

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

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

R.18-12-005  
(Filed December 13, 2018)

**SAN DIEGO GAS & ELECTRIC COMPANY (U 902-E)  
2023 PUBLIC SAFETY POWER SHUTOFF POST-SEASON REPORT**

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March 1, 2024

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In compliance with California Public Utilities Commission Public Safety Power Shutoff (PSPS) Order Instituting Rulemaking Phase 3 Decision (D.) 21-06-034 and PSPS Order Instituting Investigation D.21-06-014, San Diego Gas & Electric Company (SDG&E) hereby submits this Post-season Report (Attachment A hereto) regarding the Public Safety Power Shutoff (PSPS) events that occurred in SDG&E's service territory between January 1, 2023 and December 31, 2023. This report follows the template provided by the Commission's Safety and Enforcement Division (SED).

SDG&E hereby provides the following link to access and download the attachments (Excel workbooks) to its 2023 PSPS Post-season Report: <https://www.sdge.com/PSPS>. Please note that POSTSRs 2A, 2B are not included given that SDG&E did not de-energize any customers during its PSPS event in 2023.

Respectfully submitted,

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# **Attachment A**

**San Diego Gas & Electric Company  
2023 Public Safety Power Shutoff Post-Season Report**

SDG&E 2023 Public Safety Power Shutoff Post-Season Report

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**Section I – Background: Overarching Regulation**

- 1. Each electric investor-owned utility must file a comprehensive [prior year] Post-Season Report, no later than March 1 of each year, in R.18-12-005 or its successor proceeding. The report must follow a template provided by SED no later than 60 days after SED posts a [prior year] Post-Season Report template on the Commission’s website. Parties may file comments on these reports within 20 days after they are filed and reply comments within 10 days after the final date to file comments.**
- 2. The [prior year] Post-Season Report must include, but will not be limited to: f. Annual report, as applicable, required by Ordering Paragraph 66 of D.21-06-014.**
- 3. To the extent a required item of information is also required to be included in the electric investor-owned utility’s Wildfire Mitigation Plan, the [prior year] Post-Season Report may refer to the electric investor-owned utility’s Wildfire Mitigation Plan rather than repeat the same information; such reference must specify, at minimum, the page and line number(s) for where the required information is contained within the electric investor-owned utility’s Wildfire Mitigation Plan. In cases where this reference is to data, a summary table of the data shall be provided in the report.**

**Section II – Amendments to Post-Event Reports**

**A. Regulatory Requirements**

- 1. Pacific Gas and Electric Company, Southern California Edison Company, and San Diego Gas & Electric Company must provide aggregate data, as identified above [D.21-06-014, Ordering Paragraph (OP) 65], in an annual report, including aggregate data that may not have been available at the time the utility filed the 10-day post-event report and must contact the Commission’s Safety and Enforcement Division if the utility requires additional guidance to ensure adequate reporting on the requirement to provide information on affected customers in the 10-day post-event reports.**
- 2. Pacific Gas and Electric Company (PG&E), Southern California Edison Company (SCE), and San Diego Gas & Electric Company (SDG&E) must address, among other things, each element of Resolution ESRB-8 reporting requirements, as clarified herein, in the 10-day post-event reports, including the below [OP 65] and, if no information is available, PG&E, SCE, and SDG&E must respond to these Resolution ESRB-8 reporting requirements by indicating the reason this information is not available.**

**B. Direction**

- 1. Provide any information missing [including, but not limited to the specific topics listed below] from any Post-Event Report for Public Safety Power Shutoffs (PSPS) in 2023 by:**
  - a. Identify the date name of the PSPS.**
  - b. Identify the Section of the Post-Event Report template for which the missing information will be added.**
  - c. Provide the missing information under that heading.**

October 29-31, 2023 PSPS event – Section 7.1.a Complaints

Table 12: Number and Nature of Complaints Received – SDG&E audited the data provided in its October 29-31, 2023 PSPS post-event report and found 4 additional complaints related to Communications/Notifications. The total number of complaints for Communications/Notifications should be corrected from 12 to 16, increasing the grand total for Number of Complaints from 14 to 18. All 18 complaints are documented in Attachment 2 - POSTSR4: PSPS Complaint Tracking Data.

- 2. Community Resource Centers: Provide aggregate data, including aggregate data that may not have been available at the time the utility filed the 10-day post-event report:**
  - a. Address and describe each Community Resource Center during a de-energization event.**

SDG&E did not de-energize customers during the October 29-31, 2023 PSPS event and therefore did not activate any Community Resource Centers (CRCs).

- 3. Notification: Provide aggregate data that may not have been available at the time the utility filed the 10-day post-event report:**
  - a. Identify who the utility contacted in the community prior to de-energization and whether the affected areas are classified as High Fire Threat District Tier 1, Tier 2, or Tier 3 (as defined in General Order 95, Rule 21.2-D22);**
  - b. Explain why notice could not be provided at least two hours prior to a de-energization, if such notice was not provided.**

Please refer to Table 6 in in SDG&E’s October 29-31, 2023 PSPS post-event report for public safety partners contacted prior to de-energization and High Fire Threat District (HFTD) classification. Note, SDG&E did not de-energize customers during the October 29-31, 2023 PSPS event.

- 4. Restoration: Provide aggregate data, as identified in OP 65, in an annual report, including aggregate data that may not have been available at the time the utility filed the 10-day post-event report:**
  - a. Provide a detailed description of the steps the utility used to restore power.**

SDG&E did not de-energize customers during the October 29-31, 2023 PSPS event and therefore did not need to restore power.

### **Section III – Decision-Specified**

#### **A. Education and Outreach**

- 1. Include the results of the most recent education and outreach surveys not yet previously reported on, as an attachment to the Post-Season Report. See D.21-06-034, Sections E-1.1. – E.1.4. for specific requirements on the surveys.**

See Appendix F of SDG&E's 2024 AFN plan for its most recent education and outreach survey results.<sup>1</sup>

#### **B. Medical Baseline and Access and Functional Needs**

- 1. Describe in detail all programs and/or types of assistance, including:**
  - a. Free and/or subsidized backup batteries**
  - b. Self-Generation Incentive Program Equity Resiliency Budget**
  - c. Community Microgrid Incentive Program [sic] [“Microgrid Incentive Program” per D.21-01-018]**
  - d. Hotel vouchers**
  - e. Accessible Transportation to CRCs**
  - f. Any other applicable programs or pilots to support resiliency for persons with access and functional needs and vulnerable populations.**

#### **Standby Power Program (SPP)**

The SPP, which is an umbrella program that includes several other programs, targets customers and communities that will not directly benefit from other grid hardening programs. The program offers potential backup resiliency benefits specifically to customers that have experienced PSPS in the past and individuals with access and functional needs. These customers reside in the backcountry and are generally widely distanced from one another, therefore traditional grid hardening initiatives will not reduce potential PSPS exposure. The Standby Power Program consists of the Fixed Backup Power (FBP) Program targeting residential customers, FBP Program targeting commercial customers, and the Mobile Home Park Resilience Program (MHRP) which targets mobile home park clubhouses. This program provides clean backup power solutions to enhance resiliency with no out-of-pocket expenses for the customer.

SPP was introduced to assist rural customers in the HFTD that may not benefit from near- or long-term traditional hardening initiatives. Other hardening initiatives in these communities would be ineffective and costly, with no guarantee that power would not be shut off during a PSPS event. Instead, providing fixed standby generators is the most efficient remedy for certain rural customers that are likely to experience PSPS events.

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<sup>1</sup> <https://www.sdge.com/sites/default/files/R.18-12-005%20SDGE%202024%20AFN%20Plan.pdf>

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Customers are identified based on meter, circuit and PSPS event exposure. Outreach letters and communications are sent to customers inviting them to participate and, depending on site requirements, feasibility, and cost, a customer could receive a fixed installation backup generator, a business could receive a critical facility generator on a temporary basis during an active PSPS event, or a clubhouse or central community building at a mobile home park could receive a solar panel and battery backup system to provide resilient access to electricity during power outages, particularly during a PSPS event. The program manages site permitting, construction, and final inspection to ensure the equipment is installed properly.

### The Generator Grant Program (GGP)

The GGP offers no-cost portable battery units with solar charging capacity, leveraging cleaner, renewable generator options to give vulnerable customers a means to keep small devices and appliances charged and powered during PSPS events. The program focuses on customers residing in the HFTD who have experienced one or more PSPS event and are enrolled in our Medical Baseline Program or flagged in our customer database as self-identified Access and Functional Needs (AFN), having a self-reported disability. Additionally, GGP reserves a quantity of backup batteries specifically for expedited delivery during active PSPS events. These units are pre-charged and delivered within 1-4 hours of eligible requests.

### The Generator Assistance Program (GAP)

The GAP offers a \$300 rebate on fuel generators and a \$50 rebate on portable power stations to customers who meet the basic eligibility criteria of residing in Tiers 2 or 3 of the HFTD and having experienced one or more PSPS outage(s). CARE/FERA customers meeting these criteria receive an enhanced rebate of \$450 on fuel generators, the equivalent to a 70 to 90 percent discount on the average generator models for lower-income customers, and \$100 on portable power stations. The program provides the option for customers to receive one rebate for a fuel generator and one rebate for a portable power station per household to accommodate various backup power needs.

### Self-Generation Incentive Program (SGIP)

The SGIP offers incentives for generation and battery storage technologies for residential and nonresidential customers. The SGIP has a variety of different budget categories for the current program cycle that started in 2020 and is expected to run until 2025 or until all incentive funds are exhausted. In support of AFN customers, the program offers higher incentives for battery storage projects within the Equity Resiliency budget. Customers can be eligible for the Equity Resiliency budget if they are located in a Tier 2 or Tier 3 HFTD, experienced PSPS events, are currently enrolled in a Medical Baseline program, and/or is a customer that has a serious illness or condition that could be life threatening if electricity is disconnected (2023 SGIP Handbook, PG 37). This program is administrated by the Center for Sustainable Energy (CSE) in SDG&E's service territory and CSE will administrate SGIP until the end of the current program cycle [2020-2025].



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### Microgrid Incentive Program (MIP)

The MIP is a \$200 million program, with additional matching funds for certain islanding-related distribution upgrades, as well as funding clean energy community microgrids targeting disadvantaged and vulnerable populations impacted by grid outages. The MIP seeks to advance microgrid resiliency technology, advance system benefits of microgrids equitably across Disadvantaged Vulnerable Communities (DVCs), and inform future regulatory resiliency action to the benefit of all ratepayer customers. Please refer to the Joint IOU Proposed MIP Implementation Plan filed with the CPUC on December 3, 2021 for further details.<sup>2</sup> A proposed decision (PD) on was issued on February 9, 2023<sup>3</sup> adopting implementation rules for the MIP and finding that the Joint IOU Proposed Implementation Plan satisfies the requirements of D.21-01-018. The PD also requires that that each investor-owned utility submit a final MIP Handbook via a Tier 1 Advice Letter to the CPUC's Energy Division. The handbook was released in October, 2023 and is a resource to inform community members and leaders in greater detail about the MIP and community microgrids.

### Hotel Stays

SDG&E continues to partner and enhance initiatives with Salvation Army to provide no-cost hotel stays to individuals with AFN, as referred by 211 San Diego and Orange County United Way. These hotel stays are available for the duration of a PSPS, and locations are selected based on accessibility and proximity to a customers' home or other requested location.

### Accessible Transportation

SDG&E continues to enhance its partnership with Facilitating Access to Coordinated Transportation (FACT), a local paratransit partner which provides accessible transportation to individuals with AFN and those in need across the entire HFTD experiencing a PSPS. Individuals can utilize this for transportation to CRCs, hotels or other safe locations. FACT is available 7 days a week from 5:30 am-11:00 pm during PSPS.

### **Other Applicable Programs**

#### 211 San Diego and Orange County United Way

211 San Diego and Orange County United Way serve as resource hubs to connect individuals with AFN to services directly provided by partners contracted with SDG&E, as well as more than 1,000 regional CBOs who provide services. These organizations provide several unique advantages in that they are available statewide 24/7 and connect individuals with well-established local partners who have long served the broader AFN Community. Additionally, the organization's social workers are equipped to conduct needs assessments and escalate needs accordingly to higher tiers of support. In advance of PSPS, these support partners will focus on outreach to at-risk customers, including those living in each IOU's high-fire-risk areas who are eligible for income-qualified assistance programs and rely on life-sustaining medical equipment. This outreach

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<sup>2</sup> <https://docs.cpuc.ca.gov/PublishedDocs/Efile/G000/M428/K469/428469637.PDF>

<sup>3</sup> <https://docs.cpuc.ca.gov/PublishedDocs/Efile/G000/M502/K200/502200817.PDF>

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provides opportunities for customers to prepare resiliency plans and connects them with existing programs for enhanced support. Additionally, they provide a holistic approach to assisting customers with completing applications for these programs and includes the exploration of Care Coordination screening outreach efforts.

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 the support of vulnerable, rural, and tribal communities year-round and during PSPS activations. Food support is available at many locations, including on tribal lands. Expanded mobile food pantries ensure additional food support offerings during PSPS. As demonstrated during previous PSPS de-energizations, this has proven to be a valuable resource and as such will continue to play an important role in supporting customers in need.

Supplemental to the above referenced partnerships SDG&E will continue to offer warm meals at Community Resource Centers, when needed. Currently, three catering companies have contracts with SDG&E to provide catering services throughout the service territory.

- Identify and describe the costs and associated funding source(s) for all partnerships, each unique program and form of assistance (e.g., backup batteries as distinct from hotel vouchers), and any other efforts aimed at mitigating the impacts of public safety partners events on persons with access and functional needs and vulnerable populations.**

**Table 1: 2023 Program Costs**

<b>Program</b>	<b>Total Cost</b>	<b>Funding Source</b>
Standby Power Programs	\$12,680,000	WMP
Generator Grant Program	\$5,407,000	WMP
Generator Assistance Program	\$547,000	WMP
Self-Generation Incentive Program	\$27,000,000	SGIP
Hotel Stays	\$10,000	Shareholder Funded
Accessible Transportation	\$8,400 for standby services during October activation	WMP
211 San Diego & Orange County United Way (formerly 211 Orange County)	\$507,470	WMP
Food Support	\$70,000 (Grants provided to Feeding San Diego, Meals on Wheels, and Neighborhood House Association)	Shareholder Funded

**3. Funding source(s) shall specify applicable utility balancing accounts or other accounting mechanisms, and non-utility funding sources, if applicable.**

For the programs listed above as WMP funded, the applicable memorandum account is WMPMA – Electric. For the SGIP program, the applicable memorandum account is SGIPMA. SDG&E also awards some key AFN organizations with shareholder grants who provide additional PSPS preparedness and support, as indicated in the table above.

**4. Identify any communities or areas not served by utility partnerships with CBOs that provide assistance to persons with access and functional needs or vulnerable populations in preparation for or during a public safety partners event.**

All communities in SDG&E’s service territory are served by utility partnerships that provide assistance for individuals with access and functional needs or vulnerable populations in preparation for or during a public safety power shutoff.

**C. Mitigation**

**1. For each proactive de-energization event that occurred during the prior calendar year:**

- a. Circuit-by-circuit analysis of mitigation provided from backup power and microgrid pilots.**

Not applicable. SDG&E did not de-energize customers during the October 29-31, 2023 PSPS event.

**D. Public Safety Partners**

**1. Identification of all requests for selective re-energization made by public safety partners during a de-energization event, whether each such request was granted or denied, and the reason for granting or denying each such request.**

Not applicable. SDG&E did not de-energize customers during the October 29-31, 2023 PSPS event.

**E. Transmission**

**1. Description of the impact of de-energization on transmission.**

Not applicable. SDG&E did not de-energize transmission infrastructure during the October 29-31, 2023 PSPS event.

**2. Evaluation of how to mitigate and prepare for those impacts in future potential de-energization events.**

Currently SDG&E prepares for transmission impacts by studying the impact of de-energizing forecasted impacted lines 72 hours in advance of an event. In addition, there are specific lines that are studied and documented that have no impact on the Bulk

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Electric System (BES). All transmission lines with forecasted impacts are patrolled, cleared of close vegetation, checked for compliance issues, and assessed for structural usage/pole loading prior to an event.

### **3. Identify and describe all studies that are part of such analysis and evaluation.**

Studies can be broken down into two areas for transmission: Bulk Electric System (BES) Reliability and transmission line integrity. BES Reliability studies make sure that if forecasted impacted lines are de-energized, there are no issues for the other transmission lines on the system. Transmission line integrity studies determine the health of components on the transmission line to decide what wind speeds or loading is acceptable for that line to safely handle to inform decision making for de-energization of those lines.

### **4. Identify all efforts to work with publicly owned utilities and cooperatives to evaluate the impacts of de-energization on transmission.**

SDG&E works with neighboring publicly owned utilities ahead of the event to coordinate which lines have the potential to be de-energized. Upon determining which lines may be de-energized, SDG&E then determines if the neighboring utility will have an impact on SDG&E's Bulk Electric System (BES) reliability or if SDG&E will have an impact on the neighboring utility. Since there were no potential PSPS events in 2023 impacting transmission lines with the potential to impact neighboring utilities, SDG&E did not need to coordinate with any neighboring utilities.

## **Section IV – Safety and Enforcement Division-Specified**

### **1. Discuss how your meteorology and fire science predictive models performed over the year. What changes will you make to improve performance?**

SDG&E's Meteorology and Fire Science predictive models performed well overall in 2023, though SDG&E continues to strive for improvement as technology and science evolves. During the year, SDG&E has operationalized two new supercomputing clusters and used the enhanced computational capabilities to upgrade and enhance the numerical weather prediction model that now uses finer grid spacing and improved parameterized physics packages. In addition, SDG&E will be setting up a larger number of high-resolution ensemble weather forecast simulations that could help enhance the predictability of high-impact weather conditions by better quantifying the uncertainty associated with the models and their forecasts.

### **2. What were the challenges in quantifying risks and benefits in terms of determining the scope (size and duration) of the PSPS you conducted?**

Not applicable. SDG&E did not de-energize customers during the October 29-31, 2023 PSPS event.

**3. Explain your communication to customers about the cost/benefit analysis you perform to determine whether to utilize protective equipment and device settings or PSPS during a weather event.**

Not applicable. SDG&E did not de-energize customers during the October 29-31, 2023 PSPS event.

SDG&E interprets “protective equipment and device settings” to be synonymous with Sensitive Relay Profile (SRP) settings. While both PSPS and SRP programs are effective wildfire mitigation tools, they operate independently with separate implementation criteria and cost/benefit analysis, and therefore should not be viewed as alternatives to each other.

SDG&E remotely enables SRP on its system when high-risk fire weather is present. This includes when the Fire Potential Index (FPI) is Extreme, when a Red Flag Warning (RFW) is issued, or when a PSPS event is forecasted. Additionally, SRP is enabled only in the regions experiencing the high-risk fire weather. The SRP settings make protective devices more sensitive to faults on the electric system and activate quickly to de-energize damaged infrastructure to reduce ignition risk. These settings merely augment the parameters used in these devices to operate at faster speeds. Outages triggered by SRP settings are no different than unplanned outages, which are unpredictable and do not allow time to warn customers in advance, thus, the communication plan for SRP triggered outages is the same as unplanned outages. Contrastingly, PSPS outages are proactive power shut offs to mitigate catastrophic wildfire risk due to extreme weather conditions that are preceded by a period of advanced notification to customers and stakeholders and mobilization of customer support resources.

**4. Explain how you fully incorporated public safety partners in your exercise planning. How many were invited to, and attended each planning meeting? Describe your communication efforts-dates and methods-to solicit participation.**

To best incorporate Public Safety Partners in exercise planning, SDG&E referred to the CPUC’s guidance on Public Safety Partner qualifications. SDG&E then used the company-compiled list of Public Safety Partners (over 1,000 partners) and invited them to complete a survey requesting partners to share their interest in planning, playing, observing, or supporting the exercises in other ways. SDG&E received survey responses from 39 representatives. Responses were tracked and follow-ups were conducted with each partner based on the indicated level of participation. SDG&E encouraged all partners to identify additional parties to include and supported additional staff outreach with known stakeholders at local events and small group outreach such as jurisdictional networking and partner exercises. These partners were then included in the Initial Planning Meeting/Concepts and Objectives Meeting (partner attendance: 13), the Midterm Planning and MSEL Review Meeting (partner attendance: 27), and the Final Planning Meeting (partner attendance: 5). For each meeting, SDG&E communicated the meeting details ahead of time, shared a read-ahead, one page document when possible, and followed up with the meeting slides and notes after each session. When stakeholders requested more information, SDG&E followed up with additional small-group meetings to answer questions and provide additional exercise support. SDG&E ultimately had 103 participants in the tabletop exercise and 152 participants in the functional exercise.

**5. Recap the lessons learned from all of your de-energization exercises, the resulting action items, their implementation, and observed consequences.**

**Table 2: 2023 Lessons Learned from De-energization Exercises**

<b>De-energization Exercise</b>	<b>Action Items</b>	<b>Implementation</b>	<b>Consequences</b>
PSPS TTX	County OES representatives requested clarification of terms like Medical Baseline and Critical Facilities	Completed	SDG&E provided County OES with the CPUC definitions and these definitions were added to the All-Hazards Partner Portal.
PSPS FE	Participants experienced significant challenges with the completion of the State Executive PowerPoint presentation, as it is a manual process.	Ongoing	A quick guide was developed with detailed instructions on where information is located and how to access it. Training was provided to appropriate personnel and additional training is planned prior to the 2024 peak season.
PSPS FE	There was an increased number of new Emergency Operations Center (EOC) responders who needed additional training/experience with PSPS response.	Ongoing	Targeted training was developed and conducted for new responders and will be incorporated into an annual preparedness process.

**6. Discuss how you fully implemented the whole community approach into your de-energization exercises.**

In addition to upholding regulatory requirements, industry standards, and internal goals of excellence, SDG&E strives to involve and consider the whole community in the development of preparedness plans and procedures. SDG&E works hard to ensure that the roles and responsibilities of Public Safety Partners and consumers are reflected in the guidance and response materials. To do this, SDG&E:

- Works closely with both internal and external AFN partners and departments.
  - AFN plans and staff are consulted at every step of exercise and response development. Regular discussions are held throughout the year with

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SDG&E's AFN department to ensure full compliance with and support of AFN requirements and best practices.

- Plans and executes exercises:
  - Through invitations to designated Public Safety Partners and PSPS AFN support partners to be part of the planning, observing, and playing in exercises.
  - Through outreach to additional Public Safety Partner groups and organizations to be part of the planning, observing, and playing in exercises.
  - Through targeted and meaningful injects that directly addressed partners' concerns and wants for their goals in the exercise, (e.g., including a specific clinic within a PSPS exercise scenario territory so that the partner could fully practice their response procedures).
  - Through careful review of After-Action Reports, lessons learned, and feedback from partners in formal and informal data collection.

Attendance at SDG&E's PSPS exercises included representatives from local jurisdictions, police and fire agencies, tribal representatives, non-profit organizations, and telecommunications companies.

### **7. Discuss the complaints you received (as documented in POSTSR4) and any lessons learned and implementation of changed business practices.**

Most complaints were related to telecommunication providers sending confusing messages to their customers. Several customers that received telecommunications notifications were outside of the SDG&E potential scope area. Additionally, messages from telecommunication providers were received prior to SDG&E notifying customers. Moving forward, SDG&E will meet with telecommunication providers to develop coordinated messaging to reduce confusion to customers likely to experience a PSPS event.

One complaint was received related to SDG&E's public facing website where a user was having trouble using the address look up tool when copying and pasting addresses into the form field, causing an error with the tool. To help remediate the error, SDG&E added a tool tip to the address look-up tool. This tool tip, which informs users to not paste bullets and other special characters, provides guidance and help to improve the usability and accessibility of the address look up tool.

### **8. How did your PSPS notifications, to both customers and public safety partners/local governments, perform over the year? What changes will you make to improve performance?**

In 2023, it was determined that the current Enterprise Notification System (ENS) system is not able to meet SDG&E's business needs and cannot accommodate the desired improvements to customer notifications, therefore, SDG&E began building a proof-of-concept platform for customer notifications, with the bulk of the focus on PSPS and load curtailment notifications. The business requirements for the new platform have been gathered and technical requirements are being finalized. SDG&E is currently meeting with potential vendors and anticipates having a cloud platform chosen by Q1 2024.

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The Partner Portal mobile application has the capability to deliver push notifications that are supplementary to SDG&E email notifications. In 2023, the Partner Portal delivered push notifications to all Public Safety Partners who subscribed to receive them. Throughout the course of the season, six PSPS related push notifications were successfully drafted, sent, and delivered to mobile app users without any issues. The Portal followed the regulatory required notification cadence by sending push notifications after each email notification was sent to ensure that important event information reached Portal users quickly. SDG&E will be updating the Portal push notification system by adding notification templates directly into the system to increase the efficiency of sending push notifications and ensuring consistency in messaging between operational periods and events.

**9. How did your Public Safety Specialists and Public Affairs Representatives deconflict and synchronize operational direction given to local governments' Office of Emergency Services? What lessons did they learn in 2023 and what corrective actions are planned?**

SDG&E has not been made aware of any conflicts with local governments Office of Emergency Services in 2023. SDG&E works closely with our local government partners by providing three 24/7 contacts directly into the EOC should any potential conflicts arise. Additionally, local governments are given an opportunity to provide feedback in a post-event survey distributed the day after the EOC demobilizes. This survey gauges level of engagement, level of satisfaction, any complaints, and has an open comments section. Should any areas of improvement be determined, SDG&E Emergency Management staff will work with the local government to address the issues.

**10. What process did your Public Safety Specialists follow to provide situational awareness and ground truth to your EOC? How did the EOC incorporate their input?**

SDG&E's equivalent of a Public Safety Specialist is the EOC Liaison Officer. The EOC Liaison Officer is responsible for overseeing the external affairs team and conducting appropriate notifications. Additionally, the Liaison Officer provides staff to jurisdictional partners' EOCs upon request to provide situational awareness and provides a primary point of contact for all incoming agency representatives assigned to the EOC.



## **Attachment 1**

**Attachment 1**

**POSTSR 3: Education and Outreach Costs  
(Excel File)**

## **Attachment 2**

**Attachment 2**

**POSTSR 4: Complaint Tracking Data  
(Excel File)**