

**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 902-E)  
QUARTERLY UPDATE TO 2023 PLAN TO SUPPORT ACCESS AND FUNCTIONAL  
NEEDS POPULATIONS DURING PUBLIC SAFETY POWER SHUTOFFS**

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October 31, 2023

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Pursuant to Conclusion of Law 36 and Ordering Paragraph 1 of the California Public Utilities Commission's (Commission) Phase 3 De-Energization Decision (D.) 20-05-051, San Diego Gas & Electric Company (SDG&E) submits this quarterly update regarding its progress toward meeting its 2023 Access and Functional Needs (AFN) Plan and the impact of its efforts to address the AFN and vulnerable population during Public Safety Power Shutoff (PSPS). SDG&E's quarterly update is attached hereto as Attachment A.

Respectfully submitted,

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October 31, 2023

# **Attachment A**

**San Diego Gas & Electric Company's  
Quarterly Update to 2023 Plan to Support  
Populations with Access and Functional Needs During  
Public Safety Power Shutoffs**

October 31, 2023



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## Introduction

On January 31, 2023, San Diego Gas & Electric Company (SDG&E or Company) submitted its 2023 plan regarding planned efforts to support populations with access and functional needs (AFN) during Public Safety Power Shutoffs (PSPS) (2023 AFN Plan) in accordance with California Public Utilities Commission (Commission or CPUC) Decision (D.) 20-05-051 Phase 3 OIR Decision Guidelines leveraging the Federal Management Administration's (FEMA) Six Step Comprehensive Preparedness Guide (CPG) process. SDG&E's 2023 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 2023 AFN Plan and the impact of its efforts to address the AFN and vulnerable population during PSPS. This update maps to and follows the sequencing of SDG&E's 2023 AFN Plan<sup>1</sup> for ease of reference and builds upon the efforts described therein. Specifically, rather than repeating the activities SDG&E describes in its 2023 AFN Plan that were already taken, this update provides the incremental efforts taken since July 31, 2023.

## Concept of Operations | How

In a PSPS, forecasts are subject to change quickly 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. Figure 1 shows a general example sequence for a potential PSPS.

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<sup>1</sup>[https://www.sdge.com/sites/default/files/R.18-12-005%20SDGE%202023%20AFN%20Plan%201%2031%202023\\_1.pdf](https://www.sdge.com/sites/default/files/R.18-12-005%20SDGE%202023%20AFN%20Plan%201%2031%202023_1.pdf)

**Figure 1: SDG&E PSPS Timeline Example**



## 1.1 Preparedness/ Readiness (Before Power Shutoff)

### 1.1.1 Emergency Operations Center

Leading up to the PSPS season, SDG&E Emergency Management meets with public safety partners to determine the best method of communication and provide situational awareness during Emergency Operation Center (EOC) activations. Public safety partners are proactively informed through different methods of communication throughout the year. In 2021, impacted public safety partners were directed to the new SDG&E Public Safety Partner Portal to receive the latest situational updates. In 2022, a mobile application was added to enhance the Public Safety Partner Portal to ensure partners have the information at their disposal on their mobile devices. In 2023, both the web portal and mobile application underwent significant enhancements based on partner focus group input. One of the enhancements included was to meet the Web Content Accessibility Guidelines (WCAG) 2.1 AA success criteria for accessibility. To ensure critical facilities and infrastructure (CFI) customers can adequately prepare for PSPS, SDG&E endeavors to identify and understand the resiliency needs of all facilities that are essential to public safety, health, and the well-being of our communities. In advance of PSPS season, SDG&E conducts its annual outreach to all CFI customers. This is accomplished through an iterative identification and outreach process intended to ensure that all CFI customers have provided SDG&E with up-to-date emergency contact information, assessed their resiliency and emergency action plans, and identified accounts that may require backup generation. SDG&E also maintains a CFI specific website at <https://www.sdge.com/psps-critical-facilities> for customers to access additional information.

### 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 & one operations-based, both of which addressed AFN concerns during a PSPS with external partner participation
- Additional exercises throughout the year on various all hazards topics that addressed and included AFN concerns and response expectations
- New responders onboarded in 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 Intro to 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
- Presentations to public safety partners of the SDG&E Company Emergency and Disaster Preparedness Plan to solicit input
- Joint planning with County OES, CalOES, CAL FIRE, emergency managers, Tribal Leaders, 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.
- Participation in joint IOU and joint jurisdictional exercises



### **1.1.3 EOC AFN Liaison Role**

Specifically dedicated to supporting AFN customers during EOC activations, the 24/7 on-call AFN Liaison Officer reports directly to and advises the Officer-in-Charge (OIC) on the needs and activities in support of customers with an access or functional need.

In 2023, the AFN Liaison Officer roster has been confirmed with 12 responders. A role specific EOC activation resource document has been updated and verified. A series of trainings and exercises have been scheduled to prepare each member of the roster to staff the AFN Liaison role in the EOC.

The AFN Liaison Officer collaborates with SDG&E's AFN support partners, including 211, FACT, Salvation Army, and other community-based organizations (CBOs), to prepare customers for a potential power outage and provide up-to-date information on PSPS operations, customer resources and address any power outage related needs of customers.

A series of exercises held on May 2<sup>nd</sup>, June 6<sup>th</sup>, July 14<sup>th</sup> and July 18<sup>th</sup>, 2023, were conducted, building 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 include:

- The role of an AFN Liaison Officer
- 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

Training and exercises for both the EOC operations and specific AFN Liaison Officer's role provide the knowledge to effectively manage EOC procedures and community support resources to benefit individuals with an access or functional need within the SDG&E service territory.

Accessible Customer Communication process training is scheduled to be held in October 2023 to ensure the EOC Customer Service Branch Chief and EOC Public Information Officer responders are familiar with the processes and actions taken to produce accessible versions of customer notifications.

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

SDG&E continues to support individuals and households with AFN, including during PSPS. When customers call or visit our branch office to speak with an agent regarding AFN specific concerns, they will be directed to the appropriate resource to receive support (e.g., 211, Customer Assistance, EOC AFN Liaison Officer, etc.). All branch office locations are equipped, and staff are trained to provide Video Remote Interpreting (VRI) for American Sign Language (ASL) and non-English languages, as needed. 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 and enhance available support to individuals with AFN. As a result, SDG&E is committed to providing the education, resources, and notifications required to maximize resiliency during PSPS. As of the end of Q3, there are approximately 422,000 customer accounts associated with AFN, which accounts for 34% of the residential customer class. Of the 422,000 customers, approximately 45,000 of customers with AFN reside in the High Fire Threat District (HFTD).

SDG&E continues to promote AFN Self-Identification through multiple campaigns to identify if an individual or someone in the home has a disability, uses a device for their health, safety or independence that requires electricity, or prefers to receive certain information in a language other than English. To enhance SDG&E's ability to support individual customer needs SDG&E incorporated two new identifiers including, durable

medical equipment and assistive technology, into our customer database system. Customers may add these new AFN identifiers through our Customer Care Center or through the AFN Self-Identification webform on [www.sdge.com/afn](http://www.sdge.com/afn). Campaigns implemented in Q3 continued to include promotion on social media and utilizing Community Based Organization (CBO) outreach channels with the Regional PSPS Working Group and Energy Solutions Partners network. SDG&E consistently includes promotion of the AFN Self-Identification through local and statewide CBO presentations when applicable. Additionally, SDG&E continues to work with a local communications firm to identify opportunities to reach individuals with access and functional needs.

Additional preparedness outreach campaigns to Multifamily Dwellings and Manufactured Home Parks will provide information to self-identify as AFN.

SDG&E also continues to partner and work together with AFN Stakeholders such as, the AFN Collaborative Council, AFN Statewide Council, and the Regional PSPS Working Group to identify opportunities to enhance AFN identification.

### **1.3 AFN Support Resources**

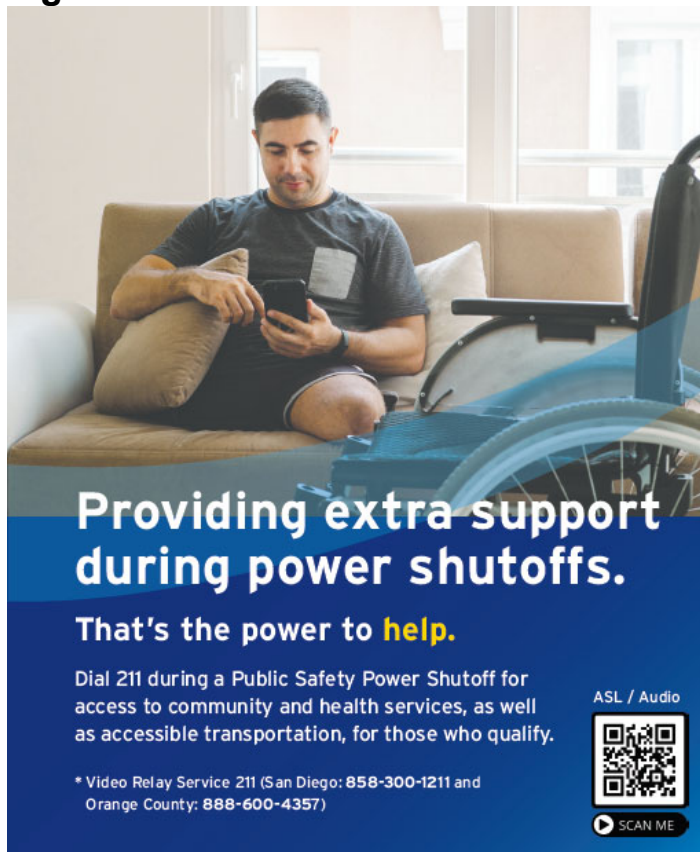
To further support and prepare individuals with an AFN, SDG&E will continue to provide a comprehensive approach for programs and resources before, during, and after PSPS. SDG&E is committed to seeking new opportunities to identify organizations with quick response capacity that can meet the needs of customers across the region during PSPS activations. SDG&E believes in the value of learning and continuous improvements with our CBOs that provide a strategic level of support during a PSPS. To that end, SDG&E and these key CBOs have scheduled meetings throughout the year to ensure tools, resources, and service availability to help partners build capacity for a working culture of collaboration, reflection, inquiry, problem solving, and improvement toward equitable outcomes in a no-stress environment.

SDG&E will continue to leverage marketing and outreach campaigns to increase awareness of available support solutions to individuals with AFN via web, social media, in-person events, and cross-departmental

opportunities. This includes an update, accessible AFN/PSPS Social Media Toolkit near final development.

Please see **Figure 2** below for an example of our new marketing collateral.

**Figure 2**



### *211 – Centralized Resource Hub*

SDG&E has continued to strengthen its partnership with 211 San Diego and Orange County United Way (formerly 211 Orange County) in 2023, while expanding and enhancing services provided as gaps and new opportunities are identified.

211 serves as a centralized 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 support services. 211 provides several unique advantages including the ability to provide 24/7 statewide support and individuals with local partners who have “on the

ground experience” across the disability and broader AFN community. Additionally, 211 has the ability to conduct Needs Assessments through its trained social workers and escalate needs accordingly to higher tiers of support.

SDG&E is currently working on an outreach strategy with 211 that is focusing on campaigns to at-risk customers, including those living in each IOU’s high-fire-risk areas who are eligible for income-qualified assistance programs and rely on life-sustaining medical equipment. The focus during these periods will be to evaluate customers’ resiliency plans, connect them with existing programs that can help them prepare for outages and assist them in completing applications for these programs including exploring Care Coordination screening outreach efforts conducted by 211.

### *Accessible Transportation*

SDG&E has continued its partnership with Facilitating Access to Coordinated Transportation (FACT) in 2023, which provides accessible transportation to individuals with AFN across the entire HFTD during PSPS. There are no eligibility criteria other than an individual seeking assistance. FACT is available 7 days a week from 5:30 am -11:00 pm during a PSPS and has been able to facilitate all requests for transportation that have come in to 211 and SDG&E since the initiation of the partnership in 2020.

SDG&E has partnered with FACT to develop a communication protocol during a PSPS for their paratransit agencies in the SDG&E service territory. FACT receives Emergency Operating Center (EOC) PSPS daily notifications and amplifies the information, including zip codes, to approximately ~160 paratransit service providers. In Q1 FACT sent an informational digital communication to ~140 of their paratransit partners with Wildfire Preparedness, PSPS Support Services, notifications, programs, and other services available. SDG&E is reviewing an AFN/PSPS information card and other types of leave behind materials for distribution through FACT and other organizations reaching HFTD residents.

In 2023, to increase outreach and support to building managers in the HFTD, SDG&E will continue to partner with the AFN Statewide and Collaborative Councils and emergency management services on solutions for the egress from buildings with elevators. Additionally, SDG&E shared current efforts to reach tenants, owners and managers of Multifamily

Dwellings as well as Mobile Home Parks at the Q2 Regional PSPS Working Group.

### *No-Cost Hotel Stays*

SDG&E has continued its partnership with The Salvation Army in 2023, which provides 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 the 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 been able to facilitate all requests received since the initiation of the partnership in 2020. Throughout 2023, SDG&E has continued to enhance the marketing of this solution through targeted campaigns to individuals with AFN, broader marketing efforts as well as trainings and materials for CBOs. Additionally, SDG&E is working with The Salvation Army to explore enhanced screening for specific needs for individuals with AFN (e.g., accessibility, refrigeration).

### *Food Support*

SDG&E has strengthened the pipeline of local food resources for seniors, 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 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.

Supplemental to the above referenced partnerships, SDG&E will continue to offer hot meals at Community Resource Centers when needed.

### *Wellness Checks*

SDG&E continues to maintain partnerships in 2023 to perform in-home wellness checks when requests are made through 211 during a PSPS. Additional support services can be provided through 211 as needed. The below partners will provide support for 2023:

- 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 senior volunteer program designed to support seniors, 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, gift cards, solar power banks, cooler bags, 2.5-gallon water bags, bottled water, water for livestock and seasonal blankets. This year SDG&E will be providing medical cooler bags at CRC's, targeted outreach events and to CBOs, for distribution as part of their emergency preparedness efforts. By the end of Q3 approximately 500 medical cooler bags were provided YTD to PSPS partners and CBOs for distribution, and at targeted tribal and mini wildfire events for those most at risk of a PSPS. Opportunities continue to be explored to provide targeted resiliency items to those most at risk of a PSPS.

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

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

SDG&E offers several battery back-up 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 backup batteries to customers. In 2022, eligible customers included those residing in the HFTD who have experienced one or more PSPS and are enrolled in the Medical Baseline Program or flagged in SDG&E's customer database as having a self-reported disability. The program also expanded to include a broader audience of AFN customers, specifically those that are blind/low

vision, deaf/hard of hearing, and temperature sensitive. To date, approximately 4,700 customers have received batteries, with approximately 70% of the eligible population having participated. In terms of customer feedback for this program, of those participants who experienced a PSPS in 2019, 2020 or 2021, 94% reported using the battery unit during the outage, and of those, 98% replied that the battery unit helped power devices during the PSPS.

- For 2023, the program will continue to prioritize MBL, Life Support, and qualifying AFN customers in the HFTD with a high likelihood of PSPS. SDG&E also plans to continue partnerships with Indian Health Councils to support the direct distribution of batteries to tribal communities.

The planned target for 2023 is approximately 1,000 customers. The program will also continue to deploy “emergency” backup battery deliveries to individuals with AFN who need them during PSPS events and continue targeted outreach, including tribal communities that may be harder to reach.

Q3 activities included:

- All eligible Medical Baseline and Life Support customers were sent program invitations in the mail.
- The contractor, Richard Heath & Associates, began performing outreach phone calls to eligible customers to notify them of qualification for the program and to schedule delivery appointments. Proactive phone outreach will continue into Q4.
- Educated customers about GGP during the Wildfire Safety Fairs, which had over 3,000 customers collectively in attendance this year.

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

SDG&E’s Generator Assistance Program (GAP) offers a rebate incentive for customers to prepare with back-up power sources. The program offers a \$300 rebate to customers who reside in the HFTD and have experienced a recent PSPS-related outage. In addition, the program targets the low-income segment with an enhanced rebate of \$450 for all CARE customers. In 2022, the program increased the rebate for portable power stations to \$100, with an additional \$50 rebate for CARE customers. This rebate



amounts are equivalent to a 70 – 90% discount on the average portable generator models for lower-income customers. To date, approximately 2,100 customers have received rebates from this program. The 2023 program will continue to target customers in the HFTD who have experienced previous PSPS events and provide enhanced rebates for low-income individuals including those with access and functional needs on portable generators and portable power stations. New in 2023 – All customers are able to choose whether they would like to receive an instant rebate coupon to use at Lowe's or Home Depot, or purchase from any retailer and submit a post-purchase rebate application. This program enhancement allows customers to select how they would like to get their rebate and have a wider range of retailers and models to select from.

Q3 activities included:

- GAP online rebate portals went live for customer participation in July.
- All eligible customers were sent program invitation materials via email or mail (if no email address on file). Marketing communication follow-up messaging will continue into Q4. Distributed promotional materials and educated customers on GAP during the Wildfire Safety Fairs, which had collectively over 3,000 customers in attendance this year.

#### **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 two installations since its inception and will continue 1-2 installations annually, with no-out of pocket expenses for the

local residents. SDG&E plans to identify mobile home park communities with an AFN population for potential inclusion in the 2024 program year.

### **1.4.5 Resiliency Surveys**

The Resiliency Audit is an online survey that engages with all customers in the HFTD to help them increase overall resiliency and prepare for PSPS events. The survey was promoted in August and September through SDG&E's wildfire safety fairs as well as in the annual wildfire newsletter. Additionally, targeted customers received a letter inviting them to participate in the survey. The letter included individual customer account numbers which allowed them to receive personalized preparedness resources, such as the closest CRC to their location. If applicable, customers who provide their account number are also provided information on eligible backup power programs. Customers are encouraged to answer a brief series of questions to assess and enhance their knowledge about how to stay up to date on preparedness essentials. Upon answering the questions, customers receive resources that are customized to their survey responses. Resources include emergency and vehicle supply lists, information on backup power solutions, guidance on how to sign up for access and functional needs communications, and helpful community resources from the Red Cross, 211 San Diego, and the County Office of Emergency Services. The survey supports customers with various access and functional needs by providing specific resources and information on how to subscribe for additional programs and emergency notifications.

## **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 individuals with an 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 Q3, SDG&E had approximately 68,000 customers enrolled in the MBL Allowance program. Communication and outreach continue to identify and enroll customers into the MBL program.

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

The CARE program provides a 30% or greater discount on natural gas and electricity bills to low-income residents, non-profit group living facilities, and agricultural housing facilities. Customers must meet eligibility guidelines to qualify for the CARE program. As of the end of Q3, approximately 344,000 customers were enrolled in CARE.

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

The FERA program provides qualified households with an 18% discount on electric usage every month. Households of 3 or more may qualify for the FERA program. Household size and total household income guidelines apply. As of the end of Q3, approximately 11,000 customers were enrolled in FERA.

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

The ESA program provides no-cost weatherization services to low-income households who meet the CARE income guidelines. Services provided include attic insulation, energy efficient refrigerators, energy efficient furnaces, weather stripping, caulking, low-flow showerheads, water heater blankets, and door and building envelope repairs which reduce air

infiltration. As of the end of Q3, the ESA program has provided in-home energy education to 6,057 customers and treated 3,057 households.

### **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. SDG&E and Campesinos Unidos (CUI), which is one of the three agencies, have partnered in assisting customers with LIHEAP at twenty-seven events that have taken place at SDG&E branch offices and CUI. The branch office events, and CUI workshops have assisted customers with LIHEAP on site pledge assistance for past due bills. As of the end of Q3, there were approximately 8,000 LIHEAP pledges totaling approximately \$4,400,000.

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

CARE and FERA customers may also be eligible for AMP, which is a 12-month payment plan that forgives 1/12 of a participant's debt after each on-time payment of the current month's bill. After twelve on-time payments of their current month's bills, the participant's debt will be fully forgiven up to a maximum of \$8,000. Enrolled participants are protected from disconnection while participating. As of the end of Q3, there were 12,261 customers enrolled in AMP with \$21.6M in total amount forgiven since the program started.

### **1.5.7 Community Support**

In August, SDG&E supported 13 Community Emergency Response Teams (CERTs) throughout San Diego County, each with a \$3,000 grant, for a total of \$39,000. This funding supports quarterly training, full-scale exercises, CERT Academy and other efforts. These CERTS provide support for AFN populations during an emergency, disaster, and PSPS. In addition, one of the CERT programs provided the first Spanish Delivery CPR/AED Training to volunteers in our rural communities.

SDG&E provided \$2,500 to sponsor the San Diego Fire Rescue Foundation's Wildfire Preparedness Fair in September, which brought together partners from across the county. San Diego residents were educated about wildfire emergency preparedness, defensible space, and brush management.

SDG&E provided a \$5,000 sponsorship to the California Association of Resource Conservation Districts for its annual conference. Resource Conservation Districts respond to crises as well as plan for a sustainable future. The conference will feature sessions on fire prevention, forest health, post-fire restoration, building relationships with tribal communities and more. Locally, the San Diego Resource Conservation District team helps SDG&E with outreach, emergency preparedness and response.

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

### **1.6 SDG&E Advisory Boards and Councils**

SDG&E is committed to ongoing engagement with external stakeholders, public safety partners, tribal leadership, and advisory boards/councils to gain feedback on its approaches to serving customers before, during and after PSPS. The following section will outline Q3 2023 engagement, feedback received, and how SDG&E plans to incorporate the feedback to enhance the customer experience.

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

SDG&E participated in the Q3 AFN Collaborative Council meeting on September 8, 2023. The meeting's goal was for AFN executives and Joint IOU CEOs/leadership to convene and have meaningful discussion on resources and outreach provided to support individuals with AFN.

**Meeting Summary – September 8, 2023 (Special CEO Session/AFN Executives)**

<b>Access and Functional Needs Collaborative Council Meeting</b>	
<b>Meeting</b>	<p><b>Date:</b> September 8, 2023  <b>Location:</b> Virtual  <b>Purpose:</b> Provide a forum for open conversation and collaboration on current resources, processes and community outreach measures</p>
<b>Summary of Engagement</b>	<ul style="list-style-type: none"> <li>• Medical Baseline Plan Enrollment Improvements               <ul style="list-style-type: none"> <li>○ Joint IOUs shared 2023 MBL enrollment trends and discussed current and future activities to increase enrollment.</li> </ul> </li> <li>• Pacific Gas &amp; Electric (PG&amp;E) PSPS Recap               <ul style="list-style-type: none"> <li>○ PG&amp;E provided recap of and key learnings from recent PPS event.</li> <li>○ PG&amp;E responded to questions about notification suppression and changes to PPS response since 2018.</li> </ul> </li> <li>• PPS Mitigation Resources               <ul style="list-style-type: none"> <li>○ Collaborative Council discussed how to review existing resources and gather data on potential new resources for customers with access and functional needs.</li> <li>○ Joint IOUs discussed potential strategies for gathering data through surveys.</li> </ul> </li> <li>• Prepare for Power Down Soft Launch Strategy               <ul style="list-style-type: none"> <li>○ Joint IOUs shared initial approach that can be used during Prepare for Power Down webpage soft launch.</li> <li>○ Proposed toolkit including an announcement, social media assets and fact sheet for Council to distribute to select partners for amplification.</li> </ul> </li> </ul>
<b>Feedback</b>	<ul style="list-style-type: none"> <li>• Medical Baseline Plan Enrollment Improvements               <ul style="list-style-type: none"> <li>○ Collaborative Council suggested leveraging partners from organizations present at meeting as way to amplify messaging and promote enrollment.</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>• Prepare for Power Down Soft Launch Strategy Council would like to review final plan and materials prior to launch.</li> </ul>
<p style="text-align: center;"><b>Action Items Guided by Feedback</b></p>	<ul style="list-style-type: none"> <li>• <b>Completed Actions This Quarter:</b> <ul style="list-style-type: none"> <li>○ Scheduled in-person Collaborative Council meeting for Q4.</li> <li>○ Hosted a <a href="http://PrepareForPowerDown.com">PrepareForPowerDown.com</a> walkthrough to provide a timeline and description of Phase 2 additional enhancements.</li> <li>○ Disability Rights California to introduce the IOUs to staff advocates for veterans with disabilities.</li> <li>○ Including discussion about emergency response conference opportunities to potentially engage through sponsorship, best practice presentations for other utilities and co-presentations with disability community members in Q4 Collaborative Council meeting.</li> <li>○ Extended meeting invite to CFLIC and DDAR representative and determine interest in a briefing.</li> <li>○ Provided MBL program numbers for the council to review.</li> <li>○ Follow up with CAL OES for communications partner contact information to coordinate on Prepare for Power Down soft launch planning.</li> </ul> </li> <li>• <b>On-Going Actions:</b> <ul style="list-style-type: none"> <li>○ <b>CPUC representative</b> to identify additional opportunities to jointly present the AFN/Joint IOU progress made to the CPUC.</li> <li>○ <b>Collaborative Council</b> to coordinate potential guest speaking opportunity during respective upcoming meetings, including: <ul style="list-style-type: none"> <li>▪ Disability Rights California monthly staff meeting</li> </ul> </li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>▪ Statewide AFN Community Advisory Committee</li> <li>▪ State Council on Developmental Disabilities July/September/October meetings</li> <li>○ <b>Collaborative Council</b> to provide names of statewide disability leaders with capacity and networks to connect with the IOUs.</li> <li>● <b>Future Actions:</b> <ul style="list-style-type: none"> <li>○ Provide MBL program materials to the Collaborative Council for amplification.</li> <li>○ Facilitate coordination on developing a survey for understanding opportunities Access and Functional Needs resource expansion.</li> <li>○ Schedule working session to meet with CAL OES communications team regarding Prepare for Power Down soft launch planning.</li> </ul> </li> </ul>
<b>Future Meeting(s)</b>	November 13, 2023

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

SDG&E participated in the Statewide Joint IOU AFN Advisory Council meeting on August 16, 2023. The meeting's goal was to provide the statewide council with an update on outstanding action items to date, provide an overview of the 2023 meteorology outlook, discuss the status of the expected wildfires season, and receive feedback.



## Meeting Summary – August 16, 2023

<b>Statewide Joint IOU Advisory Council</b>	
<b>Meeting</b>	<p><b>Date:</b> August 16, 2023  <b>Location:</b> Virtual  <b>Purpose:</b> Provide overview of 2023 meteorology outlook and discuss the current status of the expected wildfire season.</p>
<b>Summary of Engagement</b>	<ul style="list-style-type: none"> <li>• PSPS Resources <ul style="list-style-type: none"> <li>○ Reviewed resources provided by Joint IOUs before and during Public Safety Power Shutoffs.</li> </ul> </li> <li>• PSPS Risk Modeling <ul style="list-style-type: none"> <li>○ Shared models used by the Joint IOUs to determine fire risk, de-energization risk and work prioritization.</li> <li>○ Discussed specific considerations in models to account for risks to individuals with access and functional needs.</li> </ul> </li> <li>• 2023 AFN Plan Progress <ul style="list-style-type: none"> <li>○ Reviewed key objectives from 2023 Access and Functional (AFN) Needs Plan.</li> <li>○ Announced upcoming solicitation for participation in 2024 AFN Plan working group.</li> <li>○ Presented specific progress made towards reaching goals to meet 2023 AFN plan.</li> </ul> </li> </ul>
<b>Feedback</b>	<ul style="list-style-type: none"> <li>• PSPS Resources <ul style="list-style-type: none"> <li>○ Presenters responded to questions regarding: <ul style="list-style-type: none"> <li>▪ How teams researching the impacts of de-energization are coordinating with team working on resiliency measures.</li> <li>▪ Resources offered for customers who are blind/low-vision in areas with limited access to transportation.</li> </ul> </li> </ul> </li> <li>• PSPS Risk Modeling</li> </ul>

	<ul style="list-style-type: none"> <li>○ Presenters responded to questions regarding: <ul style="list-style-type: none"> <li>▪ Adjustments made in risk framework models for individuals at risk from power being turned off.</li> <li>▪ Additional information regarding PSPS risk model framework.</li> <li>▪ Resource for planning for Flex Alerts and high electricity demand.</li> </ul> </li> </ul>
<b>Action Items Guided by Feedback</b>	<ul style="list-style-type: none"> <li>● <b>Completed Actions This Quarter:</b> N/A</li> <li>● <b>On-Going Actions:</b> N/A</li> <li>● <b>Future Actions:</b> N/A</li> </ul>
<b>Future Meeting(s)</b>	December 4, 2023

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

The SDG&E Wildfire Safety Community Advisory Council (WSCAC) was established in 2019. WSCAC provides direct constructive 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 help protect the region from wildfires. This specialized group of 15 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.

To date through Q3, SDG&E WSCAC meetings were held on February 3, May 5, and August 4 with the next meeting scheduled for November 3. Recent topics have included: Winter Weather Overview, SDG&E General Rate Case, Wildfire Mitigation Plan Overview & Updates, Long-Term Strategic System Hardening, Winter Recap & Fire Season Outlook, Fire Hardening Project in Valley Center, SDG&E's Public Safety Partner Portal (mobile application) Enhancements, Overview of the book "California Burning", 2023 Fire Season Update, and a facilitated input session to ensure the efficacy of this group. 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.

#### **1.6.4 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, challenges identified include the impacts to elders and vulnerable community members, connecting tribal members to generators and battery, impacts to water sources not having back-up energy, food insecurity, integrating indigenous conversations around climate adaptation and ancestral wisdom into SDG&E-led conversations, the loss of large amounts of food in freezers due to limited trips to stores, and last to be reenergized due to remoteness. Tribes are telling us elected leadership and their staff have limited resources and cannot always provide feedback. In response, SDG&E established support systems with Indian Health Councils to provide generators, resiliency items, information, and resources in advance of wildfire season and support with emergency food distribution during PSPS. In May 2023, SDG&E facilitated a focus group to better understand how to better support tribal communities from the context of climate change vulnerabilities and sought ways to insert tribal members into leadership/advisory roles as we look toward a future of extreme temperatures and events.

In addition to the focus group, SDG&E partnered with Campo Kumeyaay Nation to conduct a survey at their annual Star Gathering event. The needs highlighted in the survey include providing generators/batteries for all vulnerable community members, which was again underscored by Campo's preparation for Tropical Storm Hilary. There is an opportunity to work directly with Tribal Leadership on establishing a streamlined outreach

approach for their most vulnerable community members to inform them of available program offerings, including backup power options, and provide support with the participation process. The resiliency support teams will continue to collaborate to identify ways to further support these community members.

SDG&E executive leadership continues to participate in tribal events to provide one-on-one outreach and create momentum for SDG&E teams to incorporate and support where they have resources to do so. Some results include SDG&E providing training for tribal fire departments, weather data sharing that will inform tribal climate adaptation plans and incorporate “good fire” conversations into the SDG&E Wildfire Safety Fairs. New this year, SDG&E partnered with Lipay Nation of Santa Ysabel on a community safety fair on September 23, 2023, that brought together public safety partners and gave SDG&E the platform to discuss fire hardening projects, vegetation management and low-income programs.

Additionally, the Outreach team has been scheduling workshops in remote tribal areas to provide one-on-one opportunities for tribal members to enroll in ESA, FERA, CARE, and MBL. Due to the diversity among tribes and their varying priorities, SDG&E continues to host year-round listening sessions with tribal leaders and staff to increase our reach to tribal members living on and off the reservations.

### **1.6.5 PSPS Working Group**

SDG&E’s PSPS Working Group (PSPSWG) includes representatives from small multi-jurisdictional 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.

The PSPSWG met on September 20, 2023, reviewing outreach and notification procedures for critical facilities and infrastructure, communication tactics and strategies connecting customers to AFN resources, and customer resiliency and backup power programs. Wildfire

mitigation measures were presented, highlighting the decision-making process for implementing mitigation efforts against PSPS events. The next PSPSWG meeting will be on December 06, 2023.

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

The AFN Public Education campaign started during the summer and will continue through the end of the year. The creative design and messaging has been updated to reflect SDG&E's updated brand (newly designed logo, graphics and colors). The AFN Public Education campaign is a sub-portion of SDG&E's comprehensive Wildfire/PSPS paid marketing campaign. This year's campaign continues to promote the resources and customer offerings that are available during a PSPS. The campaign also spotlights the contracted collaboration between SDG&E and both the San Diego and Orange County 211 organizations.

In addition to employing mass-market outreach tactics, such as TV, radio, print, social media, mailers, community partners & CBO's, the campaign enlisted targeted communications including, but not limited to:

- Streaming radio
- Promotion of Wildfire safety fairs and in-community events
- In-community newsletters and newspapers
- Local community social media pages & Nextdoor
- Athletic event stadium ads
- Digital advertising, and social media were also targeted to HFTD

Campaign messaging promoted assistance offerings during PSPS to customers and the general public with a focus on AFN populations, including assistance offered through SDG&E's 211 partnership and promoted through diverse communication channels. The Public Education campaign will continue through the end of the year and is forecasted to achieve nearly 36 million impressions (or number of opportunities customers and the public have to view campaign tactics).

The following direct customer communications were issued in Q3:

- Multifamily facility/AFN resiliency mailing – this campaign went to property managers, owners and residents of residential multifamily facilities and focus on PSPS preparedness and available resources;

- Mobile Home Park/AFN resiliency mailing – directed to Mobile Home Park managers and residents and focus on PSPS preparedness and available resources;
- Wildfire/PSPS Resiliency Survey – to all HFTD customers;
- Wildfire/PSPS Safety Newsletter – to all HFTD (residential) customers;
- Wildfire Safety/PSPS bill insert;
- Promotion of the Generator Assistance Program; and
- Promotion of the Generator Grant Program.

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

Prepare For Power Down (P4PD) is a Joint IOU website ([www.prepareforpowerdown.com](http://www.prepareforpowerdown.com)), created as a centralized resource for statewide CBO's and agencies serving AFN communities, providing easy access to IOU information on PSPS preparedness and resources. The website offers downloads, Joint IOU CBO training presentations, PSPS Factsheet, PSPS social media graphics and utility specific PSPS support materials. While those materials are still available for CBO's, P4PD is now a customer-facing website with additional user-friendly features and emergency preparedness tools.

On August 8, the Joint IOUs conducted a walk-through to review the completed Phase 1 updates of [PrepareForPowerDown.com](http://PrepareForPowerDown.com) with members of the AFN Collaborative Council and to solicit feedback. One suggested next step is beta testing of the website with select CBO partners. Additional feedback was taken from the AFN Collaborative Council and will be incorporated into the Scope of Work (SOW) for Phase 2 enhancements in Q4. The IOUs began finalizing the SOW for Phase 2 updates, which focuses on enhancing and strategically guiding the user experience.

### **1.7.2 Accessibility of Communications**

Effective communication is important for the safety and well-being of customers of every ability and requires equitable access to SDG&E communication and notifications. Ensuring the accessibility of customer

notifications is a top priority. SDG&E worked with stakeholders and experts to expand the accessibility of our notifications to customers. These include:

- Expansion of the Accessible Hazard Alert System (AHAS) for customized on-demand accessible alerts in real time (15 min) with the same accessibility as the current pre-recorded PSPS, Wildfire and Load Curtailment customer notifications. This allows SDG&E to provide accessible communication during planned and unplanned emergencies. These accessible notifications can be accessed on social media, mobile devices and web platforms.
- Video Remote Interpreting (VRI) resources and training have expanded to include our Electric Customer Service Field Technicians and our customer outreach teams. All CRC and Branch Office staff continue to have access to this communication platform. VRI provides the ability to have more complex conversations and share critical information in ASL and non-English languages. SDG&E employees may access the VRI resource by PC, tablet or Smart Phone via the Boost Lingo platform. ASL translators via video chat, or non-English translators (voice only) are available 24/7 to equally provide important information and to engage in conversations with all customers.
- Maintaining compliance with WCAG 2.1 AA guidelines via ongoing review and scoring through partnership with AudioEye for the three external SDG&E web sites (SDGE.com, MyAccount.sdge.com, and SDGEnews.com). Web development team training, help desk support and accessibility resources are available throughout the year. SDG&E will work to implement updated web accessibility guidance as it becomes available.
- Mobile application accessibility is a priority for SDG&E. We have reviewed and remediated the Alerts by SDG&E app and have completed an audit of the MyAccount app with the Center for Accessible Technology providing detailed review and corrective actions. SDG&E is currently working on these corrective actions to provide accessibility to all customers.
- Reviewing customer program application processes and forms to identify opportunities to make it more accessible and easier for

customers to navigate. Medical Baseline online fillable application has been made fully accessible to the WCAG 2.1AA success criteria.

- Conducting readability reviews of web content and marketing materials to make sure the information is conveyed in a simple language and easy to understand format. SDG&E has begun accessibility training for marketing and web content contributors on creating accessible documents.

### **1.7.3 Community Based Organization Outreach**

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

SDG&E's Energy Solutions Partner (ESP) Network, which consists of approximately 200 CBOs, is leveraged to help prepare customers, especially those who may be vulnerable, for wildfires and other emergency situations. These partners, who receive financial compensation for their year-round support, leverage critical information and notifications through a variety of outreach tactics including presentations, events, meetings, and the amplification of emergency preparedness information through their respective social media platforms. SDG&E targets outreach based on the diverse needs of individuals with AFN and continues to seek opportunities to promote enrollment and awareness of support services available during a PSPS de-energization.

In 2023, SDG&E continues to focus on strengthening existing partnerships while partnering with new organizations that represent the needs of customers with AFN, with an enhanced focus on the deaf and blind, disabled veterans, and non-English speaking communities. We have identified these segments as areas of growth for outreach and accessibility and through feedback from council engagement and surveys. As of the end of Q3 2023, SDG&E added approximately 13 new partners to its portfolio including: 1) San Diego Youth Services; who offers a continuum of care for



our vulnerable youth from infancy to age 25 including food resources, shelter, developing life skills, creating positive life changes, and promoting overall health and well-being; 2) Access, Inc; who addresses the needs of our most vulnerable and underserved communities by promoting self-sufficiency and economic independence through education and employment opportunities and; 3) Asian Culture and Media Alliance; whose mission is to empower the voices of our Asian American, Native Hawaiian and Pacific Islander (AANHPI) communities in need, for cultural preservation, better equity, inclusion, and diversity through the power of media arts.

SDG&E continues to expand its CBO support partners during a PSPS through an enhanced structure that compensates CBOs to support the amplification of PSPS notifications, focusing on those in the HFTD as well as individuals with an AFN. To further reach these customers and amplify preparedness and active PSPS support, in Q3 of 2023, SDG&E provided a mid-year CBO webinar attended by approximately 70 CBOs within its ESP network. The discussion topics included Customer Assistance program updates, the AFN Self-Identification webform, our commitment to accessibility, and PSPS readiness. These CBOs reach a wide range of demographics including diverse, multicultural, multilingual, senior, disadvantaged and AFN communities, receiving comprehensive training and materials related to emergency preparedness and wildfire safety. Prior to a PSPS, SDG&E provides notifications and prescribed social media toolkits to many of these organizations, who then serve as a critical channel to amplify messaging and communicate with customers who may not utilize traditional methods. This PSPS messaging is then shared through the CBO's communication channels including social media platforms such as Facebook, X, and Instagram. Examples of these select CBOs include 1) We Support U; 2) San Diego Center for the Blind, and; 3) Southern California American Indian Resource Center.

SDG&E also collaborates with and provides outreach to local CBOs that may not actively participate in the ESP network, focusing on agencies and organizations with constituents of disabled and aging populations. These presentations and outreach efforts provide educational awareness of PSPS support services, emergency preparedness, and customer assistance programs. In Q3, SDG&E participated in Deafopia, which was held on September 16<sup>th</sup>. We partnered with Deaf Community Services to provide ASL interpreter services at this event to provide education on Customer

Assistance programs, discuss the AFN Self Identification webform, emergency preparedness, and assist customers with program questions. As a result, we had an additional 63 customers self-identify as deaf or hard of hearing. SDG&E was a panelist at the September 25th Live Well Rural Emergency Preparedness event. The virtual event consisted of SDG&E, Cal Fire, Live Well Health, and the Red Cross. PSPS preparedness and resources and wildfire readiness were among the topics discussed. The recorded event was attended by approximately 60 individuals and shared through the Live Well Rural Collaboration member organizations. Another highlighted event includes a presentation of PSPS support services, Medical Baseline, and other resources to the executive panel at Paralyzed Veterans of America, Cal-San Diego Chapter. SDG&E worked with the Paralyzed Veterans of America, Cal-Diego Chapter and developed a presentation to their constituents and partners on October 10. The presentation expanded on topics to include financial assistance programs and services relevant to the audience. While few constituents were in attendance, the presentation was recorded and shared through their social media and other platforms.

In 2023, SDG&E continues to award key AFN organizations with shareholder grants who provide additional PSPS preparedness. SDG&E continues to work with these groups to identify PSPS support service educational trainings, shared AFN and PSPS materials, and other outreach opportunities. A few of these organizations include Access to Independence, ARC of San Diego and Elder help of San Diego providing emergency preparedness to constituents.

SDG&E recognizes there are additional opportunities to reach customers who are disabled and aging individuals with our preparedness and support services with accessible messaging. SDG&E contracted with a local communications firm to for expanded educational outreach to targeted AFN segments. In 2023, they will be exploring additional opportunities for AFN tactical outreach and communications with a focus on preparedness and AFN Self Identification in the HFTD.

#### **1.7.4 Participation in Community Events**

To further reach and support customers with AFN in the HFTD, SDG&E hosted a series of Open House Events within some of the smaller rural

communities to include various internal departments to continue the educational aspects of preparedness. In 2023, SDG&E continued the Wildfire Safety Fairs (WSFs) throughout Q2 and Q3, to disseminate PSPS, CRC, and emergency preparedness information to its customers, including customers with AFN in key communities of concern. At these WSFs, customers were able to visit SDG&E subject matter experts and our participating partners including, 211, American Red Cross, CalFire, CERT, and others to learn more about ways they can better prepare themselves and the services they provide to protect them and their loved ones for the unexpected loss of power due to PSPS and other possible weather driven emergencies. As of the end of Q3, SDG&E wrapped up its 5 WSFs in Mountain Empire, Ramona, Alpine, Julian and Valley Center. This year, SDG&E exceeded the number of customer participation with a season total of over 3,400 attendees now better prepared for the upcoming season, with Valley Center alone bringing in over 1,100 community members. In addition, for the second year, SDG&E is continuing its Mini-Wildfire Safety Fair initiative to provide enhanced support to customers, continue education on PSPS, and engage 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, Warner Springs Community Resource Center, Poway Neighborhood Emergency Corps, and the Southern Indian Health Council). As of the end of Q3, SDG&E has participated in 64 mini-wildfire safety fairs, in partnership with the organizations referenced above, with 19 focused on tribal.

### **1.7.5 Collaboration with Partners and State Agencies**

#### *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 Q2, SDG&E collaborated with Sharp Grossmont Hospital Care Coordination Department to identify and assist qualifying patients with completing the MBL application, before discharging the patient from their

hospital facility. Grossmont Hospital patients including those residing in rural and HFTD communities. PSPS preparedness information will be shared with patients as well. So far, in Q3, SDG&E has not received completed applications from this organization. SDG&E did collect feedback suggesting the lack of time to discuss and complete forms with patients, and the extensive paperwork that is typically needed for discharge from the hospital by the registered nurses are hindering the support. SDG&E continues to solicit feedback and recommendations from the hospital on potential ways to improve this process.

Medical Baseline and PSPS preparedness efforts were expanded in Q3 to include Sharp Grossmont Hospital Rural Community Outreach Pilot Program. The program, conducted by a Registered Nurse and County Fire Medic, provides home visits to discharged patients in 8 HFTD zip codes of San Diego County. Training on MBL, Customer Assistance programs, AFN Self-Identification form, SDG&E Alerts App, and PSPS support services was provided to assist patients with education and registration during their routine visits. Resiliency items provided include 100 medical cooler and 50 first aid kits.

On September 18, the State Council on Developmental Disabilities, San Diego held its annual Emergency Preparedness event in conjunction with the San Diego Regional Center. Over 70 individuals and caretakers received training on preparing for an emergency and creating an emergency kit. SDG&E presented MBL information, how to self-identify as AFN with SDG&E, and preparedness offerings. SDG&E outreach was on hand assisting with program applications and materials.

In Q3, the Joint IOUs continued to conduct targeted outreach to various organizations including healthcare agencies, hospital associations, and local veterans' non-profits to establish new statewide partnerships. The purpose of these partnerships is to expand awareness and utilization of resiliency resources among customers with access and functional needs.

Currently, the Joint IOUs are collaborating with the California Department of Rehabilitation (DOR) for a joint IOU presentation inviting individuals from DOR facilities statewide. Additionally, localized trainings in each IOU service territory are under consideration.

On September 12, SDG&E partnered with the Paralyzed Veterans of America, Cal-Diego Chapter to present our PSPS support services and customer programs to their constituents (see 1.7.9). Statewide Paralyzed Veterans of America contacts will be shared with IOUs for similar outreach.

Conversations with the Statewide Councils for Joint IOU presentations on PSPS preparedness, AFN Self-Identification and MBL Allowance programs will continue through Q4.

#### *Paratransit Service Engagement*

SDG&E continues to provide FACT, SDG&E's Paratransit Support Partner, (see section 1.3 under AFN Support Services) with PSPS preparedness education and outreach information to share with their transportation partners.

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

### **1.8.1 Communications During PSPS**

#### Primary Information Channels

During a PSPS, SDG&E will continue to leverage more than 20+ diverse communication platforms, including but not limited to, SDG&E's PSPS page ([sdge.com/Ready](http://sdge.com/Ready)), SDG&E's NewsCenter, PSPS mobile app (Alerts by SDGE), social media, hyper-local targeting via the social media platform of Nextdoor, radio PSAs, broadcast media including the emergency broadcast radio station (KOGO), in-community & roadside signage, including flyer distribution, message amplification by CBO's and partners, and direct customer notification via call, text and email. SDG&E is laser focused on using clear, simplified language in delivering messages that are quickly digested by customers and the public, especially during a PSPS.

SDG&E continuously audits the Wildfire Safety and PSPS webpages to simplify website content and provide additional information about a PSPS, what to expect and resources/offerings available and where they are offered. Based on customer feedback, multiple informational videos have been developed with preparedness messages.

The PSPS video that was developed in late 2022 will continue to be made available to explain the PSPS customer journey beginning with the decision-making process through restoration (<https://www.youtube.com/watch?v=Sn0JYGpoldw>).

As there were no PSPS occurrences during 2022, this tool will be promoted during future PSPS activations through diverse communication platforms to help customers understand what a PSPS is, why it's done, how to prepare and build resiliency, and what to expect through the various phases of a PSPS.

### **1.8.2 PSPS Notifications**

SDG&E sends PSPS notifications to all impacted individuals, as soon as possible, through its Enterprise Notification System (recorded voice message, email and text message). All customer/public PSPS notifications have been converted into American Sign Language (ASL) video, audio read-out and written transcript. SDG&E also enables address-level alerts for customers and the general public through its Alerts by SDG&E app.

Based on customer feedback and notification message testing with customers prior to PSPS season, in Q3, customer notifications were streamlined and modified with clearer language regarding where updated information can be found and what type of information they will find. Additionally, information about where to find power during a PSPS was added to notifications announcing the opening of Community Resource Centers.

SDG&E conducted live notification testing with customers in Q2. SDG&E also conducted a second round of live notification testing in October 2023. This provided an opportunity to test the Enterprise Notification System (ENS). SDG&E also plans to solicit feedback from customers who are affected by PSPS as part of annual post-season research efforts later in the year. Updated PSPS notifications were translated in the 21 other prevalent languages (in addition to English) and recorded in all 22 prevalent languages spoken in the region, and 2023 updates were also translated, voice messages will be recorded, and ASL videos will be updated accordingly. Every year the SDG&E public-education campaign

includes messaging about signing-up for notifications prior to the start of peak fire season.

Going into the peak PSPS season, SDG&E will no longer observe the traditional 'courtesy hours' of 9pm to 6am. Notifications will be sent to customers 24 hours a day as needed. This allows customers to receive the latest updates and obtain information on available AFN support. Letters are also sent to HFTD customers informing them of this.

For MBL and Life Support Customers, SDG&E reviews the results of each ENS deployment 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 who 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 in person. 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.

### **1.8.3 Accessible Media Engagement**

SDG&E continues to prioritize accessibility for its websites and mobile applications. The company takes a proactive approach to meet Americans with Disabilities Act (ADA) and the Web Content Accessibility Guidelines (WCAG) 2.1AA global web standards for accessibility. SDGE's website has added a link to its accessibility statement and resources to the website footer making it easier for the customer to navigate to accessibility resources. The Contact Us page of SDGE.com has also been updated for customers to contact us, to provide accessibility feedback and request accessibility resources.

SDG&E continues to leverage an AFN landing page ([www.sdge.com/AFN](http://www.sdge.com/AFN)) to allow customers to self-identify as AFN, as well as AFN resources. Optimized Drupal (content management system) includes accessibility features such as search engine form and presentation, color contrast and intensity, image handling and form labeling. Implementation of the

AudioEye services continuously tests and remediates accessibility issues automatically and sends alerts for issues requiring manual remediation and other potential issues. SDG&E also works with the Center for Accessible Technology (C4AT) on testing and remediation of the company's mobile applications.

While executing the development, implementation, and maintenance of all our digital properties, SDG&E prioritizes accessibility so all customers can access our information and benefit from it.

Throughout 2023, SDG&E has engaged with local broadcast media and utilizes 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 education.

Per 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 is home to one of the busiest land border crossings in the world. In addition to providing communications in language, SDG&E's dedicated Spanish communications manager translates wildfire safety and PSPS-related news releases, social media, and other communications pieces for the public and local Spanish broadcast media. SDG&E also continues to provide critical PSPS and wildfire safety information in all prevalent languages.

Prior to a wildfire-related event, SDG&E will engage local broadcast media, including local Spanish media and multicultural niche outlets, early and often to reach customers and notify them of impending high fire risk conditions, the potential for a PSPS, where to go for more information and available resources. Local broadcast media, including designated emergency broadcast radio, will continue to amplify SDG&E's messaging during a wildfire or high fire risk weather conditions to keep our diverse customer base and the public informed.

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

As a result of community 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 adverse weather events and maintains 3 mobile community resource centers (MCRC) 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. Sites and resource needs are reviewed, and if required, updated annually.

Customers at CRCs are provided:

- Bottled water
- Light snacks
- Cell phone charging
- Seating
- Accessible Restrooms
- Ice
- Water trucks (for large animals)
- Up-to-date outage event information

CRCs will also have charging stations, seating, and accessible restrooms available on-site. SDG&E endeavors to provide cellular network services and will collaborate with the telecommunication providers who support services in CRC areas. In Q3, CRCs were provided medical cooler kits for those who may need to keep medicine cool during a PSPS.

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, 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 non-English 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 medical device drop-off process for charging, as well as a back-up battery swap option for AFN individuals at the CRCs. More details about SDG&E's CRCs, including siting and accessibility will be outlined in its forthcoming CRC plan as required by D.20-05-051.

## **1.9 Recovery (After - Power has Been Restored)**

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

SDG&E's Pre-Season PSPS customer survey is currently being fielded and the results will be provided in the next quarterly report. The survey is offered in the 22 languages prevalent within the SDG&E service territory. The data collected from the surveys will be used to make real time adjustments, where appropriate, to public education and communications strategies to ensure PSPS communications continue to provide information to be most helpful to customers during a PSPS.

### **AFN Power Panel**

To better understand the needs of customers with AFN, a power panel was created in 2022. The AFN Power Panel is a year-long survey resource, specifically for customers with AFN to serve as customer advocates for accessibility and accommodations in relation to PSPS. Topics may include outage needs, communication channels, electric-powered device needs, and other areas of interest that help SDG&E identify and refine accommodations to better serve this population. While SDG&E deems the information from respondents as valuable to understanding this customer segment, the sample size of the AFN Power Panel is currently small (n=~350), so results from these surveys are interpreted with caution.

The next AFN Power Panel survey will be fielding in Q4.

**Appendix A:**  
**AFN Collaborative Council Participants**

## AFN Collaborative Council Participants

<b>First</b>	<b>Last</b>	<b>Organization</b>	<b>Title</b>
Aaron	Carruthers	State Council on Developmental Disabilities (SCDD)	Executive Director
Andy	Imparato	Disability Rights California (DRC)	Executive Director
Anne	Kim	California Public Utility Commission (CPUC)	Public Utilities Regulatory Sr. Analyst
Robert	Hand	California Foundation for Independent Living Centers (CFLIC)	Interim Executive Director
James	Cho	CPUC	Public Utilities Regulatory Program Manager
Karen	Mercado	Disability Rights California (DRC)	Executive Assistant
Susan	Henderson	Disability Rights Education & Defense Fund	Executive Director
Vance	Taylor	California Office of Emergency Services (CalOES)	Chief, Office of Access and Functional Needs

**Appendix B:**  
**Statewide Joint IOU AFN Advisory Council**  
**Participants**

## Statewide Joint IOU AFN Advisory Council Participants

First	Last	Organization	Title
Adam	Willoughby	California Department of Aging (CDA)	Asst. Director of Legislation and Public Affairs
Ally	Bartz	CA Department of Social Services Adult Program Division - CDSS	unknown
Ana	Acton	Department of Rehabilitation - (DOR)	Deputy Director Independent Living and Community Access Division
Annette	Rogers	Central Valley Regional Center (CVRC)	Fresno NVRC Representative
Bonny	Wolf	California Department of Social Services Disaster Unit (DSS)	Disaster Unit
Brian	Weisel	State Council on Developmental Disabilities	Legal Counsel
Dan	Heller	Deaf Link, Inc.	President
Dan	Okenfuss	California Foundation for Independent Living Centers (CFLIC)	Public Policy Manager
Desiree	Robedeaux	Disability Rights California (DRC)	Equal Justice Works Disaster Resilience Student Fellow

Elizabeth	Basnett	California Health & Human Services	Assistant Secretary
Fred	Keplinger	Redwood Coast Regional Center	Emergency Management Coordinator
Gabby	Esharati	North Los Angeles County Regional Center	Consumer Services Director
Hewitt	Matanari	Alta California Regional Center	Emergency Response Coordinator
James	Collins	CA Council of the Blind	Community Educator
Joanne	Brandani	California Department of Social Services (DSS)	Deputy Chief, Disaster Services Branch
John	Barnett	California Department of Social Services (DSS)	Manager, Response and Redirect Unit
Joseph	Grounds	Kern Regional Center (KERNRC)	Emergency Response Coordinator
Josh	Gleason	California Department of Social Services Disaster Unit (DSS)	
June	Isaacson Kailes	Disability Policy Consultant	Disability Policy Consultant
Kay	Chiodo	Deaf Link, Inc.	Chief Executive Officer
Kelly	Brown	211	Director, Interface 2-1-1
Kendall	Skillicorn	California Department of	Bureau Chief, Department

		Social Services Disaster Unit (DSS)	Operations Bureau
Larry	Grable	Service Center for Independent Living - SCIL	Executive Director
Lauren	Giardina	Disability Rights California (DRC)	Executive Director Managing Attorney
Mark	LaBeau	CA Indian Rural Health Board (CIRHB)	CEO
Mary Ellen	Ittner	Keadjian	Senior Advisor
Melissa	Kasnitz	Center for Accessible Technology	Legal Director
Michael	Butier	California Department of Social Services Disaster Unit (DSS)	Functional Assessment Service Team Coordinator
Michael	Butier	California Department of Social Services Disaster Unit (DSS)	
Rick	Yrigoyen	CA Department of Social Services Adult Program Division - CDSS	Staff Services Manager
Rose	Samaniego	California Department of Development Services (DDS)	Community Program Specialist III- FHA Supervisor



Seneca	St. James	California Department of Development Services (DDS)	Community Program Specialist III
Sutep	Laohavanich	California Department of Aging (CDA)	Program Director
T.	Abraham	Hospital Council	Regional Vice President
Tamara	Rodriguez	California Department of Development Services (DDS)	Officer, Emergency Preparedness & Response
Tracey	Singh	American Red Cross	Pacific Division Disability Integration Advisor
Yenter	Tu	No Barriers Communications	National Liaison