomes are tracked.</li> </ul> <p><b>2026 AFN Plan Update</b></p> <ul style="list-style-type: none"> <li>• BWG provided an update on the IOU 2026 AFN Plans, which were submitted to the CPUC by January 30, 2026.</li> </ul> <p><b>2027 AFN Planning Overview</b></p> <ul style="list-style-type: none"> <li>• IOUs outlined that the quarterly Statewide Council meetings will continue as working sessions to support development of the following year’s AFN Plan, an approach implemented last year, using the FEMA 6-Step planning process and incorporating whole-community input.</li> <li>• Council members asked how lessons learned from recent wildfire events, including the</li> </ul>

	<p>January 2025 Altadena fires, are informing future planning efforts.</p> <ul style="list-style-type: none"> <li>• SCE shared how lessons learned from the 2025 wildfires are informing future planning efforts, including improvements to outage maps and backend systems to better manage traffic surges, and enhancements to PSPS-related information and customer-facing communications.</li> <li>• Further clarification will be provided regarding which elements of after-action reports can be shared publicly.</li> </ul>
Feedback	<ul style="list-style-type: none"> <li>• Several Council members provided suggested improvements for enhancing the accessibility and increasing the response rate of the AFN survey:</li> <li>• Engage Council members and ILCs to support survey distribution, rather than relying solely on utility-led outreach.</li> <li>• Offer alternative survey formats for individuals who may not read, write, or have reliable email access.</li> <li>• Explore ASL-accessible survey options, including ASL-based questions with simplified response formats.</li> <li>• Several Council members expressed concern regarding the use of 211 as an interim replacement to DDAR, questioning community awareness and use of the resource among AFN populations.</li> <li>• Several Council members expressed interest in more interactive, discussion-based formats for the quarterly Statewide Council meetings, rather than primarily presentation-driven meetings.</li> </ul>
Action Items Guided by Feedback	<p><b>Completed Action Items</b></p> <ul style="list-style-type: none"> <li>• BWG sent Council members the list of questions SCE is asking for Council feedback on improvements to the DDAR survey. Council members could either provide recommendations via email or set up a one-on-one meeting.</li> <li>• SCE shared follow-up data regarding 211 utilization among AFN populations.</li> </ul> <p><b>Future Action Items</b></p> <p>IOUs will explore ways to improve survey accessibility, including non-email formats and ASL accommodations</p>
Future Meeting(s)	Q2 2026, Virtual

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

The WSCAC convened on February 20, 2026. 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 frequently 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.

SDG&E’s COO and Chief Safety Officer welcomed attendees and the meeting commenced with member updates. Notably, SDG&E proudly welcomed members of CAL FIRE to the Wildfire and Climate Resilience Center (WCRC) for a 2026 working session focused on collaboration, readiness and strengthening long-standing partnerships. The gathering brought together leaders and experts from both

organizations to advance strategies that enhance regional resilience.

The VP of Wildfire and Climate Science presented a Winter Weather Update. January was drier and warmer than normal with above average temperatures. The warm January weather had tricked plants into thinking Spring was already here. A new green-up cycle began after the recent rainfall. Fire danger is expected to remain low well into the spring months.

The Customer Engagement Manager presented an Access and Functional Needs (AFN) Update. SDG&E serves approximately 392,000 customers with Access and Functional Needs, including about 45,000 who live in High Fire Threat Districts. To support these customers during Public Safety Power Shutoffs (PSPS), SDG&E offers a wide range of services. These include a Centralized Resource Hub in partnership with 211 San Diego and Orange County United Way, no-cost hotel accommodations for affected AFN customers, and accessible transportation coordinated through FACT.

Electricity-dependent customers with medical needs may receive loaner backup batteries, while Tribal engagement efforts provide resiliency items such as generators. SDG&E also partners with local food organizations to offer warm meals and supplies at Community Resource Centers, conducts wellness checks through partnerships with public safety agencies, and activates resource centers offering Wi-Fi, snacks, device charging, medical supplies, and power restoration information. Additionally, accessible communications are supported through collaboration with DeafLink to meet the needs of customers with sensory disabilities.

SDG&E has strengthened its community outreach by expanding partnerships with additional community-based organizations beyond High Fire Threat Districts and by broadening the geographic reach of its Wildfire Safety Fairs.

Following the WSCAC meeting, several outreach leads were explored. Engagement with San Ysidro Health Center remain ongoing to identify collaboration opportunities in the Mountain Empire District. Mobile Home Park outreach coordination is underway with active discussions regarding tailored AFN and PSPS presentations, emergency preparedness workshops, and community outreach activities. Additionally, SDG&E is partnering with the San Diego Police Department to educate You Are Not Alone (YANA) program volunteers on available assistance programs and resources.

In addition to outreach, SDG&E enhanced direct customer support with a focus on Access and Functional Needs (AFN) customers by providing more loaner generators and batteries, and by completing ADA upgrades at select Community Resource Centers to improve accessibility. Spotlight initiatives included a territory-wide system notification test before PSPS season, proactive preparedness call campaigns to master-metered and Medical Baseline customers in High Fire Threat Districts, and the launch of a new hotel discount offering for customers impacted by outages in the first quarter. A San Ysidro Health representative offered SDG&E a booth at their global community events to help educate the community. The Lakeside Fire Protection District recommended further opportunities for SDG&E to connect with the community through fire marshals and fire service inspectors who meet monthly and inspect multi-purpose dwellings.

The Director of Wildfire Mitigation and Vegetation Management presented a 2026 Wildfire Mitigation Plan Update highlighting 2025 achievements and the capital spend forecast for 2026-2028. New initiatives highlighted new QA/QC inspections, including reviews of combined covered conductor projects, strategic undergrounding, PSPS sectionalizing, and advanced protection measures.

### **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.

SDG&E and Intertribal Long Term Recovery Foundation (ITLTRF) also presented the findings from the surveys and focus groups conducted by ITLTRF at their annual resiliency breakfast event that is attended by many of the tribal government leaders and staff, community members, and first responders in San Diego County. Based on the feedback from tribes, SDG&E in partnership with ITLTRF conducted four tribal-led emergency preparedness workshops. These were held in remote tribal areas where community members had opportunity to discuss challenges with SDG&E programs. Discussions were held in groups as well as one-on-ones with SDG&E to understand their bills, tools, and programs to make them more affordable. 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 enrollment of tribal members into programs, connect them with resources and identify gaps.

In Q1 2026, SDG&E participated in 18 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.

### **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 first quarterly meeting of the PSPSWG was held on March 11, 2026. SDG&E outlined several initiatives focused on preparedness, resiliency, and coordination. The Spring 2026 PSPS Exercise Series includes a 4-hour tabletop exercise scheduled for April 7th at Century Park East and a multi-day functional exercise from May 11–14 at the Emergency Operations Center, both designed to strengthen PSPS coordination with public safety partners. SDG&E also provided a Q1 update on the Microgrid Incentive Program, noting that all funding has been allocated, two projects have been selected, and contract negotiations are underway to support clean, customer-owned microgrids serving vulnerable and high-risk communities. To increase community preparedness, SDG&E is hosting Wildfire Safety Fairs in Ramona, Alpine, Vista, and Valley Center between May and August, offering emergency preparedness education, demonstrations, and family-friendly activities. Additionally, SDG&E reported growth in its Community Resource Center program to eleven permanent sites and three mobile units, detailing PSPS operational timelines and encouraging customers to use the SDG&E Alerts App for real-time updates

The next working group meeting is scheduled for June 10, 2026, 10:00 AM – 11:00 AM.

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

SDG&E's 2026 Wildfire Safety Public Education Campaign is currently in production. The campaign is planned to start during the second quarter of 2026 and will run through the end of the year. The campaign has three components, Wildfire Safety, Public Safety Power Shutoff resiliency and promotion of AFN resources and resiliency information. The 2026 campaign is being refreshed from both a creative and content perspective. The campaign is also being updated to align and comply with AB 1167 requirements. Campaign tactics will include, but are not limited to, radio, television, print advertising, digital media and paid social media. Direct communications will also target customers in the High Fire Threat District as well as territory-wide mailings.

SDG&E is also enhancing Wildfire, PSPS and AFN content on its website. Content and creative components of these sections of the website are being updated as well. Information is being simplified for improved usability and customer experience. Additionally, critical information will be easier to locate, particularly during PSPS events. These enhancements are planned for mid-2026.

### **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 comprehensive emergency preparedness information, outage alerts signup, enrollment in MBL program and exploration of other customer support programs. The socialization of the P4PD website will continue through JIOU presentations and AFN Council Stakeholders shared P4PD social media.

In Q1 2026, the Joint IOU's made progress in selecting an ASL translation company for the P4PD website with affordability and website maintenance as considerations. Currently the P4PD vendor is coordinating security and compatibility with the ASL vendors technology. We will be finalizing the terms of the agreement with the proposed new vendor.

#### **Website Activity:**

Between January 1 and March 31, 2026, website performance metrics were collected from over 3,100 active users. The homepage continues to receive the most visits, while the Medical Baseline Allowance page is the second most engaged. Direct search remains the primary traffic source, accounting for 75.3% of all visits. Active users averaged just over a minute on the site. Bot activity continued to be monitored with slightly skewed reporting accuracy resulting in the vendor manually filtering the data to ensure reporting accuracy. Additional measures have been implemented to mitigate such activity, with no

security concerns to report.

### **1.7.2 Accessibility of Communications**

SDG&E continues to enhance Wildfire Safety, PSPS, and AFN content on its website. Content and creative elements supporting these sections are being updated to simplify information, improve usability, and enhance the overall customer experience. These enhancements are intended to make critical information easier to locate, particularly during PSPS events, and are planned for implementation in mid-2026.

SDG&E routinely updates and refines its Wildfire Safety and PSPS web pages, with an ongoing focus on accessibility. These efforts prioritize compliance with the Americans with Disabilities Act (ADA) through conformance with the Web Content Accessibility Guidelines (WCAG) 2.2 AA success criteria. SDG&E's optimized Drupal content management system supports accessibility features including appropriate color contrast, heading structure, image handling, form labeling, and accessible search and presentation functionality.

In addition, SDG&E utilizes Level Access accessibility services, which provide continuous monitoring and testing, limited automated remediation, and twice-yearly manual accessibility audits. Identified issues and corrective actions requiring human intervention are reported to SDG&E's digital experience team on a bi-weekly basis.

The company also continues to utilize the Accessible Hazard Alert System (AHAS), which delivers customized, on-demand accessible alert text and email notifications. These notifications support accessibility formats including American Sign Language (ASL), screen readers, and refreshable braille displays, consistent with pre-recorded PSPS customer notifications. AHAS-supported alerts help ensure accessible communications during emergency events and are disseminated through direct customer notifications as well as SDG&E's web and social media platforms.

SDG&E remains committed to ensuring accessibility across its digital platforms, including websites and mobile applications. The company maintains a dedicated AFN landing page ([sdge.com/AFN](https://sdge.com/AFN)), which enables customers to self-identify and access resources tailored to specific AFN needs.

### **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=~350 or less), so results from these surveys are interpreted with caution.

No additional surveys were conducted in Q1.

### 1.7.4 Community Based Organization Outreach

CBOs remain a vital channel for SDG&E's outreach efforts, providing trusted engagement and insight across diverse communities across the service territory, including individuals with AFN. These partners amplify wildfire preparedness and PSPS notifications to hard-to-reach customers, particularly those in the HFTD.

Through the Energy Solutions Partner Network (ESP), SDG&E collaborates with more than 200 CBOs to educate customers and deliver emergency preparedness messaging year-round. Partners receive compensation, training, and materials to support diverse outreach tactics which include presentations, community events, and amplification of emergency preparedness information through their respective social media channels. This approach ensures that messaging reaches multilingual, multicultural, senior, disadvantaged, and AFN populations who may not rely on traditional communication channels.

In Q1 2026 SDG&E participated in over 160 outreach activities, including PSPS partner presentations, food distributions, health and safety fairs, and resource fairs.

SDG&E continues to strengthen partnerships and identify new ones with organizations serving AFN populations, focusing on individuals who are blind or have low vision, deaf or hard of hearing, those using assistive technology or durable medical equipment, and those preferring languages other than English.

Examples of CBOs the team engages with include:

- Autism Society of San Diego
- City of San Marcos Senior Activity Center
- Feeding San Diego
- Ride Above Disability Therapeutic Riding Center
- San Diego Center for the Blind
- San Ysidro Health Center

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. SDG&E currently has 59 participating CBOs in its PSPS support network. 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 and master metered properties that may not be part of the ESP network, focusing on organizations with disabled and aging population constituents. These presentations promote awareness of PSPS support services, emergency preparedness, customer assistance programs, and collaboration opportunities to strengthen outreach efforts.

### **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 plans to host a series of 4 Wildfire Safety Fairs (WSFs) in 2026 in the communities of Ramona, Alpine, Valley Center, and Vista. 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 weather driven emergencies.

SDG&E continues its Mini-Wildfire Safety Fair series in 2026 with enhanced efforts to include non-HFTD areas. As of the end of Q1 2026, SDG&E participated in over 15 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 in Q1 2026 include Campo Band of Mission Indians, CERT, Poway Chamber of Commerce, and Southern California Tribal Chairmen’s Association (SCTCA).

## **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 is an opportunity to increase enrollment in the MBL Program and connect individuals with AFN to medical device resources if needed during PSPS. SDG&E will continue to identify ways to engage this segment along with the JIOU's.

In Q1, 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/or constituents regarding PSPS preparedness, AFN Self-Identification, and MBL through 2026.

The Joint IOUs continued discussion about ongoing collaboration with the California Department of Developmental Services (DDS) emergency response staff and deaf specialists to develop training for Deaf Plus individuals. Additionally, the Joint IOU's AFN and MBL teams collaborated with the California Department of Social Services, In Home Support Services (IHSS) to provide a statewide training webinar to their employees. Topics included Medical Baseline Program participation, PSPS Support Services, and AFN Self-Identification/Vulnerable programs. The two MBL training sessions were conducted on March 23 and March 30 with approximately 61 attendees.

PG&E presented PSPS preparedness information at the Solano Healthcare Coalition - Emergency Preparedness Workshop comprised of healthcare groups across the state. Information was shared about Prepare for Power Down (P4PD) website resources and statewide connections.

In March, SDG&E delivered a presentation to the Veterans Affairs Healthcare System of San Diego, reaching more than 200 social workers, addiction therapists, and vocational specialists, to educate and increase awareness of AFN and emergency preparedness programs and resources. The presentation highlighted critical support offerings, including the MBL program, Back-up Power programs, and AFN Self-ID, equipping frontline staff with information to better connect vulnerable veterans and their families to utility assistance and resilience resources.

SDG&E will continue conversations with healthcare organizations 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 Q1, SDG&E provided FACT, SDG&E's Paratransit Support Partner, with PSPS preparedness education and outreach information and materials 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) event, SDG&E employs multiple communication channels to disseminate timely, real-time information to customers and the public. These channels include customer notifications, website updates, media advisories, in-community signage, situational awareness posts across social media platforms, and the distribution of social media toolkits to community partners. SDG&E activates communications protocols during PSPS events to provide affected customers and the public with the most current operational updates. Key communications are offered in 22 prevalent languages and American Sign Language (ASL) and are supported through digitally accessible text and audio formats.

SDG&E also designates a dedicated Access and Functional Needs (AFN) liaison during PSPS events. This liaison is responsible for providing real-time updates and coordinated talking points to AFN community partners. Communication platforms include social media channels, broadcast and print media, and SDG&E-owned digital platforms, including SDGE Today and SDGE.com, which are designed to progress toward conformance with the Web Content Accessibility Guidelines (WCAG) 2.2 AA success criteria. These platforms are used to communicate enhanced support services available to individuals with AFN. In addition, SDG&E develops and distributes a digital document identifying communities affected by a PSPS, which is shared with local jurisdictions, municipalities, and partner agencies to support situational awareness and community preparedness.

In addition to mass media and direct customer communications, SDG&E utilizes outreach channels designed to reach individuals who may not be account holders, such as visitors, certain mobile home park residents, and caregivers. These channels include the SDG&E mobile application (Alerts by SDG&E), roadside electronic message signs placed in strategic, high-traffic locations, tribal casino marquees, and printed flyers posted within impacted communities. SDG&E also conducts pre-season and post-season customer research to gather feedback on the effectiveness and clarity of communications before and during PSPS events. Insights from this research are used to inform continuous improvement efforts, including simplifying and refining communications in subsequent years.

#### **PSPS Notifications**

SDG&E maintains clear, accessible, and customer-focused notification protocols for Public Safety Power Shutoff (PSPS) events, informed by lessons learned during previous PSPS occurrences. PSPS notification messages are translated into the 22 most prevalent languages spoken within the service territory, including American Sign Language (ASL), and are delivered using digitally accessible formats.

During PSPS events, SDG&E issues notifications to impacted individuals as expeditiously as practicable through its Customer Notification System (CNS). CNS delivery channels include recorded voice notifications, emails, and text messages, and the system is subject to routine testing to support reliability. To further support accessibility, SDG&E partners with Deaf Link to convert PSPS notifications into ASL video, English audio read-outs, and screen-reader-compatible transcripts. In addition, address-level PSPS alerts are available to both customers and the public through the Alerts by SDG&E mobile application.

SDG&E conducts annual reviews of its PSPS notification content library, including email, text, and voice messaging. Customer feedback from PSPS events is incorporated to improve clarity, simplify messaging, and ensure content accurately reflects field conditions. As part of its annual public education efforts, SDG&E continues to encourage customers to enroll in PSPS notifications in advance of the peak wildfire season.

For Critical Facility and Infrastructure customers, SDG&E account executives provide direct outreach via preferred contact methods (such as phone calls and/or emails), delivering situational updates and lists of potentially impacted meters. Additionally, all account holders receive advance notices prior to any de-energization.

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 continues to engage with local broadcast media and utilize a range of communication channels to reach the public, including Access and Functional Needs (AFN) communities and Limited English Proficient (LEP) populations. These efforts are intended to provide timely and accessible information related to wildfire safety, emergency preparedness, Public Safety Power Shutoff (PSPS) awareness, and PSPS education.

San Diego County includes a diverse population of more than 3.3 million residents and shares a border with Baja California, México, encompassing one of the busiest international land border crossings in the world. In recognition of this diversity, SDG&E maintains dedicated multilingual communications capabilities, including the production of wildfire safety and PSPS-related news releases, social media content, and public information materials in Spanish for the public and local Spanish-language broadcast media. In addition, SDG&E continues to provide critical PSPS and wildfire safety information in all prevalent languages spoken within the service territory.

Prior to and during periods of elevated wildfire risk, SDG&E engages local broadcast media, including Spanish-language and multicultural niche outlets, to proactively disseminate safety and preparedness messaging. These outreach efforts are conducted early and throughout high fire risk weather conditions to help ensure that customers and the broader public receive timely, relevant information and remain informed during wildfire and PSPS events.

### **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 three 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 for medication.

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

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

SDG&E fielded the 2025 Post-Season Survey in January and February 2026. These recent findings indicate that AFN households continue to demonstrate a more positive outlook toward SDG&E’s wildfire mitigation efforts and the PSPS program compared to non-AFN households. This sentiment is exhibited in several key areas:

**Awareness and Preparedness** AFN households report higher awareness of 211 resources and continue to exhibit greater preparedness for PSPS events than their non-AFN counterparts. Compared to their counterparts, those aware of wildfire communications, familiar with PSPS, in HFTD and older customers feel more prepared.

**Language Preferences and Communication Effectiveness** Nearly all respondents prefer communications in English (90%) or Spanish (8%); nine in ten (91%) speak English in their home/business, while roughly one in six (16%) speak Spanish. Two in five (40%) Spanish-preferred customers say they would rather have communications in-language but understand English; three in ten (29%) need communications in-language.

**Communication Channels and Satisfaction** Among those aware of SDG&E wildfire communications, seven in ten recall direct messaging from SDG&E and two in five cite SDG&E mass communications. HFTD remain more likely to recall direct messages from SDG&E, while their non-HFTD counterparts remain comparatively more likely to cite mass communications and non-SDG&E sources.

**Resource Awareness and Utilization** Among those who used each of the PSPS resources, a large majority are satisfied with them.

- Community Resource Centers: 82%
- Wellness checks: 79%
- Transportation services: 86%

**Distinctive AFN Household Characteristics** AFN respondents are more likely than non-AFN to:

- Prefer Spanish communications
- Be more favorable towards SDG&E overall
- Provide higher ratings on nearly all performance attributes
- Be more favorable towards the PSPS program
- Purchase enough water and food to last several days without power, remove vegetation around their home, purchase a battery powered radio, and sign up for Medical Baseline
- Be aware of 2-1-1 partnerships and SDG&E food services during PSPS event
- Utilize the Generator Grant program and CRC language preferences during a PSPS event.

These findings highlight the effectiveness of SDG&E's targeted communications and resource offerings for AFN households, as well as the ongoing need to provide accessible, in-language information and support. The increased awareness and preparedness among AFN and HFTD customers demonstrate progress in reaching vulnerable populations and ensuring equitable access to critical safety resources.

## 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 2026. 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**

SDG&E continues to leverage lessons learned from previous PSPS events to improve support and experience when a customer reaches out for resources. Additionally, SDG&E uses feedback based on collaborative councils to refine support services offered during a PSPS to support individuals with AFN. The recommendations offered have contributed to our 2026 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 state agencies, CBOs, and the utilities to minimize duplication

**Appendix A:  
Collaborative Council Members**

<b>Name</b>	<b>Position</b>	<b>Organization</b>
Aaron Carruthers	Executive Director	State Council on Developmental Disabilities
Alana Hitchcock	Executive Director	California 211
Andy Imparato	Executive Director	Disability Rights California (DRC)
April Johnson	Sr Supervisor Marketing Program Mgmt	San Diego Gas & Electric (SDG&E)
Audrey Williams	Project and Program Supervisor	California Public Utilities Commission (CPUC)
Aurora Cantu	Senior Manager	Southern California Edison (SCE)
Britney Gaines	Research Data Specialist	California Public Utilities Commission (CPUC)
Christina Mills	Executive Director	California Association of Area Agencies on Aging (C4A)
Christina Rathbun	Access and Functional Needs Project Manager	San Diego Gas & Electric (SDG&E)
Dana Golan	Vice President of Customer Services	San Diego Gas & Electric (SDG&E)
Danielle Finch	Director of Customer Success	San Diego Gas & Electric (SDG&E)
Eric Schwarzrock	President	Liberty
James Cho	Program Manager	California Public Utilities Commission (CPUC)
James Dui	Safety Policy Division	California Public Utilities Commission (CPUC)
Jendy Burchfield	Vice President, Customer Operations	Southern California Edison (SCE)
Jennifer Guenther	Senior Regional Manager - West	Liberty
Jennifer Ocampo	Access and Functional Needs Senior Advisor	Southern California Edison (SCE)
Jenny Limones	AFN Program Specialist, Expert	Pacific Gas & Electric Company (PG&E)
Joe Wilson	Regional Vice President, North Valley & Sierra	Pacific Gas & Electric Company (PG&E)
John Hagoski	Customer Programs Advisor	San Diego Gas & Electric (SDG&E)
Jordan Davis	Attorney	Disability Rights California (DRC)
Junaid Rahman	Senior Regulatory Analyst	California Public Utilities Commission (CPUC)
Karen Mercado	Senior Administrative Assistant - Executive Unit	Disability Rights California (DRC)
Katelin Scanlan	Manager of Customer Engagement	San Diego Gas & Electric (SDG&E)
Kay Chiodo	Chief Executive Officer	Deaf Link
Kayla Price		Bear Valley Electric Services (BVES)
Lisa Corbly	Access and Functional Needs Program Manager	Pacific Power
Lisa Hayes		California Foundation for Independent Living Centers (CFILC)
Lizz Stout	Program Manager, Principal	Pacific Gas & Electric Company (PG&E)
Lori Blackwell	Principal Manager	Southern California Edison (SCE)
Maria Jaya	Researcher	California Public Utilities Commission (CPUC)
Matthew Fehse	Access and Functional Needs Regulatory and Compliance Advisor	San Diego Gas & Electric (SDG&E)

Michelle Uzeta	Interim Executive Director	Disability Rights Education and Defense Fund
Moustafa Abou-taleb	Safety Policy Division	California Public Utilities Commission (CPUC)
Nicholas Raft	Regulatory Analyst	Liberty
Paul Marconi	President, Treasurer, & Secretary, Board Director	Bear Valley Electric Services (BVES)
Pooja Kishore	Regulatory Affairs Manager	PacifiCorp
Robb Henderson	Communications Advisor	San Diego Gas & Electric (SDG&E)
Robert Carbajal	Senior Manager, Customer PSPS Compliance and Strategy	Southern California Edison (SCE)
Robert Hand	Interim Executive Director	California Foundation for Independent Living Centers (CFILC)
Rosa Perea	Senior Manager, Customer Engagement Division	Southern California Edison (SCE)
Sarah Lee	Senior Advisor, Public Safety	Southern California Edison (SCE)
Sean Matlock	Energy Resource Manager / Assistant Corporate Secretary	Bear Valley Electric Services (BVES)
Tawny Re	Customer Program Specialist	Bear Valley Electric Services (BVES)
Tom Smith	Sr. Manager, LCE Planning & Operations	Pacific Gas & Electric Company (PG&E)
Vance Taylor	Chief, Office of Access and Functional Needs	California Governor's Office of Emergency Services (Cal OES)

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

Name	Position	Organization
Adam Willoughby	Asst. Director of Legislation and Public Affairs	California Department of Aging (CDA)
Alexandria (Giobbi) Moffat	Director of Clean Transportation	San Diego Gas & Electric (SDG&E)
Alicia Menchaca	Rate Analyst	Bear Valley Electric Services (BVES)
Alyson Feldmeir	Disability Disaster Access and Resource Manager	California Foundation for Independent Living Centers (CFILC)
Amanda Kirchner	Legislative Director	County Welfare Directors Association of California (CWDA)
Angela Nielsen	Administrative Director	Hospital Council
Annabel Vera	Program Analyst	California Department of Social Services (DSS)
Anthony Hoang	Emergency Coordinator	San Gabriel/Pomona Regional Center
April Johnson	Sr Supervisor Marketing Program Mgmt	San Diego Gas & Electric (SDG&E)
Aurora Cantu	Senior Manager	Southern California Edison (SCE)
Carolyn Nava	Executive Assistant	Disability Action Center (DAC)
Chris Bober	Director, Customer Care	Pacific Gas & Electric Company (PG&E)
Chris Garbarini	Senior Emergency Services Coordinator	California Department of Developmental Services (DDS)
Christina Mills	Executive Director	California Association of Area Agencies on Aging (C4A)
Christina Rathbun	Access and Functional Needs Project Manager	San Diego Gas & Electric (SDG&E)
Dan Heller	President	Deaf Link
Dan Okenfuss	Public Policy Manager	California Foundation for Independent Living Centers (CFILC)
Danielle Finch	Director of Customer Success	San Diego Gas & Electric (SDG&E)
Eleonore Yotsov	Emergency Management Director	PacifiCorp
Evan Duffey	Manager, Forecasting and Operations	Pacific Gas & Electric Company (PG&E)
Gina Esparza	Emergency Management Coordinator	Eastern Los Angeles Regional Center (ELARC)
Greg Oliva	Assistant Deputy Director, Central Operations, Community Care Licensing Division	California Department of Social Services (DSS)
James Cho	Program Manager	California Public Utilities Commission (CPUC)
James Collins	Community Educator	California Council of the Blind (CCB)
James Dui	Safety Policy Division	California Public Utilities Commission (CPUC)
Jeana Arnold	ADA Specialist, Expert	Pacific Gas & Electric Company (PG&E)
Jennifer Guenther	Senior Regional Manager - West	Liberty Utilities
Jennifer Isbell	ADA Program Manager, Principal	Pacific Gas & Electric Company (PG&E)
Jennifer Ocampo	Senior Advisor, Corporate Giving	Southern California Edison (SCE)
Jenny Limones	<a href="#">AFN Program Specialist, Expert</a>	Pacific Gas & Electric Company (PG&E)
Jonathan Malicdem	Unknown	Department of Social Services (DSS)

Jordan Davis	Attorney	Disability Rights California (DRC)
Jordan Parrillo	Manager of Regulatory Affairs	Liberty
Joseph Grounds	Emergency Services Officer	Kern Regional Center (KERNRC)
Josh Gleason	Unknown	California Department of Social Services (DSS)
JR Antablian	Chief, Disaster Services Branch	California Department of Social Services (DSS)
June Isaacson Kailles	Disability Policy Consultant	Disability Policy Consultant
Karey Morris	HR Manager	Kern Regional Center (KERNRC)
Karla Leon	DDAR Program Manager	California Foundation for Independent Living Centers (CFILC)
Kate Marrone	Customer Care Manager	Liberty
Katelin Scanlan	Manager of Customer Engagement	San Diego Gas & Electric (SDG&E)
Kayla Price	Unkn own	Bear Valley Electric Services (BVES)
Kelly Brown	Community Information Officer	Interface Children & Family Services
Kendall Skillicorn	Bureau Chief, Department Operations Bureau	California Department of Social Services (DSS)
Kevin Sharp	Customer Insights Strategist	Pacific Gas & Electric Company (PG&E)
Kristopher Bourbois	Financial Planning - Senior Business Analyst II	San Diego Gas & Electric (SDG&E)
Larry Grable	Executive Director	Service Center for Independent Living (SCIL)
Lauren Giardina	Executive Director Managing Attorney	Disability Rights California (DRC)
Leora Filosena	Deputy Director, Adult Programs Division	California Department of Social Services (DSS)
Linda Wingert	Sr. Director Operations & 211 Engagement	211 California
Lisa Corbly	Access and Functional Needs Program Manager	Pacific Power
Lizz Stout	AFN Program Manager	Pacific Gas & Electric Company (PG&E)
Lori Blackwell	Principal Manager	Southern California Edison (SCE)
Malorie Lanthier	IT Director	North Los Angeles County Regional Center
Maria Aliferis-Gierde	Executive Officer, California Committee on Employment of People with Disabilities	Department of Rehabilitation (DOR)
Maria Jaya	Researcher	California Public Utilities Commission (CPUC)
Matt Fehse	Access and Functional Needs Regulatory and Compliance Advisor	San Diego Gas & Electric (SDG&E)
Mayra Alvarado	Manager	North Los Angeles County Regional Center
Miguel Larios	Director, Community Services	San Diego Regional Center (SDRC)
Moustafa Abou-taleb	Safety Policy Division	California Public Utilities Commission (CPUC)
Nguyen Quan	Regulatory Affairs	Bear Valley Electric Services (BVES)
Nicole Pachaeco	Operations Manager	California Council of the Blind (CCB)
Paul Marconi	President, Treasurer, & Secretary	Bear Valley Electric Services (BVES)
Pooja Kishore	Regulatory Affairs Manager	PacifiCorp
Rick Yrigoyen	Staff Services Manager	California Department of Social Services (DSS)

Robb Henderson	Communications Advisor	San Diego Gas & Electric (SDG&E)
Robert Carbajal	Senior Manager, Customer PSPS Compliance and Strategy	Southern California Edison (SCE)
Ron Lee	Emergency Management Coordinator	Redwood Coast Regional Center
Ronald Moore	Regulatory Affairs	Bear Valley Electric Services (BVES)
Rosa Perea	Senior Manager, Customer Engagement Division	Southern California Edison (SCE)
Rose Samaniego	Community Program Specialist III-FHA Supervisor	California Department of Developmental Services (DDS)
Samuel Jain	Senior Attorney	Disability Rights California (DRC)
Sarah Harris	Section Chief, Independent Living and Assistive Technology	California Department of Rehabilitation
Sean Matlock	Energy Resource Manager / Assistant Corporate Secretary	Bear Valley Electric Services (BVES)
Seneca St. James	Community Program Specialist III	California Department of Developmental Services (DDS)
Sheri Farinha	Chief Executive Officer	NorCal Services for Deaf and Hard of Hearing
Staphany Lu	Emergency Management Coordinator	San Diego Regional Center (SDRC)
Stephanie Tews Sheldrick	Director, Customer Experience & Insights	Pacific Gas & Electric Company (PG&E)
Sydney Schellinger	Senior Emergency Services Coordinator	California Department of Aging (CDA)
Tamara Rodriguez	Officer, Emergency Preparedness & Response	California Department of Developmental Services (DDS)
Tawny Re	Customer Program Specialist	Bear Valley Electric Services (BVES)
Tiffany Swan	Community Services Home and Community Based Services Specialist	San Diego Regional Center (SDRC)
Tom Smith	Sr. Manager, LCE Planning & Operations	Pacific Gas & Electric Company (PG&E)
Victor Duron	Acting Director	Department of Rehabilitation (DOR)
Yvonne Gratianne	Communications and Public Engagement Officer	San Gabriel/Pomona Regional Center
Zackary Hughes	Regulatory Affairs	San Diego Gas & Electric (SDG&E)
Zeus Ferrao	Customer Insights Project Manager, Advisor	Southern California Edison (SCE)

**Appendix C:**  
**2026 AFN Plan Objective Tracker**

2026 Key Objectives	Team	Progress-to-Date	Q1 2026
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 (P4PD)</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>• Participated in MBL 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> <li>• The survey for Resource Guide was completed with participation from the collaborative council members.</li> </ul>	<ul style="list-style-type: none"> <li>• On 3/23 and 3/30, the AFN and MBL teams conducted two statewide training webinars to the In Home Supportive Services case workers. Program education included MBL enrollment, PSPS Supportive Services and AFN Self Identification/Vulnerable customer programs. Approximately 61 individuals attended.</li> <li>• The JIOUs advanced the selection of an American Sign Language (ASL) company for the P4PD website and moving forward with finalizing the terms of the agreement.</li> <li>• PG&amp;E presented PSPS preparedness information at the Solano Healthcare Coalition - Emergency Preparedness Workshop comprised of healthcare groups across the state. Information was shared about Prepare for Power Down website resources and statewide connections.</li> </ul>
Increase awareness of IOU programs and services available before, during and after a PSPS	SDGE	<ul style="list-style-type: none"> <li>• Launched a call campaign to Multi-family and Manufactured Home Parks Property Managers to ensure they received the PSPS preparedness materials and distributed the material to their tenants.</li> <li>• Continued to provide presentations to organizations including the San Diego Regional Center staff and clients including Deaf +.</li> <li>• A marketing campaign for the Generator Rebate Program was executed to drive awareness and participation as the program year concludes.</li> </ul>	<ul style="list-style-type: none"> <li>• Provided a presentation to the social workers, addiction therapists and other patience coordinators at the VA Hospital on PSPS preparedness support services</li> <li>• Provided AFN PSPS preparedness flyers and resource cards with a preparedness email to FACT who will distribute to their partner agencies as part of their education and preparedness efforts.</li> <li>• Presented PSPS preparedness and AFN Self ID survey to approximately 30 Council on Access on Mobility (CAM) members representing organizations supporting assistive transportation.</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 Joint IOUs MBL population study to better understand the opportunity to promote MBL program. Currently awaiting CPUC approval of the study design and</li> </ul>	<ul style="list-style-type: none"> <li>• On 3/23 and 3/30, the AFN and MBL teams conducted two statewide training webinars to the In Home Supportive Services case workers. Program education included MBL enrollment, PSPS Supportive Services and AFN Self Identification/Vulnerable customer programs.</li> </ul>

		<p>budget.</p> <ul style="list-style-type: none"> <li>• Continue to participate in community and CBO outreach events to reach and identify individuals who may be electricity dependent.</li> </ul>	Approximately 61 individuals attended.
Continue to identify individuals who are Electricity Dependent	SDGE	<ul style="list-style-type: none"> <li>• Added “Do you have a disability or use a medical device requiring electricity for your health and safety? Let us know at <a href="http://sdge.com/AFN">sdge.com/AFN</a>.” To the outer SDG&amp;E billing envelope.</li> <li>• Continued awareness of AFN Self ID through CBO presentations and shared partner information.</li> <li>• AFN Self ID Survey campaign was launched through CBO partners within the ESP network.</li> </ul>	<ul style="list-style-type: none"> <li>• In Q1 the promotion of AFN Self Identification continues to be included in local and Joint IOU outreach presentations to CBO’s and state agencies. SDG&amp;E promoted the following AFN Self-ID message on the SDG&amp;E bill envelope in February: <ul style="list-style-type: none"> <li>• “Do you have a disability or use a medical device requiring electricity for your health and safety? Let us know at <a href="http://sdge.com/AFN">sdge.com/AFN</a>.”</li> </ul> </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 AFN Collaborative Council and the AFN Statewide Advisory Council</li> <li>• Launched Phase 2 of the PrepareforPowerDown.com website; developed marketing materials for statewide partners.</li> <li>• Joint IOUs aligned and shared best practices of 211’s care coordination to enhance offerings.</li> <li>• Redesigned the Statewide Council Advisory quarterly meetings by including the development of the 2026 AFN Plan expanding council participation.</li> </ul>	<ul style="list-style-type: none"> <li>• The JIOUs advanced the selection of an American Sign Language (ASL) company for the P4PD website and moving forward with finalizing the terms of the agreement.</li> <li>• Building on prior survey benchmarking efforts, the Joint IOUs worked with their internal survey teams and engaged in coordinated planning discussions to align survey terminology, consent tracking, and data management practices.</li> </ul>
Identify new enhancements to programs and resources needed to mitigate the impacts of PSPS	SDGE	<ul style="list-style-type: none"> <li>• 3 Tribal feedback sessions were completed by a third party (ITLTRF) to gain insight on areas of opportunity as a result of the January PSPS.</li> <li>• Feedback from the sessions included: food and water insecurities, limited broadband and technology connectivity, respect for sovereignty, and culturally sensitive engagement and messaging.</li> <li>• As a result of the feedback, SDG&amp;E implemented tribal-led emergency preparedness workshops.</li> </ul>	<ul style="list-style-type: none"> <li>• SDG&amp;E participated in 18 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.</li> </ul>

<p>Coordinate and integrate resources with state, community, utility to minimize duplication</p>	<p>JIOU</p>	<ul style="list-style-type: none"> <li>• Completed the development of the Joint IOUs AFN Framework</li> <li>• Creation of the Prepare for Power Down website.</li> <li>• Coordination with CalFresh regarding food support</li> <li>• Participation with Joint IOUs External Engagement &amp; Customer Experience Sub-Committee</li> </ul>	<ul style="list-style-type: none"> <li>• Obtained confirmation that qualified Regional Center Medical Staff who are a Medical Doctor (MD), Doctor of Osteopathy (DO), Physician Assistant (PA), or Nurse Practitioner (NP) may provide the professional signature required for client participation in the MBL program.</li> </ul>
<p>Coordinate and integrate resources with state, community, utility to minimize duplication</p>	<p>SDGE</p>	<ul style="list-style-type: none"> <li>• Conducted the Q4 Quarterly Regional PSPS Working Group meeting in December.</li> </ul>	<ul style="list-style-type: none"> <li>• Collaborated with RCFE to provide emergency preparedness certified training at SDG&amp;E Resiliency Center for Long Term Care Facilities. SDGE presented on PSPS, Wildfire, Critical Facilities and AFN Support Services along with a resiliency center tour. Approximately 50 people were in attendance</li> <li>• Conducted the Q1 Regional PSPS Working Group meeting in March</li> </ul>

**Appendix D:**  
**2025 SDG&E PSPS Public Education & Communications Study**  
**Post-Season**

# 2025 SDG&E PSPS Public Education & Communications Study Post-Season

Research Results | March 2026

Prepared for:



Prepared by:



# Background + Objectives

- During extreme weather conditions and only when absolutely necessary, San Diego Gas and Electric (SDG&E) may need to turn off power in order to keep communities safe against wildfires.
  - This is referred to as a Public Safety Power Shutoff (PSPS).
- At the direction of the CPUC, California utilities conduct a PSPS “Pre” season survey and a “Post” survey either after a PSPS event, or following the wildfire season (no event).
  - Six waves of the “Pre” survey have been conducted, beginning in 2020.
  - This report presents results from the third “Post” survey (without event) to be fielded. Comparisons to the 2025 “Pre” season survey are included, as well as trending with all “Pre” and “Post” (no event) waves.
- The objectives of the research are to assess language preference, language of wildfire communications received, and the usefulness of those communications.
  - Additionally, its goals are to gauge the level of preparedness for PSPS events and satisfaction with SDG&E wildfire communication efforts.

D-2



# Research Design

## Methodology

- Telephone and online surveys employed
- Offered in English and 22 other languages
- Field period 01/14/26 – 02/06/26
- SDG&E identified as the sponsor of the research
- Incentive (Online only)
  - Each receives a \$10 Amazon gift card

## Sample & Quota

- SDG&E provided sample of customers (residential and small business) in High Fire Threat Districts (HFTD) and Non-HFTD (including all contact information)
- Languages, other than English, are flagged in the sample
- Total of 902 completes were achieved
  - 814 residential
  - 88 small business

## Respondent Screening

- Respondents screened to ensure:
  - Current SDG&E customer
  - Adult head of household (residential)
  - Reviews utility bills or communications (business)
  - Not employed in a sensitive industry



**Analytical note:** Due to an extremely small base size (n=8), the “Other Language” subgroup was not statistically analyzed and only respondent counts (not percentages) are shown.

# Executive Summary

## Languages



- Nearly all respondents prefer communications in English (90%) or Spanish (8%); nine in ten (91%) speak English in their home/business, while roughly one in six (16%) speak Spanish.
- Two in five (40%) Spanish-preferred customers say they would rather have communications in-language, but understand English; three in ten (29%) need communications in-language.

## Favorability



- Nearly half are overall favorable towards SDG&E, a decrease from the 2025 Pre-wave (52% → 47%).
- Favorability has decreased among English-preferred (49% → 44%), widening the gap in favorability compared to Spanish language respondents (82% vs. 44%).
- More than four in five (82%) feel SDG&E provides reliable service, unchanged from last wave.
  - Ratings of SDG&E's service reliability remain especially high among those preferring Spanish, compared to English (92% vs. 82%).
- Three in five are satisfied with SDG&E's wildfire safety efforts overall, down from last wave (65% → 59%).
  - Satisfaction has declined among those preferring English this wave (62% → 56%), and those preferring Spanish now have even higher satisfaction comparatively (90% vs. 56%); those aware of SDG&E wildfire communications have higher satisfaction than their unaware counterparts (72% vs. 48%).
- Two-thirds of respondents (66%) are positive towards the SDG&E PSPS program, consistent with last wave.
  - Compared to their counterparts, Spanish-preferred and those aware of SDG&E communications are also more favorable towards PSPS.
- Overall, ratings of SDG&E's wildfire safety performance have declined from last wave for many attributes, although at least half of respondents are favorable towards the utility on each measure.
  - Spanish-preferred are again much more favorable, especially for some attributes that declined among English.

# Executive Summary (continued)



## Awareness

- Roughly half are aware of SDG&E wildfire communications overall, a decrease from the 2025 Pre-wave (58% → 49%).
  - Awareness has declined among English-preferred (57% → 49%).
- Consistent with last wave, nearly all (94%) of those aware of wildfire communications say it was in English, and 12% say it was received in Spanish.
  - Among those who prefer Spanish and recall SDG&E communications, more than seven in ten (72%) say it was received in-language.
- Seven in ten of those aware of SDG&E wildfire communications say they received them directly from SDG&E (69%), and two in five recall SDG&E mass communications (39%).
  - A majority who prefer English find the information from most sources useful, while all who prefer non-English find each of the sources useful.
- Among those who visited sdge.com for wildfire information, the large majority (89%) are satisfied with the information provided on the site.
  - Very few (7%) say they visited SDG&E's website for wildfire safety preparedness information in a language other than English or Spanish.
- The top mentioned sources for wildfire communications, other than SDG&E, remain local news reports (30%) and Cal Fire (23%↓).
- Three in five (61%) are aware of the PSPS program, a directional decline from last wave.
  - Respondents are less likely to mention SDG&E as a source of PSPS awareness this wave (71% → 64%), although it is still the top source.
  - Awareness of PSPS is much higher among those recalling SDG&E wildfire messaging (75% vs. 44%).
  - English-preferred remain more likely than their Spanish counterparts to recall PSPS communications directly from SDG&E (55% vs. 13%) and government sources (25% vs. 5%), while Spanish are more likely to cite non-government (65% vs. 45%).



## PSPS Preparedness & Resources

- Nearly two in three (65%) feel they are prepared for a PSPS event, similar to the 2025 Pre-wave (62%).
  - Compared to their counterparts, those aware of wildfire communications, familiar with PSPS, in HFTD and older customers feel more prepared.
- Four in five (80%) are satisfied with the PSPS information provided on sdge.com, directionally up from last wave.
- The top actions taken by respondents to prepare for a PSPS event: purchasing new lanterns/flashlights (69%), purchasing enough supplies to last several days without power: water (65%) and non-refrigerated food (61%).
  - Respondents are less likely to say they have taken several of the listed actions this wave.
  - Those preferring English are less likely to have taken most of the actions, compared to last wave.
- Awareness has declined for most of the SDG&E PSPS resources, compared to the 2025 Pre-wave.
- The most-used resource in total remains address level alerts (12%), with the others being utilized by 6% or fewer respondents.
- Among those who used each resource, a large majority say they are satisfied.

# Executive Summary (continued)

## Non-HFTD vs. HFTD



- This wave had a smaller proportion of HFTD respondents than last wave (46% → 32%).
- Demographically, Non-HFTD customers are more likely than HFTD to:
  - Rent rather than own
  - Be age 18-44, and younger on average
  - Be female
  - Be Hispanic
  - Not have a college degree
  - Live alone
  - Have lower income.
- Compared to HFTD, Non-HFTD customers continue to be more likely to speak Spanish (21% vs. 4%) and prefer communications in Spanish (12% vs. 1%).
- Favorability of SDG&E has declined among Non-HFTD, though they are still more favorable towards the utility than HFTD (51%↓ vs. 39%).
  - Non-HFTD also remains more likely than HFTD to feel the utility provides reliable service (86% vs. 76%).
- Awareness of SDG&E wildfire communication has declined among Non-HFTD this wave, making them even less likely than HFTD to recall messaging (43%↓ vs. 62%).
  - HFTD are more likely to cite direct messaging from SDG&E as the source (85% vs. 58%), while Non-HFTD are more likely to say SDG&E mass communications (46% vs. 29%) or non-SDG&E sources (28% vs. 13%).
- HFTD customers continue to have higher awareness of PSPS than Non-HFTD (66% vs. 59%).
  - HFTD is more likely to say their awareness of PSPS came directly from SDG&E (66% vs. 43%↓), while Non-HFTD are more likely to cite non-SDG&E sources (62% vs. 47%↓).
- HFTD remain more prepared than Non-HFTD in many respects, especially as Non-HFTD have taken fewer steps to prepare for an outage.

D-6

# Executive Summary (continued)



## AFN vs. Non-AFN Households

- **AFN respondents are more likely than Non-AFN to:**
  - Prefer Spanish communications (non-English speaking is a qualifier for AFN)
  - Be more favorable towards SDG&E overall
  - Provide higher ratings on nearly all performance attributes
  - Be more favorable towards the PSPS program
  - Purchase enough water and food to last several days without power, remove vegetation around their home, purchase a battery powered radio, and sign up for Medical Baseline
  - Be aware of 2-1-1 partnerships and SDG&E food services during PSPS event
  - Utilize the Generator Grant program and CRC language preferences during a PSPS event.
- **AFN have a decrease this wave in awareness of SDG&E wildfire communications, and in their satisfaction with SDG&E’s overall wildfire safety efforts.**



## Small Business

### Among the 88 small business participants:

- Consistent with last wave, nearly three in five (56%) are favorable towards SDG&E.
- Also consistent, a strong majority (86%) feel SDG&E provides reliable service.
- Two-thirds remain satisfied with SDG&E wildfire efforts (64%), and nearly half recall receiving the utility’s wildfire communications (45%).
  - Recall of SDG&E mass communications has declined from last wave (63% → 38%).
- A majority are positive towards SDG&E on many of the performance attributes, led by:
  - “is committed to restoring power to customers affected by wildfires” (73%)
  - “makes an effort to communicate with all customers about wildfires” (72%)
  - “takes proactive measures to protect the electricity grid from wildfires” (72%).
- Two in three are aware of the PSPS program (65%) and say they are at least somewhat prepared for an extended electricity outage (66%).
- Seven in ten have a positive opinion about the PSPS program overall (70%).

D-7

# Conclusions + Potential Implications

## Conclusions

## Potential Implications

- Consistent with previous waves, nearly all respondents prefer to speak and receive communications in either English or Spanish.
- Two in five of those who prefer Spanish say they understand English but prefer in-language communications, while three in ten need Spanish communications.



- Confirm that customers are able to easily access safety communications in their preferred language, whether via print or digital messaging.

- There remains room to improve overall satisfaction with SDG&E, satisfaction with the utility's wildfire safety and preparedness efforts, and opinions towards the PSPS program, particularly low among:
  - Those preferring English communications (a large portion of respondents)
  - Those unaware of the wildfire messaging.



- Make an internal review of current wildfire safety communications with an eye towards capturing the attention of more customers and improving the understanding of SDG&E's safety efforts and available resources during PSPS events.

- Overall, about half recall SDG&E wildfire communications and three in five are aware of PSPS, both down from last wave.
- Direct communications, specifically emails from the utility, remain the leading method through which those aware of wildfire messaging are receiving the information.



- Consider increasing the volume of wildfire safety messaging as well as the promotion of the services that SDG&E offers during PSPS events to all customer segments.
- While it's important to include all channels of communication, direct messaging through email continues to be the most effective for reaching customers.

# Conclusions + Potential Implications (continued)

## Conclusions

## Potential Implications

- Two in three respondents say they feel prepared for an extended power outage, with those aware of wildfire communications and PSPS feeling much more prepared than those unaware.
- Respondents, specifically those preferring English communications and Non-HFTD, have taken fewer steps this wave to prepare for long-term power outages.



- The wildfire and PSPS communications appear to be effective for those who are receiving and reviewing them.
- Consider including recommendations for preparation that all customers could take to be prepared for power outages due to wildfires, even during seasons when wildfires do not occur.

- Awareness of SDG&E wildfire communications and the PSPS program remains higher among HFTD than Non-HFTD.
- However, HFTD customers are still less favorable towards SDG&E and less likely to say the utility provides reliable service, compared to their counterparts.



- Ensure communications regarding the PSPS program clearly and effectively explain the importance of turning off power to areas that could be affected by wildfires during conducive weather conditions.

- AFN households are more positive towards SDG&E overall as well as the PSPS program, and they rate the utility higher on nearly all safety attributes, compared to Non-AFN.
  - However, like total respondents, AFN has lower awareness of SDG&E wildfire communications this wave, and decreased satisfaction with the utility’s wildfire safety efforts.



- Although favorability is higher among AFN customers in some regards, it is particularly important that they are receiving safety communications and are familiar with SDG&E’s wildfire safety efforts and resources.