

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

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

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

**SAN DIEGO GAS & ELECTRIC COMPANY (U 902E)  
2026 PLAN TO SUPPORT ACCESS AND FUNCTIONAL NEEDS POPULATIONS  
DURING PUBLIC SAFETY POWER SHUTOFFS**

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January 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 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 is attached hereto as Attachment A.

Respectfully submitted,

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January 30 2026

## **Attachment A**

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

**January 30, 2026**



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## EXECUTIVE SUMMARY

During extreme weather conditions, utilities may enact a Public Safety Power Shutoff (PSPS), which temporarily turns off power to the specific areas to protect the safety of our customers and communities. This remains a necessary tool of last resort to reduce the risk of the electric system becoming a source of wildfire ignition. To support individuals with Access and Functional Needs (AFN) during PSPS, each of the Joint Investor-Owned Utilities (IOUs)<sup>1</sup> developed its respective 2026 Annual AFN PSPS Plan (“AFN Plan” or “Plan”) with assistance from regional and statewide AFN stakeholders, representing a broad spectrum of expertise. The Plan leverages the Six-Step Planning Process outlined in the Federal Emergency Management Agency (FEMA) Developing and Maintaining Emergency Operations Plans Comprehensive Preparedness Guide 101.<sup>2</sup>

The Joint IOUs are committed to addressing the needs of individuals with AFN before, during, and after a PSPS. The Joint IOUs have established a partnership with the AFN Collaborative Council and the Joint IOU Statewide AFN Advisory Council (AFN Statewide Council)<sup>3</sup> to seek guidance and address the “Why,” “Who,” “What,” and “How” to better mitigate risk and support individuals with AFN.

The Joint IOUs acknowledge and sincerely thank the AFN Collaborative Council and AFN Statewide Council for their guidance and commitment in developing the 2026 AFN Plan.

## WHY

As climate conditions change, the threat of wildfires in California continues to grow. One critical tool used to prevent wildfires is the use of PSPS, in which an IOU may temporarily shut off power to a neighborhood during dangerous weather conditions to prevent the electric system from becoming a source of ignition. These safety shutoffs are a measure of last resort for keeping customers and communities safe. A PSPS, although necessary, disrupts the everyday lives of impacted individuals, including those with AFN and/or those who may be electricity dependent, which will be discussed further in this Plan. The purpose of this Plan is to mitigate the impact of PSPS on individuals with AFN.

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<sup>1</sup> San Diego Gas & Electric (SDG&E), Southern California Edison (SCE), and Pacific Gas & Electric Company (PG&E)

<sup>2</sup> For details on how to develop and maintain Emergency Operations Plans, visit: [Developing and Maintaining Emergency Operations Plans Comprehensive Preparedness Guide \(fema.gov\)](https://www.fema.gov/developing-and-maintaining-emergency-operations-plans-comprehensive-preparedness-guide)

<sup>3</sup> As of 2025, the Core Planning Team has transitioned and now listed as the AFN Statewide Council. See Appendix A for members of the AFN Statewide Council and Collaborative Council

## WHO

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

**Electricity-Dependent Definition:** Individuals who are at an increased risk of harm to their health, safety, and independence during a PSPS event for reasons including, but not limited to:

- Medical and Non-Medical
- Behavioral, Mental and Emotional Health
- Mobility and Movement
- Communication

The IOUs understand that there is more work to be done and will continue these efforts to identify additional individuals with AFN in 2026.

## WHAT & HOW

Working alongside the AFN Collaborative Council and AFN Core Planning Team, the Joint IOUs identified goals, objectives, and potential opportunities for enhancements in 2026, outlined in this Plan. These groups have shaped programs and support, and their engagement has led to measurable improvements.

The JOINT IOUs' overarching goal is to mitigate the impacts of PSPS events on individuals with AFN through specialized customer outreach, education, assistance programs, and services. To assess the effectiveness of these efforts, the following key performance indicators (KPIs) are used:

1. Percentage of individuals with AFN who were aware of what support and resources were available to them during a PSPS.
2. Percentage of individuals with AFN who were able to use necessary medical equipment to maintain necessary life functions for the duration of any PSPS that affected them.

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<sup>4</sup> Represents total counts of AFN designations in each IOU's database not unique individuals or accounts.

<sup>5</sup> See Appendix B for a list of the members of the Joint IOU Statewide AFN Advisory Council and AFN Core Planning Team.

<sup>6</sup> IOUs will strive to implement this proposed definition contingent on operational feasibility and in alignment with AFN identification requirements with the CPUC's PSPS decisions. See e.g., D. 21-06-034, Appendix A at A8 – A9; D.20-05-051, Appendix A at A8; D.19-05-042, Appendix A at A12-A14, A20-A21. The IOUs will continue to collaborate with AFN stakeholders to refine this definition as appropriate.

3. Percentage of individuals who use mitigation services (e.g., 211 support, Community Resource Centers (CRCs), and battery programs) reported they were satisfied with the level of support received.

## I. INTRODUCTION

In accordance with the California Public Utilities Commission (Commission or CPUC) Decision (D.) 21-06- 034 Phase 3 OIR Decision Guidelines and using the Six-Step Planning Process in FEMAS's Developing a Maintaining Emergency Operations Plans Comprehensive Preparedness Guide 101, the Joint IOUs worked collaboratively with the AFN Core Planning Team to implement the "Whole Community"<sup>7</sup> approach to develop an overarching Joint IOU Statewide strategy to meet the diverse needs of individuals with AFN.

Each IOU's comprehensive plans will reflect geographical differences as well as the various needs of communities with AFN. The IOUs will provide the CPUC with quarterly updates regarding progress towards meeting the established objectives and the impact of their efforts to address this population before, during, and after PSPS, while optimizing opportunities for consistency statewide.

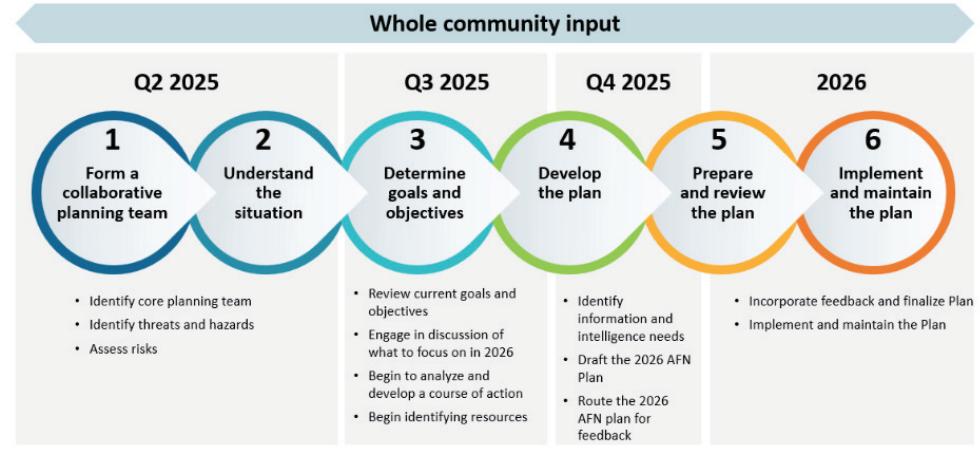
Section 1 below provides a high-level overview of the IOUs' shared vision for the 2026 AFN Plan and Sections 2-4 provide details for SDG&E's AFN Plan. The IOUs will continue benchmarking to create a consistent response across the IOU service area where possible, recognizing that resources may not be available consistently across the state.

The chart below provides a visual overview of the process and timeline for developing the 2026 AFN plan.  
<sup>8</sup>

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<sup>7</sup> Whole Community approach as defined by FEMA, refers to preparedness as a shared responsibility and involvement of everyone, including but not limited to individuals and families with access and functional needs. Complete definition available at [www.fema.gov/about/glossary](http://www.fema.gov/about/glossary) (scroll down to "Whole Community").

<sup>8</sup> The chart is intended to serve as a high-level reference to support understanding of the overall planning workflow.



## 1.1 Subject Matter Experts (Engage the Whole Community)

*FEMA Step 1, Form a Collaborative Planning Team. Engaging in community-based planning. Engaging in community-based planning—planning that is for the whole community and involves the whole community—is crucial to the success of any plan.*

A Core Planning Team, composed of volunteers from the Statewide Council and the Joint IOUs, was created to develop the annual Access and Functional Needs (AFN) Plan. To encourage more of a “whole community approach” the Joint IOUs began leveraging the 2025 Statewide Council quarterly meetings for the development of the 2026 AFN plan. This new approach increased transparency and stakeholder participation while alleviating the time constraints typically faced during Q4 planning. The new structure removed the need for a separate Core Planning Team and maintains adherence to the Six-Step FEMA planning process.

The Joint IOU Statewide AFN Advisory Council comprises eighty-nine organizations representing the diverse needs of the AFN community. The table below reflects the organizations involved in the development of the 2026 AFN Plan.

**Table 1 - Engaging the Whole Community**

| Planning Group   | Participants/Stakeholders  |
|--|--|
| <b>AFN Collaborative Council (per the Phase 3 OIR PSPS Decision)</b> – (see Appendix A for a full list): | California Foundation for Independent Living Centers (CFILC)<br>California Health & Human Services (CHHS)<br>California Office of Emergency Services (Cal OES)<br>Disability Rights California (DRC)<br>Disability Rights Education & Defense Fund (DREDF)<br>State Council on Developmental Disabilities (SCDD)<br>2-1-1 <sup>9</sup>   |
| <b>AFN Statewide Council</b> (See Appendix A for full list of invited participants):                     | Bear Valley Electric Services (BVES)<br>California Association of Area Agencies on Aging (C4A)<br>California Department of Developmental Services (DDS)<br>California Department of Rehabilitation (DOR)<br>California Department of Social Services (DSS)<br>California Public Utilities Commission (CPUC)<br>County Welfare Directors Association of California (CWDA)<br>Deaf Link<br>Disability Action Center (DAC)<br>Disability Policy Consultant<br>Disability Rights California (DRC)<br>Eastern Los Angeles Regional Center (ELARC)<br>Hospital Council<br>Interface Children & Family Service<br>Kern Regional Center (KERNRC)<br>Liberty Utilities<br>North Los Angeles County Regional Center (NLACRC)<br>PacifiCorp<br>Redwood Coast Regional Center (RCRC)<br>San Diego Regional Center (SDRC)<br>San Gabriel/Pomona Regional Center (SGPRC) |
| <b>Joint IOUs</b>  | San Diego Gas & Electric (SDG&E)<br>Southern California Edison (SCE)<br>Pacific Gas & Electric (PG&E)  |

As a key component of engaging the whole community in planning, the Joint IOUs will continue to solicit feedback from the AFN Collaborative Council, the AFN Statewide Council, each utility's respective Regional PSPS Working Groups<sup>10</sup> and other regional and statewide AFN experts such as community-based

<sup>9</sup> Although 211 was not required per the Phase 3 decision, they have been invited to join the AFN Collaborative Council

<sup>10</sup> These working groups convene at least quarterly to share lessons between the impacted communities and the IOUs. See D.20-05-051, Appendix A at A1.

organizations (CBOs), healthcare partners, representatives of durable medical equipment and local government agencies. These groups serve as thought leaders and offer insights, feedback, and input on the IOUs' customer strategy, programs, and priorities. The Joint IOUs seek to conduct regular meetings with these subject matter experts to actively identify issues, opportunities, and challenges related to the IOUs' ability to mitigate the impacts of wildfire safety strategies, namely PSPS.

The planning process we presented provides opportunities to collect feedback and implement strategic improvements with details included in specific IOU plans. We continue to look at expansion of program offerings, promote the Joint IOU statewide PSPS Preparedness website, [www.PrepareForPowerDown.com](http://www.PrepareForPowerDown.com)<sup>11</sup>, conduct outreach and education, as well as expand access to eligible populations.

## **1.2 Purpose, Scope, Situational Overview, and Assumptions**

### **1.2.1 Purpose/Background – WHY**

The Plan focuses on mitigating the impacts of PSPS for individuals with AFN. The Joint IOUs intend to build on this Plan and strive for continuous improvement based on insights from experts and feedback channels outlined in this plan.

#### **Each IOU's respective 2026 AFN Plan addresses the following:**

- Who the IOUs need to communicate with
- What resources and services are needed during PSPS
- How the IOUs communicate with individuals with AFN
- How the IOUs make resources and service available to individuals with AFN

### **1.2.2 Scope – WHO**

The Joint IOUs and the CPUC use the definition of AFN as defined by the California Government Code §8593.3: “individuals who have developmental disabilities, physical disabilities, chronic conditions, injuries, limited English proficiencies, who are non-English speakers, older adults, children, people living in institutional settings, or those who are low income, homeless, or transportation disadvantaged, including but not limited to, those who are dependent on public transit and those who are pregnant.”<sup>12</sup>

Acknowledging that the California Government code definition of AFN is broad, the CPUC authorized the IOUs to follow the FEMA 6 Step Process by engaging the Whole Community through the Joint IOU

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<sup>11</sup> Please see Section 2.6.7, Statewide Website for AFN Solutions for more details on Prepare for Power Down milestones and timelines.

<sup>12</sup> See also D.19-05-042 at p. 28.

Statewide AFN Advisory Council to create a common definition of “Electricity Dependent.”

Therefore, the IOUs use this common definition to help inform new enhancements to programs and resources that are currently available.

**Electricity- Dependent:** Individuals who are at an increased risk of harm to their health, safety, and independence during a PSPS, for reasons including, but not limited to:

- Medical and Non-Medical
- Behavioral, Mental and Emotional Health
- Mobility and Movement
- Communication

Examples of Electricity Dependent include, but are not limited to:

- **Medical and Non-Medical:**
  - Respiratory equipment: oxygen, respirator, inhalation therapy, apnea monitoring, suction machines, airway clearance vests, cough assistive devices, hemodialysis.
  - Nutritional equipment: gastric feed tube, specialized diet meal preparation equipment (e.g., feeding pumps, blenders)
  - Heating/cooling equipment: refrigeration, body temperature regulation
- **Behavioral, Mental, and Emotional Health:**
  - Powered equipment supporting regulation of emotional behaviors (e.g., sensory lights)
- **Mobility and Movement Equipment:**
  - Moving and Positioning equipment: Lifts, mobility tracking system, power wheelchairs, and mobility scooter, in home chair lift, electric bed
- **Communication:**
  - Augmentative communication devices (e.g., tablets, wearables, eye gaze), alert systems
  - Powered equipment for hearing or vision support (e.g., alert systems)

### 1.2.3 Situational Overview

*FEMA Step 2, Understand the Situation – Understanding the consequences of a potential incident requires gathering information about the potential AFN of residents within the community.*

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

The “Understand the Situation” phase continues with identifying risks and hazards. This assessment helps a planning team decide what hazards or threats merit special attention, what actions must be planned for, and what resources are likely to be needed.

The AFN Statewide Council has identified that a key risk of PSPS is that individuals with AFN are unable to use power for devices or equipment for health, safety, and independence due to a PSPS.

During the planning process, the AFN Statewide Council (AFN core working team) emphasized that the needs of individuals with AFN extend well beyond medical devices alone and that the risks are as diverse as the population. The IOUs recognize that the impacts of PSPS are dynamic and are committed to supporting customers before, during, and after a PSPS.

### **1.2.3.2 AFN Population – AFN Identification/Heat Map**

The Joint IOUs have made progress in identifying the Electricity-Dependent individuals with AFN through program enrollments and enabling self-identification. Each IOU identifies the following customers in their respective databases as AFN:

- Customers enrolled in the following programs:
  - California Alternate Rates for Energy (CARE)
  - Family Electric Rate Assistance (FERA)
  - Medical Baseline (MBL),<sup>13</sup> including Life-Support (Critical Care)
- Customers with disabilities
- Customers who receive their utility bill in an alternate format (e.g., Braille, large print)
- Customers who have identified their preferred language as a language other than English
- Customers who self-identify as an older adult (65+)
- Customers who self-certify or self-identify
- Customers who use durable medical equipment and/or assistive technology

Table 2 below accounts for the number of customers identified as AFN in each utility service area, as well as those most likely to experience a PSPS.

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<sup>13</sup> Identification efforts also include “persons reliant on electricity to maintain necessary life functions including for durable medical equipment as assistive technology.” See D.21-06-034, Appendix A at A8-A9.

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

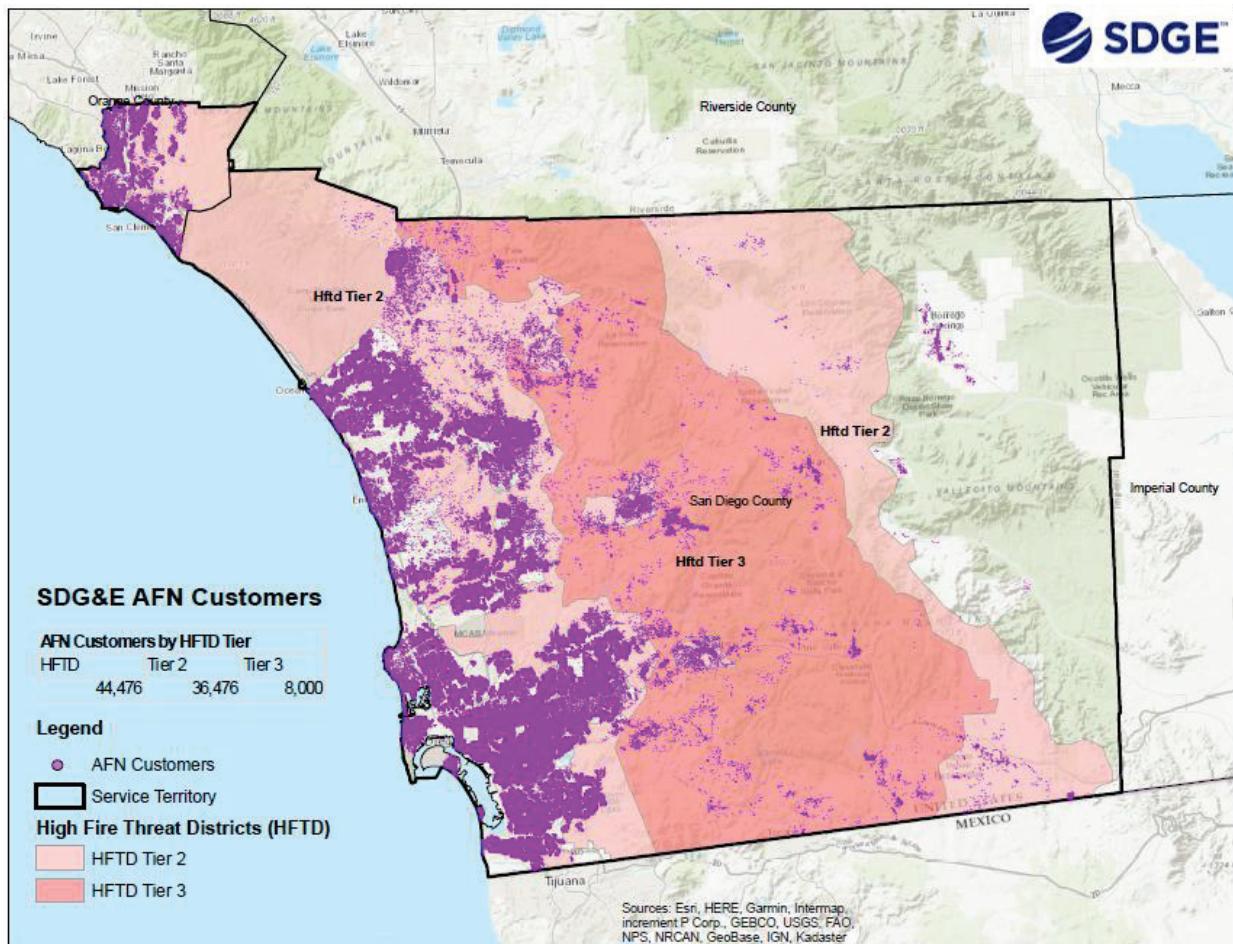
| Joint IOU | MBL Individuals        | Customers with Language Preference | Individuals Identified as AFN | Percentage of Individuals Identified as AFN base of Total Residential Customer Base |
|-----------|------------------------|------------------------------------|-------------------------------|---|
| PG&E      | <b>Total:</b> ~240,000 | <b>Total:</b> ~262,000             | <b>Total:</b> ~1,720,000      | 32%   |
|           | <b>HFRA:</b> ~64,000   | <b>HFRA:</b> ~19,000               | <b>HFRA:</b> ~302,000         | 28%   |
| SDG&E     | <b>Total:</b> ~63,000  | <b>Total:</b> ~67,000              | <b>Total:</b> ~392,000        | 30%   |
|           | <b>HFTD:</b> ~12,000   | <b>HFTD:</b> ~5,000                | <b>HFTD:</b> ~45,000          | 24%   |
| SCE       | <b>Total:</b> ~128,000 | <b>Total:</b> ~646,000             | <b>Total:</b> 1,887,000       | 35%   |
|           | <b>HFRA:</b> ~46,000   | <b>HFRA:</b> ~107,000              | <b>HFRA:</b> ~475,000         | 33%   |

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

<sup>14</sup> Data collected as of December 2025. Notes: High Fire Risk Area (HFRA) / High Fire Threat District (HFTD) refers to a geographic region of customers potentially in scope for PSPS. Additionally, (1) Customers enrolled in MBL may include customers with Language Preference other than English and customers with an AFN; (2) Customers with Language Preference other than English may include customers enrolled in MBL and customers with an AFN; (3) Customers with AFN characteristics or CARE or FERA may include customers enrolled in MBL and customers with Language Preference other than English.

<sup>15</sup> See Section 1.1.2 for definition.

**Table 3 - Service Area Map of SDGE Customers with AFN**



*This map displays SDG&E customers with Access and Functional Needs who reside in the service territory.*

In 2026, the IOUs will continue identifying individuals who are electricity-dependent above and beyond those enrolled in the MBL Program, through direct outreach to customers in each respective IOUs service area.

#### 1.2.4 Planning Assumptions

Below is the initial planning assumptions used when developing the annual AFN Plan:

- For PSPS, every effort is made to provide notification in advance of power shutoff
- Resources are available to individuals with AFN regardless of advanced notification

- Effective support of individuals with AFN requires a Whole Community approach (e.g., utilities, CBOs, non-profits organizations, government agencies)
- PSPS may occur concurrently with unrelated emergencies (e.g., active wildfires, earthquakes, floods, tsunamis, cyber-attacks, technological hazard incidents)
- The IOUs will continue to create a consistent statewide response with our support services (e.g., food support, accessible transportation, CRCs, etc.) to PSPS, acknowledging there are different needs based on geographic areas
- The scope of PSPS can increase or decrease as weather conditions are monitored

### 1.3 Operational Priorities - WHAT

*FEMA Step 3: Operational priorities – specifying what the responding organizations are to accomplish to achieve a desired end-state for the operation.*

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

The Joint IOUs will continue their commitment to mitigating impacts of PSPS by focusing on key objectives identified through the 2026 planning meetings.<sup>16</sup> Progress will be reported out within the IOU Quarterly updates. 2026 Key Objectives:

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

### 1.4 Plan Development

*FEMA Step 4, Plan Development – Develop and Analyze Courses of Action – This step is a process of generating, comparing, and selecting possible solutions for achieving the goals and objectives identified in Step 3.*

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<sup>16</sup> See Appendix C for continued efforts from key objectives identified in prior years planning meetings.

The Joint IOUs have worked to prudently deliver consistent services and resource offerings within the plan development framework. The programs and eligibility may differ by service area. Recommended actions to meet the Key Objectives for 2026 are listed below:

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

- Continue to identify opportunities to participate in outreach events and connect with CBOs to engage to share utility preparedness messaging
- Continue to fund partnerships with CBOs as trusted messengers for outreach information
- Improve access to toolkits that facilitate simple outreach and message consistency.
- Continue to enhance the Prepare for Power Down (P4PD) site to increase accessibility.

**2. Continue to identify individuals who are Electricity-Dependent**

- Continue evaluating and refining outreach tactics, such as posters, in collaboration with marketing teams.
- Continue to benchmark on self ID outreach to ensure data accuracy.

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

- Explore opportunities, including focus groups, to develop a HFRA multi-unit dwelling customer survey, in consultation with customer insights internal teams with the intent to better understand who benefits from the programs.
- Identify opportunities to collaborate with PSPS contractors, CBOs, and partners to implement, and benchmark standardized anonymous post-event surveys.
- Continue to assess pilot enhancements and resources, including sensory kits and standardized AFN resource signage at CRCs.
- Continue working with internal teams to explore additional permanent solutions, including solutions for those that cannot leave their homes.

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

- Continue to explore opportunities for presentations and future outreach collaboration, including partnering with Voluntary Organizations Active in Disasters (VOAD) and the Department of Aging.
- Continue to identify opportunities and efficiencies to ease MBL program enrollment in accordance with CPUC and legislative framework.

#### **1.5 Plan Preparation and Review**

*FEMA Step 5, Prepare and Review the Plan – This step is a process of preparing the document and getting it ready for implementation.*

Prior to finalizing the 2026 AFN Plans, the Joint IOUs provided members of the AFN Collaborative Council and AFN Statewide Council a draft plan for their review. As a result, each of the IOUs will file their respective 2026 AFN Plans with the CPUC by January 31, detailing its programs to support individuals and communities with AFN before, during, and after PSPS.

#### **1.6 Plan Implementation**

*FEMA Step 6, Implement and Maintain the Plan – This step is the final step which is an ongoing process of training personnel to perform tasks identified in the plan, exercising, and evaluating plan effectiveness, and revising and maintaining the plan.*

After submitting its AFN plan, the IOU will implement the goals and objectives outlined in the plan. Each IOU will also provide quarterly progress updates and report on performance using established success measures and metrics.

#### **1.7 Research and Surveys**

In 2026, the Joint IOUs will continue to collaborate and share best practices as they solicit feedback about PSPS resources offered to individuals with AFN through a variety of channels, including consultation with various advisory councils.

The Joint IOUs will continue to conduct working groups with local governments, tribes, and critical facilities; webinars for customers and communities; wildfire and PSPS awareness studies; feedback via digital channels; PSPS Tabletop Exercises; and notification message testing.

As a result of feedback and research from CBOs, local governments, and tribes who support AFN populations, the Joint IOUs are committed to continuously reviewing the needs of individuals with AFN before, during, and after PSPS. This thorough review allows the Joint IOUs to enhance support for

individuals who rely on electricity to maintain necessary life functions, including those who utilize durable medical equipment and assistive technology.

## 1.8 Success Measures and Metrics

In 2026, the Joint IOUs will continue to use the KPIs that were developed with the AFN Core Planning Team for the 2022 AFN Plan. These KPIs seek to measure the impacts of PSPS on individuals with AFN, awareness of support programs, and satisfaction of services offered. The most recent pre- and post-season survey results that address the KPI will be reported in the 2026 Q1 Progress Report.

### Key Performance Indicators to measure the impact<sup>17</sup>:

1. Percentage of individuals with AFN who were aware of what support and resources were available to them during a PSPS.
2. Percentage of individuals with AFN who were able to use necessary medical equipment to maintain necessary life functions for the duration of any PSPS that affected them.
3. Percentage of individuals who utilize mitigation services (e.g., 211 support, CRCs, and battery programs) reported they were satisfied with the level of support received.

## SAN DIEGO GAS & ELECTRIC | 2026 AFN PLAN

## 2. 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 4** shows a general example sequence for a potential PSPS.

**Table 4: SDG&E PSPS Timeline Example**

| Timeline of Notifications (when possible) |                                      |                                    |   |   |                                    |                              |  |
|---|--------------------------------------|------------------------------------|---|---|------------------------------------|------------------------------|--|
| ~48 Hours before power is turned off      | ~24 Hours before power is turned off | ~1 Hour before power is turned off | Initiation of the Public Safety Power Shutoff | Activation of Community Resource Centers, if needed | When safety inspections have begun | Once power has been restored |  |

<sup>17</sup> Metrics related to KPI 4 are reported in each IOU's PSPS Post-Event reports and PSPS Post-Season surveys.

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

### **2.1.1 Emergency Operations Center**

SDG&E Emergency Management prepares for the upcoming PSPS season, through active engagement with public safety partners to help ensure clear communication and robust situational awareness during potential Emergency Operations Center (EOC) activations. Preparatory efforts include maintaining multiple communication channels and leveraging the award-winning Public Safety Partner Portal, which has evolved into a centralized, all-hazards platform. This portal supports readiness by providing timely updates, mobile accessibility, and compliance with WCAG 2.1 AA standards.

For 2026, SDG&E has implemented key enhancements to strengthen preparedness and response capabilities:

- Gas Hazard Integration: The portal will include gas-related outage and emergency data, helping to ensure partners have comprehensive visibility across electric and gas hazards.
- Role-Based Access and Permissions: Granular user roles added to enable secure, tailored access to critical information based on operational responsibilities.
- Contact Management Improvements: Streamlined processes for updating and verifying partner contact information to reduce delays and improve accuracy during activations.

To further support resilience, SDG&E maintains two physical EOCs and a virtual EOC, allowing flexible response options, whether in-person, virtual, or hybrid, based on situational and operational needs.

### **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 will 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 Summer Readiness Training which provided 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.

### **EOC 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 six responders who complete a series of yearly trainings to prepare and effectively respond to customer needs before, during, and after a PSPS. Mandatory training for recently recruited responders will be performed throughout the year to meet the requirements to serve in the EOC. Through 2026, these onboarded responders will receive experience through exercises and shadow opportunities prior to serving in the role.

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

The AFN Liaison Officer collaborates with SDG&E's AFN CBO support partners, including 211 San Diego, Orange County United Way (formerly 211 Orange County), Facilitating Access to Coordinated Transportation (FACT), 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 serves as a dedicated 24/7 “on-call” representative, who is available to support specific customer needs that may arise outside of a PSPS. Training for this position will continue to expand in 2026 with a series of exercises to build the knowledge and skills needed to effectively serve customers with an AFN during an EOC activation. 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 Check List and resource identification
- Accessible Hazard Alert System (AHAS) notification procedure
- AFN communication process and standards to AFN support and general partners
- Disability awareness and sensitivity
- Available internal and external resources

This team has been well-prepared through training and exercises focused on EOC operations and the specific role of the AFN Liaison Officer. This preparation enables the team to efficiently handle EOC procedures and community support resources that benefit customers with AFN. These efforts will continue through 2026, ensuring AFN Liaison Officers are kept up to date of any changes related to requirements or procedures.

### **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.

#### **2.1.2 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. Building on Section 1.2.2 above, SDG&E continues to enhance its ability to identify individuals with AFN. There are approximately 395,000 customer accounts associated with AFN, which accounts for ~30% of the residential customer class. Of the 395,000, approximately 45,000 customers reside in the high-fire threat district (HFTD).

In 2022, a Self-Identification campaign was initiated to allow customers to identify individuals in their household who may identify as:

- Blind/low vision
- Deaf/hard of hearing
- Disabled (cognitive, physical, developmental)
- AFN

Customers who participate in the Medical Baseline Program and are electricity dependent are also captured through these campaigns. In 2023, two additional categories were added to the AFN Self-ID web form that customers can select: assistive technology and durable medical equipment. These Self- Identification campaigns and outreach efforts are planned to continue through 2026 and will further expand awareness of SDG&E's AFN landscape.

SDG&E remains committed to inclusiveness by making resources accessible for customers with language and accessibility needs. This resource is continuously refined through input from the AFN Collaborative Council and other stakeholders, ensuring customers can self-identify and receive communications in their preferred format. In 2026, campaigns may include direct mail, emails linking to a digital web form, and social media outreach. Our approach will continue to emphasize collaboration, leveraging channels such as the Regional PSPS Working Group, the Energy Solutions Partners Network, which is comprised of more than 200 CBOs, and relevant state agencies.

SDG&E will continue to partner and work with the AFN Collaborative Council to identify opportunities to enhance AFN identification.

### **2.1.3 AFN Support Resources**

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

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

As a result of these findings, in 2025 SDG&E implemented program enhancements such as tribal feedback sessions to improve customer experience during PSPS. In 2026, findings from these feedback sessions will be reviewed to identify ways to improve support services.

### ***Centralized Resource Hub***

SDG&E plans to continue its partnership with 211 San Diego and Orange County United Way into 2026 and is building on these partnerships to enhance services as new opportunities are identified. In addition to enhanced identification of customers with AFN, this collaboration also provides assessment of AFN population needs, hotel stays for those impacted by de- energization events, accessible transportation, food resources, and access to resiliency items.

In advance of a PSPS, 211 will focus on providing information to at-risk customers, including those living in each IOU's high fire-risk areas who rely on life-sustaining medical equipment. This outreach provides opportunities for customers to prepare resiliency plans and connects them with existing programs for enhanced support.

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

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

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

**Image 1**



## **Accessible Transportation**

Facilitating Access to Coordinated Transportation (FACT) provides accessible transportation to individuals with AFN across the entire HFTD during PSPS. FACT receives EOC PSPS daily notifications and amplifies the information, including zip codes, to approximately ~160 paratransit service providers. There are no eligibility criteria other than an individual seeking assistance; the service is available 7 days a week from 5:30 a.m.- 11:00 p.m. during a PSPS.

SDG&E will continue its partnership with FACT in 2026, as they have been able to facilitate all requests for transportation received and coordinated by 211 since the initiation of the collaboration in 2020. As an enhancement to FACT services, SDG&E Grant Funding was provided to FACT for the purchase 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.

In 2026, SDG&E plans to continue marketing of this solution through targeted campaigns to individuals with AFN, as well as provide training and materials for CBOs within the Energy Solutions Partner Network that SDG&E works with. See section 2.1.6 AFN Public Education and Outreach for additional details.

## **No-Cost Hotel Stays**

SDG&E will continue to work with PSPS support partners to provide 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 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.

## **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. 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 in the HFTD 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 when requests are made through 211 during a PSPS. 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 into 2026:

- **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 charger, medical device charging, gift cards, solar power banks, cooler bags, 2.5-gallon water bags, bottled water, water for livestock, seasonal blankets, and portable medical cooler bags. 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 team to further identify opportunities to enhance support.

**Table 6 - SDG&E PSPS Resource Planning and Partnerships**

| Partnership   | Counties Served                   | Resources   |
|---|-----------------------------------|---|
| 211 San Diego and Orange County United Way  | San Diego County<br>Orange County | <ul style="list-style-type: none"> <li>• 24/7 connection to regional support services (hotel accommodations, accessible transportation, food support, etc.)</li> <li>• Proactive identification of individuals with AFN &amp; preparedness coordination/pre-event outreach</li> </ul>   |
| Deaf Link, Inc.   | San Diego County<br>Orange County | <ul style="list-style-type: none"> <li>• Accessibility solution providing a link with all PSPS messaging to customers to a video of an ASL interpreter signing the message including closed captions and voice reading of the message via the Accessible Hazard Alert System (AHAS)</li> <li>• Two ASL service agreements for interpretation during external video calls, press conferences and other community events as requested</li> <li>• Secured Service Agreement to provide any SDG&amp;E employee access to Video</li> </ul> |
| Food Bank and Warm Food Partnerships: <ul style="list-style-type: none"> <li>• San Diego Food Bank</li> <li>• North County Food Bank</li> <li>• Meals on Wheels</li> <li>• Feeding America</li> </ul> | San Diego County                  | <p>San Diego Food Bank/North County Food Bank</p> <ul style="list-style-type: none"> <li>• Expanded food bank partnership to support rural/tribal/HFTD communities</li> <li>• 5 mobile food pantries</li> <li>• Support the services during emergencies and will stand up mobile food pantries post PSPS in impacted communities</li> <li>• Food support cards may be available for individuals and households with AFN as needed</li> <li>• Support funding from shareholder/community relations</li> </ul>                          |

|  |   |   |
|--|---|---|
| <ul style="list-style-type: none"> <li>• Eurest</li> <li>• Terra San Diego Bistro</li> <li>• Ranch Catering</li> </ul> |   | <p>Meals on Wheels</p> <ul style="list-style-type: none"> <li>• Additional meal to impacted PSPS seniors per day of shutoff</li> <li>• Support funding from shareholders/community relations Feeding America</li> </ul> <p>Food Support</p> <ul style="list-style-type: none"> <li>• Support services during emergencies; will stand-up mobile food pantries post- PSPS in impacted communities</li> <li>• 17 mobile food pantries</li> <li>• Partnership with Indian Health Council</li> <li>• Support funding from shareholder/community relations Warm</li> </ul> <p>Food Support</p> <ul style="list-style-type: none"> <li>• Eurest Catering, Ranch Catering and Terra American Bistro catering service contracted to support at local CRCs when needed</li> </ul> |
| Facilitating Access to Coordination Transportation (FACT)  | San Diego County<br>Orange County                 | <ul style="list-style-type: none"> <li>• Provides accessible transportation to customers' location of choice (hotels, CRCs, etc.)</li> <li>• Paratransit accessible transit broker</li> <li>• Provides accessible transportation 5:30 a.m. – 11:00 p.m.</li> </ul>  |
| Indian Health Councils   | San Diego County - 16 Tribal Communities          | <ul style="list-style-type: none"> <li>• Reserves back-up batteries for Tribal members during a PSPS who rely on power for access and functional needs.</li> <li>• Provides requested resiliency items (e.g., power banks, hand crank flashlight/radios, blankets, emergency backpacks and bottled water) to tribal members in advance of and during a PSPS.</li> </ul>   |
| Community Resource Centers (11 CRCs)   | San Diego County & Orange County HFTD Communities | <ul style="list-style-type: none"> <li>• Activated only during PSPS in communities most impacted</li> <li>• Resources include ice, water for live- stock, restrooms, cell phone charging, device charging, seating, light snacks, and outage updates</li> <li>• Providing Disability Cultural Competency Training for CRC staff</li> <li>• ADA Accessibility and Disability Integration training</li> <li>• Adapted the CalOES Access and Inclusion Tips for Vaccine sites for the CRCs</li> </ul>  |
| San Diego County's Aging and Independence Services (AIS)   | San Diego County                                  | <ul style="list-style-type: none"> <li>• 100+ Cool Zones sites that provide service to some of the hottest areas in the San Diego region</li> <li>• San Diego County's Aging and</li> <li>• Independence Services (AIS) coordinates these sites at senior centers and public buildings, including libraries in partnership with the Health and Human Services Agency (HHS) Live Well Network</li> </ul>   |
| San Diego County CERT  | San Diego County                                  | <ul style="list-style-type: none"> <li>• Wellness checks</li> </ul>   |

|  |                  |   |
|--|------------------|---|
| Deputy Sheriff's Association You Are Not Alone (YANA) program                          | San Diego County | <ul style="list-style-type: none"> <li>• Wellness checks</li> </ul>   |
| Partner Relay Network (County's Office of Emergency Services & Public Health Services) | San Diego County | <ul style="list-style-type: none"> <li>• Network of 700+ CBO and Public Safety Partner representatives.</li> <li>• Languages supported: <ul style="list-style-type: none"> <li>◦ 200 + languages</li> <li>◦ Accessible formats</li> </ul> </li> </ul> |

### 2.1.4 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.

#### Customized Resiliency Assessment (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.

#### Generator Rebate Program (Generator Assistance Program)

SDG&E's Generator Assistance Program offers a rebate incentive for customers to prepare with back-up power sources. The program includes rebates for fuel generators and portable power stations to customers who reside in the HFTD and have experienced a PSPS-related outage. In addition, the program continues to target the low-income segment with enhanced rebates for CARE/FERA customers. To date, over 2,900 customers have received rebates from this program. The 2026 program will continue to target customers in the HFTD who have experienced previous PSPS events. With a continued emphasis on supporting vulnerable populations, GAP will provide enhanced rebates for low-income individuals including those with access and functional needs ensuring equitable access to backup power solutions.

## **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).

## **Resiliency Surveys**

In 2025, the Resiliency Survey offering was ended and incorporated into offerings such as the Generator Grant Program to support resiliency assessment and education for targeted customer populations in place of a standalone program. In 2026, resiliency surveys (“assessments”) will be part of the new Customized Resiliency Assessment (CRA) Program.

## **Community Support**

Building on our previous relationships and strategies, 2026 community partnerships will continue to be strong. Through our Safe San Diego charitable grant program, SDG&E will identify and support local community-based organizations that provide emergency preparedness education, response, and support.

Funding is used to support participation in the San Diego County CERT Mutual Aid Plan and Neighborhood Evacuations Teams through the Office of Emergency Services and FEMA program. Programmatic investments are made in several organizations to specifically serve the AFN population. This will include organizations that provide customized, often in-home, emergency preparedness and safety training for older adults, individuals with physical, intellectual, and developmental disabilities, those with vision or hearing impairments, individuals with chronic illness and many more.

SDG&E’s charitable investments are grounded in the feedback received directly from the AFN community. SDG&E partners conduct extensive outreach and education and bring those issues back to inform SDG&E funding. Out of this feedback SDG&E developed mobile home fire alarm installation, creation of defensible space in the backcountry region, earthquake preparation training for the disability community and more. In 2026, SDG&E will also focus on connecting partners and programs with one another. Many partners are busy doing their own work, and SDG&E has a unique vantage point where we can see potential

alignment and collaboration efforts across organizations.

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

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

Customers were eligible for the Equity Resiliency budget if they were located in a Tier 2 or Tier 3 High Fire Threat Districts (HFTD), experienced Public Safety Power Shutoff (PSPS) events, were currently enrolled in a medical baseline program, and/or a customer that had a serious illness or condition that could be life threatening if electricity is disconnected.<sup>18</sup>

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

Some of these changes included:

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

The SGIP Program Administrators, which is the Center for Sustainable Energy in SDG&E's service territory, worked on the implementation of D. 24-03-071 to make these new directives effective and the funding available statewide in 2025. As of December 30, 2025, the final applications were accepted and the waitlists closed, per Commission Decision (D.) 25-12-003. Projects that were allocated funds prior to the program closure will still be processed until all incentive funds are exhausted.

#### **2.1.5 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.

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<sup>18</sup> [2025 SGIP Handbook, pg. 25-26](#)

In 2025 the Joint IOUs conducted trainings to statewide AFN service and healthcare organizations on Medical Baseline Allowance (MBL) program, PSPS preparedness to help those with AFN to learn about the services available during a PSPS, and eligibility requirements for program enrollment. This initiative will continue into 2026 to ensure ongoing engagement.

In 2026, the IOUs will also continue to engage with community partners and provide a coordinated one-stop marketing and education outreach program for CARE, FERA, ESA and other assistance programs to streamline the efforts and share best practices. SDG&E will also explore additional ways to expand promotion of these programs to customers identified as AFN.

### **2.1.6 AFN Public Education & Outreach**

In 2026, SDG&E will launch and execute a dedicated AFN Public Education campaign designed to enhance the company's annual Wildfire Resiliency and Public Safety Power Shutoff (PSPS) public education efforts. This territory-wide, mass-market communications initiative is specifically structured to increase awareness and education about AFN resources, ensuring that customers with access and functional needs are prioritized and effectively reached. The campaign integrates annual paid advertising with direct communications and outreach, promoting message consistency and resiliency across the service territory, with particular focus on customers in High Fire Threat Districts (HFTD).

To maximize impact for AFN communities, SDG&E's outreach tactics include:

- Community events tailored to AFN populations
- Wildfire safety fairs and webinars with accessible formats
- Direct outreach to vulnerable populations in high-risk areas
- Promotional communications for support services, such as generator programs and resiliency surveys
- Targeted emails to AFN customers
- Accessible digital content (website and social media) designed for AFN usability
- Bill inserts and newsletters in accessible formats
- Wildfire safety-related messages distributed in multiple languages and formats

Inclusive and Accessible Communications:

SDG&E's refreshed campaign will continue to leverage territory-wide mass media—including TV, print, and digital—delivering messages in the style of Public Service Announcements (PSAs) rather than traditional advertising. This approach ensures broad outreach while enabling targeted efforts for HFTD and AFN communities, with a focus on PSPS resiliency and wildfire safety preparedness.

Potential Tactics Under Consideration:

- TV: Broadcast and proactive media outreach, with content accessible to AFN audiences

- News: Billboards and extended segments in accessible formats
- Print: Targeting senior publications, hard-to-reach HFTD areas, and multi-cultural, in-language, and tribal publications
- Digital: Banner ads, paid search, paid social ads, and expanded use of digital channels for targeted AFN outreach
- Collateral: Enhanced and accessible printed and electronic materials, distributed through diverse channels such as medical offices, CBOs, schools, tribal organizations, and community events. Additional communication methods will be explored to increase reach and support statewide efforts with other IOUs.

#### Multilingual and Accessible Materials:

Wildfire safety and PSPS notifications will continue to be available in the 22 prevalent languages identified in SDG&E's service territory. All materials including print, digital collateral, and website content are regularly reviewed and updated to meet ADA and WCAG standards. Communications utilize clear, plain, and inclusive language, accessible fonts, and diverse AFN imagery to ensure meaningful engagement.

#### Robust Online Resources for AFN Communities:

SDG&E maintains a comprehensive wildfire preparedness and safety website, heavily utilized before and during high wildfire risk events. This site links to additional safety and preparedness resources, including information on natural gas, electricity, vegetation management, generator use, emergency preparedness, and power outages. The wildfire safety section serves as a one-stop shop for preparedness, PSPS, safety, resiliency information, and available resources, with emphasis on power outage safety and resiliency. Updated safety tip videos and fire-science data partnerships are also featured.

#### Call-to-Action and Dedicated AFN Resources:

A primary call-to-action encourages customers and the public to sign up for PSPS notifications and download the Alerts by SDG&E app, providing PSPS preparedness, safety, and resiliency tips. A dedicated landing page ([sdge.com/AFN](http://sdge.com/AFN)) is regularly refreshed to assist AFN communities, offering resources such as notification sign-ups, emergency plan/kit checklists, generator safety, 211-service promotion, Medical Baseline program applications, CARE, FERA, and ESA. SDG&E also administers an annual AFN Self-ID campaign and mails direct communications about AFN resiliency during PSPS events to affected customers.

### Tribal and Culturally Appropriate Outreach:

SDG&E will continue to enhance and expand tribal communications, education, and outreach, working with local tribal leadership to secure feedback on AFN offerings and resources. Culturally appropriate communications will be expanded in 2026, supported by a contracted agency to further public education and outreach efforts.

### Ongoing Engagement and Education:

Communication and customer engagement remain fundamental to wildfire preparedness and PSPS resiliency in HFTD communities. SDG&E is committed to meeting customers' needs through:

- Year-round wildfire safety education leveraging over 20 diverse communications platforms
- Multiple webinars and safety fairs connecting customers with subject matter experts
- In-community electronic signage sharing timely safety information during PSPS events

This narrative demonstrates SDG&E's commitment to prioritizing AFN considerations in all aspects of wildfire safety and PSPS public education, ensuring equitable access, inclusive communications, and robust support for vulnerable populations across its service territory.

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

PrepareForPowerDown.com (P4PD) is a Joint IOU website, created as a centralized resource for statewide CBO and agencies serving AFN communities, providing easy access to IOU information on PSPS preparedness and resources. The website offers downloads, including the Joint IOU CBO training presentations, PSPS social media graphics and utility specific PSPS support materials. While those materials are still available for CBOs, P4PD is now a customer-facing website with additional user-friendly features and emergency preparedness tools.

Joint IOUs performed Phase 2 updates that focused on enhancing the user journey through the website. The updated site offers a utility-customized view of programs and resources, customized preparedness

checklists, and additional encouragement to sign up for outage alerts, enroll in Medical Baseline Allowance program, if eligible, and gain access to other utility customer support programs.

In 2026, the Joint IOUs will maintain collaboration with stakeholder groups and organizations to promote awareness and encourage utilization of the website. The site will be continuously monitored and updated as needed. Website analytics will be included in quarterly reports. Furthermore, the Joint IOUs will actively seek opportunities to enhance the P4PD site to improve accessibility.

## **Accessibility of Communications**

Effective communication is important for the safety and well-being of customers of every ability and needs to be as accessible to as many customers as possible. Enhancing the accessibility of customer notifications is a top priority. SDG&E worked with stakeholders and experts to identify accessibility enhancement opportunities in our notifications to customers. These include:

- Expanding and maintaining the Accessible Hazard Alert System (AHAS), which provides customized on-demand accessible alerts in real time (approx. 15 min) with the same accessibility as the current pre-recorded PSPS customer notifications. This allows SDG&E to provide important communications to all customers during unforeseen emergencies. These accessible notifications are also shared on social media and web platforms.
- Implementing the Video Remote Interpreting (VRI) resource and training to all CRC and Branch Office staff, allowing for complex conversations and information sharing in ASL and languages other than English. SDG&E employees may access the VRI resource by PC, tablet, or smartphone via the Boost Lingo platform. ASL interpreters via video chat, or language interpreters (voice only) are available 24/7 to equally provide important information and to engage in conversations with all customers. The availability of AI-driven ASL mobile applications for less complex conversations is also an option for employees to use to communicate as needed.
- Striving to fully comply with Web Content Accessibility Guidelines (WCAG) 2.2 AA success criteria, through accessibility scans and manual audits by a third-party contractor. Monthly review of accessibility reports and remediation efforts is conducted for each of the three external-facing web properties: SDGE.com, MyEnergyCenter.com, and SDGEToday.com. Detailed accessibility reports, web development team training, help desk, and accessibility resources support are available on demand for our web teams.
- Reviewing customer program application processes and forms to identify opportunities to make it more accessible and easier for customers to navigate.
- Conducting readability reviews of web content and marketing materials to ensure information is conveyed in common understandable language. SDG&E has conducted disability awareness

and expanded digital accessibility training with our marketing and web contact contributors and will conduct refresher training early in 2026.

## **AFN Power Panel**

The AFN Power Panel is comprised of customers who self-identify as individuals or households with access and functional needs to serve as customer advocates for accessibility and accommodations in relation to PSPS. Surveys are periodically provided 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 accommodations and communications to better serve this population. In 2026, the surveys may include various AFN related marketing materials and communications for understanding and effectiveness.

While SDG&E deems the information from respondents as valuable to understanding customer segment, the sample size of the AFN Power Panel is typically small ( $n \sim 350$ ), so results from these surveys are interpreted with caution.

## **Community Based Organization Outreach**

CBOs remain a vital channel for SDG&E's outreach efforts, providing trusted engagement and insight across diverse communities throughout 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.

Example of CBOs that SDG&E collaborates with for outreach and PSPS notification support include:

- Access to Independence
- Adjoin
- Autism Society of San Diego
- Backcountry Communities Thriving
- Deaf Community Services
- Southern California American Indian Resource Center

In 2026, SDG&E will:

- Strengthen existing partnerships and expand outreach to organizations serving individuals who:
  - Are blind /have low vision
  - Are deaf/hard of hearing
  - Use assistive technology or durable medical devices
  - Cognitive or physical disability
  - Prefer languages other than English
- Continue to compensate CBOs for outreach efforts and providing PSPS notification support
- Expand the PSPS notification support network beyond the current 59 CBOs to include additional areas impacted by PSPS
- Continue presentations to local organizations outside of the ESP network, focusing on disabled and aging populations
- Continue to improve accessible messaging and expand outreach through targeted campaigns, strategic channels, and collateral tailored to AFN segments

### **AFN Collaborative Council & Joint IOU AFN Statewide Advisory Council**

SDG&E is committed to understanding the unique and diverse needs of individuals with AFN. To facilitate that understanding, SDG&E seeks feedback from stakeholders alongside other California IOUs through participation in the AFN Collaborative Council and Joint IOU Statewide AFN Advisory Council. Each council serves a specific purpose which provides support for SDG&E's diligence in assisting customers with AFN.

The AFN Collaborative Council consists of executive leaders across the AFN community and IOU executive leaders. This Council functions as the steering committee (decision-making forum) for the Statewide Joint IOU AFN Advisory Council (working group forum). See Appendix A for the list of Collaborative Council members and Appendix B for Joint IOU Statewide AFN Advisory Council members. Both Councils meet on a quarterly basis, or more frequently as needed.

The Joint IOU AFN Statewide Advisory Council is comprised of a diverse group of recognized CBO leaders that support the AFN population as well as members and advocates from within the AFN community. The Joint IOU AFN Statewide Advisory Council serves as a working group and opens the dialogue to discuss unique needs of individuals with AFN and develop a holistic strategy on how to better serve them.

The Joint IOU AFN Statewide Advisory Council aids all stakeholders in developing and executing meaningful strategies to serve individuals with AFN. It provides independent expertise to help ensure that utility customer programs incorporate best practices. The Joint IOU AFN Statewide Advisory Council also helps utilities and other stakeholders further develop their AFN strategies to implement robust programs that will adequately and appropriately educate, communicate with, and aid individuals with AFN in building resiliency for emergencies, outages, and de-energization events such as PSPS.

Members of the Joint IOU AFN Statewide Advisory Council are encouraged each year to serve on the Core Planning Team by working alongside the utilities to develop the AFN Plan. See Appendices A and B for indicated members of the Core Planning Team members who participated this year.

SDG&E continues their commitment to building upon the expertise of these councils and identify opportunities to address the needs of individuals with AFN across the service area. SDG&E will engage these councils throughout the year and continue to incorporate feedback in quarterly reports.

## **Key Outreach Segments**

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

SDG&E recognizes that ongoing engagement with healthcare practitioners, medical associations, managed care program providers, and durable medical equipment suppliers is a key opportunity to increase enrollment in the Medical Baseline Program and connect individuals with AFN to programs and services that help our customers prepare for a PSPS.

In 2026, the Joint IOUs will continue relationships with relevant organizations and agencies to deliver statewide training sessions, including but not limited to California's Department of Social Services In-Home Supportive Services (IHSS) Program Managers, the Department of Developmental Services' Regional Center staff, the California Hospital Association/California Hospital Council, the Department of Rehab including the Voluntary Organizations Active in Disasters (VOAD), and the Department of Aging. Our outreach will cover relevant information such as:

- Emergency preparedness and planning
- 211 Support Services during a PSPS
- Generator and back-up battery programs
- Medical Baseline Allowance Program and AFN Self-Identification and other resources and offerings provided to customers before and during a PSPS (e.g., PSPS notifications sign-ups, Community Resource Centers, food support)

Joint IOU engagement activity will be provided in our quarterly reports.

In addition, SDG&E will continue to identify opportunities with local Healthcare and medical associations

to broaden the awareness of the Medical Baseline program, AFN Self ID online form, and general PSPS preparedness.

## **Paratransit Service Engagement**

SDG&E partnered with FACT, a key paratransit broker agency in SDG&E's region, to develop communication protocols during PSPS events for the paratransit service providers in the SDG&E service territory. SDG&E provides updates on PSPS activation, who amplified the notification to approximately 160 paratransit service provider's network.

## **Master Meter Outreach**

In 2026 SDG&E plans to continue a strong focus on reaching non-account holders through direct mail and email campaigns. These campaigns educate and inform multifamily unit and manufactured home park account holders, property managers, building owners and tenants of AFN Self ID online survey, PSPS preparedness and available support services. SDG&E will continue to identify outreach opportunities and communication channels to share preparedness information.

## **Advisory Councils**

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

The Wildfire Safety Community Advisory Council (WSCAC) was established in 2019. WSCAC provides direct constructive input, feedback, recommendations, and support from community leaders to SDG&E senior management and the Safety Committee of SDG&E's Board of Directors on how SDG&E can continue to help protect the region from wildfires. This specialized group of diverse and independent leaders from public safety, tribal government, business, nonprofit, and academic organizations in the San Diego region possess extensive experience in public safety, wildfire management, community-based services, and applied technology.

WSCAC meetings are led by SDG&E's Chief Operating Officer, Kevin Geraghty, and are attended by members of the Safety Committee of the SDG&E Management Board. At WSCAC meetings, SDG&E annually presents its Wildfire Mitigation Plan and subsequent updates for discussion, suggestions, and recommendations by WSCAC members. SDG&E also welcomes input from WSCAC members on relevant emerging community issues on wildfire safety and preparedness. Meetings are organized by SDG&E's Wildfire and Climate Science department working with Community Relations, Wildfire Mitigation, Vegetation Management, Emergency Operations, Operations Communications, Fire Science and Climate Adaptation, Aviation Services, Distribution Operations, Electric System Planning & Grid Modernization, Regulatory Affairs, State Government Affairs, and other departments as necessary. In 2021, SDG&E began conducting quarterly WSCAC meetings.

Consistent with prior years, WSCAC meetings are planned to continue quarterly through 2026.

## **Tribal Engagement**

SDG&E has a Tribal Relations team that includes a dedicated manager to engage and coordinate with tribal leaders and continues to meet with partners to understand their greatest challenges with PSPS. Through these collaborations, the top-of-mind challenges identified include the impacts to vulnerable tribal members, food and water insecurity, access to the hardest to reach areas of reservations that have limited broadband and technology connectivity, low-income criteria, funding set aside for tribes, respect for sovereignty, and culturally sensitive engagement and messaging. Tribes continue telling SDG&E that they have limited resources and cannot always provide feedback. In response, SDG&E established support systems with CBOs to provide generators, resiliency items, information, and resources in advance of wildfire season and support with emergency food distribution during PSPS.

In 2025, SDG&E hired a trusted tribal-led organization, Inter Tribal Long Term Recovery Foundation (ITLTRF), to conduct focus groups following one of the longest outages due to the January PSPS. In response to the additional feedback, SDG&E implemented tribal-led emergency preparedness workshops by partnering with ITLTRF and adding traditional ecological knowledge topics that empower communities through the message that “preparedness is tribal sovereignty.” Additionally, SDG&E added third party program implementers, i.e., Grid Alternatives, to these workshops to understand the gaps in criteria set forth within the low-income and energy efficiency programs. It also highlighted the need for funding to be set aside for tribes specifically and program criteria designed for more tribal member participation.

SDG&E team increased partnerships with less resourced Tribal Nations to increase one-on-one opportunities to provide on-site enrollment for tribal members. Further, SDG&E created a comprehensive yearly tribal sensitivity and engagement workshop for their employees. Creating these feedback loops are critical and allows us to continue to improve our support.

In 2026, SDG&E will partner with Ad Pro and American Indian Chamber of Commerce of California to create culturally appropriate messaging and content to reach more tribal members with information about the resources we provide to our customers. Affordability measures will impact the most vulnerable tribal members first, which is why it is critical for SDG&E to leverage resources. The utility is partnering with the California Department of Water Resources and Cal Fire to support remote and less resourced communities such as: Campo, La Posta and Manzanita. These locations are frequently impacted by PSPS so technical assistance and funding opportunities are offered to support emergency plans and access to water. Additionally, SDG&E will continue to provide a cross-functional approach to contractors and offer year-round listening sessions and tribal-led workshops to increase our reach for tribal members living on and off the reservations.

## 2.2 PSPS Activation (During – Emergency Operation Center Activated)

### 2.2.1 PSPS Activation

SDG&E had two PSPS activations in January 2025. The Emergency Operations Center was activated January 4<sup>th</sup> to January 16<sup>th</sup> and again January 17<sup>th</sup> to January 24<sup>th</sup>. These activations were in response to the high wind warning and critical fire weather in the service territory. SDG&E monitored the conditions using several real-time situational awareness tools to assist with decision making, resulting in de-energizations across various parts of SDG&E service territory.

**Table 7: Furnished Resources**

| AFN Resources Before, During, and After 2025 PSPS* | 2025 Total |
|--|------------|
| Accessible Transportation Trips                    | 11         |
| Over Night Hotel Stays                             | 104        |
| Food Support Meals Provided                        | 4,875      |
| Generator Provided                                 | 101        |
| \$50 Gift Cards distributed                        | 14         |
| CRCs Activated                                     | 22         |

\* AFN Resource offerings listed above are not by census tract.

Potential circuits were pre-patrolled to identify any potential issues before the winds arrived. Vegetation management pre-patrolled potentially impacted areas to ensure there was no potential tree contact.

Approximately 58,000 customers were notified with enhanced notifications for Medical Baseline Customers. An engagement survey was sent out to partners to gauge communication efficacy where incremental progress was made on our partner feedback with 94% rating SDG&E's engagement as good or great after the January 7<sup>th</sup> PSPS. This rating rose to 100% as good or great after the January 20<sup>th</sup> PSPS.

### 2.2.2 PSPS Communications

#### Before PSPS Paid Media/Advertising

SDG&E will continue to maintain a robust Wildfire Safety community awareness campaign in 2026, with a strong emphasis on educating AFN customers and the general public throughout its service territory. This campaign is designed to help all community members, including those with access and functional needs, prepare for the risks associated with wildfires and Public Safety Power Shutoffs (PSPS). Customers are encouraged to take proactive preparedness measures, such as updating their contact information, signing up for outage notifications, and downloading the Alerts by SDG&E mobile app.

A cornerstone of the campaign's success is its collaborative framework, which leverages partnerships with

local public safety agencies and community organizations. Key partners include 211 San Diego, Orange County United Way, the San Diego County AFN Working Group, and a broad network of Community Based Organizations (CBOs) that serve AFN communities. These partnerships are essential for disseminating timely and relevant information to potentially impacted and vulnerable populations.

SDG&E's communication strategy includes a dedicated, paid AFN public education campaign activated annually ahead of and during peak wildfire season. The 2026 campaign will continue to inform AFN customers and the broader public about available services through collaboration with local CBOs, including 211 San Diego, Orange County United Way, FACT, and others. All key materials are produced with the intent of ensuring accessibility and inclusivity.

The campaign employs a diverse mix of outreach tactics to maximize reach and impact, including, but not limited to:

- Promotion of community engagement events, emergency preparedness workshops, safety fairs, and public participation meetings
- General market and streaming TV and radio
- Radio sponsorships (traffic, news, weather)
- Out-of-home advertising (bulletins, posters, transit)
- Digital outreach (banner ads, mobile ads, online video, paid search, paid social)
- Print advertising in community newspapers serving HFTD and the broader service territory (including Latino/Hispanic, Asian, African American, and general market audiences)
- Educational information distributed via bill newsletters or special inserts in customer bills
- Wildfire safety and preparedness videos and vignettes
- Annual Wildfire Safety newsletter mailed to HFTD customers
- Promotion of weather information and system-outage status on SDGE.com
- Paid and organic social media messaging on platforms such as X.com (formerly Twitter), Facebook, Instagram, and Nextdoor
- Partnerships with over four hundred non-profit and community-based organizations to share fire safety and emergency communications
- Direct promotion of customer offerings, including generator incentives, resiliency surveys, and AFN resources

SDG&E remains committed to soliciting and utilizing customer feedback to refine and improve public education messaging and tactics. This ongoing process ensures that communication remains relevant, accessible, and effective for AFN customers and the broader community. This feedback is solicited by Pre-Season and Post-Season customer surveys.

This response highlights SDG&E's comprehensive and inclusive approach to public education for AFN customers, demonstrating a commitment to accessibility, partnership, and continuous improvement in wildfire and PSPS preparedness communications.

## Communications During PSPS

During a Public Safety Power Shutoff (PSPS), SDG&E implements a comprehensive communications strategy to keep customers, including those with Access and Functional Needs (AFN), informed. The company leverages multiple channels such as PSPS notifications (voice calls, text messages, and email), app notifications, website and media updates, in-community signage, and posts on social media platforms. Social media toolkits are also shared with community and public safety partners to ensure real-time information reaches a broad audience. Communications are activated promptly to provide affected customers and the public with the latest updates, and key messages are made available in 22 prevalent languages, including American Sign Language (ASL) and digitally accessible formats to address diverse needs.

Beyond mass media, SDG&E utilizes targeted communication channels to reach individuals who may not be account holders, such as visitors, residents of mobile home parks, and caretakers. These efforts include notifications through SDG&E's mobile app, Alerts by SDG&E, roadside electronic message signs at strategic locations, tribal casino marquees, and flyers distributed throughout impacted communities. SDG&E remains committed to enhancing its outreach by continuing customer research with PSPS-affected individuals, including AFN customers.

## PSPS Notifications

SDG&E is committed to ensuring timely and accessible communication with all customers, with a particular focus on those with Access and Functional Needs (AFN). When a PSPS event is anticipated, SDG&E promptly notifies all impacted individuals through its Customer Notification System, which delivers recorded voice messages, emails, and text messages. To further enhance accessibility, SDG&E partners with Deaf Link to convert all notifications into American Sign Language (ASL) video, English audio read-out, and screen reader-accessible transcripts, ensuring that critical information reaches customers with hearing or visual impairments.

SDG&E also provides address-level alerts for customers and the general public via the accessible Alerts by SDG&E app, expanding the reach of notifications and enabling individuals to receive timely updates regardless of account status. For assigned Critical Facility and Infrastructure customers, SDG&E account executives initiate direct contact using the customer's preferred communication method, such as phone calls or emails, and provide situational updates along with lists of potentially impacted meters.

Each year, SDG&E conducts a thorough evaluation of its PSPS notification content library, including email, text, and voice messages, for both customers and non-accountholders. Feedback from those notified and affected by PSPS events is actively solicited and used to simplify messaging and ensure content accurately reflects real-world conditions. In 2026, SDG&E will review and refine notification content to further improve clarity and accessibility. Updated PSPS notifications will continue to be translated and recorded in the 22 prevalent languages spoken within SDG&E's service territory, supporting equitable access for linguistically diverse communities. Annual public education campaigns also promote

notification sign-ups ahead of peak fire season.

For Medical Baseline (MBL) and Life Support customers, SDG&E reviews the results of each Customer Notification System campaign to confirm positive contact via voice (landline or cell phone, based on customer preference). If voice contact is unsuccessful, SDG&E's Customer Contact Center proactively calls customers who have not been reached. Should these efforts not result in contact, a Customer Service Field representative is dispatched to the customer's service address to deliver notifications in person. These representatives are trained using the County of San Diego's First Responder AFN Training Series, equipping them to provide empathetic and supportive service to AFN customers.

This comprehensive approach demonstrates SDG&E's commitment to accessible, inclusive, and responsive communications for AFN customers during PSPS events, ensuring that all individuals, regardless of ability or language, receive timely and actionable information.

## **Accessible Media Engagement**

SDG&E continues to prioritize digital accessibility across its websites and mobile applications, maintaining a proactive approach to meeting Americans with Disabilities Act (ADA) requirements and the Web Content Accessibility Guidelines (WCAG) 2.2 AA success criteria. This ensures that all customers, including those with Access and Functional Needs (AFN), can reliably access critical information and services.

A dedicated AFN landing page ([sdge.com/AFN](http://sdge.com/AFN)) empowers customers to self-identify and access personalized resources tailored to AFN needs. SDG&E's optimized Drupal content management system incorporates robust accessibility features, including enhanced search engine forms, high-contrast color schemes, accessible image handling, and clear form labeling. The company leverages AudioEye services for continuous automated testing and remediation of accessibility issues, with real-time alerts for potential concerns. In addition, SDG&E collaborates with the Center for Accessible Technology (C4AT) to rigorously test and remediate its digital mobile application properties, further strengthening accessibility for all users.

Throughout the development, review, and monitoring of digital properties, SDG&E consistently prioritizes WCAG 2.2 AA standards, ensuring that every customer can access essential information without barriers.

In 2026, SDG&E will continue to engage local broadcast media and utilize a variety of communication channels to reach the public, including AFN communities and Limited English Proficient residents. The company provides wildfire safety, emergency preparedness, PSPS awareness, and education in all prevalent languages spoken within its service territory. SDG&E's dedicated Spanish communications team produces wildfire safety and PSPS-related news releases, social media content, and other communications in Spanish for the public and local Spanish broadcast media. These efforts ensure that critical safety

information is accessible to the region's diverse population, which includes more than 3.3 million residents and significant Hispanic and Latino communities.

Prior to and during high fire risk conditions, SDG&E proactively engages local broadcast media, including Spanish-language and multicultural outlets, to notify customers and keep the public informed during wildfire events or high fire risk weather. This early and frequent outreach is designed to ensure that all segments of SDG&E's diverse customer base receive timely, actionable information, supporting community safety and resilience.

This summary demonstrates SDG&E's ongoing commitment to accessibility, inclusive communications, and proactive outreach for AFN customers, aligning with regulatory expectations and best practices.

### **2.2.3 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

As part of SDG&E's ongoing commitment to support customers with AFN. In 2026, SDG&E will provide sensory kits at CRCs, which are designed to help provide relief for individuals who may experience sensory challenges during emergencies. The goal is to promote comfort, accessibility, dignity, and respect for each customer we serve.

SDG&E endeavors to provide internet 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 established a drop-off process for AFN individuals to charge medical device(s) at the CRCs and will have medical cooler organizers available. More details about SDG&E’s CRCs, including location and accessibility, will be outlined in its forthcoming CRC plan as required by D.20-05-051.

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

### **2.3.1 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 internal personnel that participated in the event in any way. Other AARs are held with external partners, and a joint report is then produced to combine all findings to understand our strengths, opportunities to improve and lessons learned into an AAR Improvement Plan for implementation.

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

There were several lessons learned in 2025 which SDG&E used as an opportunity to develop more robust strategies to support our customers and focus on sharpening our AFN subject matter expertise. SDG&E will continue to leverage lessons learned from previous events including closer coordination and more advanced notice to AFN support model partners and vendors. The nature of a PSPS does not lend itself to extended advance notice, however, SDG&E will notify partners and vendors when there are early indications of weather conditions that may trigger a PSPS.

## **Customer Surveys**

In 2026 SDG&E plans to execute annual solicitations for customer feedback. Pre-season and Post-season surveys are utilized to gauge customer recall and understanding of paid public-education campaigns, messaging and PSPS notifications. The Pre-season survey is fielded in the late summer/early fall when public education tactics are all in market. The Post-season survey is fielded at the end of PSPS season and usually solicits feedback from customers affected by PSPS. The feedback collected from these surveys is used to improve campaigns and communications for the following year.

## **3. INFORMATION COLLECTION, ANALYSIS AND DISSEMINATION**

### **3.1 Customer Privacy**

To better serve our customers and individuals with AFN, SDG&E may communicate with account holders from time to time to update their account information, prioritizing those with health or safety related AFNs. Additionally, SDG&E enables customers to self-identify as having an AFN by selecting one or more of the identifiers listed. (See section 2.1.2 for additional information) These AFN identifiers are currently limited to blind or low vision, deaf or hard hearing, disabled, AFN, use of assistive technology or durable medical equipment. Information may also be used for safety, research, and data analysis such as informational dashboards aggregating AFN population quantities in high fire threat districts or developing maps showing distribution of AFN residents by zip code.

This information is used to provide program and PSPS support services for marketing communications to customers who are identified as AFN in our system. Communications are not sent to customers who have opted out of receiving marketing-related information. The customer's selected self-identification as having access and functional needs are not identified in the communications. Additionally, SDG&E reports overall metrics including total number of individuals with AFN in the service territory, and total within the HFTD, to external working groups, councils, and the CPUC.

If information about the customer has changed or they no longer wish to be identified as AFN, they may contact SDG&E's customer call center at 1-800-411-7343. San Diego Gas & Electric Company takes the privacy and security of personal information seriously. Its Privacy Policy and CCPA Policy describes how we collect, use, and disclose customer information, including consumer rights regarding their personal information relating to California residents under the California Consumer Privacy Act of 2018 ("CCPA"). These policies can be located at [sdge.com/privacy](http://sdge.com/privacy).

## 4. AUTHORITIES AND REFERENCES

### 4.1 Annual Report and Emergency Response Plan in Compliance with General Order 166

SDG&E updated the Company Emergency and Disaster Preparedness Plan in compliance with GO 166. The next formal update was completed on August 31, 2025.

### 4.2 Phase 3 OIR PSPS Guidelines: AFN Plan & Quarterly Updates

G.6. Each electric investor-owned utility's annual Access and Functional Needs plans and quarterly updates must incorporate, at minimum, the six steps outlined in the [Federal Emergency Management Administration's Comprehensive Preparedness Guide \[ready.gov\]](#):

- Forming a collaborative team
- Understanding the situation
- Determining goals and objectives
- Developing the plan
- Plan preparation and approval
- Plan implementation and maintenance

As part of forming a collaborative planning team, utility representatives at the Senior Vice President level, or with comparable decision-making power over development and implementation of the Access and Functional Needs plans, must meet at least quarterly with representatives of state agencies and community-based organizations that serve and/or advocate on behalf of persons with access and functional needs. The purpose of these meetings will be to develop, implement, and review each IOU's annual Access and Functional Needs plans in accordance with the [Comprehensive Preparedness Guide \[ready.gov\]](#).

**(Note: Phase 3 PSPS Guidelines (AFN section starts on p.106))**

## **APPENDIX A – F**

**Appendix A:**  
**Collaborative Council Members**

## APPENDIX A – COLLABORATIVE COUNCIL MEMBERS

| Name                           | Organization                                       | Title   |
|--------------------------------|--|---|
| Aaron Carruthers <sup>19</sup> | State Council on Developmental Disabilities (SCDD) | Executive Director                                      |
| Alana Hitchcock                | California 211                                     | Executive Director                                      |
| Andy Imparato                  | Disability Rights California (DRC)                 | Executive Director                                      |
| April Johnson                  | San Diego Gas & Electric (SDG&E)                   | Sr. Supervisor Marketing Program Management             |
| Audrey Williams                | California Public Utilities Commission (CPUC)      | Project and Program Supervisor                          |
| Aurora Cantu                   | Southern California Edison (SCE)                   | Senior Advisor, PSPS Customer Support and Accessibility |
| Britney Gaines                 | California Public Utilities Commission (CPUC)      | Research Data Specialist                                |
| Christina Rathbun              | San Diego Gas & Electric (SDG&E)                   | Marketing Program Manager Senior I                      |
| Dana Golan                     | San Diego Gas & Electric (SDG&E)                   | Vice President of Customer Services                     |
| Danielle Finch                 | San Diego Gas & Electric (SDG&E)                   | Director of Customer Success                            |
| James Cho                      | California Public Utilities Commission (CPUC)      | Program Manager   |

<sup>19</sup> Aaron Carruthers is the Co-Chair of AFN Collaborative Council

|                                |   |  |
|--------------------------------|---|--|
| James Dui                      | California Public Utilities Commission (CPUC) | Public Utilities Regulatory Analyst              |
| Jendy Burchfield <sup>20</sup> | Southern California Edison (SCE)              | Vice President, Customer Operations              |
| Jennifer Guenther              | Liberty                                       | Senior Regional Manager – West                   |
| Jennifer Ocampo                | Southern California Edison (SCE)              | Senior Advisor, Access and Functional Needs      |
| Jenny Limones                  | Pacific Gas & Electric Company (PG&E)         | AFN Program Specialist, Expert                   |
| Joe Wilson                     | Pacific Gas & Electric Company (PG&E)         | Regional Vice President                          |
| John Hagoski                   | San Diego Gas & Electric (SDG&E)              | Project & Program Mgmt Assoc II                  |
| Jordan Davis                   | Disability Rights California (DRC)            | Attorney   |
| Junaid Rahman                  | California Public Utilities Commission (CPUC) | Senior Regulatory Analyst                        |
| Karen Mercado                  | Disability Rights California (DRC)            | Senior Administrative Assistant - Executive Unit |
| Kate Marrone                   | Liberty                                       | Customer Care Manager                            |
| Katelin Scanlan                | San Diego Gas & Electric (SDG&E)              | Sr. Manager, Customer Support & Operations       |
| Kayla Price                    | Bear Valley Electric Services (BVES)          | Customer Service Supervisor                      |
| Kazeem Omidiji                 | San Diego Gas & Electric (SDG&E)              | Director, Customer Programs                      |

<sup>20</sup> Jendy Burchfield is the Co-Chair of the AFN Collaborative Council

|                      |   |   |
|----------------------|---|---|
| Lisa Corbly          | PaciFiCorp                                    | Access and Functional Needs Program Manager       |
| Lizz Stout           | Pacific Gas & Electric (PG&E)                 | Program Manager, Principal                        |
| Lori Blackwell       | Southern California Edison (SCE)              | Principal Manager, Outage and PSPS                |
| Maria Jaya           | California Public Utilities Commission (CPUC) | Researcher  |
| Matthew Fehse        | San Diego Gas & Electric (SDG&E)              | Regulatory Affairs & Compliance Senior I          |
| Michelle Uzeta       | Disability Rights Education and Defense Fund  | Executive Director                                |
| Moustafa Abou- Taleb | California Public Utilities Commission (CPUC) | Public Utilities Regulatory Analyst               |
| Nicholas Raft        | Liberty                                       | Regulatory Analyst                                |
| Paul Marconi         | Bear Valley Electric Services (BVES)          | President, Treasurer, & Secretary, Board Director |
| Pooja Kishore        | PaciFiCorp                                    | Regulatory Affairs Manager                        |
| Robb Henderson       | San Diego Gas & Electric (SDG&E)              | Advertising & Marketing Comms, Senior II          |

|                 |  |   |
|-----------------|--|---|
| Robert Carbalal | Southern California Edison (SCE)                             | Senior Manager, Customer PSPS Compliance and Strategy   |
| Lisa Hayes      | California Foundation for Independent Living Centers (CFILC) | Executive Director                                      |
| Rosa Perea      | Southern California Edison (SCE)                             | Senior Manager, PSPS Support and Accessibility          |
| Sarah Lee       | Southern California Edison (SCE)                             | Senior Advisor, Public Safety                           |
| Sean Matlock    | Bear Valley Electric Services (BVES)                         | Energy Resource Manager / Assistant Corporate Secretary |
| Tawny Re        | Bear Valley Electric Services (BVES)                         | Customer Program Specialist                             |
| Tom Smith       | Pacific Gas & Electric (PG&E)                                | Senior Manager, LCE Planning & Operations               |
| Vance Taylor    | California Governor's Office of Emergency Services (CalOES)  | Chief, Office of Access and Functional Needs            |

**Appendix B:**  
**Statewide JIOU Advisory**  
**Council Members**

## APPENDIX B – STATEWIDE JIQU ADVISORY COUNCIL

| Name                       | Organization   | Title   |
|----------------------------|--|---|
| Adam Willoughby            | California Department of Aging (CDA)                         | Asst. Director of Legislation and Public Affairs        |
| Alana Hitchcock            | California 211   | Executive Director                                      |
| Alexandria (Giobbi) Moffat | San Diego Gas & Electric (SDG&E)                             | Director of Clean Transportation                        |
| Alicia Menchaca            | Bear Valley Electric Services (BVES)                         | Rate Analyst  |
| Alyson Feldmeir            | California Foundation for Independent Living Centers (CFILC) | Disability Disaster Access and Resource Manager         |
| Amanda Kirchner            | County Welfare Directors Association of California (CWDA)    | Legislative Director                                    |
| Annabel Vera               | California Department of Social Services (DSS)               | Program Analyst   |
| Anthony Hoang              | San Gabriel/Pomona Regional Center                           | Emergency Coordinator                                   |
| April Johnson              | San Diego Gas & Electric (SDG&E)                             | Senior Supervisor, Marketing Program Management         |
| Aurora Cantu               | Southern California Edison (SCE)                             | Senior Advisor, PSPS Customer Support and Accessibility |
| Carolyn Nava               | Disability Action Center (DAC)                               | Executive Assistant                                     |
| Chris Bober                | Pacific Gas & Electric (PG&E)                                | Director, Customer Care                                 |
| Chris Garbarini            | California Department of Developmental Services (DDS)        | Senior Emergency Services Coordinator                   |

|                   |  |  |
|-------------------|--|--|
| Chris Zenner      | Pacific Gas & Electric Company (PG&E)                        | Vice President, Residential Services and Digital Channels                        |
| Christina Mills   | California Association of the Area Agencies on Aging (C4A)   | Executive Director   |
| Christina Rathbun | San Diego Gas & Electric (SDG&E)                             | Marketing Program Manager Senior   |
| Dan Okenfuss      | California Foundation for Independent Living Centers (CFILC) | Public Policy Manager  |
| Danielle Finch    | San Diego Gas & Electric (SDG&E)                             | Director of Customer Success   |
| Nora Yotsov       | PacifiCorp   | Director, Emergency Management, PacifiCorp Director                              |
| Eric Schwarzrock  | Liberty Utilities  | President  |
| Evan Duffey       | Pacific Gas & Electric (PG&E)                                | Manager, Forecasting and Operations  |
| Gina Esparza      | Eastern Los Angeles Regional Center (ELARC)                  | Emergency Management Coordinator   |
| Greg Oliva        | California Department of Social Services (DSS)               | Assistant Deputy Director, Central Operations, Community Care Licensing Division |
| James Cho         | California Public Utilities Commission (CPUC)                | Program Manager  |
| James Dui         | California Public Utilities Commission (CPUC)                | Senior Utilities Engineer  |
| Jeana Arnold      | Pacific Gas & Electric (PG&E)                                | ADA Specialist, Expert   |
| Jendy Burchfield  | Southern California Edison (SCE)                             | Vice President, Customer Operations  |
| Jennifer Guenther | Liberty  | Senior Manager - Customer Solutions  |

|                      |  |   |
|----------------------|--|---|
| Jennifer Nerida      | Pacific Gas & Electric (PG&E)                  | Senior ADA Specialist                         |
| Jennifer Ocampo      | Southern California Edison (SCE)               | Senior Advisor, Access and Functional Needs   |
| Jenny Limones        | Pacific Gas & Electric Company (PG&E)          | AFN Program Specialist, Expert                |
| Joe Wilson           | Pacific Gas & Electric Company (PG&E)          | Regional Vice President                       |
| Jonathan Malicdem    | Department of Social Services (DSS)            | Unknown                                       |
| Jordan Davis         | Disability Rights California (DRC)             | Attorney                                      |
| Jordan Parrillo      | Liberty  | Manager of Regulatory Affairs                 |
| Joseph Grounds       | Kern Regional Center (KERNRC)                  | Emergency Services Officer                    |
| Josh Gleason         | California Department of Social Services (DSS) | Unknown                                       |
| JR Antablian         | California Department of Social Services (DSS) | Chief, Disaster Services Branch               |
| June Isaacson Kailes | Disability Policy Consultant                   | Disability Policy Consultant                  |
| Karey Morris         | Kern Regional Center (KERNRC)                  | HR Manager                                    |
| Kate Marrone         | Liberty  | Key Account Manager                           |
| Katelin Scanlan      | San Diego Gas & Electric (SDG&E)               | Senior Manager, Customer Support & Operations |
| Kayla Price          | Bear Valley Electric Service (BVES)            | Customer Service Supervisor                   |
| Kay Chiodo           | Deaf Link                                      | CEO   |

|                       |   |   |
|-----------------------|---|---|
| Kelly Brown           | 211, Interface Children & Family Services                             | Community Information Officer   |
| Kendall Skillicorn    | California Department of Social Services Disaster Unit (DSS)          | Bureau Chief, Department Operations Bureau  |
| Kevin Sharp           | Pacific Gas & Electric (PG&E)   | Customer Insights Strategist  |
| Kristopher Bourbois   | San Diego Gas & Electric (SDG&E)                                      | Regulatory Case Manager   |
| Larry Grable          | Service Center for Independent Living (SCIL)                          | Executive Director  |
| Lauren Giardina       | Disability Rights California (DRC)                                    | Executive Director Managing Attorney  |
| Leora Filosena        | California Department of Social Services Adult Program Division (DSS) | Deputy Director, Adult Programs Division  |
| Lisa Corbly           | Pacific Power   | Emergency Management Specialist   |
| Lizz Stout            | Pacific Gas & Electric (PG&E)   | AFN Program Manager   |
| Lori Blackwell        | Southern California Edison (SCE)                                      | Principal Manager, Outage and PSPS  |
| Malorie Lanthier      | North Los Angeles County Regional Center                              | IT Director   |
| Maria Aliferis-Gierde | Department of Rehabilitation (DOR)                                    | Executive Officer, California Committee on Employment of People with Disabilities |
| Maria Jaya            | California Public Utilities Commission (CPUC)                         | Researcher  |
| Matthew Fehse         | San Diego Gas & Electric  | Regulatory Affairs & Compliance, Senior I   |
| Mayra Alvarado        | North Los Angeles County Regional Center                              | Manager   |

|                     |   |  |
|---------------------|---|--|
| Miguel Larios       | San Diego Regional Center (SDRC)                                      | Directory, Community Services                              |
| Moustafa Abou-Taleb | California Public Utilities Commission (CPUC)                         | Safety Policy Division                                     |
| Nguyen Quan         | Bear Valley Electric Services (BVES)                                  | Regulatory Affairs   |
| Nicole Pachaeco     | California Council of the Blind (CCB)                                 | Operations Manager   |
| Paul Marconi        | Bear Valley Electric Services (BVES)                                  | President, Treasurer, & Secretary                          |
| Pooja Kishore       | PacifiCorp  | Renewable Compliance Officer                               |
| Rick Yrigoyen       | California Department of Social Services Adult Program Division (DSS) | Staff Services Manager                                     |
| Robb Henderson      | San Diego Gas & Electric (SDG&E)                                      | Advertising & Marketing Comms Senior II                    |
| Robert Carbajal     | Southern California Edison (SCE)                                      | Senior Manager, Customer PSPS Compliance & Strategy        |
| Ron Lee             | Redwood Coast Regional Center   | Emergency Management Coordinator                           |
| Ronald Moore        | Bear Valley Electric Services (BVES)                                  | Regulatory Affairs   |
| Rosa Perea          | Southern California Edison (SCE)                                      | Senior Manager, PSPS Support and Accessibility             |
| Samuel Jain         | Disability Rights California (DRC)                                    | Senior Attorney  |
| Sarah Harris        | California Department of Rehabilitation                               | Section Chief, Independent Living and Assistive Technology |

|                          |  |   |
|--------------------------|--|---|
| Scott O'Connell          | Red Cross  | Regional Disaster Officer                                       |
| Sean Matlock             | Bear Valley Electric Services (BVES)                         | Energy Resource Manager / Assistant Corporate Secretary         |
| Seneca St. James         | California Department of Development Services (DDS)          | Community Program Specialist III                                |
| Serra Rea                | California Foundation for Independent Living Centers (CFILC) | DDAR Manager  |
| Sheri Farinha            | NorCal Services for Deaf and Hard of Hearing                 | CEO   |
| Staphany Lu              | San Diego Regional Center (SDRC)                             | Emergency Management Coordinator                                |
| Stephanie Tews Sheldrick | Pacific Gas & Electric Company (PG&E)                        | Director, Customer Experience & Insights                        |
| Sydney Schellinger       | California Department of Aging (CDA)                         | Senior Emergency Services Coordinator                           |
| T. Abraham               | Hospital Council   | Regional Vice President   |
| Tamara Rodriguez         | California Department of Development Services (DDS)          | Officer, Emergency Preparedness & Response                      |
| Tawny Re                 | Bear Valley Electric Services (BVES)                         | Customer Program Specialist                                     |
| Tiffany Swan             | San Diego Regional Center (SDRC)                             | Community Services Home and Community Based Services Specialist |
| Tom Smith                | Pacific Gas & Electric (PG&E)                                | Sr. Manager, LCE Planning & Operations                          |
| Victor Duron             | Department of Rehabilitation                                 | Acting Director   |
| Yvonne Gratianne         | San Gabriel/Pomona Regional Center                           | Communications and Public Engagement Officer                    |

|                |                                  |  |
|----------------|----------------------------------|--|
| Zeus Ferrao    | Southern California Edison (SCE) | Customer Insights Project Manager, Advisor |
| Zackary Hughes | San Diego Gas & Electric (SDG&E) | Regulatory Affairs & Compliance Assoc II   |

## **Appendix C:**

### **Objectives and Considerations from Previous Plans**

## **APPENDIX C – OBJECTIVES AND CONSIDERATIONS FROM PREVIOUS PLANS<sup>19</sup>**

The objectives and considerations were carried over from the 2022 AFN Plan and refined in 2023 to four Key Objectives and presented in the 2023 and 2024 AFN Plans (as shown below). The Key Objectives will remain unchanged, going forward subject to an annual review per the FEMA 6-Step Comprehensive Guide process. SDG&E continues to use the same language in this document, as these considerations are still part of the ongoing planning journey.<sup>21</sup>

### **2025 Key Objectives:**

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

### **2024 Key Objectives:**

- Provide overall preparedness resources for individuals with AFN regardless of emergency type
- Increase awareness of IOU programs and services available before, during, and after a PSPS activation
- Implement tracking and metrics for escalations, programs and services offered and utilized by conducting surveys, table-top exercises, etc.
- Ensure customers with sensor disabilities are able to provide feedback, understand, and successfully operate the provided equipment

### **2023 Key Objectives:**

- Provide overall preparedness resources for individuals with AFN regardless of emergency type
- Increase awareness of IOU programs and services available before, during and after a PSPS
- Implement tracking and metrics for escalations, programs and services offered and utilized by conducting surveys, table-top exercises, etc.
- Ensure customers with sensory disabilities are able to provide feedback, understand and successfully operate provided equipment

### **2022 Key Objectives:**

- Identify individuals who are Electricity Dependent
- Establish a communication plan to reach AFN segments
- Continuously improve tools to make them easy to understand and navigate for individuals and external organizations to access the information
- Identify new enhancements to programs and resources needed to mitigate the impacts of

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<sup>21</sup> Each IOU's accomplishments will be included in the IOU-specific quarterly update.

**PSPS**

- Cultivate new partnerships and expand existing partnerships with the whole community
- Coordinate and integrate resources with state, community, utility to minimize duplication
- Establish measurable metrics and consistent service levels
- Effectively serve and adapt to the needs of individuals with AFN before, during, and after any PSPS

**Appendix D:**  
**AFN Q4 2025 Update**

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

**January 30, 2026**



## Introduction

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

Per D.20-05-051, SDG&E provides this quarterly update regarding its progress toward meeting its 2025 AFN Plan and the impact of its efforts to address the needs of AFN and vulnerable populations during a PSPS. This update maps to and follows the sequencing of SDG&E's 2025 AFN Plan<sup>22</sup> for ease of reference and builds upon the efforts described therein. Specifically, rather than repeating the activities SDG&E describes in its 2025 AFN Plan that were already taken, this update provides the incremental efforts taken since September 30, 2025.

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

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

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

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<sup>22</sup> [R. 18-12-004 SDGE 2025 AFN Plan](#)

## 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*

| Timeline of Notifications (when possible) |                                      |                                    |   |   |                                    |                              |  |
|---|--------------------------------------|------------------------------------|---|---|------------------------------------|------------------------------|--|
| ~48 Hours before power is turned off      | ~24 Hours before power is turned off | ~1 Hour before power is turned off | Initiation of the Public Safety Power Shutoff | Activation of Community Resource Centers, if needed | When safety inspections have begun | Once power has been restored |  |

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

#### 1.1.1 Emergency Operations Center

Leading up to the PSPS season, SDG&E Emergency Management meets with public safety partners to determine the best method of communicating and providing situational awareness during Emergency Operation Center (EOC) activations. Public safety partners are proactively informed through different forms of communication throughout the year, including a Partner Portal created in 2021. Since its inception, the SDG&E Partner Portal has seen significant enhancements including outage impacts broken down by customer type, a mobile application to help ensure information is readily available on-the-go, all-hazard updates to include information for non-PSPS events, and compliance with Web Content Accessibility Guidelines (WCAG) 2.1 AA.

The two-time award-winning Partner Portal is in the process of including gas hazard information, helping to ensure partners receive timely and accurate information during gas-related EOC activations. Additionally, for the sake of resilience, SDG&E maintains two physical EOCs alongside a virtual EOC, enabling SDG&E to respond either in-person, virtually, or through a hybrid approach depending on the situation and needs of our response.

#### 1.1.2 Preparation Exercises & Training

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

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

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

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

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

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

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

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

- Continually updated and improved AFN Liaison Handbook
- Accessible Hazard Alert System (AHAS) notification procedure
- Disability awareness and sensitivity

Responders have been well-prepared through training and exercises focused on EOC operations and the specific role of the AFN Liaison Officer. This preparation 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 395,000 customer accounts associated with AFN, which accounts for 30% of the residential customer class. Of the 395,000, approximately 45,000 customers reside in the high-fire threat district (HFTD).

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

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

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

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

In Q4 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:

- *“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).”*

### **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 maintained its partnership with 211 San Diego and Orange County United Way (formerly 211 Orange County) through 2025, 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 will focus on providing information to at-risk customers, including those living in each IOU's high fire-risk areas who rely on life-sustaining medical equipment. This outreach provides opportunities for customers to prepare resiliency plans and connects them with existing programs for enhanced support.

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.

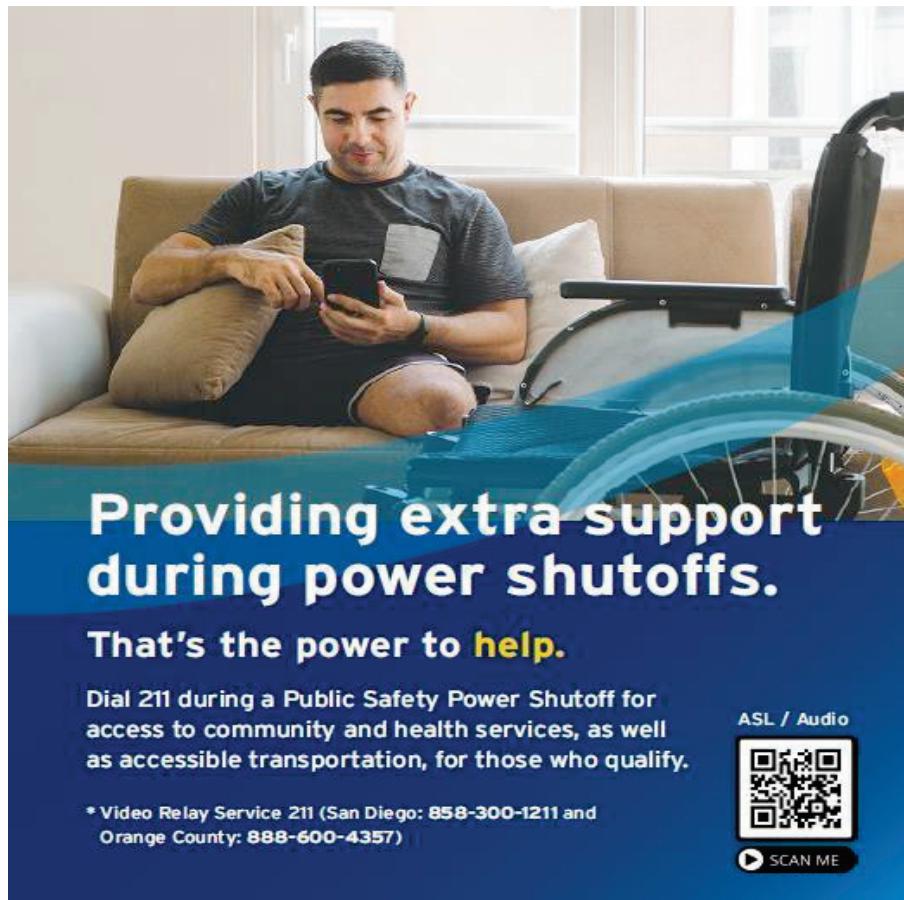
In Q4, 211 posted 2 PSPS preparedness social media posts reporting approximately 1,100 views. 211 and SDG&E began reviewing the results of 211's MBL readiness outreach as part of the Care Coordination

efforts. Approximately 80 Readiness Plans were created with over 500 MBL customers reporting a plan already in place. The majority of MBL customers were not responsive to initial contact. Process improvements will be reviewed in 2026 before further implementation.

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 1** for a sample of the marketing materials used:

*Image 1*



### *Accessible Transportation*

Facilitating Access to Coordinated Transportation (FACT) provides accessible transportation to individuals with AFN across the entire HFTD during PSPS. FACT receives EOC PSPS daily notifications and amplifies the information, including zip codes, to ~160 paratransit service providers. There 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 2025, SDG&E continues marketing of this solution through targeted campaigns to individuals with AFN, as well as providing training and materials for CBOs within the Energy Solutions Partner Network that SDG&E works with. See section 1.7 AFN Public Education and Outreach for additional details.

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

SDG&E maintained its partnership with The Salvation Army in 2025, which coordinated 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 were leveraged in 2025:

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

### ***Resiliency Items***

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

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

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

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

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

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

The Generator Grant Program (GGP) provides no-cost portable backup batteries to customers. Eligible customers included those residing in the HFTD who have experienced one or more PSPS outages and are enrolled in the MBL Program or flagged in SDG&E's customer database as self-identified AFN or having a self-reported disability, including those that are blind/low vision, deaf/hard of hearing, and temperature sensitive. Approximately 6,200 customers have received batteries to date.

In 2025, the program continued to prioritize MBL, Life Support, and qualifying AFN customers in the HFTD with a high likelihood of PSPS. Customers participating in the program were offered a resiliency assessment to determine their current awareness of PSPS resources, existing resiliency measures to which they may already have access, and other resiliency programs they may benefit from (such as permanent batteries). SDG&E also plans to build upon our partnership with 211 San Diego to support delivery of temporary portable backup battery units to individuals with AFN who need them during PSPS outages with three different types of backup batteries.

In Q4 of 2025, the GGP continued to perform outreach, education, and battery delivery services. Throughout this period, program staff remained highly responsive to customer needs, addressing ad hoc

requests to ensure uninterrupted delivery of services. Looking ahead to 2026, services provided through GGP will be incorporated into the new Customized Resiliency Assessment (CRA) Program (see Section 2.1.4 Back-Up Power for more information).

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

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

In addition, the program continues to target the low-income segment with enhanced rebates for CARE/FERA customers. To date, over 2,900 customers have received rebates from this program. The 2025 program targeted customers in the HFTD who have experienced previous PSPS events. With a continued emphasis on supporting vulnerable populations, GAP provided enhanced rebates for low-income individuals including those with access and functional needs ensuring equitable access to backup power solutions.

A Q4 marketing campaign was executed to drive awareness and participation as the program year concluded. 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 budget.

Customers can be eligible for the Equity Resiliency budget if they are located in a Tier 2 or Tier 3 High Fire Threat Districts (HFTD), experienced a Public Safety Power Shutoff (PSPS), are currently enrolled in

the Medical Baseline Program, and/or is a customer that has a serious illness or condition that could be life threatening if electricity is disconnected.<sup>23</sup>

In 2025, the SGIP Equity Resiliency budget received a total of 32 applications and paid out 24 applications totaling 0.311MW (CSE SGIP public data from CA DG Stats as of December 22, 2025).

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

Some of these changes included:

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

The SGIP Program Administrator (PA), which is the Center for Sustainable Energy in SDG&E's service territory, along with the other PAs opened the RSSE budget to implement D. 24-03-071 and made these new directives effective and the new funding available statewide in 2025. As of December 30, 2025, the final applications will be accepted and the waitlists will be closed, per the Commission Decision (D.) 25-12-003. Projects that were allocated funds prior to the program closure will still be processed until all incentive funds are exhausted.

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

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

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

### **1.5 Customer Assistance Programs**

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<sup>23</sup> 2024 SGIP Handbook, PG 25-26.

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 2025, the IOUs continued to engage with community partners and provide a coordinated one-stop marketing and education outreach program for CARE, FERA, ESA and bill assistance programs to streamline the efforts and share best practices. SDG&E 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 December 2025, SDG&E achieved continued growth to 64,220 customers enrolled in the MBL Allowance program, compared to the 63,178 at the end of 2024.<sup>24</sup> Communication and outreach initiatives continued in Q4 providing power banks, cooling towels and diabetic emergency kits to those in need at events. SDG&E continues to partner with 211 to ensure customers in the HFTD are aware of available resources to conduct outreach to MBL customers by assisting them with a customized readiness plan.

#### ***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>25</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>26</sup>

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<sup>24</sup> As reported in R.18-07-005 Disconnection Settlement Monthly Report of SDG&E for December 2025.

<sup>25</sup> D.23-08-049 at COL 17(c) and OP 5.

<sup>26</sup> SDG&E AL 4524-E/3352-G.

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

### **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 Q4 2025, there were 286,327<sup>27</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 Q4 2025, there were 18,886<sup>28</sup> customers enrolled in FERA.

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

The ESA portfolio of programs offers no-cost weatherization services, energy efficient lighting, energy efficient appliances, energy education, and other services to income-qualified customers of single family, mobile homes and qualified Deed Restricted and Non-Deed Restricted multifamily buildings in support of reducing energy consumption and costs, while improving health, comfort, and safety of customers. ESA's portfolio consists of the Main ESA Program and the Multifamily Whole Building (MFWB) Program, and ESA Whole Home Program. By the end of 2025, the ESA Main program treated 5,406 homes. SDG&E's MFWB program treated 9 common area/whole building projects and 1,735 households individually treated (in-units). SDG&E's Whole Home program has treated 10 homes.

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

LIHEAP is federally funded and helps low-income households with weatherization services and one-time financial assistance to help balance an eligible household's utility bill. The program is overseen by the California Department of Community Services and Development (CSD) and administered by three local nonprofit agencies in SDG&E's service territory. SDG&E customers are referred to 211 San Diego (211sandiego.org) for information. In Q4, there were approximately 1,102 LIHEAP pledges totaling approximately \$ 1,094,050.

### **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

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<sup>27</sup> As reported in SDG&E's Low Income Monthly Report for December 2025, CARE Table 2.

<sup>28</sup> As reported in SDG&E's Low Income Monthly Report for December 2025, FERA Table 2.

maximum of \$8,000. Enrolled participants are protected from disconnection while participating. As of the end of Q4 2025, there were 16,794 customers enrolled in AMP with \$98.3 million in total amount forgiven since the program started.

### **1.5.7 Community Support**

In total, the 2025 charitable giving to programs that support individuals with Access and Functional Needs as it relates to emergency preparedness was \$353,900. These included programs to address food instability, support seniors to safely remain in their homes with smoke detectors and other mobility modifications, education and outreach to low-income and under-resourced communities, and individuals disproportionately impacted by PSPS events. In addition to the financial investments made, SDG&E employees volunteered with many of these organizations, providing hundreds of hours of time to install smoke detectors, package food, and support education. Leveraging organizations that are trusted by the AFN community is critical to our success. We know that in times of need, the community turns to organizations that they have worked with in the past, and who they feel they can count on. SDG&E is diligent in developing deep relationships with these organizations so that we can keep a consistent and constant pulse on the needs of the community and how we can best respond and support.

## **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 Q4 2025's engagement, feedback received, and how SDG&E plans to incorporate the feedback to enhance customer experience.

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

SDG&E participated in the Q4 AFN Collaborative Council meeting on September 8, 2025. Items discussed were the PSPS Season Update, financial support, and the strategic direction of the Collaborative Council.

**Table 2: Q4 Collaborative Council Meeting Information**

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| Meeting | <b>Date:</b> December 9, 2025<br><b>Location:</b> Virtual<br><b>Purpose:</b> Discuss updates to Pacific Gas and Electric (PG&E) and Southern California Edison (SCE) Disability Disaster Access & Resources (DDAR) programs, potential impacts and identify solutions. |
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|  | <p>1. Introduction and Opening Remarks</p> <p>a. PG&amp;E opened the meeting by acknowledging recent changes to programs and utility staffing and the disruptions those changes cause.</p> <p>i. The Collaborative Council has worked through progress and challenges and can continue to do so through listening to multiple voices and perspectives.</p> <p>ii. C. Zenner will be leaving the Collaborative Council in 2026.</p> <p>1. The co-chair position will be filled by J. Burchfield, Vice President, Customer Operations at SCE.</p> <p>2. The PG&amp;E executive seat will be filled by Joe Wilson, Regional Vice President of the North Valley &amp; Sierra Region.</p> <p>b. State Council on Developmental Disabilities (SCDD) stressed the disproportionate impact of Public Safety Power Shutoffs (PSPS) on individuals with access and functional needs (AFN) and acknowledged that those impacts have been addressed through the coordination of services by 211 and DDAR, which are distinct programs.</p> <p>i. SCDD believes that SCE has upended the work of the Council by ending the DDAR program and by not utilizing the Council's coordinating and communication functions.</p> <p>2. DDAR Testimonials</p> <p>a. SCDD introduced individuals who have been served by the DDAR program to share their stories with the Council.</p> <p>b. Bobby Dutta relies on electricity to power medical devices at his home in the PG&amp;E service area.</p> <p>i. PG&amp;E provided him with a generator and DDAR provided a backup battery that has been invaluable for being able to power life saving devices during PSPS and other power outages.</p> <p>ii. Without DDAR there is a serious concern that there will not be adequate support moving forward.</p> <p>c. Elizabeth Lutz has multiple electric-powered medical devices for health needs.</p> <p>i. During the Palisades fire, she attempted to contact 211 and Federal Emergency Management Agency for support but their services did not meet her needs.</p> <p>ii. DDAR provided her with a battery and conducts consistent outreach to their clients, including weekly check-ins.</p> <p>d. Catherine Callahan has multiple disabilities including severe mobility issues that require daily use of electric-powered medical equipment.</p> |
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|  | <ul style="list-style-type: none"> <li>i. She received robust support through the DDAR program in preparing for emergencies such as PSPS that could require her to evacuate her home.</li> <li>ii. DDAR helped her solve mobility issues such as navigating the stairs in her home and helped her build a network of support that she could rely on.</li> <li>iii. SCE's programs were fully subscribed, and guidance was to self-evacuate in the event of a PSPS, which she was unable to do at the time.</li> <li>iv. DDAR performs individual outreach both leading up to and during PSPS to coordinate support.</li> <li>v. DDAR also empowered her to educate her church community about emergency preparedness.</li> </ul> <p>3. DDAR Program Updates</p> <ul style="list-style-type: none"> <li>a. SCE gave an overview of the PSPS resources that continue to be available to individuals with AFN during PSPS.</li> <li>b. SCE gave an overview of changes to their DDAR program and of the CPUC General Rate Case (GRC) decision that disallowed SCE from funding the program as of October 31, 2025. <ul style="list-style-type: none"> <li>i. Continued support for customers with AFN includes dedicated AFN supervisors and community partnerships.</li> <li>c. PG&amp;E gave an overview of changes to their DDAR program, which will discontinue the portable battery disbursements through DDAR. <ul style="list-style-type: none"> <li>i. Beginning in 2026, PG&amp;E will have CILC/DDAR refer AFN portable battery requests to our internal Portable Battery Program (PBP) program during times when there is no PSPS activation. CFILC/DDAR will remain PG&amp;E's portable battery distributor during PSPS activations.</li> <li>ii. All other AFN resource offerings will continue unchanged through 2026.</li> </ul> </li> </ul> </li> </ul> <p>4. Discussion</p> <ul style="list-style-type: none"> <li>a. California Association of Area Agencies on Aging (C4A) asked SCE how it advocated to keep the DDAR program during the CPUC General Rate Case (GRC) process. <ul style="list-style-type: none"> <li>i. SCE replied that they requested sustained support for DDAR in the GRC filing. <ul style="list-style-type: none"> <li>1. Cal Advocates submitted testimony that the DDAR program was duplicative with the services offered by 211 and the CPUC ultimately decided to disallow funding for DDAR.</li> </ul> </li> <li>b. SCDD asked SCE if they agreed that 211 and DDAR are duplicative.</li> </ul> </li> </ul> |
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|  | <p>i. SCE replied that, while there are some similarities, DDAR offers a more localized and white glove approach to their clients.</p> <p>ii. SCDD pointed out that DDAR provides direct services. SCDD views 211 as a referral service only.</p> <p>c. 211 gave an overview of its information and referral services and emphasized that the coordination among 211 with partners such as DDAR is crucial to providing support to individuals with AFN.</p> <p>i. It is important to educate Cal Advocates and the CPUC about how providers work together to make the support system stronger, Agencies need to partner, not compete.</p> <p>d. California Foundation for Independent Living Centers (CFILC) emphasized that DDAR is invaluable to the ILCs and there is concern over how to meet the needs of a significant number of their customers.</p> <p>i. Is there a way to challenge or revert the CPUC's decision or are there alternative ways to fund DDAR as PSPS events continue.</p> <p>e. Cal OES commented that the need for safety during PSPS is not going away and new solutions are necessary moving forward.</p> <p>f. SCE agreed on the importance of DDAR and outlined two possible next steps:</p> <p>i. Discuss what PG&amp;E's plans are to strengthen its position on why DDAR is vital to support the Electric Dependent communities impacted by wildfire safety outages, and how Council members can assist with any follow up GRC hearings to prevent a similar decision.</p> <p>ii. Look closely at where there are now gaps in services and how those gaps can be filled with existing resources.</p> <p>g. San Diego Gas &amp; Electric commented that it has received a Track 2 – 2024 GRC proposed decision from the CPUC that would disallow key elements of AFN programs from 2019-2022.</p> <p>h. SCDD inquired about SCE's plan to meet the immediate needs of customers with AFN. SCE has mentioned AFN supervisors but has not explained their role and qualifications.</p> <p>i. SCE gave an overview of the AFN supervisor role and the process they use to triage and connect customers with AFN to resources, including CBOs and local governments.</p> <p>1. During PSPS, SCE meets with partner organizations daily to coordinate on issues as they arise.</p> <p>ii. CFILC asked how SCE will handle PSPS emergencies without the ILCs at these meetings.</p> <p>1. SCE responded that they would engage with counties to utilize local support services.</p> |
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|                                 | <p>i. SCDD asked what services people would be directed to.</p> <p>i. SCE replied that they are looking for other community-based resources and will need to identify additional options that comply with the CPUC decision.</p> <p>1. They plan to survey DDAR users to identify service gaps and will collaborate with partners on solutions.</p> <p>j. PG&amp;E commented that they will have an opportunity for rebuttal testimony leading up to their General Rate Case (GRC) in 2026 and will include today's testimonials.</p> <p>k. Cal OES expressed disappointment that the DDAR program changes and Council facilitation services updates were not proactively communicated through the Collaborative Council and pointed to a lack of transparency and partnership on SCE's part.</p> <p>i. Going forward, there should be ongoing communication regarding CPUC processes before and as they happen. Collaborative Council members can serve as SMEs to the IOUs.</p> <p>ii. Cal OES is concerned over the ongoing turnover and inconsistency in Council representation of the IOUs.</p> <p>l. C4A asked if a similar decision will be made during PG&amp;E's GRC and if PG&amp;E can invite Council members into the process.</p> <p>i. PG&amp;E does not yet know if this decision will be applied to other utilities.</p> <p>m. CPUC discussed the FEMA 6-Step process the utilities use while developing their annual AFN Plans and said that they should include a detailed outline of the resources needed to support customers with AFN during PSPS.</p> <p>n. SCDD called to close the meeting by expressing that the utilities' response to the DDAR changes has been insufficient and that the concerns expressed in the November 7 letter have not been addressed.</p> <p>i. SCDD stated that AFN organizations are disengaging from the Collaborative Council until progress has been made toward planning for the needs of customers with AFN and improving communication with the Council.</p> <p>o. M.E. Ittner thanked the Council for their participation.</p> |
| Action Items Guided by Feedback | <p>1. SCE to communicate with the Collaborative Council members as they develop a plan for addressing service gaps left by the discontinuation of the DDAR program.</p> <p>2. PG&amp;E to bring Council members into discussions leading to their upcoming General Rate Case (GRC) filing.</p>  |
| Future Meeting(s)               | Q1 2026, Virtual  |

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

SDG&E participated in the Q4 Statewide Joint IOU AFN Advisory Council meeting on December 18, 2025. The meeting goals were to discuss the development of the PSPS Resource Guide, Statewide Council quarterly lookahead, and the 2026 AFN Plan Proposed Focus Areas.

**Table 3: Q4 Statewide Advisory Council Meeting Information**

|          |   |
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| Meeting  | <p><b>Date:</b> December 18, 2025<br/> <b>Location:</b> Virtual<br/> <b>Purpose:</b> Collaborative discussion covering the 2026 AFN Plan progress and updates to the Disability Disaster Access &amp; Resources (DDAR) program.</p>   |
| Feedback | <p>2026 AFN Plan Update</p> <ul style="list-style-type: none"> <li>o M.E. Ittner reviewed the FEMA six step process of developing the annual AFN Plans and identified the current phase as Step 5: Prepare and Review the Plan.</li> </ul> <p>2026 AFN Plan Feedback Review</p> <ul style="list-style-type: none"> <li>o The IOUs reviewed the Council's feedback on the draft 2026 AFN Plan and discussed how the feedback is being addressed. <ul style="list-style-type: none"> <li>• The Council suggested that the IOUs provide a way for medical staff at regional centers to sign off on qualifying diagnoses for Medical Baseline (MBL) enrollment.</li> <li>• The IOUs have addressed this feedback by adding the following language to Objective 4: "Joint IOUs will continue to identify opportunities and efficiencies to ease Medical Baseline (MBL) program enrollment in accordance with CPUC and legislative framework."</li> <li>• The Council suggested that the IOUs work with regional centers to review internal data on individuals with electricity dependent needs and identify those who are not currently being supported.</li> <li>• The IOUs explained that these items are being addressed through Objectives 2 (Continue to identify individuals who are electricity dependent) and 4 (Identify new enhancements to programs and resources needed to mitigate the impacts of PSPS).</li> <li>• The Council requested that the IOUs continue to enhance the Prepare for Power Down site to increase accessibility for the deaf and hard of hearing community.</li> <li>• Under Objective 1, the IOUs will continue to enhance the P4PD site to increase accessibility.</li> <li>• IOUs addressed concern over the use of the phrase "affordability remaining a guiding principle." <ul style="list-style-type: none"> <li>• The intent was not to change the approach to delivering services.</li> <li>• The messaging has been updated to "The Joint IOUs will continue to prudently deliver consistent services and resource offerings within the plan development framework. (Section 1.3, p. 14.)"</li> </ul> </li> </ul> </li> <li>o M.E. Ittner reviewed the next steps in the 2026 AFN Plan process.</li> <li>• DDAR Program Update</li> </ul> <p>o SCE gave an overview on behalf of the JIOUs of the resources that will continue to be provided to individuals with AFN before, during and after a PSPS.</p> <p>o SDG&amp;E stated that the PSPS resources the IOUs provide have been developed through the ongoing work and collaboration of the Council.</p> <ul style="list-style-type: none"> <li>o SCE gave an overview of updates to their DDAR program.</li> <li>• The CPUC has disallowed continued funding for DDAR by SCE in their General Rate Case (GRC) decision. SCE ended its participation in the program as of October 31, 2025.</li> <li>• The CPUC's decision was based on their assessment that DDAR's programs are duplicative with 211.</li> <li>• SCE reviewed the resources that it will continue to provide and expressed that they are working to identify and solve for gaps in support services.</li> </ul> <p>o PG&amp;E gave an overview of updates to their DDAR program.</p> <ul style="list-style-type: none"> <li>• Beginning in 2026, PG&amp;E will have CILC/DDAR refer AFN portable battery requests to our internal Portable Battery Program (PBP) program during times when there is no PSPS</li> </ul> |

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|                                 | <p>activation. CFILC/DDAR will remain PG&amp;E's portable battery distributor during PSPS activations.</p> <ul style="list-style-type: none"> <li>• All other AFN resource offerings will remain unchanged through 2026.</li> <li>• Statewide Council Quarterly Lookahead <ul style="list-style-type: none"> <li>o The next Statewide Council meeting will focus on preparing for the 2027 AFN Plan Process.</li> </ul> </li> </ul> |
| Action Items Guided by Feedback | IOUs to finalize and submit their 2026 AFN Plans to the CPUC by January 31, 2026.   |
| Future Meeting(s)               | Q1 2026, Virtual  |

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

The WSCAC convened on December 5, 2025. The SDG&E Wildfire Safety Community Advisory Council (WSCAC) was established in 2019. WSCAC meetings are led by SDG&E's Chief Operating Officer and are attended by members of the Safety Committee of the SDG&E Management Board.

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

After welcoming attendees to the meeting and introducing new member Hollie Thomas, the meeting began with member updates. Notably, the County Board of Supervisors approved the \$38 million purchase of a Sikorsky S-70 Firehawk through a partnership with Cal Fire and SDG&E. This new aircraft has the capability to drop 1,000 gallons of water and transport 12 firefighters; this is double the capacity of existing county helicopters and to also fly at night.

Brian D'Agostino provided a presentation on 2025 Santa Ana and PSPS Season Update. California total wildfires 7,855, with 525,208 acres burned, 31 fatalities and 16,512 structures destroyed. In January 2025, the vast majority of structures were burned during this time. Overall, there have been drought improvements with an increase in rainfall for the season. No rainfall is expected for the next two weeks, and fire agencies have updated the fire potential to normal for the foreseeable future.

Jonathan Woldemariam provided a Wildfire Mitigation Cost Recovery: CPUC Proposed Decision (PD) update. The PD disallows 37% of SDG&E's revenue requirement request, denying 26% and 72% of the direct capital expenditures and O&M expenses. The PD disallows portions of WMP Programs that were overwhelmingly approved in SDG&E's 2024 GRC. A breakdown of the programs, costs requested and

authorized amounts in 2024 was shared with the group for discussion.

Laura Fulton discussed SB 254 Natural Catastrophe Resiliency Study and shared the key components. SDG&E, PG&E, and SCE are jointly working to promote reforms to the wildfire framework that promote safety, community resiliency, and affordability. California's IOUs embrace the challenge of Senate Bill 254 and appreciate the interest of the Governor and Legislature in analyzing the state's current framework to address prevention, response, and recovery from disasters, including wildfires. For IOU's, their customers, and communities impacted by wildfires, the current framework is costly, inefficient, and slow, leading to delayed community recovery and disproportionate costs passed on to IOU customers. As part of SB 254, SDG&E is working with the other California IOUs to develop whitepapers explaining the need for a whole-of-society wildfire framework that integrates prevention, recovery, and accountability to lower the total cost of wildfires and their impact on customers and communities.

### **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 in remote tribal areas where community members had opportunity to discuss challenges with SDG&E programs as a group and also time for one-on-one with SDG&E to understand their bills and 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 Q4 2025, SDG&E participated in 6 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 fourth quarterly meeting of the PSPSWG was held on December 3, 2025. The meeting focused on recent weather patterns brought above-normal rainfall and weak Santa Ana winds, significantly reducing drought conditions and fire risk, with no PSPS events since early 2025. Forecasts indicate low wildfire potential through spring, though winter rainfall is expected to be below normal. Despite statewide wildfire risk remaining high, SDG&E continues implementing its Wildfire Mitigation Plan, which includes grid hardening, vegetation management, and advanced predictive tools like WiNGS. In 2025, SDG&E exceeded targets by installing covered conductors, undergrounding lines, replacing assets, and conducting extensive vegetation inspections, supported by situational awareness and customer resiliency programs. Additionally, the AFN Plan focuses on mitigating PSPS impacts for vulnerable populations through outreach, education, and assistance, while regional partnerships provide a platform for collaboration and community engagement.

The next working group meeting is tentatively scheduled for March 4, 2026, 10:00 AM – 11:00 AM.

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

The 2025 Wildfire Safety Public Education Campaign ran in the SDG&E service territory through December 31, 2025, including the PSPS AFN campaign. Campaign will be provided in the first quarterly update for the 2026 AFN plan. These annual paid campaigns continue to emphasize preparedness as the company closes out PSPS season.

Direct communications continued to drive awareness within the regions that are most at-risk. New direct communications (email and direct mail) were sent territory-wide this year. These were sent to two groups of customers – those who were affected by last winter's PSPS events (including the extended PSPS occurrences in January), and those who were not notified or shutoff during last winter's PSPS events. These communications underscored the importance of being prepared for wildfire and PSPS no matter where a customer resides or is employed.

Updates to SDG&E's website continue to be made, particularly on pages related to PSPS. Content has been refined, streamlined, and simplified for customers and the public. The intent is to make information easier to find, especially during a PSPS. Further updates and a refreshed design are expected after customer research results are finalized in the first quarter of 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 socializing of the P4PD website will continue through JIOU presentations and AFN Council Stakeholders

shared P4PD social media.

In Q4 2025, the Joint IOUs implemented the addition of the California Small Multi-Jurisdictional Utilities (SMJU) website links and logos to the P4PD website giving additional statewide utility coverage and customer exposure.

The IOUs continue to evaluate selected American Sign Language (ASL) translation companies for the P4PD website with affordability and website maintenance as considerations. Joint IOUs obtained an additional vendor quote for ASL for P4PD. Vendor selection is planned for Q1 2026.

#### **Q4 Website Activity:**

From October 1 to December 31, 2025, performance metrics recorded over 3,000 new active users. The homepage remains the top destination for visits, while the resource page ranks second in engagement. Direct search continues to be the leading traffic source, accounting for 73.8% of visits. Active users spent less time per session than the last quarter. This reduction may be due to potential bot activity identified as outside the country. Measures to mitigate this type of activity have been implemented and will be monitored for effectiveness.

#### **1.7.2 Accessibility of Communications**

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

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

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

#### **1.7.3 AFN Power Panel**

The AFN Power Panel is comprised of customers who self-identify as individuals or households with access and functional needs who serve as customer advocates for accessibility and accommodations in

relation to PSPS. SDG&E provides questions to the panel on topics that may include outage needs, communication channels, electric-powered device needs, and other areas of interest that help SDG&E identify and refine accommodation and communications to better serve this population.

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

No additional surveys were conducted in Q4.

#### **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 Q4 2025 SDG&E participated in over 140 outreach activities, including PSPS partner presentations, food distributions, health and safety fairs, and resource fairs. As part of enhanced PSPS outreach, SDG&E conducted a call campaign to 79 Master Metered customers in the HFTD to ensure they received wildfire safety materials, encouraged distribution of materials to tenants, promoted emergency planning, and highlighted resources such as the Alerts by SDG&E app and AFN support services.

In December, SDG&E partnered with its network of CBOs to launch an AFN Self-ID campaign aimed at increasing AFN self-identification through CBOs reaching constituents who may have a disability and/or are dependent on power for their health, safety, or independence. CBOs provide trusted, culturally, and linguistically appropriate outreach, ensuring messages are accessible and resonate with diverse audiences. Additionally, SDG&E contacted durable medical equipment clinics and stores to provide Medical Baseline (MBL) applications and resources.

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 has engaged with include:

- Autism Society of San Diego

- City of San Marcos Senior Activity Center
- Feeding San Diego
- Ride Above Disability Therapeutic Riding Center
- Support the Enlisted Project

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.

### **Accessible Communication on Base Services Charge**

SDG&E's Outreach team helped support the utility's messaging efforts on the Base Services Charge. This involved sharing messaging in seven languages in addition to English: Spanish, Pashto, Arabic, Vietnamese, Somali, Swahili, and Dari. Additionally, the CBO Mid-Year Webinar hosted this year included discussions on the Base Service Charge that was accompanied by an ASL interpreter.

#### **1.7.5 Cool Zone Program**

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

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

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

To expand SDG&E's reach and support customers with AFN, SDG&E hosted a series of 5 Wildfire Safety Fairs in the communities of Ramona, Alpine, Rancho Bernardo, Valley Center, and Vista.

As of June 14<sup>th</sup>, SDG&E completed the first of five Wildfire Safety Fairs in 2025 at Ramona with a turnout of 450 people. Attendance at the 4 other fairs, which took place throughout Q3 and at the beginning of Q4, was approximately 1,000 attendees at Rancho Bernardo on July 19th, approximately 500 attendees at Alpine on August 9th, approximately 1,200 attendees at Valley Center on August 30th, and 500 attendees at the Vista Wildfire Safety Fair on September 29th. At these WSFs, customers can visit SDG&E subject matter experts and participating partners, including 211, American Red Cross, CalFire and others to learn more about ways they can better prepare themselves and their loved ones for the unexpected loss of power due to PSPS and other possible weather driven emergencies.

SDG&E also continued its Mini-Wildfire Safety Fair series in 2025 with enhanced efforts to include non-HFTD areas. As of the end of Q4, SDG&E participated in 126 Mini-Wildfire Safety Fairs, which focus on providing enhanced support to customers, while engaging CBOs within SDG&E's ESP network. These mini wildfire fairs provide an opportunity to enhance coordination efforts with Fire Safe Councils, CERT Teams, Fire Departments, and Tribal Governments, with a focus on educating and preparing customers for wildfires within rural communities, particularly individuals with AFN. Examples of CBOs that have supported this initiative include Cardiff 101 Mainstreet, Friends of the Fallbrook Community Center, Poway Chamber of Commerce, and Tierra Caliente Academy of Arts.

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

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

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

In Q4, the Joint IOUs continued conversations with the AFN Statewide Councils and among the Joint IOU teams to identify opportunities to collaborate to further educate their members and constituents regarding PSPS preparedness, AFN Self-Identification, and MBL.

Joint IOUs continued collaboration with the California Department of Developmental Services (DDS) emergency response staff and deaf specialists to develop training for Deaf Plus individuals.

On November 5<sup>th</sup> through 7<sup>th</sup>, the JIOU’s tabled AFN preparedness resources and information, including information on the Prepare for Power Down (“P4PD”) website and Framework for AFN support the California Association of Area Agencies on Aging (C4A) Conference outreach event.

Additionally, SDG&E continued collaboration with Access to Independence and Sharp Grossmont Rural Outreach Program for the distribution of AFN materials and resiliency items for preparedness training and outreach.

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 Q4 SDG&E coordinated with FACT to present AFN PSPS Preparedness information at their January 2026 meeting with their Community Advisory Members (CAM).

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

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

#### **1.8.1 PSPS Communications**

##### **Communications During PSPS**

As there were no PSPS events during the fall and winter months of late 2025, the activities below are still the current communication protocols throughout a Public Safety Power Shutoff (PSPS). During a PSPS, SDG&E continues to employ a variety of communication methods to ensure real-time information is disseminated to a broad audience. These methods include notifications, website updates, media updates, in-community signage, situational awareness postings across social media, and sharing social media kits with community partners. Additionally, SDG&E activates communications to provide affected customers and the public with the latest real-time updates during a PSPS. Key communications are available in 22 prevalent languages, including American Sign Language (ASL) and digitally accessible text and audio.

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

In addition to mass media, SDG&E utilizes several communication channels geared towards individuals who may not be account holders (e.g., visitors, some mobile home park residents, caretakers). These channels include SDG&E’s mobile app (Alerts by SDG&E), roadside electronic message signs placed in

strategic, highly traveled locations, tribal casino marquees, and flyers posted around impacted communities. The company is about to field Post-season Research efforts. Since last winter, there have been no PSPS occurrences and as a result, the Pre-season survey questionnaire will be used (as there were no customers affected by PSPS during the fall/winter PSPS season). Results will be reported in the first 2026 AFN Quarterly Update.

## **PSPS Notifications**

As there were no PSPS events during the fall and winter months of late 2025, the activities below are still the current PSPS Notification protocols throughout a Public Safety Power Shutoff (PSPS).

SDG&E maintains clear, accessible, and empathetic notification protocols for Public Safety Power Shutoffs (PSPS), informed by lessons learned during extended winter PSPS events. All messages are translated into the 22 most prevalent languages in the service territory, as well as American Sign Language (ASL), and are provided in digitally accessible formats.

SDG&E sends PSPS notifications to all impacted individuals as quickly as possible through its Customer Notification System (CNS), which includes recorded voice messages, emails, and text messages. The CNS system undergoes regular testing to ensure reliability. To support accessibility, SDG&E partners with Deaf Link to convert notifications into ASL video, English audio read-outs, and screen reader-compatible transcripts. Address-level alerts are available to customers and the public through the **Alerts by SDG&E** app.

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.

SDG&E conducts annual reviews of its PSPS notification content library for email, text, and voice messages. Feedback from customers affected by PSPS events is incorporated to simplify messaging and ensure content accurately reflects real-world conditions. Each year, SDG&E's public education campaign emphasizes the importance of signing up for notifications before peak fire season begins.

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 various mediums to reach the public, including AFN communities and Limited English Proficient residents, to provide them with wildfire safety and emergency preparedness information, PSPS awareness, and PSPS education.

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

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

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

As a result of meetings held in communities in SDG&E's service area, SDG&E established a network of Community Resource Centers (CRCs) to help communities in real-time during Public Safety Power Shutoffs. Currently, SDG&E has identified 11 customer-owned facilities located within the HFTD to serve as CRCs during Public Safety Power Shutoffs and maintains 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.

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

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

SDG&E fielded the Pre-Season Survey in September. 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 positivity is reflected in several key areas:

**Awareness and Preparedness** AFN households report higher awareness of wildfire communications and exhibit greater preparedness for PSPS events than their non-AFN counterparts. Notably, those familiar with wildfire communications, those who understand the PSPS program, and customers aged 65 and older consistently feel more prepared for potential power shutoffs.

**Language Preferences and Communication Effectiveness** There has been a significant increase in the proportion of customers who prefer communications in Spanish, even among those who understand English (rising from 31% to 48%). This underscores the importance of in-language communications for effective outreach and engagement within AFN communities.

**Communication Channels and Satisfaction** Nearly three-quarters (73%) of those aware of SDG&E wildfire communications received information directly from SDG&E, while 41% recall mass communications from the utility. The majority of recipients, regardless of language preference, find the information useful. Among those who visited [sdge.com](http://sdge.com) for wildfire information, a strong majority (86%) expressed satisfaction with the site's content.

**Resource Awareness and Utilization** Awareness of key SDG&E PSPS resources has increased this reporting wave:

- Community Resource Centers: 23% → 28%
- Wellness checks: 17% → 22%
- Transportation services: 10% → 14%

Additionally, awareness of the PSPS program among High Fire Threat District (HFTD) customers has grown, further widening the gap with non-HFTD customers (72% vs. 61%).

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

- Prefer Spanish communications (with non-English speaking as a qualifier for AFN)
- Provide higher ratings on nearly all performance attributes
- Recall wildfire communications
- Report higher satisfaction with SDG&E wildfire efforts and the PSPS program
- Be prepared for extended periods without electricity
- Allow SDG&E property access for tree trimming and enroll in the Medical Baseline program
- Be aware of and utilize 2-1-1 partnerships and hotel services during PSPS events

**Overall Preparedness** Consistent with previous reporting waves, approximately 62% of respondents feel prepared for a PSPS event, reflecting ongoing efforts to educate and equip customers for wildfire-related power shutoffs.

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.

The Post-Season Research is currently in process and SDG&E expects to provide those results in the first Quarterly Update for the 2026 AFN Plan.

### 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

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

Additionally, SDG&E continues to leverage feedback based on collaborative councils to refine support services offered during a PSPS to further support individuals with AFN. As described in Table 11 of SDG&E's 2025 pre-season report<sup>29</sup>, recommendations offered have contributed to our 2025 key objectives and aligned actions the utility has taken:

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<sup>29</sup> [R1812005 SDG&E 2025 PSPS Pre-Season Report Tables 7.1.25](#)

- 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 E:**  
**2025 AFN Plan Objective Tracker**

| 2025 Key Objectives   | Team      | Progress-to-Date  | Q4 2025  |
|---|-----------|---|--|
| Increase awareness of IOU programs and services available before, during and after a PSPS | Joint IOU | <ul style="list-style-type: none"> <li>• Creation of the Prepare for Power Down website</li> <li>• Collaborating with CalFresh on food support for individuals with AFN impacted by PSPS activations and identified information sharing needs for program participation.</li> <li>• Completed the required annual training for the Department of Social Services' In-Home Support Services (IHSS) for greater engagement to increase PSPS awareness.</li> <li>• Continued awareness of PSPS and IOU supported programs and services to CBO's and agencies.</li> <li>• The survey for Resource Guide was completed with participation from the collaborative council members.</li> <li>• To continue awareness of IOU programs and services, the Joint IOUs participated in three outreach events, hosting informational booths to highlight AFN customer programs, outreach with AFN customers, and promote the Prepare for Power Down (P4PD) website as a central resource. Engagements included: <ul style="list-style-type: none"> <li>• 8/4-8/6 - Joint IOU Statewide Tribal Energy Summit</li> <li>• 9/9-9/10 2025 Disaster Planning Conference/CA Hospital Association</li> <li>• 9/24-9/25 Government and Disability Summit</li> </ul> </li> <li>• On August 26th, the Joint IOUs presented to Emergency Preparedness Coordinators at the California Department of Developmental Services, providing an overview of PSPS, AFN-related programs, and services—including Medical Baseline (MBL) and Income Qualified offerings.</li> <li>• August 22 and September 22, PG&amp;E collaborated with Community-Based Organizations (CBO) for regional summits (Bay Area and Central Valley), presenting on partnering for emergency preparedness, hosted an information booth, and promoted the Prepare for Power Down (P4PD) website as a centralized resource.</li> </ul> | <ul style="list-style-type: none"> <li>• On 11/05 – 11/07, the Joint IOUs participated in the C4A Conference to continue awareness of IOU programs and services by hosting an informational booth and highlighting AFN customer programs, outreach with AFN customers, and promote the Prepare or Power Down (P4PD) website as a central resource.</li> <li>• The survey results for the Resource Guide have been received with participation from the AFN Councils. Results are scheduled for review in Q1 2026 to identify potential gaps in offerings and to integrate into a PSPS Resource Guide.</li> </ul> |

|  |             |  |  |
|--|-------------|--|--|
| <p>Increase awareness of IOU programs and services available before, during and after a PSPS</p> | <p>SDGE</p> | <ul style="list-style-type: none"> <li>• 2-1-1 San Diego continued the readiness outreach campaign to Medical Baseline customers in the High Fire Threat District</li> <li>• CBO presentations and Social Media packet promoting AFN Preparedness and AFN Self-ID.</li> <li>• Conducted a direct mail preparedness campaign to ~45,000 customers in the HFTD.</li> <li>• Ongoing PSPS Preparedness &amp; AFN Support Services education included in outreach presentations to CBO's</li> <li>• Long Term Care Emergency Preparedness Panel and PSPS material distribution.</li> <li>• Identified awareness opportunity with our PSPS Support Partner Facilitating Access to Coordinated Transportation (FACT) to distribute AFN /PSPS resource cards to customers with AFN through their transportation partner agencies.</li> <li>• Offered emergency preparedness and AFN Support Services information at SDG&amp;E Wildfire Safety Fairs.</li> </ul> <p>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.</p> | <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> |
| <p>Continue to identify individuals who are Electricity Dependent</p>                            | <p>JIOU</p> | <ul style="list-style-type: none"> <li>• Partnership with In-Home Services (IHSS) and Regional Centers.</li> <li>• Continue to monitor JIOU MBL population study to better understand the opportunity to promote MBL program. Currently awaiting CPUC approval of the study design and budget.</li> <li>• Continue to participate in community and CBO outreach events to reach and identify individuals who may be electricity dependent.</li> <li>• Joint IOUs continued participation in outreach events directly engaging with AFN communities and CBOs, to help identify individuals who may be electricity-dependent and in need of targeted support. Engagement includes:</li> <li>• 8/4-8/6 - Joint IOU Statewide Tribal</li> </ul>  | <ul style="list-style-type: none"> <li>• On 11/05-11/07, the Joint IOUs participated in the C4A Conference to continue awareness of IOU programs and services by hosting an informational booth and highlighting AFN customer programs, outreach with AFN customers, and promote the Prepare for Power Down (P4PD) website as a central resource.</li> </ul>   |

|  |      |  |  |
|--|------|--|--|
|  |      | <p>Energy Summit</p> <ul style="list-style-type: none"> <li>• 9/9-9/10 2025 Disaster Planning Conference/CA Hospital Association</li> <li>• 9/24-9/25 Government and Disability Summit</li> <li>• 8/22 and 9/22 PG&amp;E hosted a CBO Bay area and Central Valley Summit</li> </ul>  |  |
| Continue to identify individuals who are Electricity Dependent                             | SDGE | <ul style="list-style-type: none"> <li>• CBO presentations and Social Media packet for AFN Preparedness and Self-ID.</li> <li>• AFN Self ID Messaging included in SDG&amp;E bill package onsert.</li> <li>• Ongoing AFN Self Identification included in local outreach presentations to CBOs.</li> <li>• Messaging included in the March community outreach package including article and social media posts in English and Spanish.</li> </ul> <p>AFN Self ID Survey campaign was launched through CBO partners within the ESP network<br/>Added self ID messaging to the outer SDG&amp;E bill envelope.</p>  | <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>  |
| Identify new enhancements to programs and resources needed to mitigate the impacts of PSPS | JIOU | <ul style="list-style-type: none"> <li>• Establishment of the Collaborative Council and the Statewide Advisory Council.</li> <li>• Launched Phase 2 of the PrepareforPowerDown.com website; developed marketing materials for statewide partners.</li> <li>• Joint IOUs aligned and shared best practices of 211's care coordination to enhance offerings.</li> <li>• Redesigned the Statewide Council Advisory quarterly meetings by including the development of the 2026 AFN Plan expanding council participation.</li> <li>• Leveraged the AFN Statewide Council working group to review and identify the 2026 AFN Plan Objective focus areas.</li> <li>• Joint IOUs collaborated with the Department of Developmental Services (DDS) to support an updated presentation designed to gather JIOU feedback. The input will guide refinements to PSPS materials and resource guides for individuals in the intellectual and developmental disability community.</li> <li>• JIOUs are actively working with American</li> </ul> | <ul style="list-style-type: none"> <li>• Alignment was achieved with DDS on the presentation for intellectual and developmental disability community including Deaf+. Further collaboration on video and presentation moved to 2026.</li> <li>• Joint IOUs obtained an additional vendor quote for American Sign Language (ASL) for Prepare for Power Down (P4PD). Vendor selection is planned for Q1 2026.</li> <li>• Leveraged the AFN Statewide Council working group to finalize the 2026 AFN Plan Objective focus areas.</li> <li>• Joint IOU continued collaboration with internal survey teams to benchmark pre and post survey questions for AFN KPI's to ensure consistency.</li> </ul> |

|  |      |  |   |
|--|------|--|---|
|  |      | <p>Sign Language (ASL) vendors to improve accessibility on the Prepare for Power Down (P4PD) website.</p>  |   |
| Identify new enhancements to programs and resources needed to mitigate the impacts of PSPS | SDGE | <ul style="list-style-type: none"> <li>Improved the backup battery dispatch process during a PSPS by removing redundancies and improving response time.</li> <li>Improved San Diego Food Bank process identifying potential food near CRC's during a PSPS.</li> <li>Reviewed results of the PSPS Pre-/Post-Season Survey.</li> <li>Development of tribal feedback sessions as an enhancement to improve customer experience during PSPS.</li> <li>Explore discounted hotel program to be hosted on SDGE.com for customers during a PSPS.</li> <li>Identifying Sensory Kits and 211 support services signage to be added at the CRCs.</li> <li>Launched AFN Power Panel Survey to obtain feedback on PSPS resources and awareness.</li> </ul> | <ul style="list-style-type: none"> <li>3 Tribal feedback sessions 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> |

|   |      |   |   |
|---|------|---|---|
| Coordinate and integrate resources with state, community, utility to minimize duplication | JIOU | <ul style="list-style-type: none"> <li>Completed the development of the JIOU AFN Framework.</li> <li>Creation of the Prepare for Power Down website.</li> <li>Coordination with CalFresh regarding food support.</li> <li>Participation with JIOU External Engagement &amp; Customer Experience Sub-Committee.</li> </ul> | <ul style="list-style-type: none"> <li>The survey results for the Resource Guide have been received with participation from the AFN councils. Results are scheduled for review in Q1 2026 to identify potential gaps in offerings and to integrate into a PSPS Resource Guide.</li> </ul> |
|---|------|---|---|

|   |      |  |   |
|---|------|--|---|
|   |      | <ul style="list-style-type: none"> <li>Joint IOUs provided the 2026 AFN Plan timeline to Small and Multi-Jurisdictional Utilities (SMJUs) to support alignment across utility partners.</li> <li>Joint IOUs connected with SMJUs to share vendor information, so they can proceed with adding their logos to the main page of Prepare for Power Down (P4PD) websites.</li> <li>Building on the survey initiated last quarter, the Joint IOUs continued efforts to collect stakeholder feedback through the AFN Statewide Council.</li> <li>Joint IOUs shared the AFN Framework at the Government and Disability Summit, using the resource fair booth to raise awareness.</li> </ul> |   |
| Coordinate and integrate resources with state, community, utility to minimize duplication | SDGE | <ul style="list-style-type: none"> <li>Quarterly Regional PSPS Working Group meeting.</li> <li>County Fire Community Response Team (CERTS) distribution of PSPS, preparedness flyers and resiliency items.</li> <li>Blue Envelope Program offered window stickers for homes and cars as a result of discussions with SDGE.</li> </ul>  | <ul style="list-style-type: none"> <li>Conducted the Q4 Quarterly Regional PSPS Working Group meeting in December.</li> </ul> |

**Appendix F:**  
**Census Tract Data for Generator &**  
**Back-up Battery Programs**

## SDG&E Generator Grant Program (GGP)

| Census Tract Code | Access and Functional Needs (AFN) | Life Support | Medical Baseline | 2025 Total |
|-------------------|-----------------------------------|--------------|------------------|------------|
| 8367              |                                   |              | 1                | 1          |
| 9504              |                                   | 2            | 1                | 3          |
| 15501             |                                   | 1            | 1                | 2          |
| 15502             |                                   | 20           | 11               | 31         |
| 16608             |                                   | 1            | 1                | 2          |
| 16609             |                                   | 4            | 2                | 6          |
| 16901             |                                   | 6            | 4                | 10         |
| 16902             |                                   | 1            | 1                | 2          |
| 17020             |                                   | 2            | 1                | 3          |
| 17021             |                                   | 4            |                  | 4          |
| 17066             |                                   | 1            | 3                | 4          |
| 17070             |                                   | 4            | 1                | 5          |
| 17111             |                                   |              | 3                | 3          |
| 17112             |                                   | 1            | 2                | 3          |
| 18619             | 1                                 |              |                  | 1          |
| 18805             |                                   | 4            | 2                | 6          |
| 18903             |                                   | 4            | 5                | 9          |
| 18904             |                                   |              | 2                | 2          |
| 18906             |                                   | 2            | 1                | 3          |
| 19001             |                                   | 3            | 4                | 7          |
| 19002             |                                   | 14           | 9                | 23         |
| 19103             |                                   | 3            |                  | 3          |
| 19105             |                                   | 12           | 5                | 17         |
| 19107             |                                   | 2            | 2                | 4          |
| 19108             | 1                                 | 4            | 3                | 8          |
| 19109             | 1                                 | 21           | 15               | 37         |
| 19110             |                                   | 2            | 5                | 7          |
| 19111             |                                   | 3            | 3                | 6          |
| 20044             |                                   |              | 5                | 5          |
| 20110             |                                   | 1            |                  | 1          |
| 20111             |                                   |              | 2                | 2          |
| 20401             |                                   | 1            |                  | 1          |
| 20801             | 1                                 | 5            | 3                | 9          |
| 20805             | 1                                 | 5            | 9                | 15         |
| 20806             | 1                                 | 25           | 21               | 47         |

|                    |          |            |            |            |
|--------------------|----------|------------|------------|------------|
| 20807              |          | 2          | 4          | 6          |
| 20810              | 1        | 38         | 38         | 77         |
| 20811              | 1        | 25         | 21         | 47         |
| 20812              |          | 5          | 5          | 10         |
| 20813              |          | 22         | 22         | 44         |
| 20902              |          |            | 8          | 8          |
| 20903              |          |            | 5          | 5          |
| 20904              |          | 1          | 3          | 4          |
| 21001              |          | 1          |            | 1          |
| 21101              |          | 6          | 6          | 12         |
| 21102              |          | 4          | 8          | 12         |
| 21202              |          | 1          |            | 1          |
| 21204              |          | 10         | 13         | 23         |
| 21205              |          | 2          | 4          | 6          |
| 21206              |          | 4          | 3          | 7          |
| 21302              |          | 5          | 1          | 6          |
| 21304              |          | 1          | 2          | 3          |
| 21305              |          | 1          |            | 1          |
| 21306              |          | 1          |            | 1          |
| <b>Grand Total</b> | <b>8</b> | <b>287</b> | <b>271</b> | <b>566</b> |

## SDG&E Generator Assistance Program (GAP)

| Census Tract Code | CARE | NonCARE | 2025 Total |
|-------------------|------|---------|------------|
| 9504              |      | 2       | 2          |
| 15502             | 1    | 7       | 8          |
| 16608             |      | 1       | 1          |
| 16609             | 1    |         | 1          |
| 16901             |      | 4       | 4          |
| 16902             | 1    |         | 1          |
| 17021             |      | 7       | 7          |
| 17070             |      | 1       | 1          |
| 17112             |      | 1       | 1          |
| 17113             |      | 1       | 1          |
| 18804             |      | 1       | 1          |
| 18805             | 2    | 1       | 3          |
| 18903             |      | 2       | 2          |
| 18906             | 1    |         | 1          |
| 19001             | 1    | 3       | 4          |
| 19002             | 5    | 11      | 16         |
| 19103             | 1    |         | 1          |
| 19105             | 3    | 21      | 24         |
| 19107             | 1    |         | 1          |
| 19108             | 2    |         | 2          |
| 19109             | 9    | 46      | 55         |
| 19110             | 2    | 1       | 3          |
| 19111             | 3    | 1       | 4          |
| 20043             |      | 1       | 1          |
| 20110             |      | 1       | 1          |
| 20111             | 1    |         | 1          |
| 20313             |      | 1       | 1          |
| 20801             | 2    | 1       | 3          |
| 20805             | 2    | 3       | 5          |

|             |    |     |     |
|-------------|----|-----|-----|
| 20806       | 3  | 7   | 10  |
| 20807       | 1  | 2   | 3   |
| 20810       | 4  | 17  | 21  |
| 20811       | 3  | 16  | 19  |
| 20812       | 1  |     | 1   |
| 20813       | 7  | 4   | 11  |
| 20902       |    | 8   | 8   |
| 20903       | 4  | 2   | 6   |
| 20904       |    | 6   | 6   |
| 21101       | 10 | 2   | 12  |
| 21102       | 4  | 3   | 7   |
| 21202       | 2  | 1   | 3   |
| 21204       | 3  | 9   | 12  |
| 21205       | 2  | 3   | 5   |
| 21206       | 2  |     | 2   |
| 21302       |    | 6   | 6   |
| 21304       |    | 1   | 1   |
| Grand Total | 84 | 205 | 289 |

## **Appendix G:**

### **Survey Results and Metrics**

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

Research Results | October 2025

Prepared for:



Prepared by:



25-426 Pre  
10/17/25



# 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, several California utilities conduct a “Pre” season PSPS survey and a “Post” event survey.
  - SDG&E conducted its first “Pre” and “Post” waves of research in 2020.
  - This is the sixth wave of the “Pre” survey, with the “Post” expected to field in December, 2025.
- 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.



# Research Design



## Methodology

- Telephone and online surveys employed
- Offered in English and 22 other languages
- Field period 09/02/25 – 09/26/25
- 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
  - 802 residential
  - 100 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=7), the “Other Language” subgroup was not statistically analyzed and only respondent counts (not percentages) are shown.

# Executive Summary

## Languages



- Consistent with last wave, nearly all prefer communications in English (89%) or Spanish (10%); and roughly one in five speak Spanish in their home/business (nine in ten speak English).
- Non-HFTD customers remain more likely than HFTD to speak and prefer communications in Spanish.
- There is an increase this wave among those preferring communications in Spanish who say they would like them in-language despite understanding English (31% → 48%).

## Favorability



- Just over half (52%) are overall favorable towards SDG&E, statistically unchanged from 2024.
- Spanish language respondents continue to be much more favorable towards the utility than English.
- Similar to last wave, more than four in five (82%) feel SDG&E provides reliable service.
  - Ratings of SDG&E's service reliability are especially high among those preferring Spanish, compared to English (90% vs. 81%).
- Overall satisfaction with SDG&E's wildfire safety efforts remains consistent with roughly two-thirds satisfied (65%).
  - Compared to their counterparts, satisfaction is higher among those preferring Spanish (89% vs. 62%), and those aware of SDG&E wildfire communications (73% vs. 52%).
- Positive opinion of the SDG&E PSPS program (65%) is also aligned with last year.
  - Again, Spanish preferred and those aware of SDG&E communications are more favorable towards PSPS than their counterparts.
- Attribute ratings of SDG&E's wildfire safety performance remain consistent with last wave, and Spanish preferred are again especially favorable.

# Executive Summary (continued)



## Awareness

- Roughly three in five (58%) are aware of SDG&E wildfire communications overall, consistent with last wave.
  - Awareness remains highest among those age 65+ (69%, as contrasted with 48% among 18-44).
- Unchanged from last wave, virtually all (95%) of those aware of wildfire communications say it was in English; 14% recall receiving it in Spanish.
  - Among those who prefer Spanish and recall SDG&E communications, three in five (59%) say it was received in Spanish.
- Nearly three quarters of those aware of SDG&E wildfire communications say they received them directly from SDG&E (73%), and two in five recall SDG&E mass communications (41%).
  - A majority find the information useful, regardless of their preferred language.
- Among those who visited sdge.com for wildfire information, a strong majority (86%) are satisfied with the content on the site.
  - A very small portion (7%) say they visited sdge.com for wildfire information in a language other than English or Spanish.
- Local news reports and Cal Fire continue to be the most cited non-SDG&E sources for wildfire communications.
- Overall awareness of the PSPS program has directionally improved (66%).
  - English preferred have increased awareness of PSPS this wave (61% → 66%).
  - English are more likely than Spanish to recall PSPS communications directly from SDG&E (62% vs. 34%), and Spanish are more likely to cite SDG&E mass communications (52% vs. 35%).



## PSPS Preparedness & Resources

- Consistent with the previous three waves, roughly three in five (62%) feel they are prepared for a PSPS event.
  - Those aware of wildfire communications, familiar with PSPS, and customers age 65+ feel more prepared than their counterparts.
- Nearly seven in ten (68%) are satisfied with the PSPS information on sdge.com; this aligns with 2024 pre wave.
- The top actions taken by respondents to prepare for a PSPS event remain: purchasing new lanterns/flashlights (73%), purchasing water (68%), and purchasing non-refrigerated food to last several days without power (62%).
  - Respondents are more likely to have taken several of the listed actions this wave, including visiting SDG&E social media (16% → 19%).
- Awareness has increased for three SDG&E PSPS resources:
  - Community Resource Centers (23% → 28%), wellness checks (17% → 22%), and transportation (10% → 14%).
- Address level alerts are still the most-used resource in total (14%).
- A strong majority of those who used the resources say they are satisfied with that service.

# Executive Summary (continued)

## Non-HFTD vs. HFTD



- Demographically, Non-HFTD customers are more likely than HFTD to:
  - Rent rather than own
  - Be age 18-44
  - Be Hispanic or Asian
  - Not have a college degree
  - Have lower income.
- Non-HFTD remain more likely to speak and prefer communications in Spanish, compared to HFTD.
- Overall favorability with SDG&E has declined this wave among HFTD; Non-HFTD are now comparatively more favorable (58% vs. 45%↓).
- HFTD have also decreased in their perception that the utility provides reliable service, dropping them below Non-HFTD (87% vs. 76%↓).
- HFTD continue to have higher awareness of wildfire communication than Non-HFTD (66% vs. 51%).
  - Non-HFTD have increased recall of wildfire communications directly from SDG&E this wave, though HFTD are still more likely to recall direct SDG&E messages (81% vs. 65%↑).
  - Non-HFTD also have lower awareness of non-SDG&E sources, compared to last wave (36% ➔ 27%).
- Awareness of PSPS among HFTD customers has increased this wave, widening the gap with Non-HFTD (72%↑ vs. 61%).
  - HFTD is also more likely than their counterparts to say they learned about PSPS directly from SDG&E (65% vs. 54%), and less likely to cite TV/radio news reports (15% vs. 23%) or online news reports (12% vs. 21%).
- HFTD remain more prepared than Non-HFTD in many respects, although both segments have taken several more actions this wave compared to 2024 pre season.

# 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)
- Provide higher ratings on nearly all performance attributes
- Recall wildfire communications
- Have higher satisfaction with SDG&E wildfire efforts and the PSPS program
- Be prepared for being without electricity for extended periods of time
- Allow access to their property for SDG&E to trim trees and sign up for Medical Baseline
- Be aware of 2-1-1 partnerships and SDG&E hotel services during PSPS event.
- Utilize 2-1-1 partnerships during a PSPS event.



## Small Business

- **Among the 100 small business participants:**

- Three in five are favorable towards SDG&E, an increase from last wave (43% → 58%).
- A large majority (84%) feel SDG&E provides reliable service.
- Two-thirds are satisfied with SDG&E wildfire efforts (65%), and half are aware of the utility's wildfire communications (51%).
  - Recall of direct messages from SDG&E is up from last wave (55% → 75%).
- A majority are positive towards SDG&E on many of the performance attributes, led by:
  - “is committed to wildfire safety” (76%)
  - “Is committed to restoring power to customers affected by wildfires” (75%).
- More than seven in ten are aware of the PSPS program (72%) and feel they are at least somewhat prepared for an extended electricity outage (71%).
- Two in three are positive about the PSPS program overall.

# Conclusions

- Virtually all respondents prefer to speak and receive communications in either English or Spanish. Nearly half of those who prefer Spanish say they would prefer in-language communications, despite being able to understand English.
- A large portion of respondents feel SDG&E provides reliable service, however, only about half are satisfied with the utility overall.
- There is also room to improve satisfaction with SDG&E's wildfire safety efforts and the PSPS program overall, especially among those preferring English and those unaware of the wildfire communications.
- Nearly three in five overall are aware of SDG&E wildfire communications, and mentions of direct SDG&E messaging as the source have increased.
- The proportion who prefer Spanish and recall receiving information are particularly likely to cite mass communication sources.
- By age, the 18-44 group lags in communication awareness.

## Conclusions (continued)

- Respondents are more likely this wave to say they have taken a number of specific actions to be prepared for an extended power outage. However, there is opportunity to further increase these behaviors.
  - While improving this wave, engagement with SDG&E's social media channels as a means to prepare for PSPS remain relatively low.
- 
- HFTD customers this wave are less favorable towards SDG&E and less likely to say the utility provides reliable service.
  - Recall of direct messaging from SDG&E has improved among Non-HFTD, though HFTD continues to have higher awareness of communications and the PSPS program.
- 
- AFN households remain more positive towards SDG&E's wildfire efforts and the PSPS program, compared to Non-AFN.
    - They also have higher awareness of wildfire communications and tend to be more prepared for PSPS events, than Non-AFN.