

**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 2022 PLAN TO SUPPORT ACCESS AND FUNCTIONAL
NEEDS POPULATIONS DURING PUBLIC SAFETY POWER SHUTOFFS**

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April 29, 2022

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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 2022 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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Attachment A

**San Diego Gas & Electric Company's
Quarterly Update to 2022 Plan to Support
Populations with Access and Functional Needs During
Public Safety Power Shutoffs**

April 29, 2022



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Introduction

On January 31, 2022, San Diego Gas & Electric Company (SDG&E or Company) submitted its 2022 plan regarding its planned efforts to support populations with access and functional needs (AFN) during de-energization events (2022 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 2022 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 2022 AFN Plan and the impact of its efforts to address the AFN and vulnerable population during de-energization events, also known as Public Safety Power Shutoff (PSPS). This update maps to and follows the sequencing of SDG&E's 2022 AFN Plan¹ for ease of reference and builds upon the efforts described therein. Specifically, rather than repeating the activities SDG&E describes in its 2022 AFN Plan that were already taken, this update provides the incremental efforts taken since January 31, 2022.

1. CONCEPT OF OPERATIONS | HOW

1.1 Preparedness/ Readiness (Before Power Shutoff)

1.1.1 Emergency Operations Center

Leading up to the PSPS season, the SDG&E Emergency Management Department meets with public safety partners to determine the best method of communication and providing situational awareness during Emergency Operation Center (EOC) activations. Public safety partners are proactively informed through different forms of communication throughout the year. In 2021, impacted public safety partners will be directed to the new SDG&E Public Safety Partner Portal to receive the latest situational updates. Impacted critical facility and infrastructure customers were communicated

¹https://www.sdge.com/sites/default/files/R1812005_SDGE%202022%20AFN%20Plan.pdf

to directly by their SDG&E account executive via phone and/or email communication. These impacted critical facility and infrastructure customers were provided a list of their potentially impacted meters and situational updates.

SDG&E collaborates in advance with community partners at the 11 Community Resource Centers to help protect the health of our employees and community members. During SDG&E's PSPS activation in Q4 of 2021, SDG&E activated three CRCs in accordance with CDC guidelines and provided a drive-thru configuration while wearing masks and social distancing for safety while incorporating accessibility upgrades from the AFN "Go Kits" (signage, privacy screens, as needed, etc.). Outage updates were posted on large informational boards, clearly visible while safely parked in the drive-through line and along the path leading to the CRCs.

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:

- Conducted outreach to AFN partners via the Regional PSPS Working Group regarding upcoming PSPS Tabletop Exercise, including an invitation to participate in the exercise or join the exercise planning team.
- 2021 Outreach and engagement with Public Safety Partners, Community Partners and local jurisdictions, including tribes
- Virtual 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 home workers, social service staff, CBOs, tribal orgs, CERTS etc.
- Hold PSPS webinars for Safety and Community Partners

1.1.3 EOC AFN Liaison Role

An EOC AFN Liaison team has been confirmed and rostered for the 2022 calendar year. SDG&E has established a dedicated AFN EOC Liaison role dedicated to assisting individuals with AFN during PSPS. Each EOC AFN Liaison is required to pass the FEMA ICS 100, and 200 courses online. Additional required training includes SDG&E EOC process and procedures, specific position role and notification systems. A series of functional and tabletop exercises leading up to PSPS and wildfire season are also scheduled. One exercise includes the AFN Community Based Organizations (CBO) who the EOC AFN Liaisons will be working closely with during an actual PSPS.

1.1.4 Customer Care Support

In 2022, SDG&E will continue to support individuals and households with AFN, before, during and after PSPS. When concerned customers and individuals call and speak with an energy specialist, they will be directed to the appropriate resource to receive support (e.g., 211, Customer Assistance AFN EOC role, etc.). Additionally, SDG&E's Customer Contact 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 access and functional need for additional consideration of tools, programs, and services.

1.2 AFN Identification

SDG&E has continued enhancing its ability to identify Electricity Dependent individuals with AFN through defining, mapping, and enabling self-identification with the goal to mitigate the impacts of PSPS on individuals with AFN served by IOUs through improved outreach, education, assistance, programs, and services.

SDG&E has identified and flagged approximately 420,000, or roughly 32% of residential customers as AFN. Approximately 40,000² of these customers reside in the HFTD.

² Upon further review, SDG&E found counts for ~40,000 AFN customers in the HFTDs.

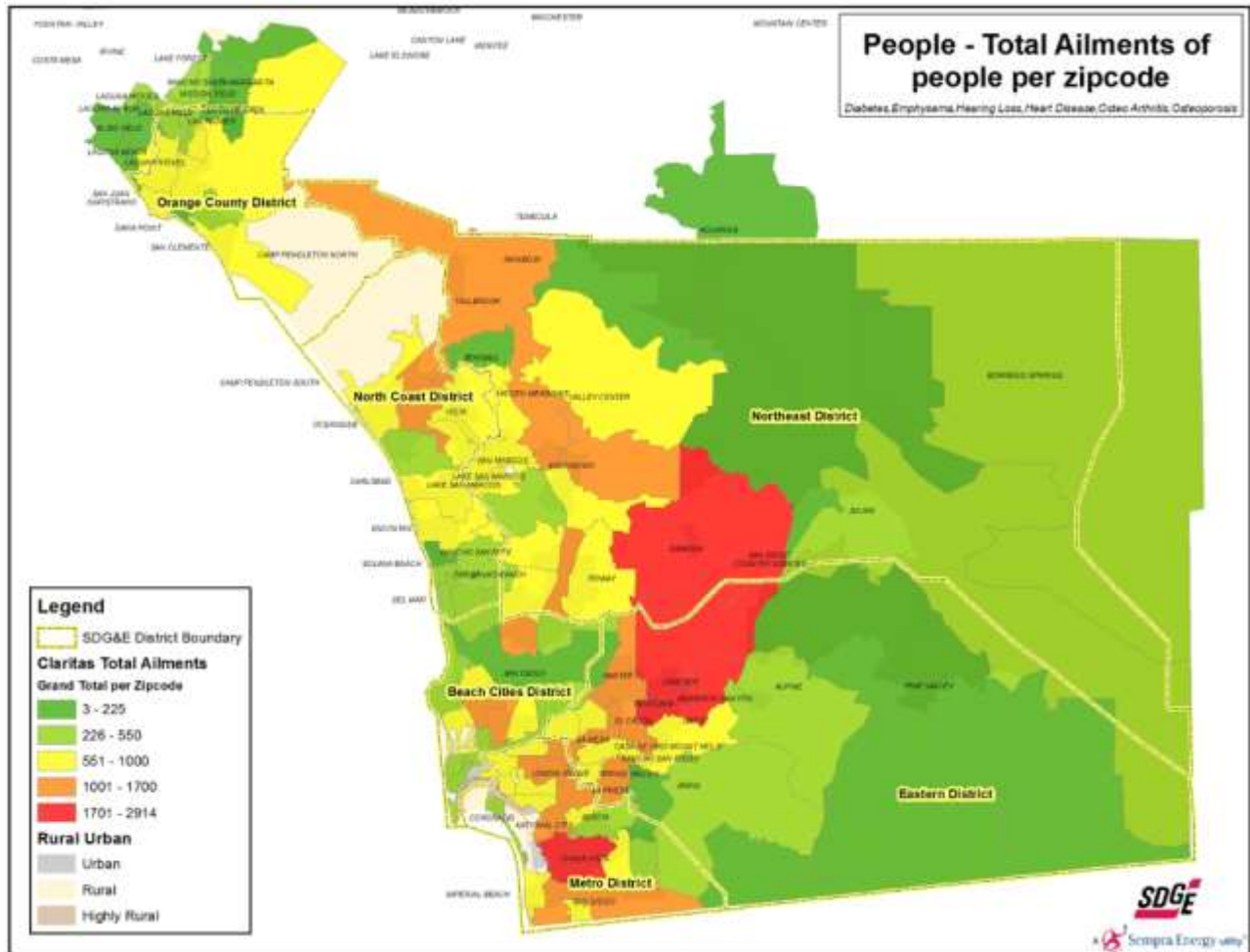
In response to feedback received from the AFN Collaborative Council, SDG&E enhanced its geographic map of AFN clusters throughout its service territory to also include market research and available statewide data to capture individuals our database may be missing. This data is represented in the maps below. SDG&E is leveraging customer research and data analytics and creating an internal AFN dashboard to enhance SDG&E's understanding of this key group of customers.

SDG&E's Access and Functional Needs ID Types:

- AFN Self-Identified
- CARE
- FERA
- Medical Baseline (MBL)
- Life Support (subset of MBL)
- Temperature Sensitive
- Deaf/Hard of Hearing
- Blind/Low Vision
- Disabled
- Senior 62+
- Large Font Bill
- Braille Bill
- Non-English Preferred

SDG&E purchased market research data to identify which geographic areas include higher populations with ailments such as osteo arthritis, osteoporosis, hearing loss, and soft contact lenses. The majority of the HFTD falls into the two lowest categories³ (zip codes with the least number of individuals with ailments). However, there are some HFTD communities that fall into higher categories.

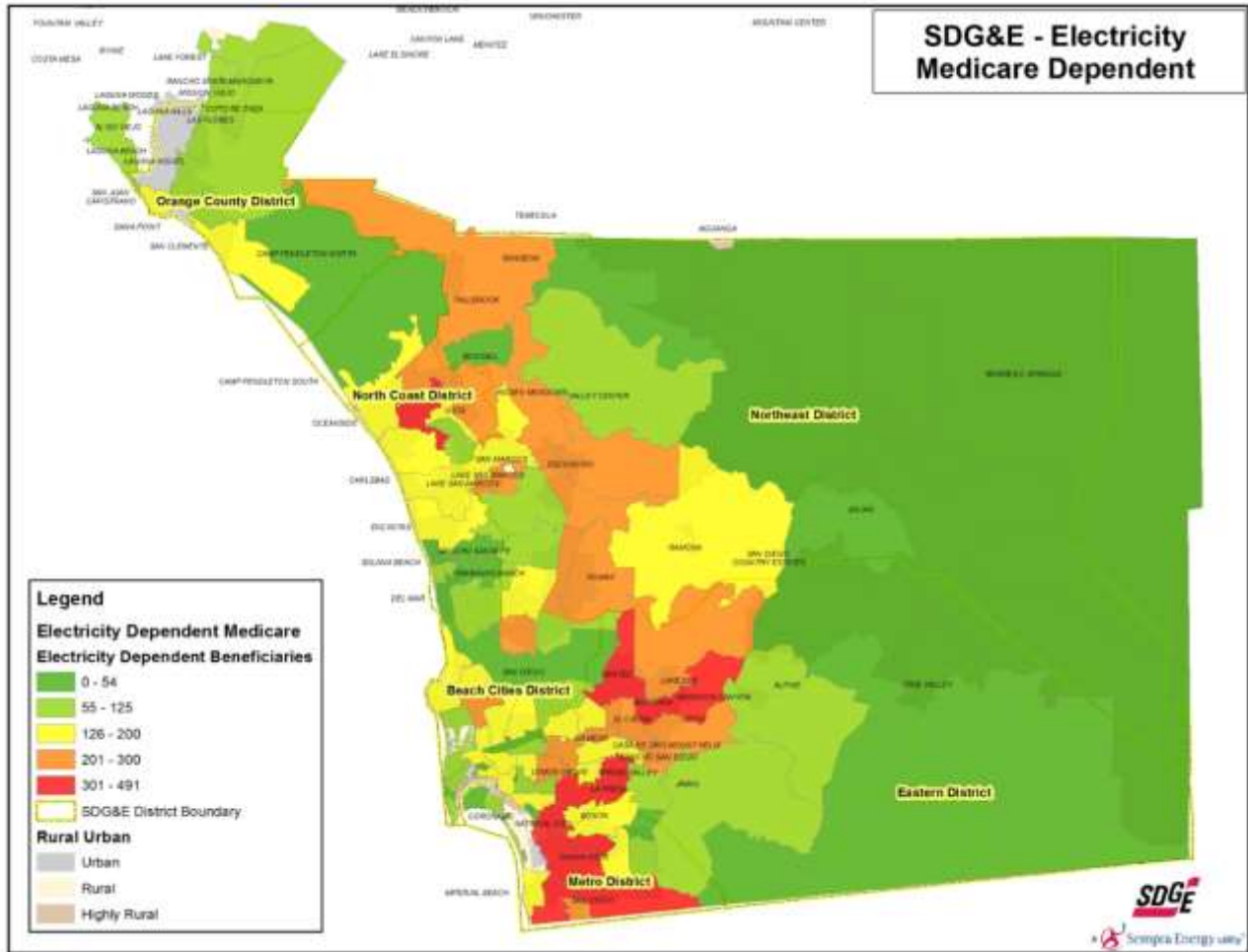
Table 1: Individuals with Total Ailments (Market Data)



³ <https://capuc.maps.arcgis.com/apps/webappviewer>

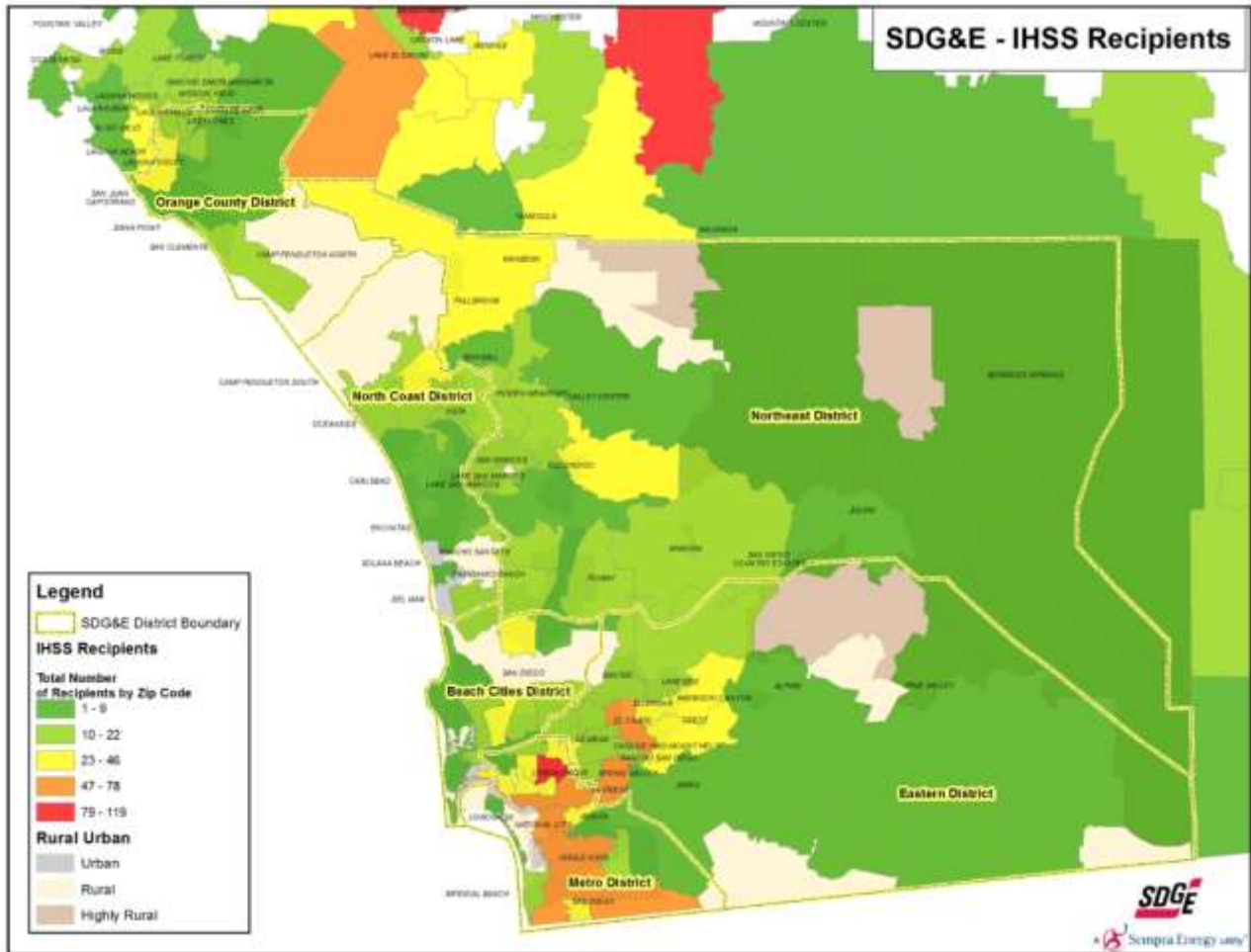
Based on statewide data, SDG&E has identified approximately 13,000 Medicare clients in SDG&E's service territory. Below is an updated population density map reflecting this population, which is an update from the table that was shared in the 2022 AFN Plan.

Table 2: Electricity Medicare Dependent



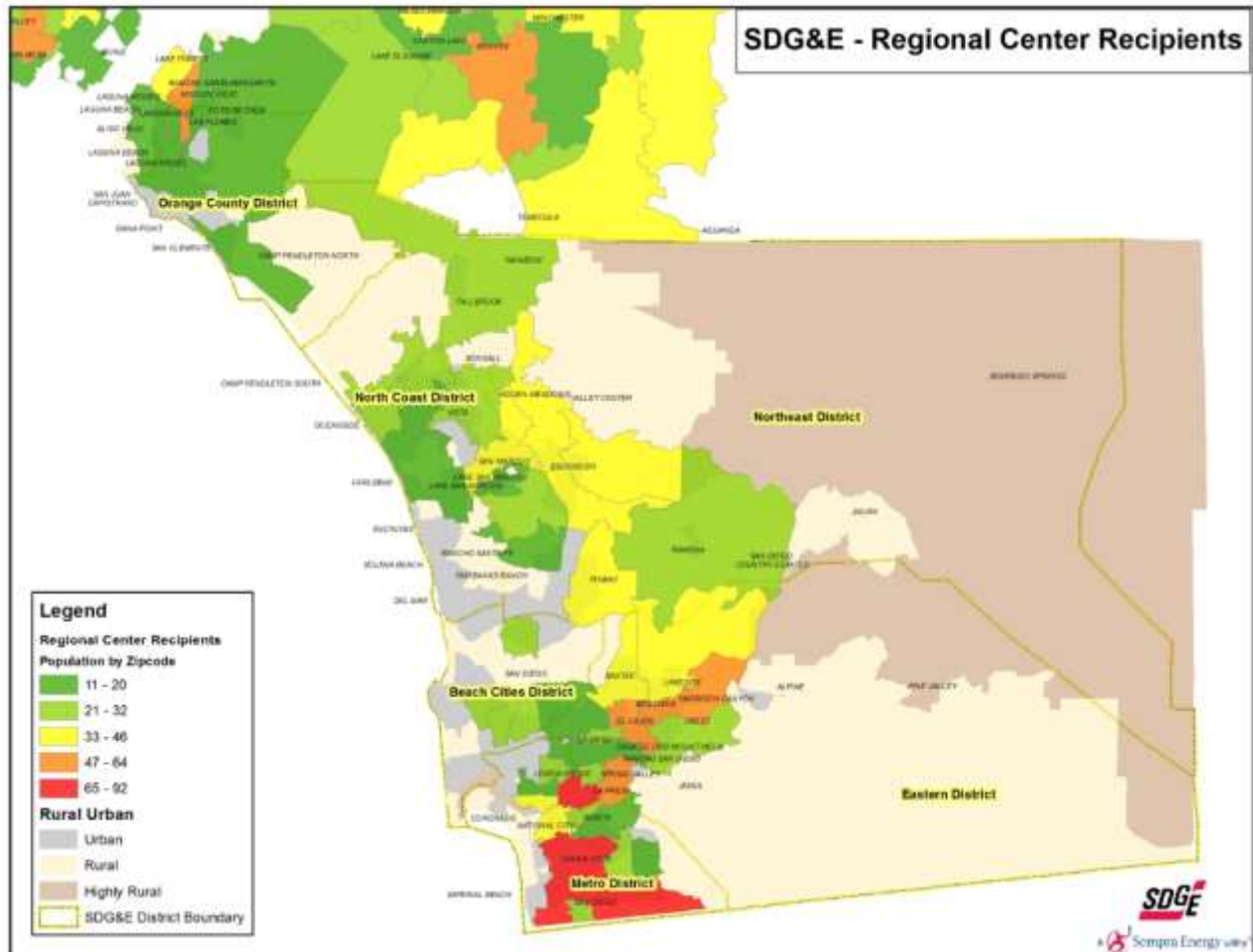
Based on statewide data, SDG&E has identified approximately 1,650 recipients of In-Home Support Service (IHSS) in SDG&E’s service territory. Below is an updated population density map reflecting this population, which is an update from the table that was shared in the 2022 AFN Plan.

Table 3: In-Home Support (IHSS) Service Recipients



Based on statewide data, SDG&E has identified Regional Centers approximately 1,500 recipients of Regional Center services in SDG&E’s service territory. Below is an updated population density map reflecting this population, which is an update from the table that was shared in the 2022 AFN Plan.

Table 4: Regional Centers Recipients



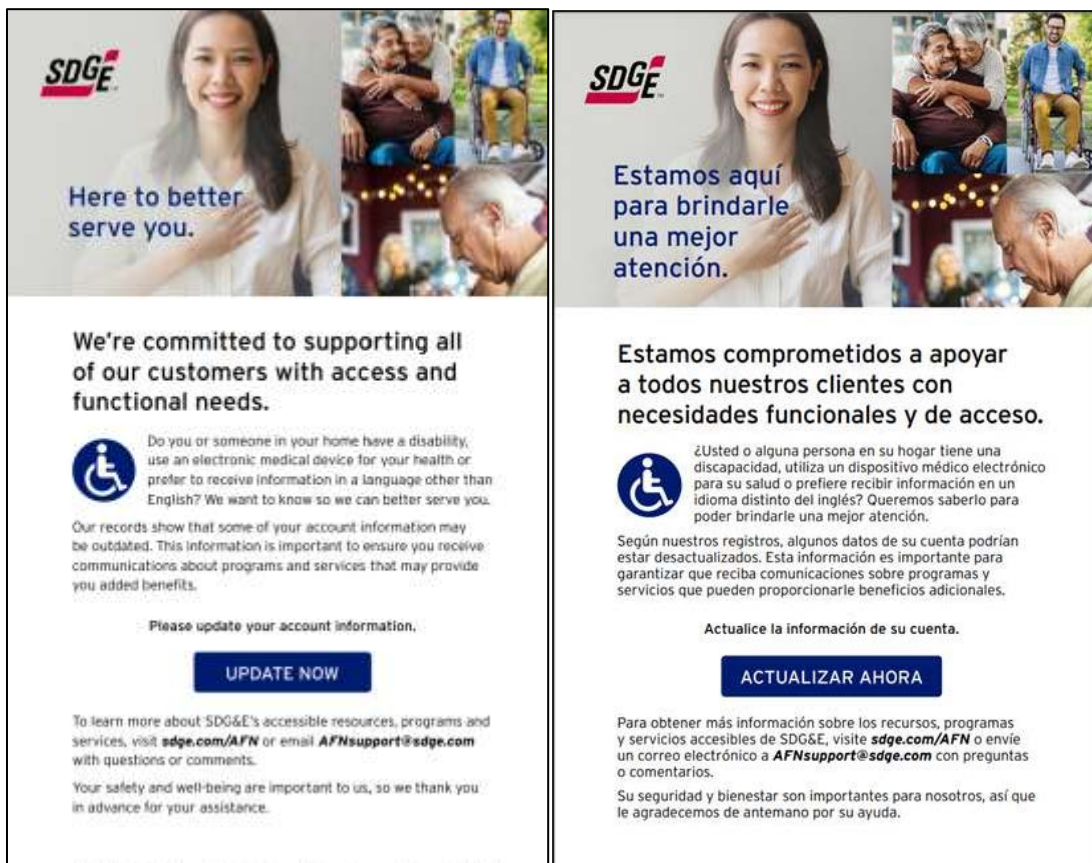
SDG&E aims to leverage electricity dependent data shared from the California Department of Developmental Services (CDDS) for In-Home Support Services (IHSS) clients and California Department of Social Services (CDSS) for Regional Center clients, and incorporate with the self-reported, self-identified individuals with access and functional needs to better provide services and resources before, during and after PSPS.

1.2.1 AFN Identification Outreach

In late March 2022, SDG&E launched a marketing campaign to better serve individuals with access and functional needs via an email and mail campaign to a select group of customers identified through market research with disabilities and ailments that may align with access and functional needs. SDG&E worked with the AFN Collaborative Council and stakeholders to review and align the AFN language and online content to be more inclusive and accessible. The campaign targets approximately 70k individuals and promotes the opportunity to self-identify. Communication for the self-identification letters were included in 19 languages and the website to view the self-identification campaign letter is www.sdge.com/AFNtranslations.

This will be an ongoing effort to help customers self-identify with access and functional needs who could benefit from extra support, programs, and resources before and during a PSPS.

Email Campaign sample:



Links to the English and Spanish SDG&E NewsCenter stories:

- [You've Got Mail! SDG&E Launches Campaign to Better Serve Customers with Individual Needs | SDGE | San Diego Gas & Electric - News Center \(sdgenews.com\)](https://www.sdgenews.com/youve-got-mail-sdg-e-launches-campaign-to-better-serve-customers-with-individual-needs)
- [¡Tiene correo nuevo! SDG&E lanza una campaña para proporcionar un mejor servicio a clientes con necesidades individuales | SDGE | San Diego Gas & Electric - News Center \(sdgenews.com\)](https://www.sdgenews.com/tiene-correo-nuevo-sdg-e-lanza-una-campana-para-proporcionar-un-mejor-servicio-a-clientes-con-necesidades-individuales)

1.3 AFN Support Resources

In 2022, SDG&E will continue its robust support services for individuals with AFN. SDG&E continues to identify organizations with quick response capacity that can meet the needs of customers across the region during PSPS activations.

211 – Centralized Resource Hub

SDG&E has extended its partnership with 211 San Diego and 211 Orange County into 2022 and has continued to expand and enhance as gaps and new opportunities are identified. 211 Orange County has modeled a Community Information Exchange after 211 San Diego as best practice and is in the process of sharing the new platform with stakeholder and training organizations within the network to leverage the new centralized platform.

Accessible Transportation

SDG&E renewed its partnership with Facilitating Access to Coordinated Transportation (FACT) in 2022 to provide accessible transportation to any individual 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 5:30am-11pm during 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.

No-Cost Hotel Stays

SDG&E will continue and is in the process of enhancing our partnership with Salvation Army to provide no-cost hotel stays to individuals with AFN during PSPS (as referred by 211 San Diego and 211 Orange County). These hotel stays are offered to any individual with AFN and are available for the duration of PSPS events.

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 to support vulnerable, rural, and tribal communities year-round and during PSPS activations. Food support and gift cards are available and in place ready to support in 2022.

New for 2022, the San Diego Food Bank added additional mobile food pantries to the suite of food support offerings and signed-on to partner to support communities impacted by PSPS. The San Diego Food Bank and Feeding America have mobile food pantries to support impacted communities post PSPS both with a rural and tribal focus. This is an area of continuous improvement and SDG&E will explore additional vendors to include for food support.

Resiliency Items

SDG&E supported San Diego County Fire CERTs' "Prepare in a Year" campaign to promote emergency preparedness and provided resiliency items including power banks, hand crank flashlight/radios and solar light bulbs for upcoming community monthly events. A new partnership has been established with the San Diego Seniors Community Foundation and the San Diego Senior Coalition to provide resiliency items, emergency preparedness items and support. Tribal Relations has reached out to Tribal governments and leaders to offer support for Earth Day/Sustainability events and offered support to the PSPS Working Group. The Regional Center has provided feedback with a list of potential items that could be useful to clients with access and functional needs to PG&E, SCE and

SDG&E. SDG&E is exploring insulated travel medicine bags and will work with the Regional Center on next steps.

1.4 Customer Resiliency Programs and Continuous Power Solutions

1.4.1 Back-Up Power

SDG&E offers several backup battery and generator 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 MBL and Life Support customers in the HFTD with a high likelihood of PSPS, and has expanded to include a broader audience of AFN customers in the following categories:

- Individuals with disabilities
- Temperature-sensitive
- AFN self-identified

To date, 3,803 customers have received batteries, with 73% of the eligible population having participated. For the 2,310 customers who participated in the 2021 GGP program, 98% reported they were “very” or “extremely” satisfied with their experience, and 94% reported they now feel “very” or “extremely” prepared for a future PSPS event.

The planned target for 2022 is approximately 3,000 customers, representing an increase of at least 700 customers over 2021 (35% increase). SDG&E is continuing its partnership with Indian Health Councils to support the direct distribution of backup batteries to tribal communities in 2022 including reserved units. 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. Additionally, the California IOUs are jointly participating with Electric Power Research Institute in a study on portable batteries to identify other options in the market that may provide additional support to vulnerable customers.

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 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. This enhanced rebate is equivalent to a 70– 90% discount on the average portable generator models for lower-income customers. The 2022 program targets customers in the HFTD who have experienced previous PSPS events and will include enhanced rebates for low-income individuals with AFN on portable generators and portable power stations.

1.4.4 Resiliency Surveys

In 2021, SDG&E invited more than 150,000 customers to participate in a Personalized Preparedness Resource online survey as part of SDG&E's wildfire safety and resiliency efforts. Over 2,400 customers responded, of which 1,000 individuals self-identified as having an AFN. As part of 2021's learnings, SDG&E is planning to expand the dedicated generator webpage to include generator program requirements and guidance on selecting appropriate backup generation.

In Q1 2022, SDG&E focused on identifying additional preparedness resources to include in the 2022 Resiliency Survey with emphasis on the AFN community. SDG&E plans to leverage existing external relationships to conduct the surveys, such as SDG&E generator program implementers, tribal communities, and CBOs.

1.5 Customer Assistance Programs

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.

As of March 2022, SDG&E had approximately 47,000 customers enrolled in the Medical Baseline Allowance program. To help gain new enrollments, SDG&E expects to launch targeted marketing campaigns to potentially eligible MBL customers in Q3 and will leverage the AFN database.

In March, SDG&E, PG&E and SCE provided training on the Medical Baseline Program to approximately 165 In Home Supportive Services Program (IHSS) staff. The statewide presentation included educational information on emergency preparedness, a PSPS overview, 211 support services and other utility resources. Attendees were given the presentation and is available for download at Prepareforpowerdown.com.

1.5.2 California Alternate Rates for Energy Program (CARE)

The CARE program provides a 30% or more 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 March 2022, SDG&E has approximately 325K customers enrolled in the California Alternate Rates for Energy program.

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.

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.

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 211sandiego.org for information.

1.5.6 Arrearage Management Plan (AMP)

CARE customers may also be eligible for the 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.

1.5.7 Community Support

SDG&E Community Relations accelerated the 2022 SAFE San Diego Giving initiative by providing local safety and emergency preparedness oriented non-profit organizations, tribal partners, and grassroots volunteer organizations with grants totaling \$1 million. These grants will help support local charities that provide safety or disaster response support programs, PSPS support, resources, and/or education to enhance overall preparedness in the region. Some of these grant recipients include:

The San Diego Senior Center Foundation (SDSCF) is a new grant recipient and AFN partner. SDSCF Emergency Preparedness program will educate and assist in the development of emergency plans for up to 500 aging adults within 20 senior centers. PSPS support services and Customer Assistance programs will be shared as well.

Access to Independence is continuing their emergency preparedness in 2022 which includes emergency kits tailored to disability needs when

possible, and one-on-one personal plans. The distribution of the AFN/PSPS resource flyer will be shared as well as Medical Baseline information during the intake process. SDG&E will continue to work closely with Access to Independence in 2022 to support and expand this valuable partnership.

SDG&E grants also help to support local tribal community safety preparedness groups including Pala Fire Safe Council, Rincon Indian Education Center, Santa Ysabel La Posta Band of Mission Indians, Los Coyotes Band of Cahuilla-Cupeno Indians, Manzanita Tribal Community Preparedness, Mesa Grande Community Preparedness, Inaj-Cosmit Band of Indians, La Jolla Indian Reservation and the Tribal Long Term Recovery Foundation.

1.6 PSPS Preparedness Outreach and Community Engagement

1.6.1 AFN Collaborative Council (See Appendix A)

Meeting	Summary of Engagement and Feedback	Actions Guided by Feedback
<p>Date: January 6, 2022</p> <p>Location: Virtual</p> <p>Purpose:</p> <ul style="list-style-type: none"> Review how the joint IOUs identify and track customers with AFN to determine gaps and identify opportunities for expansion 	<p>Summary of Engagement</p> <ul style="list-style-type: none"> Executives and subject matter experts from PG&E, SCE and SDG&E, as well as Bear Valley Electric and PacifiCorp, and Executive stakeholders from various groups/agencies who represent individuals with AFN, discussed how to apply the 	<p>Completed Actions This Quarter</p> <ul style="list-style-type: none"> N/A; first meeting of the quarter SDG&E launched broad AFN identification campaign via email and mail based on market research data SDG&E completed enhanced geographic maps illustrating clusters of individuals with AFN based on database, market

Meeting	Summary of Engagement and Feedback	Actions Guided by Feedback
<p>and/or prioritization.</p>	<p>broad definition of AFN to individuals (i.e., “who”) served by the IOUs and POUs. Defining the “who” allows the stakeholder group to align on a shared understanding to inform the “what” and the “how” moving forward.</p> <ul style="list-style-type: none"> • A robust discussion led to the following AFN draft definition: • Individuals who are at an increased risk of harm to their health and safety during a Public Safety Power Shutoff. Including, but not limited to, the following: <ul style="list-style-type: none"> ○ Medical & Non-Medical ○ Behavioral, Mental & Emotional Health ○ Mobility & Movement ○ Communication ○ Individuals who require devices for health, 	<p>research and available statewide data</p>

Meeting	Summary of Engagement and Feedback	Actions Guided by Feedback
	<p>safety, and independence</p>	
	<p>Feedback</p> <ul style="list-style-type: none"> • Opportunities for a risk-based tiering of customers with AFN, state-wide landing page for customers to self-identify, market research to inform utilities about concentration of “who” & associated needs, breakout working sessions and identification of certain groups that were lacking from Electricity Dependent Definition were identified. Work remains to be done on how the IOUs operationalize the above definition. 	<p>On-Going Actions</p> <ul style="list-style-type: none"> • Evaluate a universal landing page as a central hub for all utilities providing a customer evaluation tool; consider pairing with Prepare for Power Down website [started in Q1, continuous] • Conduct market research to help identify and reach out individuals and communities geographically who are categorized with AFN and provide necessary resources accordingly [Q3, continuous] • Consider communication campaign and strategic partnerships with CBOs to provide awareness around AFN campaigns [started in Q1, continuous]
		<p>Future Actions</p>

Meeting	Summary of Engagement and Feedback	Actions Guided by Feedback
		<ul style="list-style-type: none"> • Consider ways to expand the list of AFN customers to capture the full percentage of individuals that self-identify and ensure customer privacy [Q4, 2022] • Should we consider a universal design approach to risk management/PSPS; are there things we can do that would work for all, not just AFN communities? [ongoing, 2023] • Should we identify tiers of AFN customers to pinpoint those at greatest risk? [Q2, continuous] • How do environmental surroundings impact risk to AFN community; do customers move up risk rank due to these? [Q2, continuous] • Provide clarity and definition surrounding

Meeting	Summary of Engagement and Feedback	Actions Guided by Feedback
		<p>customers who classify as AFN including high-risk individual and energy-dependent customers [Q2, continuous]</p> <ul style="list-style-type: none"> Align on customer engagement strategy to obtain AFN data (IOU direct-to-customer survey) [Q3, continuous]
<p>Date: March 7, 2022 Location: Virtual Purpose:</p> <ul style="list-style-type: none"> Determine “what” the IOUs need to provide and marry with the “who” discussed in the previous advisory council meeting. 	<p>Summary of Engagement</p> <ul style="list-style-type: none"> A discussion on tiering left the team in agreement surrounding the “type,” with the Joint IOUs committing to flushing out tier identification processes in advance of the 3/29 meeting Team aligned on adjusting the function of this AFN Collaborative Council to a quarterly Steering Committee beginning Q2 2022. Timing of the meeting is to be 	<p>Completed Actions This Quarter</p> <ul style="list-style-type: none"> IOU market research team and working group conducted statewide website and market research Shared “feedback on 1/6 meeting format” SurveyMonkey Shared “future of Statewide AFN Advisory Council” SurveyMonkey Shared October presentation slides including heatmaps with team Drafted first stab at tiering system SDG&E implemented new process to allow

Meeting	Summary of Engagement and Feedback	Actions Guided by Feedback
	<p>determined, but is currently proposed at one hour for a working group to meet in advance and present to the Steering Committee for a second hour to receive input, strategic guidance, and feedback</p>	<p>for drop-off of medical devices at CRCs for charging and pick-up at a later time</p>
	<p>Feedback</p> <ul style="list-style-type: none"> • AFN Collaborative Council provided guidance surrounding gap identification on current IOU Resource offerings to the AFN community 	<p>On-Going Actions</p> <ul style="list-style-type: none"> • Identify a process for who goes in which tier (outreach company, phone calls, etc.), outline where information already exists (i.e., MBL participants) [Q2, continuous] • Write out roles and responsibilities for AFN Collaborative Council and Statewide Council as well as interactions/alignment on new expectations [Q2, 2022] • Provide recommendations on upcoming April 4 meeting topics to AFN Collaborative Council [Q2, 2022]

Meeting	Summary of Engagement and Feedback	Actions Guided by Feedback
		<p>Future Actions</p> <ul style="list-style-type: none"> • Review other types of resource offerings (i.e., Red Cross) and learn from offerings [Q2, 2022] • Consider consistency amongst all CRCs and survey attendees for what amenities they may need in the future [Q4 2022] • Consider on-the-spot assessments and options for calls to support resources at local CRCs [Q4 2022] • Consider additional options for after-hours transportation besides 211 [Q4 2022] • Consider additional resources for ramped wheelchair accessible vehicles in high-risk areas [Q4 2022] • Add training for customer service individuals on disability language and cultural competency (step 1), identify needs of individual (step 2), and when to

Meeting	Summary of Engagement and Feedback	Actions Guided by Feedback
		<p>encourage referral and how to walk someone through it (step 3) [Q4 2022]</p> <ul style="list-style-type: none"> • Consider services being provided in-event and how to create tabletop activities based on them during the exercises [Q3 2022] • Consider new-customer orientation, especially those who are from out of state re: resources and potential PSPS resources and expectations [Q4 2022] • Consider unhoused/homeless populations as a broader conversation in terms of population gaps for future [Q4 2022] • Consider pet resources (i.e., food/water) at CRCs [Q4 2022]
<p>Date: March 29, 2022 Location: Virtual Purpose:</p>	<p>Summary of Engagement</p> <ul style="list-style-type: none"> • PSPS notification distribution channels were discussed and 	<p>Completed Actions This Quarter</p> <ul style="list-style-type: none"> • Share eligibility requirements for IOU portable

Meeting	Summary of Engagement and Feedback	Actions Guided by Feedback
<ul style="list-style-type: none"> Determine “how” the IOUs provide resources and marry with the “who” and “what” discussions to summarize. 	<p>aligned that IOUs will own reviewing the current list of CBOs receiving funding and determine if they’re able to push out the kinds/types of notifications needed</p> <ul style="list-style-type: none"> AFN Collaborative Council presented proposed agenda for April 4 AFN Collaborative Council/IOU CEO progress update discussion 	<p>battery/generator rebate offerings</p> <ul style="list-style-type: none"> IOU market research team and working group conducted statewide website and market research Shared “future of Statewide AFN Advisory Council” SurveyMonkey Shared October presentation slides including heatmaps with team Drafted first stab at tiering system Re-sent April 4 IOU CEO/AFN Collaborative Council meeting invite Provided recommendations for April 4 progress meeting discussion topics Decided on future of Statewide Council and AFN Collaborative Council <p>On-Going Actions</p> <ul style="list-style-type: none"> Host meeting to align on joint commitments and outstanding action items [Q3 2022]

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

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

Meeting	Summary of Engagement and Feedback	Actions Guided by Feedback
<p>Date: March 30, 2022 Location: Virtual Purpose: Working session for the IOUs to receive feedback on their 2022 AFN Plans; Update from 211</p>	<ul style="list-style-type: none"> • 2022 AFN Plan Overview Review of the 2022 AFN goal, key objectives and KPIs that were identified by the Core Planning Team through the Federal Emergency Management Agency (FEMA) 6 Step planning process • The IOU Research Teams shared PSPS Pre and Post Season survey of 2021 to provide context for insights into individuals with AFN accommodation awareness, and use of resources • 211 shared a dashboard of the PSPS active response to date, outlined a new MOU with the Salvation Army to support PSPS with hotel accommodations consistently across the state • 211 launched Care Coordination screening process on March 15th and 	<p>Completed Actions this Quarter N/A; first meeting of the quarter</p> <p>On-Going Actions</p> <ul style="list-style-type: none"> • Continue to review customer feedback and lessons learned from incidents such as winter storms or other hazards to inform future actions <p>Future Actions</p> <ul style="list-style-type: none"> • Refine language regarding “Coordinat[ing] and integrat[ing] resources with state, community, and utility” • Beginning with our Q2 meeting, we will join this council with the AFN Collaborative Council to a certain extent. We plan to continue meetings quarterly, with the first hour including both this Statewide Council as well as our AFN Collaborative Council. The second hour will include the AFN Collaborative Council, who will serve as a Steering Committee for our

Meeting	Summary of Engagement and Feedback	Actions Guided by Feedback
	provided early stats	broader Statewide efforts <ul style="list-style-type: none"> • Future Meetings: Q2 2022 quarterly Statewide Joint IOU AFN Advisory Council (date TBD)

1.6.3 Wildfire Safety Community Advisory Council (WSCAC)

As part of SDG&E's wildfire management program, SDG&E conducted its 2022 first quarter Wildfire Safety Community Advisory Council meeting on February 10, 2022. A key topic of discussion was Customer Programs and Outreach with a focus on the following:

- Wildfire PSPS Research (data trends of residential SDG&E AFN population and key segments)
- Access and Functional Needs Expanded Support
 - Data and automation
 - Communications and on demand ASL communications
 - Backup Generator Programs (medical baseline and AFN customers, mobile home park program for low-income customers, fixed back-up power for prone PSPS customers)
 - Community Support (community resource centers and community partners)
 - Outreach and collaboration to AFN customers and tribal communities
 - Sustainable solutions that provide resiliency to customers impacted by PSPS (microgrids and temporary generators including mobile battery energy storage units)

SDG&E's 2022 Wildfire Safety Community Advisory Council upcoming meetings will be held on May 6, August 19, and November 11.

1.6.4 Tribal Communities

In 2022, SDG&E continues to meet with key stakeholders in tribal communities to identify areas of support that should be focused on in advance of wildfire season. SDG&E Tribal Relations has reached out the

tribal government and Indian Health Councils to help and PSPS resources, including portable batteries for elders and MBL customers. AFN was a topic during Q1 with the Southern California Tribal Chairman's Association and feedback from the group was to conduct a survey to assess additional needs for 2022. SDG&E plans to continue and expand this support in 2022.

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 March 23, 2022, and shared information related to services and programs offered to customers with AFN prior to and during PSPS events. The San Diego County Office of Emergency Services coordinator shared the SD Emergency App to stay informed during emergencies and natural disasters. SDG&E provided an update on its 2022 AFN Plan, outreach to multifamily dwelling & building managers, partnership with Critical Infrastructure/TelCos customers, tribal outreach, and PSPS tabletop exercise participation for AFN partners. A highlight from the meeting came from Cal OES' feedback touting the PSPS working group as a statewide model for our region. The next PSPSWG meeting will be on June 15, 2022.

1.7 AFN Public Education & Outreach

In Q1, SDG&E has prepared to execute a customized and enhanced Safety and AFN Public Education campaign in 2022 promoting the availability of information, services and resources and directing individuals to 211. This territory-wide, mass-market communications effort aims to achieve increased customer awareness and education and will begin in June. The paid advertising campaign, in combination with direct communications and outreach, helps SDG&E reach its AFN audience broadly and promote message consistency across the service territory as well as leveraging imagery representative of individuals with AFN.

Outreach tactics supporting the public education campaign include community events such as wildfire safety fairs and webinars, direct outreach to vulnerable populations in high-risk areas, promotional communications for support services such as generator programs and resiliency surveys, emails to customers, bill inserts, wildfire safety newsletters and wildfire-related customer notifications in accessible formats.

SDG&E's public education campaign will include mass market media, such as TV, radio, print and digital, in a way that treats the message in the style of a Public Service Announcement (PSA) versus a traditional ad campaign and combine this broader outreach with more targeted efforts where available, such as high-risk areas incorporating wildfire safety preparedness messages.

Potential Tactics being explored include:

- TV – Broadcast | 10 second ads to allow for a high frequency campaign during key programming. The News Billboards and Sponsorships may be complemented with longer 1-2 vignette segments.
- Print | Target senior publications, hard-to-reach areas such as the HFTD and various multi-cultural publications in-language
- Digital | Banner ads, paid search, and paid social ads possible for more targeted outreach through various digital channels and social media platforms
- Collateral | Develop enhanced printed and electronic collateral that is based on 2021 customer feedback that can be distributed through multiple diverse channels such as medical offices, CBOs, schools, community events, etc. Additional communication methods will be utilized to continue to increase reach across the entire region.
- Social Media | including the engagement of social media influencers, advertising, videos, etc.
- Digital storytelling | development of innovative and interactive digital communications using various platforms including, but not limited to News in-studio interviews and publication pitches, videos and social media

The public education campaign will continuously be informed, modified and enhanced by ongoing Customer Research to ensure customer communications regarding PSPS are meaningful.

Public education materials, including wildfire safety notifications, are made available in the 21 prevalent languages identified in SDG&E's service territory including print and digital collateral and the wildfire safety section of the company website (sdge.com/wildfire-safety). The website undergoes consistent review to ensure it meets accessibility needs. Clear, simplified, plain and inclusive language along with diverse AFN imagery is used to communicate information in a meaningful manner.

SDG&E maintains a robust website focused specifically on wildfire preparedness and safety, which is heavily utilized before and during high wildfire risk events. Additionally, this website also links to other SDG&E general preparedness safety webpages that include safety information related to natural gas, electricity, vegetation management, generator use, emergency preparedness and power outages (sdge.com/safety).

In 2022, SDG&E will enhance and expand tribal education and outreach to support effective customized and culturally appropriate communications. In response to 2021 feedback received from the Southern California Tribal Chairmen's Association, SDG&E will survey tribal leaders to identify additional areas of opportunity which will build on the 2021 foundation set to meet tribal public education needs.

1.7.1 Statewide Website for AFN Solutions

In response to the AFN Collaborative Council's request for a Joint IOU "one-stop-shop" website, the IOU's created a working group in Q1 and began identifying enhancements for PrepareforPowerdown.com based on feedback that was received.

PrepareforPowerdown.com is a Joint IOU website, created as a centralized resource for statewide CBO and agencies serving AFN communities, providing easy access to IOU information on PSPS preparedness and resources. The website offers downloads, including the 2021 Joint IOU Medical Baseline flyer in 11 languages, the Joint IOU CBO training

presentations, PSPS social media graphics and utility specific PSPS support materials.

The working group also recognizes that a more coordinated long-term solution is desired. As such the Joint IOU working group is engaged with the team who are exploring an Income Qualified Universal Application System to understand feasibility, possible timeline, etc.

SDG&Es' dedicated landing page will continue to provide resources to assist individuals with AFN, particularly for PSPS (sdge.com/AFN). The page provides extensive information and resource links which include but not limited to notification sign-up, emergency plan/kit checklists, generator safety, the Medical Baseline program and application, CARE, FERA and ESA, as a representative sample of some of the information available to the viewer.

1.7.2 Accessibility of Communications

SDG&E has prioritized accessibility for its websites and mobile apps. The AFN team has conducted internal training in Marketing and Communications on alternative text, PDF reading order and headings for accessibility. A photo library with images of people with assistive devices and disabilities has been created for the Communications team to utilize for inclusive marketing collateral.

New for 2022, SDG&E has implemented the Accessible Hazard Alert System (AHAS), a process for DeafLink and SDG&E to interface allowing all customers in the affected area of the alert will receive the Alert message that contains message text, a link to 22 languages of message and a link to the accessible version of the alert message.

1.7.3 Community Based Organization Outreach

SDG&E works closely with a network of approximately 200 community-based organizations (CBOs), known as its Energy Solutions Partner Network, to connect customers with programs and solutions related to Customer Assistance, Public Safety Power Shutoff resiliency, and wildfire preparedness. These organizations represent the diversity of SDG&E's customers with the majority being small, grassroots agencies serving

customers with access and functional needs, including those that are multicultural, multilingual, low income, seniors, and LEP audiences in communities of concern. These CBOs receive financial compensation and resources to help educate SDG&E customers utilizing a variety of tactics, including messaging through email and social media channels, posting information on their websites, and providing booth space at events.

In Q1, SDG&E partnered with and provided enhanced compensation for the ~40 Energy Solutions Partner Network CBOs reaching AFN constituents in the HFTD, to provide enhanced notification support before, during and after a PSPS. Prior to a PSPS, SDG&E provides notifications and updates to these organizations who then serve as a critical channel to amplify messaging and communicate to customers who may not utilize traditional channels. This PSPS messaging is then shared through the CBO's communication channels including social media platforms such as Facebook, Twitter and Instagram. Examples of these select CBOs include Deaf Community Services, ElderHelp of San Diego, Meals on Wheels, San Diego Oasis, Fallbrook Senior Center, San Diego Center for the Blind, Access to Independence and Alzheimer's Association.

In 2022, SDG&E plans to focus on strengthening existing partnerships while also building new partnerships with organizations that represent the needs of individuals with AFN, with an emphasis on the deaf and blind communities, seniors and the non-English speaking population. SDG&E has identified these segments as having an increased need for accessibility and will be targeting them for program and PSPS awareness education.

New AFN/ESP partnerships were developed with the Diabetes Research Connection, Multicultural Health Foundation, Mission Edge San Diego and the San Diego Senior Center Foundation. The foundation will be providing education on developing individual emergency plans with a goal of assisting up to 500 aging adults within their associated senior facilities.

Presentations and trainings were provided to Sharp Healthcare and In Home Supportive Services Program (IHSS). See the healthcare section for more information.

1.7.4 Participation in Community Events

To further reach and support customers with AFN in the HFTD, SDG&E hosts a series of Wildfire Safety Fairs (WSF) to disseminate PSPS, CRC, and emergency preparedness information to its customers, including customers with AFN in key communities of concern. At these WSFs, customers can visit SDG&E SMEs 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 emergencies. In 2022, SDG&E plans to host 3 WSFs in some of the most impacted PSPS communities including Ramona, Alpine and Valley Center.

In addition to these large-scale WSFs, SDG&E launched a new initiative in 2022 to further reach customers by engaging CBOs within its Energy Solutions Partner network to support and host a series of mini-safety fairs. The fairs will take place throughout the year and will be hosted in several impacted communities while serving as a key channel to reach some of SDG&E's hardest-to-reach customers. SDG&E event staff as CBO's will be trained and equipped with resources to educate and prepare attendees for PSPS.

1.7.5 Collaboration with Partners and State Agencies

In 2021, the Joint IOUs collaborated to partner and deliver statewide training sessions to the California's Department of Social Services In-Home Health and Supportive Services (IHSS) Program Managers, the Department of Developmental Services' Regional Center staff and the California Rural Indian Health Board (CRIHB). The training sessions covered emergency preparedness, PSPS support services, MBL and other resource and preparedness offerings for customers. The IOU's are continuing collaboration in 2022 to deliver joint training sessions and localized outreach to these agencies and organizations.

In April, SDG&E sponsored a resource table distributing customer assistance, AFN and 211 support services materials at the Involved Exceptional Parents Day (IEP) in support of the State Council on Developmental Disabilities San Diego Imperial Office. IEP Day is a unique one-day conference and resource fair for parents and caregivers of children with special needs and/or disabilities, educators and service providers.

Key Outreach Segments:

Healthcare Industry

In 2022, the Joint IOUs will work together to cultivate new partnerships in the healthcare industry to amplify IOU PSPS outreach efforts, increase preparedness and drive enrollment in the Medical Baseline Program. The joint IOUs will continue to engage with healthcare practitioners, medical associations, managed care program providers, and durable medical equipment (DME) suppliers to provide information to customers on our program and services that mitigate the impacts of PSPS. From a statewide strategic approach, the IOUs will continue to jointly engage and train IHSS, DDS Regional Centers, CRIHB, CA Hospital Council/Hospital Association, DOR, and look for opportunities to engage new healthcare industry providers, state medical associations and state agencies in 2022. SDG&E will identify potential partnership opportunities with veterans' hospitals and organizations to share our AFN/PSPS program and support services.

In February, SDG&E presented the Medical Baseline Program, PSPS education and 211 support services to approximately 15 Scripps Health Case Work Managers representing 5 hospitals within the SDG&E services territory. Digital AFN/PSPS flyers in English and Spanish and links to the Medical Baseline program were provided as a follow-up to the presentation.

In March, the joint utilities presented 2 training sessions focused on the Medical Baseline program, PSPS, emergency preparedness, generator programs and 211 support services. Attendees were provided the PowerPoint presentation and can be accessed at Prepareforpowerdown.com

Collaboration has begun with the Regional Center of San Diego and Imperial County for localized PSPS preparedness and 211 support services trainings, creating a more customized and relational partnership supporting case workers, vendors and clients.

SDG&E is working in conjunction with PG&E and SCE on delivering Medical Baseline applications and AFN/PSPS flyers, in English and Spanish, to the California Association of Health Facilities (CAHF) for localized distribution. CAHF is a statewide healthcare agency of skilled nursing facilities, health facilities and intermediate care facilities which are in-home residential care facilities consisting of 4-6 clients with developmental disabilities. Local CAHF facilities will distribute the SDG&E MBL application and the AFN/PSPS flyers directly to patients upon discharge.

Paratransit Service Engagement

In April, SDG&E provided an annual PSPS/AFN support services training email to FACT for distribution to their transportation partners in preparation for wildfire season. This information included the AFN/PSPS flyer in English and Spanish, and access to an ASL Video translation.

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 provided updates on PSPS activation including impacted zip codes leading up to, and during a PSPS to FACT, who amplified the notification to approximately 160 paratransit service providers' networks.

Multi-Family Unit Outreach

In 2022, SDG&E will again leverage a 3-pronged approach to educate and inform HFTD multifamily property managers and tenants of PSPS preparedness and support services:

- 1) Direct mail campaign around PSPS preparedness and 211 support flyers for posting and distribution to tenants
- 2) Email campaign to multi-family tenants, and new partnerships with Community Housing Network and the San Diego Housing Federation amplifying PSPS notifications
- 3) Outreach through CBOs representing multi-family buildings in HFTD

In Q1, SDG&E began identifying ways to expand communication outreach to building owners including opportunities to partner with the San Diego County OES on egress for buildings with elevators.

Mobile Home Park Outreach (Master Metered)

SDG&E has begun the planning phase of the Mobile Home Park communication campaign providing PSPS safety information packets to Mobile Home Park Managers for distribution to their residents. These information packets include information on wildfire preparedness, PSPS notifications and 211 support services available before and during a PSPS. The information will also include a referral to SDG&E's AFN landing page (sdge.com/AFN) as an ongoing resource for access to additional services and 211 support.

1.8 PSPS Activation (During – Emergency Operation Center Activated)

1.8.1 Communications During PSPS

During PSPS, SDG&E uses notifications, media updates, in-community signage and situational awareness postings across social media and shares social media kits with community partners to reach a broad audience. These materials are currently in the review process for any necessary refinements based on 2021 feedback from customers notified and affected by PSPS. 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 21 prevalent languages.

During PSPS, SDG&E has a dedicated AFN liaison, who is responsible for conveying real-time updates and talking points to AFN community partners. SDG&E also uses communication platforms, including social media channels, broadcast and print media, the SDG&E NewsCenter and website, to share enhanced support services available for individuals with AFN. SDG&E also produces and distributes a digital document that lists communities affected by a PSPS and shares it with local municipalities and agencies. This effort is intended to give additional context about PSPS events and help communities prepare.

In addition to mass media, SDG&E utilizes several communications channels geared towards individuals who may not be accountholders (e.g. visitors, mobile home park residents, caretakers, etc.) these channels include SDG&E's PSPS 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.

SDG&E is dedicated to meeting customers' needs and has established multiple channels of communication:

- Year-round wildfire safety education and communications campaign that leverages more than 20 diverse communications platforms
- In-community electronic signage to share important and timely safety information
- Multiple webinars and wildfire safety fairs to connect customers with subject matter experts

Enhancing accessibility will continue to be a top priority in 2022. SDG&E plans to build on recent enhancements to accessible notifications and its websites and expand further.

1.8.2 PSPS Notifications

SDG&E sends PSPS notifications to all impacted individuals as soon as possible through its Enterprise Notification System via email and SMS. These PSPS customer notifications includes a link to transcripts of the notification in 20 additional languages and a link to the notification on SDGEahasalerts.com for fully accessible notification formats. SDG&E's Accessible Hazard Alert System (AHAS) provides a video of an ASL interpreter signing the notification with an English voice over and English transcript of the notification that is screen reader and braille re-refresh reader accessible. Also available on SDGEahasalerts.com are accessible power outage preparedness messaging. Additionally, people can receive address-level alert notifications for customers and the public through its Alerts by SDG&E app.

SDG&E is currently evaluating the content library of PSPS email, text and voice notifications for customers and non-accountholders. SDG&E is using

feedback solicited from and provided by customers who were notified and affected by last year's PSPS to simplify notification messaging, make content more representative of the conditions being experienced and resources available. The 2022 public education campaign includes messaging about signing-up for notifications prior to the start of peak fire season.

1.8.3 Accessible Media Engagement

The accessibility of SDG&E's external web sites (SDGE.com, and SDGEnews.com) has been a priority, and comply with WCAG 2.1 AA guidelines. SDG&E has partnered with AudioEye to perform ongoing review to identify and correct new accessibility concerns that emerge. In the fall of 2021, SDG&E engaged Audio Eye, a third-party web accessibility compliance platform, to proactively monitor the accessibility of our external facing websites. We define "compliance" by referencing well-established industry standards and long-standing models that define the required processes and procedures that comprise a successful website accessibility strategy. This system monitors what real users are doing and which parts of our websites they are visiting. Real-time Artificial Intelligence (AI) insights are gathered and remediations are performed. These remediations included defining headings, reading order, buttons, links, search field and more.

SDG&E's web development team is provided training, help desk support and accessibility resources throughout the year. Since these websites will be updated with new programs and current information, continuous monitoring, accessibility testing, discovery, remediation, and validation helps to keep these sites accessibility up to date. Implementation of updated web accessibility guidance, as it becomes available, is part of our accessibility strategy.

1.8.4 Community Resource Centers (CRCs)

SDG&E has 11 customer-owned facilities located within the HFTD to serve as CRCs during adverse weather events and 3 mobile units.

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.

SDG&E continues to coordinate with the CRC team on access and functional needs and 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 secluded 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.

New in 2022, SDG&E plans to supplement priority medical device charging with the option to drop-off and pick-up items to be charged. SDG&E has expanded its CRC staffing pool to a dedicated team of contract resources who will respond to CRC activations, along with SDG&E staff. 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

Pre-Season: SDG&E is preparing for the pre-PSPS Wildfire Mitigation survey that will solicit customer awareness and understanding of wildfire safety and PSPS communications. This effort will seek feedback on materials from the paid 2022 AFN/PSPS public education campaign and is available in all prevalent languages in the SDG&E service territory.

Once customer responses have been collected and analyzed, this data will then be used to improve communications and materials accordingly. These updates will focus on making communications easier to understand and will also emphasize relevant information that customers find to be most helpful during a PSPS (according to customer research).

Post-Season: SDG&E did not conduct a post season survey due to only one PSPS being activated in 2021. Instead, the PSPS After Incident survey was conducted and included insights from customers with AFN.

The Post-Season PSPS Wildfire Survey will be conducted early 2023 at the end of wildfire season. Results will be evaluated and compared to pre – season results and incorporated into the AFN plan as additions may be identified.

Additional Results: The PSPS Pre-Season survey and the PSPS Post-Incident survey provided context for insights awareness and resources for individuals with. Online surveys were employed in English and Spanish from 12/21/21 - 1/10/22. Of the 367 residential and small business customers surveyed:

- 302 respondents were notified of a potential PSPS, but power was not shut off.
- 64 respondents indicated having a member of the household with a disability experienced a shut-off.

Research Objectives and Results:

- 52% of individuals with AFN respondents who experienced a shutoff used at least one SDG&E resource.
- 92% of individuals with AFN were able to use necessary medical equipment to maintain necessary life functions for the duration of an PSPS event that affected them).
- 65% of individuals who utilized mitigation services reported they were satisfied with the level of support.

Residential Customer Insights Panel: SDG&E has continued to utilize surveys to gather and incorporate feedback into processes and solutions. In December 2021, a study with the Residential Customer Insights Panel was conducted to better understand customer's preference and comfortability on sharing information regarding their access and functional needs identification and accommodations for utility service providers. The study revealed on average, approximately 25% of residential customers with one or more AFN conditions would be uncomfortable with utilities knowing their AFN status.

AFN Power Panel: The AFN Power Panel is a year-long, monthly survey, specifically for customers with AFN to serve as customer advocates for accessibility and accommodations. Topics include outage, communication, electric-powered device needs, and other areas of interest that help SDG&E identify and refine accommodations.

Results for the March 2022 survey indicate:

- Most panelists with AFN get emergency messages from their mobile phone (90%).
- Respondents also indicated their assistive devices help them with sleep (57%) medication temperature regulation (30%), with fewer respondents using devices to help with mental function (22%), body life functions (22%), and mobility (12%).
- Almost 80% of respondents do not rely on battery for electric devices.

Results were directional and not statistically significant, with a total of 138 customers with AFN responding to the March survey.

SDG&E will continue to adjust from customer insights as communications and services are implemented in 2022.

Appendix A:
AFN Collaborative Council Participants

AFN Collaborative Council Participants

First	Last	Organization	Title
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
Christina	Mills	California Foundation for Independent Living Centers (CFLIC)	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
Kelly	Brown	211	Director, Interface 2-1-1
Hewitt	Matanari	Alta California Regional Center	Emergency Response Coordinator
Tracey	Singh	American Red Cross	Pacific Division Disability Integration Advisor
James	Collins	CA Council of the Blind	Community Educator
Rick	Yrigoyen	CA Department of Social Services Adult Program Division - CDSS	Staff Services Manager
Ally	Bartz	CA Department of Social Services Adult Program Division - CDSS	unknown
Mark	LaBeau	CA Indian Rural Health Board (CIRHB)	CEO
Sutep	Laohavanich	California Department of Aging (CDA)	Program Director
Adam	Willoughby	California Department of Aging (CDA)	Asst. Director of Legislation and Public Affairs
Tamara	Rodriguez	California Department of Development Services (DDS)	Officer, Emergency Preparedness & Response
Rose	Samaniego	California Department of Development Services (DDS)	Community Program Specialist III- FHA Supervisor
Seneca	St. James	California Department	Community

First	Last	Organization	Title
		of Development Services (DDS)	Program Specialist III
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Joanne	Brandani	California Department of Social Services (DSS)	Deputy Chief, Disaster Services Branch
Michael	Butier	California Department of Social Services Disaster Unit (DSS)	Functional Assessment Service Team Coordinator
Kendall	Skillicorn	California Department of Social Services Disaster Unit (DSS)	Bureau Chief, Department Operations Bureau
Bonny	Wolf	California Department of Social Services Disaster Unit (DSS)	Disaster Unit
Dan	Okenfuss	California Foundation for Independent Living Centers (CFLIC)	Public Policy Manager
Elizabeth	Basnett	California Health & Human Services	Assistant Secretary
Annette	Rogers	Central Valley Regional Center (CVRC)	Fresno NVRC Representative
Kay	Chiodo	Deaf Link, Inc.	Chief Executive Officer
Dan	Heller	Deaf Link, Inc.	President
Ana	Acton	Department of Rehabilitation - (DOR)	Deputy Director Independent Living and Community Access Division
June	Isaacson Kailes	Disability Policy Consultant	Disability Policy Consultant
Lauren	Giardina	Disability Rights California (DRC)	Executive Director

First	Last	Organization	Title
			Managing Attorney
Mary Ellen	Ittner	Keadjian	Senior Advisor
Joseph	Grounds	Kern Regional Center (KERNRC)	Emergency Response Coordinator
Yenter	Tu	No Barriers Communications	National Liaison
Gabby	Esharati	North Los Angeles County Regional Center	Consumer Services Director
Fred	Keplinger	Redwood Coast Regional Center	Emergency Management Coordinator
Larry	Grable	Service Center for Independent Living - SCIL	Executive Director
Brian	Weisel	State Council on Developmental Disabilities	Legal Counsel