 Project No. 21-041-3

(01-04-22)

**SDG&E PSPS Post-Event**

**Online Questionnaire**

**2021 Version**

Language Customer Type (from sample) PSPS Segment (from sample)

[-1] English [-1] Residential [-1] Notified Only (N=300)

[-2] Spanish [-2] Small Business [-2] Power Shut Off (N=300)

**EMAIL INVITATION**

**(PROGRAMMER NOTE: HYPERLINK TO SURVEY CANNOT USE UTILITY NAME)**

|  |
| --- |
| TO: (Name of Respondent)  FROM: Travis Research on Behalf of San Diego Gas & Electric (travissurvey@travisresearch.com)  SUBJECT: Important safety study for SDG&E  Travis Research is conducting a customer survey on behalf of San Diego Gas & Electric (SDG&E®) regarding the recent Public Safety Power Shutoff and associated notifications (you/your business) may have received.  **(NOTIFIED ONLY)** If you qualify and complete the survey, you will be entered into a drawing to ***win one of ten $100 Amazon gift cards*** that we will be giving away to participants.  **(POWER SHUT OFF)** If you qualify and complete the survey, you will receive a ***$20 Amazon gift card*** that we will be giving away to participants.  Please take a few minutes to complete this survey by clicking on the link below or pasting it into your browser window. To help ensure confidentiality and allow for your candid feedback, the research is being conducted by Travis Research, an independent research firm.  For English: http://travis-surveys.com/(need unique ID sequence)  This survey should take no more than 10 minutes to complete, and will only be available for a limited time, so please attempt to complete it within three days of receiving this message.  **(OPT-OUT TEXT:)** If you do not wish to participate in this research study you may click here to be removed.  **(INSERT SPANISH INVITATION)** |



**ONLINE SURVEY – ENGLISH**

**SCREENER**

[NEW SCREEN]

***Thank you for taking time to complete this survey. Please note that you are now on a website hosted by Travis Research. Travis Research is not part of SDG&E*®*. The Terms and Conditions and Privacy Policy of this website will apply, which may be viewed here.***

***(Click here for Terms and Conditions and Privacy Policy)***

Please be assured that your responses will be kept confidential. Simply use your mouse to move ahead or scroll, and click the appropriate boxes to select your answers.

[NEW SCREEN]

A. Are you 18 years of age or older?

❑ (1) Yes

❑ (2) No 🡪 **(THANK AND TERMINATE)**

[NEW SCREEN]

A.1 The email address we used to reach you is the one at which notifications would be sent. Is this address most associated with your... **(*Please select one response*)**

❑ (1) Home/residence 🡪 **(CONTINUE AS RESIDENTIAL** with SDG&E service **CUSTOMER)**

❑ (2) Business with 🡪 **(CONTINUE AS BUSINESS** SDG&E service **CUSTOMER)**

❑ (3) Home and Business, 🡪 **(CONTINUE AS RESIDENTIAL** both with SDG&E service **CUSTOMER)**

|  |
| --- |
| **(IF QUALIFIED, GO TO MAIN QUESTIONNAIRE. DO NOT ALLOW RESPONDENT TO GO BACKWARDS IN SURVEY.)** |

**MAIN QUESTIONNAIRE**

**Notification/Outage Awareness**

[NEW SCREEN]

6. Have you ever heard of a Public Safety Power Shutoff (or PSPS)? This is when an energy utility may need to intentionally shut off power due to high winds or other high fire risk weather conditions to prevent wildfires from occurring.

❑ (1) Yes

❑ (2) No

[NEW SCREEN]

1. Do you recall receiving a ***notification*** or message from SDG&E recently regarding a Public Safety Power Shut Off (PSPS) at your (home/business)? These could have been through email, text, SDG&E App or a phone message.

❑ (1) Yes

❑ (2) No 🡪 **(SKIP TO Q.2)**

[NEW SCREEN]

12. **(MOVED FROM Q.12)** How did you receive notification(s) from SDG&E about the Power Shutoff? ***(Please select all that apply)***

**(PROGRAMMER ALLOW MULTIPLE RESPONSES)**

❑ (1) Text

❑ (2) Phone

❑ (3) Email

❑ (4) PSPS App

[NEW SCREEN]

2. Was the power actually shut off at your (home/business) recently?

❑ (1) Yes

❑ (2) No

**Overall Favorability**

[NEW SCREEN]

3. How would you rate SDG&E ***OVERALL*** on the below scale? The more favorable you generally feel toward SDG&E, the higher the number you would give.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| ***Very Very***  ***Favorable Unfavorable*** | | | | | | |
| ***(7)*** | ***(6)*** | ***(5)*** | ***(4)*** | ***(3)*** | ***(2)*** | ***(1)*** |
| ❑ | ❑ | ❑ | ❑ | ❑ | ❑ | ❑ |

4. **(DELIBERATELY OMITTED)**

[NEW SCREEN]

4.1 How would you rate SDG&E’s handling of the most recent Public Safety Power Shutoff?

❑ (5) Very Positive

❑ (4) Somewhat Positive

❑ (3) Neither Positive nor Negative

❑ (2) Somewhat Negative

❑ (1) Very Negative

❑ (9) Did Not Experience a Recent Public Safety Power Shutoff 🡪**(SKIP TO  
 INSTRUCTION BEFORE Q.9)**

[NEW SCREEN]

4.2 Please describe how you were personally impacted by the Public Safety Power Shutoff? ***(Please be as specific as possible)***

|  |
| --- |
|  |

5. **(DELIBERATELY OMITTED)**

(IF “NO” AT Q.2, SKIP TO INSTRUCTION BEFORE Q.9)

[NEW SCREEN]

7. Regarding the most recent Public Safety Power Shutoff, about how long was the outage in hours? Your best estimate is fine. ***(Please enter whole number – Enter 001 for one hour or less)***

\_\_\_ \_\_\_ \_\_\_ (Number of hours)

DK/NA = 999

[NEW SCREEN]

8. When you experienced the outage, were you aware the power was shut off by SDG&E *for public safety due to high winds or other high fire risk weather conditions*?

❑ (1) Yes

❑ (2) No

Recall Notification

(IF “NO” AT Q.1, SKIP TO INSTRUCTION BEFORE Q.17.1)

[NEW SCREEN]

9. Thinking about the recent outage notification(s), how satisfied are you ***OVERALL*** with the Public Safety Power Shutoff notifications or messages that you received from SDG&E?

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| ***Very Very***  ***Satisfied Dissatisfied*** | | | | | | |
| ***(7)*** | ***(6)*** | ***(5)*** | ***(4)*** | ***(3)*** | ***(2)*** | ***(1)*** |
| ❑ | ❑ | ❑ | ❑ | ❑ | ❑ | ❑ |

[NEW SCREEN]

10. **(DELIBERATELY OMITTED)**

10.1 How would you rate SDG&E’s performance during the **most recent** Public Safety Power Shutoff on each of the following? ***(Please select one response for each row)***

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **(RANDOMIZE)** | | ***(5)***  ***Extremely Satisfied*** | ***(4)***  ***Satisfied*** | ***(3)***  ***Neither Satisfied Nor Dissatisfied*** | ***(2)***  ***Dissatisfied*** | ***(1)***  ***Extremely Dissatisfied*** | ***(9)***  ***Not Applicable*** |
| a. | Amount of notifications |  |  |  |  |  |  |
| b. | Usefulness of the PSPS app |  |  |  |  |  |  |
| c. | Usefulness of the SDG&E website |  |  |  |  |  |  |
| d. | Accuracy of notifications and updates |  |  |  |  |  |  |
| e. | Usefulness of social media updates (Facebook, Twitter) |  |  |  |  |  |  |

11. **(DELIBERATELY OMITTED)**

12. **(MOVED TO AFTER Q.1)**

13. **(DELIBERATELY OMITTED)**

[NEW SCREEN]

14. Which of the following messages do you recall receiving from SDG&E? ***(Please select “yes” or “no” for each)***

|  |  |  |  |
| --- | --- | --- | --- |
|  | **(RANDOMIZE ALL EXCEPT “N”)** | ***Yes***  ***(1)*** | ***No***  ***(2)*** |
| a. | Weather conditions may require a power shutoff for public safety | ❑ | ❑ |
| b. | Possible power shutoff | ❑ | ❑ |
| c. | Prepare to activate your personal family emergency plan | ❑ | ❑ |
| d. | Power is off | ❑ | ❑ |
| e. | Power should now be fully restored | ❑ | ❑ |
| f. | SDGE monitors weather conditions | ❑ | ❑ |
| g. | If power is turned off, it will stay off until we can safely restore it | ❑ | ❑ |
| h. | A Community Resource Center has opened | ❑ | ❑ |
| i. | When conditions improve, our crews will assess the safety of the electrical system and determine when power can be restored | ❑ | ❑ |
| j. | For more information visit SDG&E’s website | ❑ | ❑ |
| k. | Check our mobile app | ❑ | ❑ |
| l. | Follow us on Twitter | ❑ | ❑ |
| m. | Fire risk conditions decreased; power restored; PSPS risk continues | ❑ | ❑ |
| n. | Other (Please describe:) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | ❑ | ❑ |

[NEW SCREEN]

15. Please indicate how much you agree or disagree with the following statements regarding the notification(s) you received from SDG&E. ***(Please select one response for each row)***

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **(RANDOMIZE B-E)** | | ***Agree Disagree***  ***Completely Completely*** | | | | | | |
|  |  | ***(7)*** | ***(6)*** | ***(5)*** | ***(4)*** | ***(3)*** | ***(2)*** | ***(1)*** |
| a. | The information was helpful | ❑ | ❑ | ❑ | ❑ | ❑ | ❑ | ❑ |
| b. | The message(s) was received in a timely fashion | ❑ | ❑ | ❑ | ❑ | ❑ | ❑ | ❑ |
| c. | The message(s) was clear and easy to understand | ❑ | ❑ | ❑ | ❑ | ❑ | ❑ | ❑ |
| e. | The message(s) helped make me feel well informed | ❑ | ❑ | ❑ | ❑ | ❑ | ❑ | ❑ |
| f. | The message(s) provided me with enough information | ❑ | ❑ | ❑ | ❑ | ❑ | ❑ | ❑ |

[NEW SCREEN]

16. Would you say the notification(s) sent to you about shutting off power due to public safety... ***(Please select one response)***

❑ (1) positively impacted your opinion of SDG&E

❑ (2) had no impact on your opinion of SDG&E

❑ (3) negatively impacted your opinion of SDG&E

[NEW SCREEN]

17. Did you take any of the following actions ***as a result*** of receiving the Public Safety Power Shutoff notification(s)? ***(Please select “yes” or “no” for each row)***

|  |  |  |  |
| --- | --- | --- | --- |
|  | **(RANDOMIZE ALL EXCEPT “L”)** | ***Yes***  ***(1)*** | ***No***  ***(2)*** |
| a. | Prepared an emergency kit with food, water or medicine | ❑ | ❑ |
| b. | Had your emergency plan ready | ❑ | ❑ |
| c. | Performed a safety check on your generator for your (home/business) | ❑ | ❑ |
| d. | Purchased/used a battery powered radio | ❑ | ❑ |
| e. | Notified others in area about potential power shutoff | ❑ | ❑ |
| f. | Activated your emergency plan | ❑ | ❑ |
| g. | Visited a Community Resource Center | ❑ | ❑ |
| h. | Went to SDG&E’s website | ❑ | ❑ |
| i. | Checked the SDG&E mobile app | ❑ | ❑ |
| j. | Follow(ed) SDG&E on Twitter | ❑ | ❑ |
| k. | Prepared for multiple-day outage | ❑ | ❑ |
| m. | Checked in on family, friend or neighbor | ❑ | ❑ |
| l. | Other (Please describe:) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | ❑ | ❑ |

**(IF Q.2 = NO, SKIP TO Q.18)**

[NEW SCREEN]

17.1 Have you experienced a Public Safety Power Shutoff (PSPS) prior to this most recent occurrence?

❑ (1) Yes

❑ (2) No 🡪 **(SKIP TO Q.17.3)**

❑ (3) Not sure 🡪 **(SKIP TO Q.17.3)**

[NEW SCREEN]

17.2 Compared to previous shutoffs, would you say that SDG&E’s handling of the **most recent** Public Safety Power Shutoff was…?

❑ (1) Much worse

❑ (2) Somewhat worse

❑ (3) About the same

❑ (4) Somewhat improved

❑ (5) Much improved

❑ (9) Not sure

[NEW SCREEN]

17.3 SDG&E supports a number of resources that are available to our customers during Public Safety Power Shutoffs. Please indicate whether you were aware or have used each item below in relation to the **most recent** shutoff. ***(Please select one answer in each row)***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **(RANDOMIZE)** | ***Not Aware***  ***(1)*** | ***Aware But Did Not Use***  ***(2)*** | ***Used***  ***(3)*** |
| a. | Multiple Address Alerts During a Public Safety Power Shutoff | ❑ | ❑ | ❑ |
| b. | Community Resource Centers (CRCs) | ❑ | ❑ | ❑ |
| c. | Disability Disaster Access & Resources (DDAR) program | ❑ | ❑ | ❑ |
| d. | County Food Bank Program | ❑ | ❑ | ❑ |
| e. | Language Preferences for alerts and communications | ❑ | ❑ | ❑ |
| f. | Portable Battery Program | ❑ | ❑ | ❑ |
| g. | Hotel Accommodations for People with Disabilities | ❑ | ❑ | ❑ |
| h. | Accessible Transportation for People with Disabilities | ❑ | ❑ | ❑ |
| i. | Call 2-1-1 for shutoff information | ❑ | ❑ | ❑ |
| j. | Generator Rebate Program | ❑ | ❑ | ❑ |
| k. | Medical Baseline Program | ❑ | ❑ | ❑ |

[NEW SCREEN]

17.4 **(PROGRAMMER ONLY SHOW THOSE “USED” AT Q.17.3)** Please rate your satisfaction with the resource(s) you used during this most recent shutoff***. (Please select one answer for each row)***

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **(RANDOMIZE)** | | ***(5)***  ***Extremely Satisfied*** | ***(4)***  ***Satisfied*** | ***(3)***  ***Neither Satisfied Nor Dissatisfied*** | ***(2)***  ***Dissatisfied*** | ***(1)***  ***Extremely Dissatisfied*** |
| a. | Multiple Address Alerts During a Public Safety Power Shutoff |  |  |  |  |  |
| b. | Community Resource Centers (CRCs) |  |  |  |  |  |
| c. | Disability Disaster Access & Resources (DDAR) program |  |  |  |  |  |
| d. | County Food Bank Program |  |  |  |  |  |
| e. | Language Preferences for alerts and communications |  |  |  |  |  |
| f. | Portable Battery Program |  |  |  |  |  |
| g. | Hotel Accommodations for People with Disabilities |  |  |  |  |  |
| h. | Accessible Transportation for People with Disabilities |  |  |  |  |  |
| i. | Call 2-1-1 for shutoff information |  |  |  |  |  |
| j. | Generator Rebate Program |  |  |  |  |  |
| k. | Medical Baseline Program |  |  |  |  |  |

[NEW SCREEN]

18. In your opinion, what can SDG&E do to improve their communications with customers during a Public Safety Power Outage and after power has been restored? Please be specific. We welcome your suggestions.

|  |
| --- |
|  |

[NEW SCREEN]

19. Please indicate how much you agree or disagree with the following statements regarding the Public Safety Power Shutoff. ***(Please select one response in each row)***

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **(RANDOMIZE)** | | ***Agree Disagree***  ***Completely Completely*** | | | | | | |
| ***(7)*** | ***(6)*** | ***(5)*** | ***(4)*** | ***(3)*** | ***(2)*** | ***(1)*** |
| a. | Shutting off power is necessary, as a last resort, to keep communities safe from wildfires | ❑ | ❑ | ❑ | ❑ | ❑ | ❑ | ❑ |
| b. | A priority for SDG&E is keeping their customers safe | ❑ | ❑ | ❑ | ❑ | ❑ | ❑ | ❑ |
| c. | Shutting off power is disruptive and does not prevent wildfires | ❑ | ❑ | ❑ | ❑ | ❑ | ❑ | ❑ |
| d. | I don’t know much about public safety power shutoff | ❑ | ❑ | ❑ | ❑ | ❑ | ❑ | ❑ |
| e. | **(DELIBERATELY OMITTED)** |  |  |  |  |  |  |  |
| f. | **(DELIBERATELY OMITTED)** |  |  |  |  |  |  |  |
| g. | I know how to find more information about a power outage on SDG&E’s website | ❑ | ❑ | ❑ | ❑ | ❑ | ❑ | ❑ |

[NEW SCREEN]

20. Just a few final questions about you and your (household/business)…

**(BUSINESS SKIP TO Q.26)**

**Demographics**

[NEW SCREEN]

21. Which of the following best describes your age range? ***(Please select one response)***

❑ (1) 18 to 24

❑ (2) 25 to 34

❑ (3) 35 to 44

❑ (4) 45 to 54

❑ (5) 55 to 64

❑ (6) 65 or older

[NEW SCREEN]

22. Which of the following best describes your current employment status? ***(Please select one response)***

❑ (1) Employed full-time (35+ hours per week)

❑ (2) Employed part-time (less than 35 hours per week)

❑ (3) On active military duty

❑ (4) A student

❑ (5) A homemaker

❑ (6) Not currently employed

❑ (7) Retired

[NEW SCREEN]

23. Which of the following categories best describes your ethnic background? ***(Please select one response)***

❑ (1) White or Caucasian

❑ (2) African American

❑ (3) Hispanic or Latino/a

❑ (4) Asian

❑ (5) Other *(Please Specify:)* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

❑ (9) Prefer not to answer

[NEW SCREEN]

24. For classification purposes only, which category below best represents your total household income last year before taxes. ***(Please select one response)***

**(DO NOT FORCE A RESPONSE)**

❑ (1) Less than $25,000

❑ (2) $25,000 to $49,999

❑ (3) $50,000 to $74,999

❑ (4) $75,000 to $99,999

❑ (5) $100,000 to $149,999

❑ (6) $150,000 to $199,999

❑ (7) $200,000 and over

❑ (9) Prefer not to answer

[NEW SCREEN]

25. Are you…

❑ (1) Male

❑ (2) Female

❑ (3) Non-Binary

❑ (4) Prefer not to answer

[NEW SCREEN]

25.1 Do you, or does anyone in your household, rely on electrical equipment that is required or needed for your health, safety or ability to live independently? ***(Please select one response)***

❑ (1) Yes

❑ (2) No 🡪 **(SKIP TO Q.25.4)**

❑ (9) Prefer not to say

[NEW SCREEN]

25.2 Is that electrical equipment easy to transport in the event of an emergency?

❑ (1) Yes

❑ (2) No 🡪 **(SKIP TO Q.25.4)**

[NEW SCREEN]

25.3 Were you able to utilize that equipment during the most recent Public Safety Power Shutoff?

❑ (1) Yes

❑ (2) No

[NEW SCREEN]

25.4 Do you or does anyone in your household have a permanent disability, related to mobility, hearing, vision, or chronic disease? ***(Please select one response)***

❑ (1) Yes

❑ (2) No 🡪 **(SKIP TO Q.25.6)**

❑ (9) Prefer not to say

[NEW SCREEN]

25.5 Please indicate the type(s) of disabilities. ***(Please select all that apply)***

❑ (1) Mobility

❑ (2) Hearing

❑ (3) Vision

❑ (4) Chronic disease

❑ (5) Other *(Please specify:)*\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

❑ (9) Prefer not to say

[NEW SCREEN]

25.6 Do you have access to personal transportation in case of an emergency?

❑ (1) Yes

❑ (2) No

❑ (9) Prefer not to say

**(RESIDENTIAL SKIP TO CLOSING)**

**Firmographics**

[NEW SCREEN]

26. Which of the following statements best describes your level of responsibility for decisions regarding utilities for **THIS BUSINESS LOCATION**? ***(Please select one response)***

❑ (1) You are the primary decision maker regarding your utilities

❑ (2) You share in these decisions with others in your company, or

❑ (3) You have no responsibility regarding utilities for this business location

27. Counting yourself, about how many full- and part-time employees does your company have at this business location? Your best estimate is fine.

\_\_\_\_ , \_\_\_\_ \_\_\_\_ \_\_\_\_ (number of employees)

DK/NA = 9999

**(VERIFY RESPONSES OF 99+)**

28. **In total**, how many business locations does your organization have?

\_\_\_\_ \_\_\_\_ \_\_\_\_ (number of locations)

DK/NA = 999

**(VERIFY RESPONSES OF 9+)**

**Closing and Incentive Information**

On behalf of SDG&E, thank you very much for taking time out of your busy day to participate in our study!

**(NOTIFIED ONLY)** You will be entered into a drawing for one of ten $100 Amazon gift cards.

**(POWER SHUT OFF)** You will be receiving a $20 Amazon gift card. Your gift card will be sent to (INSERT EMAIL ADDRESS FROM SAMPLE) unless you enter in a new one below.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (insert new email if needed)

**Record From Sample**

**(ALL INFORMATION RECEIVED WITH SAMPLE)**

**Terms and Conditions/Privacy Policy**

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At this website we are dedicated to safeguarding and preserving your privacy when visiting our site, communicating electronically with us, when participating in surveys, or when we are conducting market research.

This Privacy Policy, together with our terms of use, explain what happens to any personal data that you provide to us, or that we collect from you when you are on this site or when you are participating in surveys.

**Information We Collect**

In operating our website we may collect and process the following data about you:

* Details of your visits to our website and the resources that you access, including, but not limited to, traffic data, location data, weblogs and other communication data.
* Information that you provide by filling in forms on our website, such as when you request additional information, download white papers, or ask that we contact you.
* Information provided to us when you communicate with us for any reason.
* Market Research Survey data for research purposes only.

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The information that we collect and store relating to you is primarily used to either provide services to you, if you are seeking market research services. Or, if you are taking part in a survey, to provide market research related information that will not result in a sales call.  In addition, we may use the information for the following purposes:

* To provide you with the information you requested from us relating to our products or services.
* To provide information on other products which we feel may be of interest to you.
* To notify you about any changes to our website, such as improvements or service/product changes, that may affect our service
* The survey research we conduct and collect will never result in a sales call to research participants.

We do not share usage or tracking information with others. We will not reveal information about identifiable individuals to any organization or advertiser that is not associated with our organization and its affiliates.

**Storing Your Personal Data**

We may transfer data that we collect from you to locations outside of the United States should the sponsor of a Market Research Survey be located there. Data may be collected by staff located outside of the United States working for our organization or for one of its affiliates. By submitting your survey data, or a request for additional information, you agree to this potential transfer, storing or processing.  We will take all reasonable steps to ensure that your data is treated securely and in agreement with this Privacy Policy.

Data that is provided to us on our website is stored on secure servers.  In addition, details relating to any survey will be stored on secure servers to ensure its safety.

**Disclosing Your Information**

Research information will only be disclosed to the company sponsoring the research and will not be provided to third parties.

Disclose of your personal information, without notice, will only occur if required to do so by law or in the good faith belief that such action is necessary to: (a) conform to the edicts of the law or comply with legal process served on our organization or its affiliates, or this site, and, (b) protect and defend the rights or property of our organization and its affiliates.

ADD Project No. 20-918-Post1-3

(11/20/20)

**SDG&E Wildfire Mitigation Post-PSPS Research**

**Post-Season – Online Survey**

QUOTAS

|  |  |  |
| --- | --- | --- |
| High Fire Risk |  | Wave |
| -1 High Risk Fire Zip |  | ~~-1 Pre-Wave (n=900)~~ |
| -2 Non-High Risk Fire Zip |  | -2 POST 1 (n=TBD) |
|  |  | -3 Post-Wave (n=TBD) |
| Language of Survey |  |  |
| 01 English | 13 Korean | Age (Q.D) |
| 02 Spanish | 14 Mandarin | -1 18 – 44 ~~(n= Max. 500)~~ |
| 03 Arabic | 15 Mixtec | -2 45+ ~~(n= Max. 500)~~ |
| 04 Armenian | 16 Portuguese |  |
| 05 Cantonese | 17 Punjabi | Methodology |
| 06 Farsi | 18 Russian | -1 Phone (n=TBD) |
| 07 French | 19 Somali | -2 Online (n=TBD) |
| 08 German | 20 Tagalog |  |
| 09 Hindu | 21 Thai |  |
| 10 Hmong | 22 Vietnamese |  |
| 11 Japanese | 23 Zapotec |  |
| 12 Khmer |  |  |

|  |
| --- |
| **SEE FINAL PAGE OF QUESTIONNAIRE FOR EMAIL INVITATION** |



**Introduction**

[NEW SCREEN]

***Thank you for taking time to complete this survey. Please note that you are now on a website hosted by Travis Research. Travis Research is not part of SDG&E*®*. The Terms and Conditions and Privacy Policy of this website will apply, which may be viewed here.***

***(Click here for Terms and Conditions and Privacy Policy)***

Please be assured that your responses will be kept confidential and the survey should only take about 20 minutes to complete. Simply use your mouse to move ahead or scroll, and click the appropriate boxes to select your answers.

If you qualify and complete the survey, you will be entered in a drawing for one of ten ***$100 amazon.com gift cards*** as a small token of our appreciation for your cooperation.

SDG&E may use the Personal Information you provide for the following business purposes: to personalize, develop, improve, and market their products and services, for quality, research and data analysis, for use in a lawful manner compatible with the context in which it was provided.

**Screening**

A. In which language would you prefer to take the survey? ***(Please select one response)***

❑ (01) English

❑ (02) Spanish

❑ (03) Arabic

❑ (04) Armenian

❑ (05) Cantonese

❑ (06) Farsi

❑ (07) French

❑ (08) German

❑ (09) Hindu

❑ (10) Hmong

❑ (11) Japanese

❑ (12) Khmer

❑ (13) Korean

❑ (14) Mandarin

❑ (15) Mixtec

❑ (16) Portuguese

❑ (17) Punjabi

❑ (18) Russian

❑ (19) Somali

❑ (20) Tagalog

❑ (21) Thai

❑ (22) Vietnamese

❑ (23) Zapotec

[NEW SCREEN]

B. To confirm, are you currently an SDG&E customer for gas service, electric service, or both gas and electric? ***(Please select one response)***

❑ (1) Gas customer

❑ (2) Electric customer

❑ (3) Both gas and electric customer

❑ (4) Not an SDG&E customer 🡪 **(THANK AND TERMINATE)**

C. Are you at least jointly responsible for reviewing and paying your household’s utility bills? ***(Please select one response)***

❑ (1) Yes

❑ (2) No 🡪 **(THANK AND TERMINATE)**

F. Are you, or is anyone in your household, currently employed in any of the following industries or occupations? ***(Please select all that apply)***

**(RANDOMIZE)**

❑ (1) Auto manufacturer

❑ (2) Financial consulting

❑ (3) Advertising or public relations

❑ (4) Marketing or marketing research 🡪 **(THANK AND**

❑ (5) Energy-related products or services **TERMINATE)**

**(GO TO MAIN QUESTIONNAIRE)**

**MAIN QUESTIONNAIRE**

**Overall Favorability and Performance**

[NEW SCREEN]

1.1 How favorable are you towards ***San Diego Gas & Electric (SDG&E)*** overall*?* ***(Please select one response)***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| ***Extremely Extremely***  ***Favorable Unfavorable*** | | | | |
| ***(5)*** | ***(4)*** | ***(3)*** | ***(2)*** | ***(1)*** |
| ❑ | ❑ | ❑ | ❑ | ❑ |

1.2 How well does the statement ***“provides reliable electric service without frequent outages”*** describe SDG&E*?* ***(Please select one response)***

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| ***Describes SDG&E***  ***Extremely Well*** | | | ***Does Not Describe***  ***SDG&E at All*** | | |
| ***(5)*** | ***(4)*** | ***(3)*** | | ***(2)*** | ***(1)*** |
| ❑ | ❑ | ❑ | | ❑ | ❑ |

**AWARENESS & LANGUAGE PREFERENCE**

[NEW SCREEN]

2. Over the past few months, have you personally seen or heard any communications (for example…mail, TV or radio ad, social media) from SDG&E about the threat of wildfires and how you can prepare for them? ***(Please select one response)***

❑ (1) Yes

❑ (2) No

❑ (3) Not sure

[NEW SCREEN]

3. What languages are often spoken in your (home/business)? ***(Please select all that apply)***

❑ (01) English

❑ (02) Spanish

❑ (03) Arabic

❑ (04) Armenian

❑ (05) Cantonese

❑ (06) Farsi

❑ (07) French

❑ (08) German

❑ (09) Hindu

❑ (10) Hmong

❑ (11) Japanese

❑ (12) Khmer

❑ (13) Korean

❑ (14) Mandarin

❑ (15) Mixtec

❑ (16) Portuguese

❑ (17) Punjabi

❑ (18) Russian

❑ (19) Somali

❑ (20) Tagalog

❑ (21) Thai

❑ (22) Vietnamese

❑ (23) Zapotec

❑ (96) Other (please specify:)\_\_\_\_\_\_\_\_\_\_\_\_\_

[NEW SCREEN]

4. What is your preferred language for receiving public safety information like this from SDG&E? ***(Please select one response)***

❑ (01) English 🡪 **(SKIP TO INSTRUCTION BEFORE Q.6)**

❑ (02) Spanish

❑ (03) Arabic

❑ (04) Armenian

❑ (05) Cantonese

❑ (06) Farsi

❑ (07) French

❑ (08) German

❑ (09) Hindu

❑ (10) Hmong

❑ (11) Japanese

❑ (12) Khmer

❑ (13) Korean

❑ (14) Mandarin

❑ (15) Mixtec

❑ (16) Portuguese

❑ (17) Punjabi

❑ (18) Russian

❑ (19) Somali

❑ (20) Tagalog

❑ (21) Thai

❑ (22) Vietnamese

❑ (23) Zapotec

❑ (96) Other (please specify:)\_\_\_\_\_\_\_\_\_\_\_\_\_

[NEW SCREEN]

5. How do you feel about receiving wildfire communications from SDG&E in English only? ***(Please select one response)***

❑ (1) I’m fine with that – I can understand English well

❑ (2) I’d rather have it in my preferred language, but I can also understand English

❑ (3) I need it in my preferred language – I do not understand English

**(IF NO [2] OR NOT SURE [3] AT Q.2, SKIP TO Q.13)**

[NEW SCREEN]

6. In what languages were the wildfire safety and preparedness information that you recall seeing or hearing from SDG&E? ***(Please select all that apply)***

❑ (01) English

❑ (02) Spanish

❑ (03) Arabic

❑ (04) Armenian

❑ (05) Cantonese

❑ (06) Farsi

❑ (07) French

❑ (08) German

❑ (09) Hindu

❑ (10) Hmong

❑ (11) Japanese

❑ (12) Khmer

❑ (13) Korean

❑ (14) Mandarin

❑ (15) Mixtec

❑ (16) Portuguese

❑ (17) Punjabi

❑ (18) Russian

❑ (19) Somali

❑ (20) Tagalog

❑ (21) Thai

❑ (22) Vietnamese

❑ (23) Zapotec

❑ (96) Other (please specify:)\_\_\_\_\_\_\_\_\_\_\_\_\_

**(TABULATION INSTRUCTION: DETERMINE IF Q.3=Q.2 IN TABBING TO CALCULATE INCIDENCE OF DELIVERING INFORMATION IN PREFERRED LANGUAGE)**

[NEW SCREEN]

7. Where did you see or hear SDG&E’s communications about wildfire season safety and preparedness? ***(Please select all that apply)***

❑ (01) Email from SDG&E

❑ (02) Letter in the mail from SDG&E

❑ (03) Online news report

❑ (04) SDG&E advertising on TV, radio, or online

❑ (05) SDG&E billboards

❑ (06) SDG&E informational videos online or social media

❑ (07) SDG&E informational videos on TV

❑ (08) SDG&E community meetings

❑ (09) SDG&E representative or employee

❑ (10) SDG&E website

❑ (11) SDG&E wildfire preparedness webinar or online meeting

❑ (12) SDG&E social media post (Facebook, Twitter, Nextdoor, etc.)

❑ (13) SDG&E wildfire fairs

❑ (14) Telephone call from SDG&E

❑ (15) Text message from SDG&E

❑ (16) TV or radio news report

❑ (17) SDG&E Alerts App for PSPS

❑ (96) Other (specify:) \_\_\_\_\_\_\_\_\_\_\_

❑ (97) Other (specify:) \_\_\_\_\_\_\_\_\_\_\_

❑ (99) Don’t recall 🡪 **(SKIP TO Q.13)**

**7.5 Overall, how satisfied were you with information provided by SDG&E before, during, and after wildfire season?**

***(Please select one response for each)***

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| ***Extremely***  ***Satisfied*** | | | | ***Extremely***  ***Dissatisfied*** | | ***N/A or Unsure*** |
| ***(5)*** | ***(4)*** | ***(3)*** | ***(2)*** | | ***(1)*** | ***(0)*** |
| ❑ | ❑ | ❑ | ❑ | | ❑ | ❑ |

**Before**

**During**

**After**

**(IF SDG&E WEBSITE SELECTED AT Q.7, ASK Q.8. OTHERWISE, SKIP TO Q.9 INSTRUCTION)**

[NEW SCREEN]

8. How satisfied were you with the information provided on the SDG&E website about preparing for wildfires? ***(Please select one response)***

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| ***Extremely***  ***Satisfied*** | | | | ***Extremely***  ***Dissatisfied*** | |
| ***(5)*** | ***(4)*** | ***(3)*** | ***(2)*** | | ***(1)*** |
| ❑ | ❑ | ❑ | ❑ | | ❑ |

**(IF ENGLISH [01] SELECTED AT Q.4, SKIP TO Q.10)**

[NEW SCREEN]

9. Which, if any, of these sources provided information in English and which provided information in your preferred language? ***(Please select all that apply per row)***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **(ONLY SHOW THOSE SELECTED AT Q.7, RANDOMIZE)** | ***English***  ***(1)*** | ***[PREFERRED***  ***LANGUAGE***  ***FROM Q.4]***  ***(2)*** | ***Not Sure***  ***(3)*** |
|  |
| a. | Email from SDG&E | ❑ | ❑ | ❑ |
| b. | Letter in the mail from SDG&E | ❑ | ❑ | ❑ |
| c. | Online news report | ❑ | ❑ | ❑ |
| d. | SDG&E advertising on TV, radio, or online | ❑ | ❑ | ❑ |
| e. | SDG&E billboards | ❑ | ❑ | ❑ |
| f. | SDG&E informational videos online or social media | ❑ | ❑ | ❑ |
| g. | SDG&E informational videos on TV | ❑ | ❑ | ❑ |
| h. | SDG&E community meetings | ❑ | ❑ | ❑ |
| i. | SDG&E representative or employee | ❑ | ❑ | ❑ |
| j. | SDG&E website | ❑ | ❑ | ❑ |
| k. | SDG&E wildfire preparedness webinar or online meeting | ❑ | ❑ | ❑ |
| l. | SDG&E social media post (Facebook, Twitter, Nextdoor, etc.) | ❑ | ❑ | ❑ |
| m. | SDG&E wildfire fairs | ❑ | ❑ | ❑ |
| n. | Telephone call from SDG&E | ❑ | ❑ | ❑ |
| o. | Text message from SDG&E | ❑ | ❑ | ❑ |
| p. | TV or radio news report | ❑ | ❑ | ❑ |
| q. | SDG&E Alerts App for PSPS | ❑ | ❑ | ❑ |

**(SKIP TO Q.11)**

[NEW SCREEN]

10. How usefulwere the wildfire communications that you saw or heard from SDG&E via…? ***(Please select one response per row)***

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  |  | ***Extremely***  ***Useful*** | | | ***Not At***  ***All Useful*** | | |
|  |
|  | **(ONLY SHOW THOSE SELECTED AT Q.7, RANDOMIZE)** | ***(5)*** | ***(4)*** | ***(3)*** | | ***(2)*** | ***(1)*** |
| a. | Email from SDG&E | ❑ | ❑ | ❑ | | ❑ | ❑ |
| b. | Letter in the mail from SDG&E | ❑ | ❑ | ❑ | | ❑ | ❑ |
| c. | Online news report | ❑ | ❑ | ❑ | | ❑ | ❑ |
| d. | SDG&E advertising on TV, radio, or online | ❑ | ❑ | ❑ | | ❑ | ❑ |
| e. | SDG&E billboards | ❑ | ❑ | ❑ | | ❑ | ❑ |
| f. | SDG&E informational videos online or social media | ❑ | ❑ | ❑ | | ❑ | ❑ |
| g. | SDG&E informational videos on TV | ❑ | ❑ | ❑ | | ❑ | ❑ |
| h. | SDG&E community meetings | ❑ | ❑ | ❑ | | ❑ | ❑ |
| i. | SDG&E representative or employee | ❑ | ❑ | ❑ | | ❑ | ❑ |
| j. | SDG&E website | ❑ | ❑ | ❑ | | ❑ | ❑ |
| k. | SDG&E wildfire preparedness webinar or online meeting | ❑ | ❑ | ❑ | | ❑ | ❑ |
| l. | SDG&E social media post (Facebook, Twitter, Nextdoor, etc.) | ❑ | ❑ | ❑ | | ❑ | ❑ |
| m. | SDG&E wildfire fairs | ❑ | ❑ | ❑ | | ❑ | ❑ |
| n. | Telephone call from SDG&E | ❑ | ❑ | ❑ | | ❑ | ❑ |
| o. | Text message from SDG&E | ❑ | ❑ | ❑ | | ❑ | ❑ |
| p. | TV or radio news report | ❑ | ❑ | ❑ | | ❑ | ❑ |
| q. | SDG&E Alerts App for PSPS | ❑ | ❑ | ❑ | | ❑ | ❑ |

**(SKIP TO Q.13)**

[NEW SCREEN]

11. How usefulwere the wildfire communications **in English** that you saw or heard from SDG&E via…? ***(Please select one response per row)***

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  |  | ***Extremely***  ***Useful*** | | | ***Not At***  ***All Useful*** | | |
|  |
|  | **(ONLY SHOW THOSE SELECTED FOR ENGLISH [-1] AT Q.9, RANDOMIZE)** | ***(5)*** | ***(4)*** | ***(3)*** | | ***(2)*** | ***(1)*** |
| a. | Email from SDG&E | ❑ | ❑ | ❑ | | ❑ | ❑ |
| b. | Letter in the mail from SDG&E | ❑ | ❑ | ❑ | | ❑ | ❑ |
| c. | Online news report | ❑ | ❑ | ❑ | | ❑ | ❑ |
| d. | SDG&E advertising on TV, radio, or online | ❑ | ❑ | ❑ | | ❑ | ❑ |
| e. | SDG&E billboards | ❑ | ❑ | ❑ | | ❑ | ❑ |
| f. | SDG&E informational videos online or social media | ❑ | ❑ | ❑ | | ❑ | ❑ |
| g. | SDG&E informational videos on TV | ❑ | ❑ | ❑ | | ❑ | ❑ |
| h. | SDG&E community meetings | ❑ | ❑ | ❑ | | ❑ | ❑ |
| i. | SDG&E representative or employee | ❑ | ❑ | ❑ | | ❑ | ❑ |
| j. | SDG&E website | ❑ | ❑ | ❑ | | ❑ | ❑ |
| k. | SDG&E wildfire preparedness webinar or online meeting | ❑ | ❑ | ❑ | | ❑ | ❑ |
| l. | SDG&E social media post (Facebook, Twitter, Nextdoor, etc.) | ❑ | ❑ | ❑ | | ❑ | ❑ |
| m. | SDG&E wildfire fairs | ❑ | ❑ | ❑ | | ❑ | ❑ |
| n. | Telephone call from SDG&E | ❑ | ❑ | ❑ | | ❑ | ❑ |
| o. | Text message from SDG&E | ❑ | ❑ | ❑ | | ❑ | ❑ |
| p. | TV or radio news report | ❑ | ❑ | ❑ | | ❑ | ❑ |
| q. | SDG&E Alerts App for PSPS | ❑ | ❑ | ❑ | | ❑ | ❑ |

[NEW SCREEN]

12. How usefulwere the wildfire communications **in [INSERT PREFERRED LANGUAGE FROM Q.4]** that you saw or heard from SDG&E via…? ***(Please select one response per row)***

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  |  | ***Extremely***  ***Useful*** | | | ***Not At***  ***All Useful*** | | |
|  |
|  | **(ONLY SHOW THOSE SELECTED FOR PREFERRED LANGUAGE [-2] AT Q.9, RANDOMIZE)** | ***(5)*** | ***(4)*** | ***(3)*** | | ***(2)*** | ***(1)*** |
| a. | Email from SDG&E | ❑ | ❑ | ❑ | | ❑ | ❑ |
| b. | Letter in the mail from SDG&E | ❑ | ❑ | ❑ | | ❑ | ❑ |
| c. | Online news report | ❑ | ❑ | ❑ | | ❑ | ❑ |
| d. | SDG&E advertising on TV, radio, or online | ❑ | ❑ | ❑ | | ❑ | ❑ |
| e. | SDG&E billboards | ❑ | ❑ | ❑ | | ❑ | ❑ |
| f. | SDG&E informational videos online or social media | ❑ | ❑ | ❑ | | ❑ | ❑ |
| g. | SDG&E informational videos on TV | ❑ | ❑ | ❑ | | ❑ | ❑ |
| h. | SDG&E community meetings | ❑ | ❑ | ❑ | | ❑ | ❑ |
| i. | SDG&E representative or employee | ❑ | ❑ | ❑ | | ❑ | ❑ |
| j. | SDG&E website | ❑ | ❑ | ❑ | | ❑ | ❑ |
| k. | SDG&E wildfire preparedness webinar or online meeting | ❑ | ❑ | ❑ | | ❑ | ❑ |
| l. | SDG&E social media post (Facebook, Twitter, Nextdoor, etc.) | ❑ | ❑ | ❑ | | ❑ | ❑ |
| m. | SDG&E wildfire fairs | ❑ | ❑ | ❑ | | ❑ | ❑ |
| n. | Telephone call from SDG&E | ❑ | ❑ | ❑ | | ❑ | ❑ |
| o. | Text message from SDG&E | ❑ | ❑ | ❑ | | ❑ | ❑ |
| p. | TV or radio news report | ❑ | ❑ | ❑ | | ❑ | ❑ |
| q. | SDG&E Alerts App for PSPS | ❑ | ❑ | ❑ | | ❑ | ❑ |

[NEW SCREEN]

**ADDITIONAL INFORMATION SOURCES**

13. Other than SDG&E’s communications, what other sources have you used to obtain information about wildfire safety and preparedness? ***(Please select all that apply)***

❑ (01) 2-1-1 San Diego

❑ (02) CalFire

❑ (03) City or county government

❑ (04) Community-based organizations

❑ (05) Healthcare providers or medical device suppliers

❑ (06) Local fire department

❑ (07) Local news reports

❑ (08) Non-profit organizations

❑ (09) State government

❑ (96) Other (specify:) \_\_\_\_\_\_\_\_\_\_\_

❑ (97) Other (specify:) \_\_\_\_\_\_\_\_\_\_\_

❑ (98) None of the above 🡪 **(SKIP TO Q.18)**

❑ (99) Don’t recall 🡪 **(SKIP TO Q.18)**

[NEW SCREEN]

**(IF ENGLISH [01] SELECTED AT Q.4, SKIP TO Q.15)**

14. Which, if any, of these sources provided information in English and which provided information in your preferred language? ***(Please select all that apply per row)***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **(ONLY SHOW THOSE SELECTED AT Q.13, RANDOMIZE)** | ***English***  ***(1)*** | ***[PREFERRED***  ***LANGUAGE***  ***FROM Q.4]***  ***(2)*** | ***Not Sure***  ***(3)*** |
|  |
| a. | 2-1-1 San Diego | ❑ | ❑ | ❑ |
| b. | CalFire | ❑ | ❑ | ❑ |
| c. | City or county government | ❑ | ❑ | ❑ |
| d. | Community-based organizations | ❑ | ❑ | ❑ |
| e. | Healthcare providers or medical device suppliers | ❑ | ❑ | ❑ |
| f. | Local fire department | ❑ | ❑ | ❑ |
| g. | Local news reports | ❑ | ❑ | ❑ |
| h. | Non-profit organizations | ❑ | ❑ | ❑ |
| i. | State government | ❑ | ❑ | ❑ |

**(SKIP TO Q.16)**

[NEW SCREEN]

15. How usefulwas the wildfire information from…? ***(Please select one response per row)***

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  |  | ***Extremely***  ***Useful*** | | | ***Not At***  ***All Useful*** | | |
|  |
|  | **(ONLY SHOW THOSE SELECTED AT Q.13, RANDOMIZE)** | ***(5)*** | ***(4)*** | ***(3)*** | | ***(2)*** | ***(1)*** |
| a. | 2-1-1 San Diego | ❑ | ❑ | ❑ | | ❑ | ❑ |
| b. | CalFire | ❑ | ❑ | ❑ | | ❑ | ❑ |
| c. | City or county government | ❑ | ❑ | ❑ | | ❑ | ❑ |
| d. | Community-based organizations | ❑ | ❑ | ❑ | | ❑ | ❑ |
| e. | Healthcare providers or medical device suppliers | ❑ | ❑ | ❑ | | ❑ | ❑ |
| f. | Local fire department | ❑ | ❑ | ❑ | | ❑ | ❑ |
| g. | Local news reports | ❑ | ❑ | ❑ | | ❑ | ❑ |
| h. | Non-profit organizations | ❑ | ❑ | ❑ | | ❑ | ❑ |
| i. | State government | ❑ | ❑ | ❑ | | ❑ | ❑ |

**(SKIP TO Q.18)**

[NEW SCREEN]

16. How usefulwas the wildfire information **in English** from…? ***(Please select one response per row)***

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  |  | ***Extremely***  ***Useful*** | | | ***Not At***  ***All Useful*** | | |
|  |
|  | **(ONLY SHOW THOSE SELECTED FOR ENGLISH [1] AT Q.14, RANDOMIZE)** | ***(5)*** | ***(4)*** | ***(3)*** | | ***(2)*** | ***(1)*** |
| a. | 2-1-1 San Diego | ❑ | ❑ | ❑ | | ❑ | ❑ |
| b. | CalFire | ❑ | ❑ | ❑ | | ❑ | ❑ |
| c. | City or county government | ❑ | ❑ | ❑ | | ❑ | ❑ |
| d. | Community-based organizations | ❑ | ❑ | ❑ | | ❑ | ❑ |
| e. | Healthcare providers or medical device suppliers | ❑ | ❑ | ❑ | | ❑ | ❑ |
| f. | Local fire department | ❑ | ❑ | ❑ | | ❑ | ❑ |
| g. | Local news reports | ❑ | ❑ | ❑ | | ❑ | ❑ |
| h. | Non-profit organizations | ❑ | ❑ | ❑ | | ❑ | ❑ |
| i. | State government | ❑ | ❑ | ❑ | | ❑ | ❑ |

[NEW SCREEN]

17. How usefulwas the wildfire information **in [INSERT PREFERRED LANGUAGE FROM Q.4]** from…? ***(Please select one response per row)***

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  |  | ***Extremely***  ***Useful*** | | | ***Not At***  ***All Useful*** | | |
|  |
|  | **(ONLY SHOW THOSE SELECTED FOR PREFERRED LANGUAGE [2] AT Q.14, RANDOMIZE)** | ***(5)*** | ***(4)*** | ***(3)*** | | ***(2)*** | ***(1)*** |
| a. | 2-1-1 San Diego | ❑ | ❑ | ❑ | | ❑ | ❑ |
| b. | CalFire | ❑ | ❑ | ❑ | | ❑ | ❑ |
| c. | City or county government | ❑ | ❑ | ❑ | | ❑ | ❑ |
| d. | Community-based organizations | ❑ | ❑ | ❑ | | ❑ | ❑ |
| e. | Healthcare providers or medical device suppliers | ❑ | ❑ | ❑ | | ❑ | ❑ |
| f. | Local fire department | ❑ | ❑ | ❑ | | ❑ | ❑ |
| g. | Local news reports | ❑ | ❑ | ❑ | | ❑ | ❑ |
| h. | Non-profit organizations | ❑ | ❑ | ❑ | | ❑ | ❑ |
| i. | State government | ❑ | ❑ | ❑ | | ❑ | ❑ |

[NEW SCREEN]

18. In what ways, if any, could SDG&E improve their communications about wildfire preparedness? ***(Please be as specific as possible)***

|  |
| --- |
|  |

[NEW SCREEN]

19. Below are a few statements about SDG&E. Please indicate how much you **AGREE** or **DISAGREE** with each statement. ***(Please select one response per row)***

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  |  | ***Completely***  ***Agree*** | | | ***Completely***  ***Disagree*** | | |
|  | **(RANDOMIZE)** | ***(5)*** | ***(4)*** | ***(3)*** | | ***(2)*** | ***(1)*** |
| a. | | Takes proactive measures to protect the electricity grid from wildfires | ❑ | ❑ | ❑ | | ❑ | ❑ |
| b. | | Is committed to restoring power to customers affected by wildfires | ❑ | ❑ | ❑ | | ❑ | ❑ |
| c. | | Makes an effort to communicate with all customers about wildfires | ❑ | ❑ | ❑ | | ❑ | ❑ |
| d. | | Is a company I trust to act in the best interest of its customers | ❑ | ❑ | ❑ | | ❑ | ❑ |
| e. | | Shows care and concern for customers | ❑ | ❑ | ❑ | | ❑ | ❑ |
| f. | | Is proactive in taking steps to address wildfire risks | ❑ | ❑ | ❑ | | ❑ | ❑ |
| g. | | Is working to keep my community safe | ❑ | ❑ | ❑ | | ❑ | ❑ |
| h. | | Is committed to wildfire safety | ❑ | ❑ | ❑ | | ❑ | ❑ |
| i. | | Is helping me prepare for wildfire season | ❑ | ❑ | ❑ | | ❑ | ❑ |

[NEW SCREEN]

20. How satisfied are you with SDG&E’s overall wildfire safety and preparedness efforts? ***(Please select one response)***

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| ***Extremely***  ***Satisfied*** | | | ***Extremely***  ***Dissatisfied*** | | |
| ***(5)*** | ***(4)*** | ***(3)*** | | ***(2)*** | ***(1)*** |
| ❑ | ❑ | ❑ | | ❑ | ❑ |

[NEW SCREEN]

PUBLIC SAFETY POWER SHUTOFF (PSPS)

21. Public Safety Power Shutoff, or PSPS, is a precautionary safety measure where SDG&E may shut off power lines ahead of extreme fire danger conditions occurring, in order to help prevent wildfires. Before today, had you ever heard of the Public Safety Power Shutoff program? ***(Please select one response)***

❑ (1) Yes

❑ (2) No 🡪 **(SKIP TO Q.28)**

❑ (3) Not sure

[NEW SCREEN]

22. Where have you heard about Public Safety Power Shutoffs? ***(Please select all that apply)***

❑ 01 2-1-1 San Diego

❑ 02 CalFire or local fire department

❑ 03 Community-based organization

❑ 04 Email from SDG&E

❑ 05 Healthcare provider or medical device supplier

❑ 06 Letter in the mail from SDG&E

❑ 07 Local city or county government

❑ 08 My power was shut off without notice

❑ 09 Non-profit organization

❑ 10 Online news report

❑ 11 SDG&E advertising on TV, radio, or online

❑ 12 SDG&E billboards

❑ 13 SDG&E community meetings

❑ 14 SDG&E informational videos on TV

❑ 15 SDG&E informational videos on web and social media

❑ 16 SDG&E representative or employee

❑ 17 SDG&E website

❑ 18 SDG&E wildfire preparedness webinar or online meeting

❑ 19 SDG&E social media post (Facebook, Twitter, Nextdoor, etc.)

❑ 20 SDG&E wildfire fairs

❑ 21 State government

❑ 22 Telephone call from SDG&E

❑ 23 Text message from SDG&E

❑ 24 TV or radio news report

❑25 Word-of-mouth (such as friends or family)

❑26 SDG&E Alerts App for PSPS

❑96 Other (specify:) \_\_\_\_\_\_\_\_\_\_\_

❑97 Other (specify:) \_\_\_\_\_\_\_\_\_\_\_

❑ (99) Not sure 🡪 **(SKIP TO Q.28)**

**(IF SDG&E WEBSITE [17] SELECTED AT Q.22, ASK Q.23. OTHERWISE, SKIP TO Q.24 INSTRUCTION)**

[NEW SCREEN]

23. How satisfied are you with the **Public Safety Power Shutoff** information on the SDG&E website? ***(Please select one response)***

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| ***Extremely***  ***Satisfied*** | | | | ***Extremely***  ***Dissatisfied*** | |
| ***(5)*** | ***(4)*** | ***(3)*** | ***(2)*** | | ***(1)*** |
| ❑ | ❑ | ❑ | ❑ | | ❑ |

**(IF ENGLISH [01] SELECTED AT Q.4, SKIP TO Q.25)**

[NEW SCREEN]

24. Which, if any, of these sources provided information in English and which provided information in your preferred language? ***(Please select all that apply per row)***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **(ONLY SHOW THOSE SELECTED AT Q.22, RANDOMIZE)** | ***English***  ***(1)*** | ***[PREFERRED***  ***LANGUAGE***  ***FROM Q.4]***  ***(2)*** | ***Not Sure***  ***(3)*** |
|  |
| a. | 2-1-1 San Diego | ❑ | ❑ | ❑ |
| b. | CalFire or local fire department | ❑ | ❑ | ❑ |
| c. | Community-based organization | ❑ | ❑ | ❑ |
| d. | Email from SDG&E | ❑ | ❑ | ❑ |
| e. | Healthcare provider or medical device supplier | ❑ | ❑ | ❑ |
| f. | Letter in the mail from SDG&E | ❑ | ❑ | ❑ |
| g. | Local city or county government | ❑ | ❑ | ❑ |
| h. | Non-profit organization | ❑ | ❑ | ❑ |
| i. | Online news report | ❑ | ❑ | ❑ |
| j. | SDG&E advertising on TV, radio, or online | ❑ | ❑ | ❑ |
| k. | SDG&E billboards | ❑ | ❑ | ❑ |
| l. | SDG&E community meetings | ❑ | ❑ | ❑ |
| m. | SDG&E informational videos on TV | ❑ | ❑ | ❑ |
| n. | SDG&E informational videos on web and social media | ❑ | ❑ | ❑ |
| o. | SDG&E representative or employee | ❑ | ❑ | ❑ |
| p. | SDG&E website | ❑ | ❑ | ❑ |
| q. | SDG&E wildfire preparedness webinar or online meeting | ❑ | ❑ | ❑ |
| r. | SDG&E social media post (Facebook, Twitter, Nextdoor, etc.) | ❑ | ❑ | ❑ |
| s. | SDG&E wildfire fairs | ❑ | ❑ | ❑ |
| t. | State government | ❑ | ❑ | ❑ |
| u. | Telephone call from SDG&E | ❑ | ❑ | ❑ |
| v. | Text message from SDG&E | ❑ | ❑ | ❑ |
| w. | TV or radio news report | ❑ | ❑ | ❑ |
| x. | SDG&E Alerts App for PSPS | ❑ | ❑ | ❑ |

**(SKIP TO Q.26)**

[NEW SCREEN]

25. How useful were each of the following regarding **Public Safety Power Shutoffs**? ***(Please select one response per row)***

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  |  | ***Extremely***  ***Useful*** | | | ***Not At***  ***All Useful*** | | |
|  |
| **(ONLY SHOW THOSE SELECTED AT Q.22, RANDOMIZE)** | | ***(5)*** | ***(4)*** | ***(3)*** | | ***(2)*** | ***(1)*** |
| a. | 2-1-1 San Diego | ❑ | ❑ | ❑ | | ❑ | ❑ |
| b. | CalFire or local fire department | ❑ | ❑ | ❑ | | ❑ | ❑ |
| c. | Community-based organization | ❑ | ❑ | ❑ | | ❑ | ❑ |
| d. | Email from SDG&E | ❑ | ❑ | ❑ | | ❑ | ❑ |
| e. | Healthcare provider or medical device supplier | ❑ | ❑ | ❑ | | ❑ | ❑ |
| f. | Letter in the mail from SDG&E | ❑ | ❑ | ❑ | | ❑ | ❑ |
| g. | Local city or county government | ❑ | ❑ | ❑ | | ❑ | ❑ |
| h. | Non-profit organization | ❑ | ❑ | ❑ | | ❑ | ❑ |
| i. | Online news report | ❑ | ❑ | ❑ | | ❑ | ❑ |
| j. | SDG&E advertising on TV, radio, or online | ❑ | ❑ | ❑ | | ❑ | ❑ |
| k. | SDG&E billboards | ❑ | ❑ | ❑ | | ❑ | ❑ |
| l. | SDG&E community meetings | ❑ | ❑ | ❑ | | ❑ | ❑ |
| m. | SDG&E informational videos on TV | ❑ | ❑ | ❑ | | ❑ | ❑ |
| n. | SDG&E informational videos on web and social media | ❑ | ❑ | ❑ | | ❑ | ❑ |
| o. | SDG&E representative or employee | ❑ | ❑ | ❑ | | ❑ | ❑ |
| p. | SDG&E website | ❑ | ❑ | ❑ | | ❑ | ❑ |
| q. | SDG&E wildfire preparedness webinar or online meeting | ❑ | ❑ | ❑ | | ❑ | ❑ |
| r. | SDG&E social media post (Facebook, Twitter, Nextdoor, etc.) | ❑ | ❑ | ❑ | | ❑ | ❑ |
| s. | SDG&E wildfire fairs | ❑ | ❑ | ❑ | | ❑ | ❑ |
| t. | State government | ❑ | ❑ | ❑ | | ❑ | ❑ |
| u. | Telephone call from SDG&E | ❑ | ❑ | ❑ | | ❑ | ❑ |
| v. | Text message from SDG&E | ❑ | ❑ | ❑ | | ❑ | ❑ |
| w. | TV or radio news report | ❑ | ❑ | ❑ | | ❑ | ❑ |
| x. | SDG&E Alerts App for PSPS | ❑ | ❑ | ❑ | | ❑ | ❑ |

**(SKIP TO Q.28)**

[NEW SCREEN]

26. How useful was the information **in English** from…? ***(Please select one response per row)***

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  |  | ***Extremely***  ***Useful*** | | | ***Not At***  ***All Useful*** | | |
|  |
| **(ONLY SHOW THOSE SELECTED FOR ENGLISH [1] AT Q.24, RANDOMIZE)** | | ***(5)*** | ***(4)*** | ***(3)*** | | ***(2)*** | ***(1)*** |
| a. | 2-1-1 San Diego | ❑ | ❑ | ❑ | | ❑ | ❑ |
| b. | CalFire or local fire department | ❑ | ❑ | ❑ | | ❑ | ❑ |
| c. | Community-based organization | ❑ | ❑ | ❑ | | ❑ | ❑ |
| d. | Email from SDG&E | ❑ | ❑ | ❑ | | ❑ | ❑ |
| e. | Healthcare provider or medical device supplier | ❑ | ❑ | ❑ | | ❑ | ❑ |
| f. | Letter in the mail from SDG&E | ❑ | ❑ | ❑ | | ❑ | ❑ |
| g. | Local city or county government | ❑ | ❑ | ❑ | | ❑ | ❑ |
| h. | Non-profit organization | ❑ | ❑ | ❑ | | ❑ | ❑ |
| i. | Online news report | ❑ | ❑ | ❑ | | ❑ | ❑ |
| j. | SDG&E advertising on TV, radio, or online | ❑ | ❑ | ❑ | | ❑ | ❑ |
| k. | SDG&E billboards | ❑ | ❑ | ❑ | | ❑ | ❑ |
| l. | SDG&E community meetings | ❑ | ❑ | ❑ | | ❑ | ❑ |
| m. | SDG&E informational videos on TV | ❑ | ❑ | ❑ | | ❑ | ❑ |
| n. | SDG&E informational videos on web and social media | ❑ | ❑ | ❑ | | ❑ | ❑ |
| o. | SDG&E representative or employee | ❑ | ❑ | ❑ | | ❑ | ❑ |
| p. | SDG&E website | ❑ | ❑ | ❑ | | ❑ | ❑ |
| q. | SDG&E wildfire preparedness webinar or online meeting | ❑ | ❑ | ❑ | | ❑ | ❑ |
| r. | SDG&E social media post (Facebook, Twitter, Nextdoor, etc.) | ❑ | ❑ | ❑ | | ❑ | ❑ |
| s. | SDG&E wildfire fairs | ❑ | ❑ | ❑ | | ❑ | ❑ |
| t. | State government | ❑ | ❑ | ❑ | | ❑ | ❑ |
| u. | Telephone call from SDG&E | ❑ | ❑ | ❑ | | ❑ | ❑ |
| v. | Text message from SDG&E | ❑ | ❑ | ❑ | | ❑ | ❑ |
| w. | TV or radio news report | ❑ | ❑ | ❑ | | ❑ | ❑ |
| x. | SDG&E Alerts App for PSPS | ❑ | ❑ | ❑ | | ❑ | ❑ |

[NEW SCREEN]

27. How useful was the information **in [INSERT PREFERRED LANGUAGE FROM Q.4]** from…? ***(Please select one response per row)***

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  |  | ***Extremely***  ***Useful*** | | | ***Not At***  ***All Useful*** | | |
|  |
| **(ONLY SHOW THOSE SELECTED FOR PREFERRED LANGUAGE [2] AT Q.24, RANDOMIZE)** | | ***(5)*** | ***(4)*** | ***(3)*** | | ***(2)*** | ***(1)*** |
| a. | 2-1-1 San Diego | ❑ | ❑ | ❑ | | ❑ | ❑ |
| b. | CalFire or local fire department | ❑ | ❑ | ❑ | | ❑ | ❑ |
| c. | Community-based organization | ❑ | ❑ | ❑ | | ❑ | ❑ |
| d. | Email from SDG&E | ❑ | ❑ | ❑ | | ❑ | ❑ |
| e. | Healthcare provider or medical device supplier | ❑ | ❑ | ❑ | | ❑ | ❑ |
| f. | Letter in the mail from SDG&E | ❑ | ❑ | ❑ | | ❑ | ❑ |
| g. | Local city or county government | ❑ | ❑ | ❑ | | ❑ | ❑ |
| h. | Non-profit organization | ❑ | ❑ | ❑ | | ❑ | ❑ |
| i. | Online news report | ❑ | ❑ | ❑ | | ❑ | ❑ |
| j. | SDG&E advertising on TV, radio, or online | ❑ | ❑ | ❑ | | ❑ | ❑ |
| k. | SDG&E billboards | ❑ | ❑ | ❑ | | ❑ | ❑ |
| l. | SDG&E community meetings | ❑ | ❑ | ❑ | | ❑ | ❑ |
| m. | SDG&E informational videos on TV | ❑ | ❑ | ❑ | | ❑ | ❑ |
| n. | SDG&E informational videos on web and social media | ❑ | ❑ | ❑ | | ❑ | ❑ |
| o. | SDG&E representative or employee | ❑ | ❑ | ❑ | | ❑ | ❑ |
| p. | SDG&E website | ❑ | ❑ | ❑ | | ❑ | ❑ |
| q. | SDG&E wildfire preparedness webinar or online meeting | ❑ | ❑ | ❑ | | ❑ | ❑ |
| r. | SDG&E social media post (Facebook, Twitter, Nextdoor, etc.) | ❑ | ❑ | ❑ | | ❑ | ❑ |
| s. | SDG&E wildfire fairs | ❑ | ❑ | ❑ | | ❑ | ❑ |
| t. | State government | ❑ | ❑ | ❑ | | ❑ | ❑ |
| u. | Telephone call from SDG&E | ❑ | ❑ | ❑ | | ❑ | ❑ |
| v. | Text message from SDG&E | ❑ | ❑ | ❑ | | ❑ | ❑ |
| w. | TV or radio news report | ❑ | ❑ | ❑ | | ❑ | ❑ |
| x. | SDG&E Alerts App for PSPS | ❑ | ❑ | ❑ | | ❑ | ❑ |

[NEW SCREEN]

28. A Public Safety Power Shutoff could last anywhere from 24 to 48 hours, or longer in some cases. How would you rate your level of preparedness for being without electricity for an extended period? Would you say you are…? ***(Please select one response)***

❑ (1) Completely prepared

❑ (2) Somewhat prepared

❑ (3) Not very prepared, or

❑ (4) Not at all prepared

[NEW SCREEN]

29. Please tell me if you have taken any of the following actions to prepare for a Public Safety Power Shutoff in 2020? ***(Please select one response per row)***

|  |  |  |  |
| --- | --- | --- | --- |
| **(RANDOMIZE A THROUGH Y)** | | ***Yes***  ***(1)*** | ***No***  ***(2)*** |
| a. | Acquired a back-up generator | ❑ | ❑ |
| b. | Acquired battery storage technology | ❑ | ❑ |
| c. | Activated your emergency plan | ❑ | ❑ |
| d. | Allowed access to property for SDG&E to trim trees | ❑ | ❑ |
| e. | Attended a community-based organization event | ❑ | ❑ |
| f. | Attended an SDG&E community meeting | ❑ | ❑ |
| g. | Checked the SDG&E mobile app | ❑ | ❑ |
| h. | Developed an emergency plan | ❑ | ❑ |
| i. | Followed SDG&E on Facebook | ❑ | ❑ |
| j. | Followed SDG&E on Twitter | ❑ | ❑ |
| k. | Have a place to go if without power for a prolonged period | ❑ | ❑ |
| l. | Notified others in area about potential power shutoff | ❑ | ❑ |
| m. | Performed a safety check on your generator for your (home/business) | ❑ | ❑ |
| n. | Prepared an emergency kit with food, water or medicine | ❑ | ❑ |
| o. | Prepared for multiple-day outage | ❑ | ❑ |
| p. | Purchased enough non-refrigerated food to last for several days without power | ❑ | ❑ |
| q. | Purchased enough water to last for several days without power | ❑ | ❑ |
| r. | Purchased new lanterns or flashlights | ❑ | ❑ |
| s. | Purchased/used a battery powered radio | ❑ | ❑ |
| t. | Removed vegetation from around your home | ❑ | ❑ |
| u. | Signed up for Medical Baseline Program | ❑ | ❑ |
| v. | Signed up for notifications from SDG&E | ❑ | ❑ |
| w. | Visited SDG&E Community Resource Center | ❑ | ❑ |
| x. | Went SDG&E’s social media (follow up with Nextdoor/Facebook/Twitter, other) | ❑ | ❑ |
| y. | Went to the SDG&E website | ❑ | ❑ |
| z. | Some other action (please specify:)\_\_\_\_\_\_\_\_\_\_\_ | ❑ | ❑ |

[NEW SCREEN]

31. In the past few months, have you had to evacuate due to wildfires in your area? ***(Please select one response)***

❑ (1) Yes

❑ (2) No

**(Questions that will be added in the post-survey only)**

**(UNLESS OTHERWISE NOTED, ALL PRE QUESTIONS WILL BE ASKED IN THE POST SURVEY, FOLLOWED BY THE QUESTIONS BELOW BEGINNING AT PQ1.)**

41. **[ASK ALL]** Did you receive any Public Safety Power Shutoff (PSPS) alerts or notifications in the past few months?

❑ (1) Yes

❑ (2) No 🡪 **(SKIP TO Q.47)**

❑ (3) Not sure

42. How many alerts and/or notifications did you receive? ***(Please enter “1” or more)***

RECORD # ALERTS:

43. In what language(s) was/were the Public Safety Power Shutoff notification(s)? ***(Please select all that apply)***

❑ (01) English

❑ (02) Spanish

❑ (03) Arabic

❑ (04) Armenian

❑ (05) Cantonese

❑ (06) Farsi

❑ (07) French

❑ (08) German

❑ (09) Hindu

❑ (10) Hmong

❑ (11) Japanese

❑ (12) Khmer

❑ (13) Korean

❑ (14) Mandarin

❑ (15) Mixtec

❑ (16) Portuguese

❑ (17) Punjabi

❑ (18) Russian

❑ (19) Somali

❑ (20) Tagalog

❑ (21) Thai

❑ (22) Vietnamese

❑ (23) Zapotec

44. How were you notified about the Public Safety Power Shutoff? ***(Please select all that apply)***

**(RANDOMIZE)**

01 Text message from SDG&E

02 Recorded phone message from SDG&E

03 Email from SDG&E

04 SDG&E representative or employee

05 SDG&E website

06 Social Media (Facebook, Twitter, Nextdoor, Instagram, YouTube, etc.)

07 Local news

08 Friends/neighbors

09 Community-based organization (CBO)

10 SDG&E Alerts App for PSPS

20 Other (please specify):   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **(ANCHOR)**

97 I don’t remember **(ANCHOR)**

**(IF ENGLISH [01] SELECTED AT Q.4, SKIP TO Q.46a)**

45. Which, if any, of these sources provided information in English and which provided information in your preferred language? ***(Please select all that apply for each row)***

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | **Information from this source was available in…** | |
| **[INSERT ALL RESPONSES FROM PQ4]**  **RANDOMIZE** | | ***English*** | ***[PREFERRED***  ***LANGUAGE***  ***FROM Q.4]*** |
| ***(1)*** | ***(2)*** |
| a. | Text message from SDG&E | ❑ | ❑ |
| b. | Recorded phone message from SDG&E | ❑ | ❑ |
| c. | Email from SDG&E | ❑ | ❑ |
| d. | SDG&E representative or employee | ❑ | ❑ |
| e. | SDG&E website | ❑ | ❑ |
| f. | Social Media (Facebook, Twitter, Nextdoor, Instagram, YouTube, etc.) | ❑ | ❑ |
| g. | Local news | ❑ | ❑ |
| h. | Friends/neighbors | ❑ | ❑ |
| i. | Community-based organization (CBO) | ❑ | ❑ |
| j. | **(RECALL Q.44=20)** | ❑ | ❑ |
| k. | SDG&E Alerts App for PSPS | ❑ | ❑ |

**(SKIP TO Q.46b1)**

46a. How useful was the information you received from SDG&E **before** the Public Safety Power Shutoff via…**[EACH PQ4 RESPONSE]**? ***(Please select one response per row)***

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **[INSERT ALL RESPONSES FROM Q.44]**  **RANDOMIZE** | | ***Extremely useful*** | |  | |  | |  | ***Not at all useful*** | |
| ***(5)*** | ***(4)*** | | ***(3)*** | | ***(2)*** | | | ***(1)*** |
| a. | Text message from SDG&E | ❑ | ❑ | | ❑ | | ❑ | | | ❑ |
| b. | Recorded phone message from SDG&E | ❑ | ❑ | | ❑ | | ❑ | | | ❑ |
| c. | Email from SDG&E | ❑ | ❑ | | ❑ | | ❑ | | | ❑ |
| d. | SDG&E representative or employee | ❑ | ❑ | | ❑ | | ❑ | | | ❑ |
| e. | SDG&E website | ❑ | ❑ | | ❑ | | ❑ | | | ❑ |
| f. | Social Media (Facebook, Twitter, Nextdoor, Instagram, YouTube, etc.) | ❑ | ❑ | | ❑ | | ❑ | | | ❑ |
| g. | Local news | ❑ | ❑ | | ❑ | | ❑ | | | ❑ |
| h. | Friends/neighbors | ❑ | ❑ | | ❑ | | ❑ | | | ❑ |
| i. | Community-based organization (CBO) | ❑ | ❑ | | ❑ | | ❑ | | | ❑ |
| j. | **(RECALL Q.44=99)** | ❑ | ❑ | | ❑ | | ❑ | | | ❑ |
| k. | SDG&E Alerts App for PSPS | ❑ | ❑ | | ❑ | | ❑ | | | ❑ |

**(SKIP TO Q.47)**

46b1.How useful was the information **in English** that you received from SDG&E **before** the Public Safety Power Shutoff via…? ***(Please select one response per row)***

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **[INSERT ALL RESPONSES WHERE Q.45=1]**  **RANDOMIZE** | | ***Extremely useful*** | |  | | | ***Not at all useful*** | | ***Did not use the English version*** |
| ***(5)*** | ***(4)*** | | ***(3)*** | ***(2)*** | | ***(1)*** | ***(9)*** |
| a. | Text message from SDG&E | ❑ | ❑ | | ❑ | ❑ | | ❑ | ❑ |
| b. | Recorded phone message from SDG&E | ❑ | ❑ | | ❑ | ❑ | | ❑ | ❑ |
| c. | Email from SDG&E | ❑ | ❑ | | ❑ | ❑ | | ❑ | ❑ |
| d. | SDG&E representative or employee | ❑ | ❑ | | ❑ | ❑ | | ❑ | ❑ |
| e. | SDG&E website | ❑ | ❑ | | ❑ | ❑ | | ❑ | ❑ |
| f. | Social Media (Facebook, Twitter, Nextdoor, Instagram, YouTube, etc.) | ❑ | ❑ | | ❑ | ❑ | | ❑ | ❑ |
| g. | Local news | ❑ | ❑ | | ❑ | ❑ | | ❑ | ❑ |
| h. | Friends/neighbors | ❑ | ❑ | | ❑ | ❑ | | ❑ | ❑ |
| i. | Community-based organization (CBO) | ❑ | ❑ | | ❑ | ❑ | | ❑ | ❑ |
| j. | **(RECALL Q.44=99)** | ❑ | ❑ | | ❑ | ❑ | | ❑ | ❑ |
| k. | SDG&E Alerts App for PSPS | ❑ | ❑ | | ❑ | ❑ | | ❑ | ❑ |

46b2. And, how useful was the information **in [PREFERRED LANGUAGE; Q4 MENTION]** that you received from SDG&E **before** the Public Safety Power Shutoff via…? ***(Please select one response per row)***

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **[INSERT ALL RESPONSES WHERE Q.45=2]**  **RANDOMIZE** | | ***Extremely useful*** | | |  | | ***Not at all useful*** | | ***Did not use the* [Q4 PREFERRED LANGUAGE] *version*** |
| ***(5)*** | ***(4)*** | ***(3)*** | | ***(2)*** | | ***(1)*** | ***(9)*** |
| a. | Text message from SDG&E | ❑ | ❑ | ❑ | | ❑ | | ❑ | ❑ |
| b. | Recorded phone message from SDG&E | ❑ | ❑ | ❑ | | ❑ | | ❑ | ❑ |
| c. | Email from SDG&E | ❑ | ❑ | ❑ | | ❑ | | ❑ | ❑ |
| d. | SDG&E representative or employee | ❑ | ❑ | ❑ | | ❑ | | ❑ | ❑ |
| e. | SDG&E website | ❑ | ❑ | ❑ | | ❑ | | ❑ | ❑ |
| f. | Social Media (Facebook, Twitter, Nextdoor, Instagram, YouTube, etc.) | ❑ | ❑ | ❑ | | ❑ | | ❑ | ❑ |
| g. | Local news | ❑ | ❑ | ❑ | | ❑ | | ❑ | ❑ |
| h. | Friends/neighbors | ❑ | ❑ | ❑ | | ❑ | | ❑ | ❑ |
| i. | Community-based organization (CBO) | ❑ | ❑ | ❑ | | ❑ | | ❑ | ❑ |
| j. | **(RECALL Q.44=99)** | ❑ | ❑ | ❑ | | ❑ | | ❑ | ❑ |
| k. | SDG&E Alerts App for PSPS | ❑ | ❑ | ❑ | | ❑ | | ❑ | ❑ |

47. **[ASK ALL]** Did you personally have your power shut off at your residence/business by SDG&E as part of a Public Safety Power Shutoff (PSPS) in 2020—that is, was your power proactively shutoff by SDG&E due to a high risk of wildfire? ***(Please select one response)***

❑ (1) Yes

❑ (2) No 🡪 **(SKIP TO Q.57)**

❑ (3) Not sure

48. How many times was your power shut off due to PSPS? ***(Please enter a number below)***

**NUMERIC INPUT**\_\_\_\_\_ **[RANGE 1-10]**

97 Don’t know/Unsure

49. When you experienced a Public Safety Power Shutoff, where did you go to check for updates on the status of your outage? ***(Please select all that apply)***

**RANDOMIZE**

01 Checked SDG&E.com

02 Called the SDG&E phone center

03 Social media (Facebook, Twitter, Nextdoor, Instagram, YouTube, etc.)

04 SDG&E representative or employee

05 Local news station

06 Community-based organization (CBO)

07 SDG&E Alerts App for PSPS

20 Other (please specify) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **(ANCHOR)**

97 I don’t remember **(ANCHOR)**

88 I didn’t check any resources for updates **(ANCHOR)**

(**IF ENGLISH [01] SELECTED AT Q.4, SKIP TO Q.51)**

50. Which, if any, of these sources provided information in English and which provided information in your preferred language? ***(Please select all that apply per row)***

|  |  |  |  |
| --- | --- | --- | --- |
| **[INSERT ALL RESPONSES FROM Q.49]**  **RANDOMIZE** | | **Information from this source was available in…** | |
| ***English*** | ***[PREFERRED***  ***LANGUAGE***  ***FROM Q.4]*** |
| ***(1)*** | ***(2)*** |
| a. | Checked SDG&E.com | ❑ | ❑ |
| b. | Called the SDG&E phone center | ❑ | ❑ |
| c. | Social media (Facebook, Twitter, Nextdoor, Instagram, YouTube, etc.) | ❑ | ❑ |
| d. | SDG&E representative or employee | ❑ | ❑ |
| e. | Local news station | ❑ | ❑ |
| f. | Community-based organization (CBO) | ❑ | ❑ |
| g. | **(RECALL Q.49=99)** | ❑ | ❑ |
| h. | SDG&E Alerts App for PSPS | ❑ | ❑ |

**(SKIP TO Q.51b1)**

51. How useful was the information you received from SDG&E **during** the Public Safety Power Shutoff via…? ***(Please select one response per row)***

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **[INSERT ALL RESPONSES FROM Q.49]**  **RANDOMIZE** | | ***Extremely useful*** | |  | |  |  | ***Not at all useful*** | |
| ***(5)*** | ***(4)*** | | ***(3)*** | | ***(2)*** | | ***(1)*** |
| a. | Checked SDG&E.com | ❑ | ❑ | | ❑ | | ❑ | | ❑ |
| b. | Called the SDG&E phone center | ❑ | ❑ | | ❑ | | ❑ | | ❑ |
| c. | Social media (Facebook, Twitter, Nextdoor, Instagram, YouTube, etc.) | ❑ | ❑ | | ❑ | | ❑ | | ❑ |
| d. | SDG&E representative or employee | ❑ | ❑ | | ❑ | | ❑ | | ❑ |
| e. | Local news station | ❑ | ❑ | | ❑ | | ❑ | | ❑ |
| f. | Community-based organization (CBO) | ❑ | ❑ | | ❑ | | ❑ | | ❑ |
| g. | **(RECALL Q.49=99)** | ❑ | ❑ | | ❑ | | ❑ | | ❑ |
| h. | SDG&E Alerts App for PSPS | ❑ | ❑ | | ❑ | | ❑ | | ❑ |

**(SKIP TO Q.52)**

51b1. How useful was information you received **in English** from SDG&E **during** the Public Safety Power Shutoff via …?***(Please select one response per row)***

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **[INSERT ALL RESPONSES WHERE Q.50=1]**  **RANDOMIZE** | | ***Extremely useful*** | |  | | | ***Not at all useful*** | | ***Did not use the English version*** |
| ***(5)*** | ***(4)*** | | ***(3)*** | ***(2)*** | | ***(1)*** | ***(9)*** |
| a. | Checked SDG&E.com | ❑ | ❑ | | ❑ | ❑ | | ❑ | ❑ |
| b. | Called the SDG&E phone center | ❑ | ❑ | | ❑ | ❑ | | ❑ | ❑ |
| c. | Social media (Facebook, Twitter, Nextdoor, Instagram, YouTube, etc.) | ❑ | ❑ | | ❑ | ❑ | | ❑ | ❑ |
| d. | SDG&E representative or employee | ❑ | ❑ | | ❑ | ❑ | | ❑ | ❑ |
| e. | Local news station | ❑ | ❑ | | ❑ | ❑ | | ❑ | ❑ |
| f. | Community-based organization (CBO) | ❑ | ❑ | | ❑ | ❑ | | ❑ | ❑ |
| g. | **(RECALL Q.49=99)** | ❑ | ❑ | | ❑ | ❑ | | ❑ | ❑ |
| h. | SDG&E Alerts App for PSPS | ❑ | ❑ | | ❑ | ❑ | | ❑ | ❑ |

51b2. And, how useful was information you received **in** **[Preferred Language; Q4 MENTION]** from SDG&E **during** the Public Safety Power Shutoff via …? ***(Please select one response per row)***

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **[INSERT ALL RESPONSES WHERE Q.50=2]**  **RANDOMIZE** | | ***Extremely useful*** | |  | | | ***Not at all useful*** | | ***Did not use the [Q4 PREFERRED LANGUAGE] version*** |
| ***(5)*** | ***(4)*** | | ***(3)*** | ***(2)*** | | ***(1)*** | ***(9)*** |
| a. | Checked SDG&E.com | ❑ | ❑ | | ❑ | ❑ | | ❑ | ❑ |
| b. | Called the SDG&E phone center | ❑ | ❑ | | ❑ | ❑ | | ❑ | ❑ |
| c. | Social media (Facebook, Twitter, Nextdoor, Instagram, YouTube, etc.) | ❑ | ❑ | | ❑ | ❑ | | ❑ | ❑ |
| d. | SDG&E representative or employee | ❑ | ❑ | | ❑ | ❑ | | ❑ | ❑ |
| e. | Local news station | ❑ | ❑ | | ❑ | ❑ | | ❑ | ❑ |
| f. | Community-based organization (CBO) | ❑ | ❑ | | ❑ | ❑ | | ❑ | ❑ |
| g. | **(RECALL Q.49=99)** | ❑ | ❑ | | ❑ | ❑ | | ❑ | ❑ |
| h. | SDG&E Alerts App for PSPS | ❑ | ❑ | | ❑ | ❑ | | ❑ | ❑ |

**(IF Q.49 NOT “SDGE.COM” [01], SKIP TO Q.53)**

52. How satisfied are you with the **Public Safety Power Shutoff** information on the SDG&E website? ***(Please select one response)***

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| ***Extremely***  ***Satisfied*** | | | ***Extremely***  ***Dissatisfied*** | | |
| ***(5)*** | ***(4)*** | ***(3)*** | | ***(2)*** | ***(1)*** |
| ❑ | ❑ | ❑ | | ❑ | ❑ |

**[ASK ALL]**

53. Do you recall receiving a notification when your power was fully restored **after** the PSPS event? ***(Please select one response)***

❑ (1) Yes

❑ (2) No 🡪 **(SKIP TO Q.57)**

❑ (3) Not sure

54. How useful was the information you received from SDG&E **after** the Public Safety Power Shutoff ended and your power was restored? ***(Please select one response)***

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| ***Extremely***  ***Useful*** | | | ***Not at All***  ***Useful*** | | |
| ***(5)*** | ***(4)*** | ***(3)*** | | ***(2)*** | ***(1)*** |
| ❑ | ❑ | ❑ | | ❑ | ❑ |

55. How satisfied were you with the information provided by the SDG&E website **after** the Public Safety Power Shutoff? ***(Please select one response)***

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| ***Extremely satisfied*** |  |  |  | ***Extremely  dissatisfied*** | ***Did not use the SDG&E website after the shutoff*** |
| ***(5)*** | ***(4)*** | ***(3)*** | ***(2)*** | ***(1)*** | ***(9)*** |
| ❑ | ❑ | ❑ | ❑ | ❑ | ❑ |

**(IF ENGLISH [01] SELECTED AT Q.4, SKIP TO Q.57)**

56. Was the information that you received **after** the Public Safety Power Shutoff available in English? Was it available in **[Insert Q4 preferred language]**? ***(Please select one response per row)***

|  |  |  |
| --- | --- | --- |
|  | ***Information from this source was available in …*** | |
|  | ***Yes*** | ***No*** |
|  | ***(1)*** | ***(2)*** |
| 1. English | ❑ | ❑ |
| 1. **[Insert Q4 preferred language]** | ❑ | ❑ |

57. **[ASK ALL]** How satisfied are you OVERALL with **all** of the Public Safety Power Shutoff communications that you received from SDG&E? ***(Please select one response)***

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| ***Extremely satisfied*** |  |  |  | ***Extremely dissatisfied*** | ***Not sure*** |
| ***(5)*** | ***(4)*** | ***(3)*** | ***(2)*** | ***(1)*** | ***(9)*** |
| ❑ | ❑ | ❑ | ❑ | ❑ | ❑ |

58. **[ASK ALL]** How would you rate SDG&E’s Public Safety Power Shutoff (PSPS) program on each of the following? ***(Please select one response per row)***

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **RANDOMIZE** | | ***Extremely satisfied*** | |  | | ***Extremely dissatisfied*** | | ***Not sure*** |
| ***(5)*** | ***(4)*** | | ***(3)*** | ***(2)*** | ***(1)*** | ***(9)*** |
| a. | Reducing the risk of wildfires | ❑ | ❑ | | ❑ | ❑ | ❑ | ❑ |
| b. | Notifying me when my power might be shut off | ❑ | ❑ | | ❑ | ❑ | ❑ | ❑ |
| c. | Notifying me when my power would be restored | ❑ | ❑ | | ❑ | ❑ | ❑ | ❑ |
| d. | Restoring power in a reasonable amount of time | ❑ | ❑ | | ❑ | ❑ | ❑ | ❑ |
| e. | Reaching out to those with medical or other critical needs | ❑ | ❑ | | ❑ | ❑ | ❑ | ❑ |
| f. | Providing resources near me that I can visit during an outage event | ❑ | ❑ | | ❑ | ❑ | ❑ | ❑ |
| g. | Keeping me updated about the status of the PSPS shutoff | ❑ | ❑ | | ❑ | ❑ | ❑ | ❑ |
| h. | Providing an accurate estimate of when the power would be restored | ❑ | ❑ | | ❑ | ❑ | ❑ | ❑ |

[NEW SCREEN]  **(MOVED PREVIOUS Q.30 TO HERE)**

30. What is your overall opinion of SDG&E’s **Public Safety Power Shutoff** program*?* ***(Please select one response)***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| ***Extremely Extremely***  ***Positive Negative*** | | | | |
| ***(5)*** | ***(4)*** | ***(3)*** | ***(2)*** | ***(1)*** |
| ❑ | ❑ | ❑ | ❑ | ❑ |

[NEW SCREEN]

59. **[ASK ALL]** In your opinion, what can SDG&E do to improve their communications regarding Public Safety Power Shutoffs? Please be specific. We welcome your suggestions. ***(Please be as specific as possible)***

**AFN**

17.11 Are you or anyone in your household dependent on uninterrupted power for their health, safety or for the ability to maintain independent living? ***(Please select one response)***

❑ (1) Yes

❑ (2) No🡪 **(SKIP TO Q.32)**

❑ (9) Prefer not to say 🡪 **(SKIP TO Q.32)**

17.2 Do you or does anyone in your household have a disability, such as chronic disease, or related to developmental/cognitive, mobility, hearing or vision? ***(Please select one response)***

❑ (1) Yes

❑ (2) No 🡪 **(SKIP TO Q.32)**

❑ (9) Prefer not to say🡪 **(SKIP TO Q.32)**

17.3 Please indicate the type(s) of disabilities. ***(Please select all that apply)***

❑ (1) Mobility

❑ (2) Hearing

❑ (3) Vision

❑ (4) Chronic disease

❑ (6) Developmental/Cognitive

❑ (5) Other *(Please specify:)*\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

❑ (9) Prefer not to say

17.4 What impact has the PSPS program had on your household’s health, safety, and/or independence? ***(Please select one response per row)*** [RANDOMIZE]

❑ (1) Very negative

❑ (2) Negative

❑ (3) Neutral

❑ (4) Positive

❑ (5) Very positive

* (A) Health (e.g., inability to refrigerate medication or breast milk, to use CPAP or other medical treatment, etc.)
* (B) Safety (e.g., increased risk of injury, in-home hospital beds, etc.)
* (C) Independence (i.e., inability to use medical mobility scooter, screen reader, or other assistive technology

**[DISPLAY Q17.4A, Q17.4B AND Q17.4C ON THE SAME SCREEN AND IN SAME ORDER AS SHOWN IN Q80]**

**[ASK IF HEALTH WAS RATED NEGATIVE OR VERY NEGATIVE Q17.4\_1=1 or 2]**

* 17.5\_a. How has your **health** been negatively impacted by the PSPS program? Please be as specific as possible.

**[OPEN END]**

**[ASK IF WAS SAFETY WAS RATED NEGATIVE OR VERY NEGATIVE Q17.4\_2=1 or 2]**

* 17.5\_b. How has your **safety** been negatively impacted by the PSPS program? Please be as specific as possible.

**[OPEN END]**

**[ASK IF INDEPENDENCE WAS RATED NEGATIVE OR VERY NEGATIVE Q17.4\_3=1 or 2]**

* 17.5\_c. How has your **independence** been negatively impacted by the PSPS program? Please be as specific as possible.

**[OPEN END]**

**DEMOGRAPHICS**

[NEW SCREEN]

32. Do you own or rent your current residence? ***(Please select one response)***

❑ (1) Own

❑ (2) Rent

33. What is your age? ***(Please select one response)***

❑ (1) 18 to 24

❑ (2) 25 to 34

❑ (3) 35 to 44

❑ (4) 45 to 54

❑ (5) 55 to 64

❑ (6) 65 or older

34. Do you identify as... ***(Please select one response)***

❑ (1) Male

❑ (2) Female

❑ (3) Non-Binary

❑ (9) Prefer not to say

35. What was the last level of education that you’ve had the opportunity to complete thus far? ***(Please select one response)***

❑ (1) Some grade school (1-8)

❑ (2) Some high school (9-11)

❑ (3) Graduated high school

❑ (4) Some college/technical school

❑ (5) Graduated college

❑ (6) Graduate/professional school

❑ (7) Prefer not to say

36. Which of the following categories best describes your ethnic background? Are you… ***(Please select one response)***

❑ (1) White or Caucasian

❑ (2) African American

❑ (3) Hispanic or Latino(a)

❑ (4) Asian

❑ (5) Some other ethnic group

37. For classification purposes only, please stop me when I read the category that best represents your total household income last year before taxes. Was it… ***(Please select one response)***

❑ (1) Less than $12,500

❑ (2) $12,500 but less than $25,000

❑ (3) $25,000 but less than $35,000

❑ (4) $35,000 but less than $50,000

❑ (5) $50,000 but less than $75,000

❑ (6) $75,000 but less than $100,000

❑ (7) $100,000 but less than $150,000

❑ (8) $150,000 or more

❑ (9) Prefer not to say

38. And finally, may we have your permission to share your individual responses to this survey with SDG&E? ***(Please select one response)***

❑ (1) Yes

❑ (2) No

**Closing**

39. That concludes our interview. On behalf of SDG&E, thank you very much for your cooperation!

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* To provide information on other products which we feel may be of interest to you.
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* The survey research we conduct and collect will never result in a sales call to research participants.

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We may transfer data that we collect from you to locations outside of the United States should the sponsor of a Market Research Survey be located there. Data may be collected by staff located outside of the United States working for our organization or for one of its affiliates. By submitting your survey data, or a request for additional information, you agree to this potential transfer, storing or processing.  We will take all reasonable steps to ensure that your data is treated securely and in agreement with this Privacy Policy.

Data that is provided to us on our website is stored on secure servers.  In addition, details relating to any survey will be stored on secure servers to ensure its safety.

**Disclosing Your Information**

Research information will only be disclosed to the company sponsoring the research and will not be provided to third parties.

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**EMAIL INVITATION**

A picture containing drawing, window

Description automatically generated

|  |  |  |  |
| --- | --- | --- | --- |
| TO: (Name of Respondent)  FROM: Travis Research on Behalf of San Diego Gas & Electric (travissurvey@travisresearch.com)  SUBJECT: Important SDG&E Multi-Language Wildfire Survey  Travis Research is conducting an important survey on behalf of San Diego Gas & Electric to understand the awareness of wildfire safety communications and preparedness among residents and businesses.  If you qualify and complete the survey, you will be entered in a drawing for one of ***ten*** ***$100 amazon.com gift cards*** as a small token of our appreciation for your cooperation.  You can take the survey in English or your preferred language including:   |  |  |  | | --- | --- | --- | | * Spanish (Español) * Tagalog (Pilipino) * Chinese (中文) * Vietnamese (Tiếng Việt) * Arabic (العربية) * Korean (한국어) * Russian (Русский) | * French (Français) * German (Deutsch) * Armenian (հայերեն) * Farsi (فارسی) * Japanese (日本語) * Khmer (ខ្មែរ) * Hmong (Lug Hmoob) | * Thai (ไทย) * Hindi (हिंदी) * Portuguese (Português) * Punjabi (ਪੰਜਾਬੀ) * Somali (Soomaali) |   To take the survey, click on the link below or paste it into your browser window. To help ensure confidentiality and allow for your candid feedback, the research is being conducted by Travis Research, an independent research firm.  http://travis-surveys.com/(need unique ID sequence)  This survey should take about 15 - 20 minutes to complete, and will only be available for a limited time, so please attempt to complete it within three days of receiving this message.  **(OPT-OUT TEXT:)** If you do not wish to receive emails from Travis Research, please click here (link to Travis website disclaimer). This does not unsubscribe you from SDG&E communications. |

ADD Project No. 21-006-5

(08/31/21)

**2021 SDG&E Wildfire Mitigation Pre-PSPS Research**

**Pre-Season – Online Survey**

QUOTAS

|  |  |  |
| --- | --- | --- |
| High Fire Risk |  | Wave |
| -1 High Risk Fire Zip |  | -1 Pre-Wave (n=900) |
| -2 Non-High Risk Fire Zip |  | -2 During-Wave (n=TBD) |
|  |  | -3 Post-Wave (n=TBD) |
| Language of Survey |  |  |
| 01 English | 13 Korean | Age (Q.D) |
| 02 Spanish | 14 Mandarin | -1 18 – 44 (n= Max. 500) |
| 03 Arabic | 15 Mixtec | -2 45+ (n= Max. 500) |
| 04 Armenian | 16 Portuguese |  |
| 05 Cantonese | 17 Punjabi | Methodology |
| 06 Farsi | 18 Russian | -1 Phone (n=270) |
| 07 French | 19 Somali | -2 Online (n=630) |
| 08 German | 20 Tagalog |  |
| 09 Hindu | 21 Thai |  |
| 10 Hmong | 22 Vietnamese |  |
| 11 Japanese | 23 Zapotec |  |
| 12 Khmer |  |  |

**EMAIL INVITATION**

|  |  |  |  |
| --- | --- | --- | --- |
| TO: (Name of Respondent)  FROM: Travis Research on Behalf of San Diego Gas & Electric (travissurvey@travisresearch.com)  SUBJECT: Important SDG&E Multi-Language Wildfire Study  A picture containing drawing, window  Description automatically generated  Travis Research is conducting an important survey on behalf of San Diego Gas & Electric to understand the awareness of wildfire safety communications and preparedness among residents and businesses.  If you qualify and complete the survey, you will be entered in a drawing for one of ***ten*** ***$100 amazon.com gift cards*** as a small token of our appreciation for your cooperation.  You can take the survey in English or your preferred language including:   |  |  |  | | --- | --- | --- | | * Spanish (Español) * Tagalog (Pilipino) * Chinese (中文) * Vietnamese (Tiếng Việt) * Arabic (العربية) * Korean (한국어) * Russian (Русский) | * French (Français) * German (Deutsch) * Armenian (հայերեն) * Farsi (فارسی) * Japanese (日本語) * Khmer (ខ្មែរ) * Hmong (Lug Hmoob) | * Thai (ไทย) * Hindi (हिंदी) * Portuguese (Português) * Punjabi (ਪੰਜਾਬੀ) * Somali (Soomaali) |   To take the survey, click on the link below or paste it into your browser window. To help ensure confidentiality and allow for your candid feedback, the research is being conducted by Travis Research, an independent research firm.  http://travis-surveys.com/(need unique ID sequence)  This survey should take about 15 minutes to complete, and will only be available for a limited time, so please attempt to complete it within three days of receiving this message.  **(OPT-OUT TEXT:)** If you do not wish to receive emails from Travis Research, please click here (link to Travis website disclaimer). This does not unsubscribe you from SDG&E communications. |



**Introduction**

[NEW SCREEN]

***Thank you for taking time to complete this survey. Please note that you are now on a website hosted by Travis Research. Travis Research is not part of SDG&E*®*. The Terms and Conditions and Privacy Policy of this website will apply, which may be viewed here.***

***(Click here for Terms and Conditions and Privacy Policy)***

Please be assured that your responses will be kept confidential and the survey should only take about 15 minutes to complete. Simply use your mouse to move ahead or scroll, and click the appropriate boxes to select your answers.

If you qualify and complete the survey, you will be entered in a drawing for one of ten ***$100 amazon.com gift cards*** as a small token of our appreciation for your cooperation.

**Screening**

A. In which language would you prefer to take the survey? ***(Please select one response)***

q (01) English

q (02) Spanish

q (03) Arabic

q (04) Armenian

q (05) Cantonese

q (06) Farsi

q (07) French

q (08) German

q (09) Hindu

q (10) Hmong

q (11) Japanese

q (12) Khmer

q (13) Korean

q (14) Mandarin

q (15) Mixtec

q (16) Portuguese

q (17) Punjabi

q (18) Russian

q (19) Somali

q (20) Tagalog

q (21) Thai

q (22) Vietnamese

q (23) Zapotec

[NEW SCREEN]

B. To confirm, are you currently a SDG&E customer for gas service, electric service, or both gas and electric? ***(Please select one response)***

q (1) Gas customer

q (2) Electric customer

q (3) Both gas and electric customer

q (4) Not a SDG&E customer à **(THANK AND TERMINATE)**

~~C. Are you at least jointly responsible for reviewing and paying your household’s utility bills?~~ ***~~(Please select one response)~~***

~~q (1) Yes~~

~~q (2) No à~~ **~~(THANK AND TERMINATE)~~**

F. Are you, or is anyone in your household, currently employed in any of the following industries or occupations? ***(Please select all that apply)***

**(RANDOMIZE)**

q (1) Auto manufacturer

q (2) Financial consulting

q (3) Advertising or public relations

q (4) Marketing or marketing research à **(THANK AND**

q (5) Energy-related products or services **TERMINATE)**

**(GO TO MAIN QUESTIONNAIRE)**

**MAIN QUESTIONNAIRE**

**Overall Favorability and Performance**

[NEW SCREEN]

1.1 How favorable are you towards ***San Diego Gas & Electric (SDG&E)*** overall*?* ***(Please select one response)***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| ***Extremely Extremely***  ***Favorable Unfavorable*** | | | | |
| ***(5)*** | ***(4)*** | ***(3)*** | ***(2)*** | ***(1)*** |
| q | q | q | q | q |

1.2 How well does the statement ***“provides reliable electric service without frequent outages”*** describe SDG&E*?* ***(Please select one response)***

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| ***Describes SDG&E***  ***Extremely Well*** | | | ***Does Not Describe***  ***SDG&E at All*** | | |
| ***(5)*** | ***(4)*** | ***(3)*** | | ***(2)*** | ***(1)*** |
| q | q | q | | q | q |

**AWARENESS & LANGUAGE PREFERENCE**

[NEW SCREEN]

2. Over the past few months, have you personally seen or heard any communications (for example…mail, TV or radio ad, social media) from SDG&E about the threat of wildfires and how you can prepare for them? ***(Please select one response)***

q (1) Yes

q (2) No

q (3) Not sure

[NEW SCREEN]

3. What languages are often spoken in your (home/business)? ***(Please select all that apply)***

q (01) English

q (02) Spanish

q (03) Arabic

q (04) Armenian

q (05) Cantonese

q (06) Farsi

q (07) French

q (08) German

q (09) Hindu

q (10) Hmong

q (11) Japanese

q (12) Khmer

q (13) Korean

q (14) Mandarin

q (15) Mixtec

q (16) Portuguese

q (17) Punjabi

q (18) Russian

q (19) Somali

q (20) Tagalog

q (21) Thai

q (22) Vietnamese

q (23) Zapotec

q (96) Other (please specify:)\_\_\_\_\_\_\_\_\_\_\_\_\_

[NEW SCREEN]

4. What is your preferred language for receiving public safety information like this from SDG&E? ***(Please select one response)***

q (01) English à **(SKIP TO INSTRUCTION BEFORE Q.6)**

q (02) Spanish

q (03) Arabic

q (04) Armenian

q (05) Cantonese

q (06) Farsi

q (07) French

q (08) German

q (09) Hindu

q (10) Hmong

q (11) Japanese

q (12) Khmer

q (13) Korean

q (14) Mandarin

q (15) Mixtec

q (16) Portuguese

q (17) Punjabi

q (18) Russian

q (19) Somali

q (20) Tagalog

q (21) Thai

q (22) Vietnamese

q (23) Zapotec

q (96) Other (please specify:)\_\_\_\_\_\_\_\_\_\_\_\_\_

[NEW SCREEN]

5. How do you feel about receiving wildfire communications from SDG&E in English only? ***(Please select one response)***

q (1) I’m fine with that – I can understand English well

q (2) I’d rather have it in my preferred language, but I can also understand English

q (3) I need it in my preferred language – I do not understand English

**(IF NO [2] OR NOT SURE [3] AT Q.2, SKIP TO Q.13)**

[NEW SCREEN]

6. In which languages were the wildfire safety and preparedness information that you recall seeing or hearing from SDG&E? ***(Please select all that apply)***

q (01) English

q (02) Spanish

~~q (03) Arabic~~

~~q (04) Armenian~~

~~q (05) Cantonese~~

~~q (06) Farsi~~

~~q (07) French~~

~~q (08) German~~

~~q (09) Hindu~~

~~q (10) Hmong~~

~~q (11) Japanese~~

~~q (12) Khmer~~

~~q (13) Korean~~

~~q (14) Mandarin~~

~~q (15) Mixtec~~

~~q (16) Portuguese~~

~~q (17) Punjabi~~

~~q (18) Russian~~

~~q (19) Somali~~

~~q (20) Tagalog~~

~~q (21) Thai~~

~~q (22) Vietnamese~~

~~q (23) Zapotec~~

~~q (96) Other (please specify:)\_\_\_\_\_\_\_\_\_\_\_\_\_~~

**(TABULATION INSTRUCTION: DETERMINE IF Q.4=Q.6 IN TABBING TO CALCULATE INCIDENCE OF DELIVERING INFORMATION IN PREFERRED LANGUAGE)**

[NEW SCREEN]

6.1 Did you visit the SDG&E website to review the wildfire safety preparedness information in a language other than English or Spanish? ***(Please select one response)***

q (1) Yes

q (2) No à **(SKIP Q.7)**

[NEW SCREEN]

6.2 In which language (other than English or Spanish) did you review the wildfire safety information on the website? **(*Please select all that apply)***

q (03) Arabic

q (04) Armenian

q (05) Cantonese

q (06) Farsi

q (07) French

q (08) German

q (09) Hindu

q (10) Hmong

q (11) Japanese

q (12) Khmer

q (13) Korean

q (14) Mandarin

q (15) Mixtec

q (16) Portuguese

q (17) Punjabi

q (18) Russian

q (19) Somali

q (20) Tagalog

q (21) Thai

q (22) Vietnamese

q (23) Zapotec

q (96) Other (please specify:)\_\_\_\_\_\_\_\_\_\_\_\_\_

[NEW SCREEN]

7. Where did you see or hear SDG&E’s communications about wildfire season safety and preparedness? ***(Please select all that apply)***

q (01) Email from SDG&E

q (02) Letter in the mail from SDG&E

q (03) Online news report

q (04) SDG&E advertising on TV, radio, or online

q (05) SDG&E billboards

q (06) SDG&E informational videos online or social media

q (07) SDG&E informational videos on TV

q (08) SDG&E community meetings

q (09) SDG&E representative or employee

q (10) SDG&E website

q (11) SDG&E wildfire preparedness webinar or online meeting

q (12) SDG&E social media post (Facebook, Twitter, Nextdoor, etc.)

q (13) SDG&E wildfire fairs

q (14) Telephone call from SDG&E

q (15) Text message from SDG&E

q (16) TV or radio news report

q (17) SDG&E Alerts App for PSPS

q (96) Other (specify:) \_\_\_\_\_\_\_\_\_\_\_

q (97) Other (specify:) \_\_\_\_\_\_\_\_\_\_\_

q (99) Don’t recall à **(SKIP TO Q.13)**

**(IF SDG&E WEBSITE SELECTED AT Q.7, ASK Q.8. OTHERWISE, SKIP TO Q.9 INSTRUCTION)**

[NEW SCREEN]

8. How satisfied were you with the information provided on the SDG&E website about preparing for wildfires? ***(Please select one response)***

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| ***Extremely***  ***Satisfied*** | | | | ***Extremely***  ***Dissatisfied*** | |
| ***(5)*** | ***(4)*** | ***(3)*** | ***(2)*** | | ***(1)*** |
| q | q | q | q | | q |

**(IF ENGLISH [01] SELECTED AT Q.4, SKIP TO Q.10)**

[NEW SCREEN]

9. Which, if any, of these sources provided information in English and which provided information in your preferred language? ***(Please select all that apply per row)***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **(ONLY SHOW THOSE SELECTED AT Q.7, RANDOMIZE)** | ***English***  ***(1)*** | ***[PREFERRED***  ***LANGUAGE***  ***FROM Q.4]***  ***(2)*** | ***Not Sure***  ***(3)*** |
|  |
| a. | Email from SDG&E | q | q | q |
| b. | Letter in the mail from SDG&E | q | q | q |
| c. | Online news report | q | q | q |
| d. | SDG&E advertising on TV, radio, or online | q | q | q |
| e. | SDG&E billboards | q | q | q |
| f. | SDG&E informational videos online or social media | q | q | q |
| g. | SDG&E informational videos on TV | q | q | q |
| h. | SDG&E community meetings | q | q | q |
| i. | SDG&E representative or employee | q | q | q |
| j. | SDG&E website | q | q | q |
| k. | SDG&E wildfire preparedness webinar or online meeting | q | q | q |
| l. | SDG&E social media post (Facebook, Twitter, Nextdoor, etc.) | q | q | q |
| m. | SDG&E wildfire fairs | q | q | q |
| n. | Telephone call from SDG&E | q | q | q |
| o. | Text message from SDG&E | q | q | q |
| p. | TV or radio news report | q | q | q |
| q. | SDG&E Alerts App for PSPS | q | q | q |

**(SKIP TO Q.11)**

[NEW SCREEN]

10. How usefulwere the wildfire communications that you saw or heard from SDG&E via…? ***(Please select one response per row)***

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  |  | ***Extremely***  ***Useful*** | | | ***Not At***  ***All Useful*** | | |
|  |
|  | **(ONLY SHOW THOSE SELECTED AT Q.7, RANDOMIZE)** | ***(5)*** | ***(4)*** | ***(3)*** | | ***(2)*** | ***(1)*** |
| a. | Email from SDG&E | q | q | q | | q | q |
| b. | Letter in the mail from SDG&E | q | q | q | | q | q |
| c. | Online news report | q | q | q | | q | q |
| d. | SDG&E advertising on TV, radio, or online | q | q | q | | q | q |
| e. | SDG&E billboards | q | q | q | | q | q |
| f. | SDG&E informational videos online or social media | q | q | q | | q | q |
| g. | SDG&E informational videos on TV | q | q | q | | q | q |
| h. | SDG&E community meetings | q | q | q | | q | q |
| i. | SDG&E representative or employee | q | q | q | | q | q |
| j. | SDG&E website | q | q | q | | q | q |
| k. | SDG&E wildfire preparedness webinar or online meeting | q | q | q | | q | q |
| l. | SDG&E social media post (Facebook, Twitter, Nextdoor, etc.) | q | q | q | | q | q |
| m. | SDG&E wildfire fairs | q | q | q | | q | q |
| n. | Telephone call from SDG&E | q | q | q | | q | q |
| o. | Text message from SDG&E | q | q | q | | q | q |
| p. | TV or radio news report | q | q | q | | q | q |
| q. | SDG&E Alerts App for PSPS | q | q | q | | q | q |

**(SKIP TO Q.13)**

[NEW SCREEN]

11. How usefulwere the wildfire communications **in English** that you saw or heard from SDG&E via…? ***(Please select one response per row)***

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  |  | ***Extremely***  ***Useful*** | | | ***Not At***  ***All Useful*** | | |
|  |
|  | **(ONLY SHOW THOSE SELECTED FOR ENGLISH [-1] AT Q.9, RANDOMIZE)** | ***(5)*** | ***(4)*** | ***(3)*** | | ***(2)*** | ***(1)*** |
| a. | Email from SDG&E | q | q | q | | q | q |
| b. | Letter in the mail from SDG&E | q | q | q | | q | q |
| c. | Online news report | q | q | q | | q | q |
| d. | SDG&E advertising on TV, radio, or online | q | q | q | | q | q |
| e. | SDG&E billboards | q | q | q | | q | q |
| f. | SDG&E informational videos online or social media | q | q | q | | q | q |
| g. | SDG&E informational videos on TV | q | q | q | | q | q |
| h. | SDG&E community meetings | q | q | q | | q | q |
| i. | SDG&E representative or employee | q | q | q | | q | q |
| j. | SDG&E website | q | q | q | | q | q |
| k. | SDG&E wildfire preparedness webinar or online meeting | q | q | q | | q | q |
| l. | SDG&E social media post (Facebook, Twitter, Nextdoor, etc.) | q | q | q | | q | q |
| m. | SDG&E wildfire fairs | q | q | q | | q | q |
| n. | Telephone call from SDG&E | q | q | q | | q | q |
| o. | Text message from SDG&E | q | q | q | | q | q |
| p. | TV or radio news report | q | q | q | | q | q |
| q. | SDG&E Alerts App for PSPS | q | q | q | | q | q |

[NEW SCREEN]

12. How usefulwere the wildfire communications **in [INSERT PREFERRED LANGUAGE FROM Q.4]** that you saw or heard from SDG&E via…? ***(Please select one response per row)***

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  |  | ***Extremely***  ***Useful*** | | | ***Not At***  ***All Useful*** | | |
|  |
|  | **(ONLY SHOW THOSE SELECTED FOR PREFERRED LANGUAGE [-2] AT Q.9, RANDOMIZE)** | ***(5)*** | ***(4)*** | ***(3)*** | | ***(2)*** | ***(1)*** |
| a. | Email from SDG&E | q | q | q | | q | q |
| b. | Letter in the mail from SDG&E | q | q | q | | q | q |
| c. | Online news report | q | q | q | | q | q |
| d. | SDG&E advertising on TV, radio, or online | q | q | q | | q | q |
| e. | SDG&E billboards | q | q | q | | q | q |
| f. | SDG&E informational videos online or social media | q | q | q | | q | q |
| g. | SDG&E informational videos on TV | q | q | q | | q | q |
| h. | SDG&E community meetings | q | q | q | | q | q |
| i. | SDG&E representative or employee | q | q | q | | q | q |
| j. | SDG&E website | q | q | q | | q | q |
| k. | SDG&E wildfire preparedness webinar or online meeting | q | q | q | | q | q |
| l. | SDG&E social media post (Facebook, Twitter, Nextdoor, etc.) | q | q | q | | q | q |
| m. | SDG&E wildfire fairs | q | q | q | | q | q |
| n. | Telephone call from SDG&E | q | q | q | | q | q |
| o. | Text message from SDG&E | q | q | q | | q | q |
| p. | TV or radio news report | q | q | q | | q | q |
| q. | SDG&E Alerts App for PSPS | q | q | q | | q | q |

[NEW SCREEN]

**ADDITIONAL INFORMATION SOURCES**

13. Other than SDG&E’s communications, what other sources have you used to obtain information about wildfire safety and preparedness? ***(Please select all that apply)***

q (01) 2-1-1 San Diego

q (02) CalFire

q (03) City or county government

q (04) Community-based organizations

q (05) Healthcare providers or medical device suppliers

q (06) Local fire department

q (07) Local news reports

q (08) Non-profit organizations

q (09) State government

q (96) Other (specify:) \_\_\_\_\_\_\_\_\_\_\_

q (97) Other (specify:) \_\_\_\_\_\_\_\_\_\_\_

q (98) None of the above à **(SKIP TO Q.18)**

q (99) Don’t recall à **(SKIP TO Q.18)**

[NEW SCREEN]

**(IF ENGLISH [01] SELECTED AT Q.4, SKIP TO Q.15)**

14. Which, if any, of these sources provided information in English and which provided information in your preferred language? ***(Please select all that apply per row)***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **(ONLY SHOW THOSE SELECTED AT Q.13, RANDOMIZE)** | ***English***  ***(1)*** | ***[PREFERRED***  ***LANGUAGE***  ***FROM Q.4]***  ***(2)*** | ***Not Sure***  ***(3)*** |
|  |
| a. | 2-1-1 San Diego | q | q | q |
| b. | CalFire | q | q | q |
| c. | City or county government | q | q | q |
| d. | Community-based organizations | q | q | q |
| e. | Healthcare providers or medical device suppliers | q | q | q |
| f. | Local fire department | q | q | q |
| g. | Local news reports | q | q | q |
| h. | Non-profit organizations | q | q | q |
| i. | State government | q | q | q |

**(SKIP TO Q.16)**

[NEW SCREEN]

15. How usefulwas the wildfire information from…? ***(Please select one response per row)***

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  |  | ***Extremely***  ***Useful*** | | | ***Not At***  ***All Useful*** | | |
|  |
|  | **(ONLY SHOW THOSE SELECTED AT Q.13, RANDOMIZE)** | ***(5)*** | ***(4)*** | ***(3)*** | | ***(2)*** | ***(1)*** |
| a. | 2-1-1 San Diego | q | q | q | | q | q |
| b. | CalFire | q | q | q | | q | q |
| c. | City or county government | q | q | q | | q | q |
| d. | Community-based organizations | q | q | q | | q | q |
| e. | Healthcare providers or medical device suppliers | q | q | q | | q | q |
| f. | Local fire department | q | q | q | | q | q |
| g. | Local news reports | q | q | q | | q | q |
| h. | Non-profit organizations | q | q | q | | q | q |
| i. | State government | q | q | q | | q | q |

**(SKIP TO Q.18)**

[NEW SCREEN]

16. How usefulwas the wildfire information **in English** from…? ***(Please select one response per row)***

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  |  | ***Extremely***  ***Useful*** | | | ***Not At***  ***All Useful*** | | |
|  |
|  | **(ONLY SHOW THOSE SELECTED FOR ENGLISH [1] AT Q.14, RANDOMIZE)** | ***(5)*** | ***(4)*** | ***(3)*** | | ***(2)*** | ***(1)*** |
| a. | 2-1-1 San Diego | q | q | q | | q | q |
| b. | CalFire | q | q | q | | q | q |
| c. | City or county government | q | q | q | | q | q |
| d. | Community-based organizations | q | q | q | | q | q |
| e. | Healthcare providers or medical device suppliers | q | q | q | | q | q |
| f. | Local fire department | q | q | q | | q | q |
| g. | Local news reports | q | q | q | | q | q |
| h. | Non-profit organizations | q | q | q | | q | q |
| i. | State government | q | q | q | | q | q |

[NEW SCREEN]

17. How usefulwas the wildfire information **in [INSERT PREFERRED LANGUAGE FROM Q.4]** from…? ***(Please select one response per row)***

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  |  | ***Extremely***  ***Useful*** | | | ***Not At***  ***All Useful*** | | |
|  |
|  | **(ONLY SHOW THOSE SELECTED FOR PREFERRED LANGUAGE [2] AT Q.14, RANDOMIZE)** | ***(5)*** | ***(4)*** | ***(3)*** | | ***(2)*** | ***(1)*** |
| a. | 2-1-1 San Diego | q | q | q | | q | q |
| b. | CalFire | q | q | q | | q | q |
| c. | City or county government | q | q | q | | q | q |
| d. | Community-based organizations | q | q | q | | q | q |
| e. | Healthcare providers or medical device suppliers | q | q | q | | q | q |
| f. | Local fire department | q | q | q | | q | q |
| g. | Local news reports | q | q | q | | q | q |
| h. | Non-profit organizations | q | q | q | | q | q |
| i. | State government | q | q | q | | q | q |

[NEW SCREEN]

18. In what ways, if any, could SDG&E improve their communications about wildfire preparedness? ***(Please be as specific as possible)***

|  |
| --- |
|  |

[NEW SCREEN]

19. Below are a few statements about SDG&E. Please indicate how much you **AGREE** or **DISAGREE** with each statement. ***(Please select one response per row)***

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  |  | ***Completely***  ***Agree*** | | | ***Completely***  ***Disagree*** | | |
|  | **(RANDOMIZE)** | ***(5)*** | ***(4)*** | ***(3)*** | | ***(2)*** | ***(1)*** |
| a. | | Takes proactive measures to protect the electricity grid from wildfires | q | q | q | | q | q |
| b. | | Is committed to restoring power to customers affected by wildfires | q | q | q | | q | q |
| c. | | Makes an effort to communicate with all customers about wildfires | q | q | q | | q | q |
| d. | | Is a company I trust to act in the best interest of its customers | q | q | q | | q | q |
| e. | | Shows care and concern for customers | q | q | q | | q | q |
| f. | | Is proactive in taking steps to address wildfire risks | q | q | q | | q | q |
| g. | | Is working to keep my community safe | q | q | q | | q | q |
| h. | | Is committed to wildfire safety | q | q | q | | q | q |
| i. | | Is helping me prepare for wildfire season | q | q | q | | q | q |

[NEW SCREEN]

20. How satisfied are you with SDG&E’s overall wildfire safety and preparedness efforts? ***(Please select one response)***

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| ***Extremely***  ***Satisfied*** | | | ***Extremely***  ***Dissatisfied*** | | |
| ***(5)*** | ***(4)*** | ***(3)*** | | ***(2)*** | ***(1)*** |
| q | q | q | | q | q |

[NEW SCREEN]

PUBLIC SAFETY POWER SHUTOFF (PSPS)

21. Public Safety Power Shutoff, or PSPS, is a precautionary safety measure where SDG&E may shut off power lines ahead of extreme fire danger conditions occurring, in order to help prevent wildfires. Before today, had you ever heard of the Public Safety Power Shutoff program? ***(Please select one response)***

q (1) Yes

q (2) No à **(SKIP TO Q.28)**

q (3) Not sure

[NEW SCREEN]

22. Where have you heard about Public Safety Power Shutoffs? ***(Please select all that apply)***

q 01 2-1-1 San Diego

q 02 CalFire or local fire department

q 03 Community-based organization

q 04 Email from SDG&E

q 05 Healthcare provider or medical device supplier

q 06 Letter in the mail from SDG&E

q 07 Local city or county government

q 08 My power was shut off without notice

q 09 Non-profit organization

q 10 Online news report

q 40 Portable roadside signs

q 11 SDG&E advertising on TV, radio, or online

q 12 SDG&E billboards

q 13 SDG&E community meetings

q 14 SDG&E informational videos on TV

q 15 SDG&E informational videos on web and social media

q 16 SDG&E representative or employee

q 17 SDG&E website

q 18 SDG&E wildfire preparedness webinar or online meeting

q 19 SDG&E social media post (Facebook, Twitter, Nextdoor, etc.)

q 20 SDG&E wildfire fairs

q 21 State government

q 22 Telephone call from SDG&E

q 23 Text message from SDG&E

q 24 TV or radio news report

q25 Word-of-mouth (such as friends or family)

q26 SDG&E Alerts App for PSPS

q96 Other (specify:) \_\_\_\_\_\_\_\_\_\_\_

q97 Other (specify:) \_\_\_\_\_\_\_\_\_\_\_

q (99) Not sure à **(SKIP TO Q.28)**

**(IF SDG&E WEBSITE [17] SELECTED AT Q.22, ASK Q.23. OTHERWISE, SKIP TO Q.24 INSTRUCTION)**

[NEW SCREEN]

23. How satisfied are you with the **Public Safety Power Shutoff** information on the SDG&E website? ***(Please select one response)***

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| ***Extremely***  ***Satisfied*** | | | | ***Extremely***  ***Dissatisfied*** | |
| ***(5)*** | ***(4)*** | ***(3)*** | ***(2)*** | | ***(1)*** |
| q | q | q | q | | q |

**(IF ENGLISH [01] SELECTED AT Q.4, SKIP TO Q.25)**

[NEW SCREEN]

24. Which, if any, of these sources provided information in English and which provided information in your preferred language? ***(Please select all that apply per row)***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **(ONLY SHOW THOSE SELECTED AT Q.22, RANDOMIZE)** | ***English***  ***(1)*** | ***[PREFERRED***  ***LANGUAGE***  ***FROM Q.4]***  ***(2)*** | ***Not Sure***  ***(3)*** |
|  |
| a. | 2-1-1 San Diego | q | q | q |
| b. | CalFire or local fire department | q | q | q |
| c. | Community-based organization | q | q | q |
| d. | Email from SDG&E | q | q | q |
| e. | Healthcare provider or medical device supplier | q | q | q |
| f. | Letter in the mail from SDG&E | q | q | q |
| g. | Local city or county government | q | q | q |
| h. | Non-profit organization | q | q | q |
| i. | Online news report | q | q | q |
| y. | Portable roadside signs | q | q | q |
| j. | SDG&E advertising on TV, radio, or online | q | q | q |
| k. | SDG&E billboards | q | q | q |
| l. | SDG&E community meetings | q | q | q |
| m. | SDG&E informational videos on TV | q | q | q |
| n. | SDG&E informational videos on web and social media | q | q | q |
| o. | SDG&E representative or employee | q | q | q |
| p. | SDG&E website | q | q | q |
| q. | SDG&E wildfire preparedness webinar or online meeting | q | q | q |
| r. | SDG&E social media post (Facebook, Twitter, Nextdoor, etc.) | q | q | q |
| s. | SDG&E wildfire fairs | q | q | q |
| t. | State government | q | q | q |
| u. | Telephone call from SDG&E | q | q | q |
| v. | Text message from SDG&E | q | q | q |
| w. | TV or radio news report | q | q | q |
| x. | SDG&E Alerts App for PSPS | q | q | q |

**(SKIP TO Q.26)**

[NEW SCREEN]

25. How useful were each of the following regarding **Public Safety Power Shutoffs**? ***(Please select one response per row)***

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  |  | ***Extremely***  ***Useful*** | | | ***Not At***  ***All Useful*** | | |
|  |
|  | **(ONLY SHOW THOSE SELECTED AT Q.22, RANDOMIZE)** | ***(5)*** | ***(4)*** | ***(3)*** | | ***(2)*** | ***(1)*** |
| a. | 2-1-1 San Diego | q | q | q | | q | q |
| b. | CalFire or local fire department | q | q | q | | q | q |
| c. | Community-based organization | q | q | q | | q | q |
| d. | Email from SDG&E | q | q | q | | q | q |
| e. | Healthcare provider or medical device supplier | q | q | q | | q | q |
| f. | Letter in the mail from SDG&E | q | q | q | | q | q |
| g. | Local city or county government | q | q | q | | q | q |
| h. | Non-profit organization | q | q | q | | q | q |
| i. | Online news report | q | q | q | | q | q |
| y. | Portable roadside signs | q | q | q | | q | q |
| j. | SDG&E advertising on TV, radio, or online | q | q | q | | q | q |
| k. | SDG&E billboards | q | q | q | | q | q |
| l. | SDG&E community meetings | q | q | q | | q | q |
| m. | SDG&E informational videos on TV | q | q | q | | q | q |
| n. | SDG&E informational videos on web and social media | q | q | q | | q | q |
| o. | SDG&E representative or employee | q | q | q | | q | q |
| p. | SDG&E website | q | q | q | | q | q |
| q. | SDG&E wildfire preparedness webinar or online meeting | q | q | q | | q | q |
| r. | SDG&E social media post (Facebook, Twitter, Nextdoor, etc.) | q | q | q | | q | q |
| s. | SDG&E wildfire fairs | q | q | q | | q | q |
| t. | State government | q | q | q | | q | q |
| u. | Telephone call from SDG&E | q | q | q | | q | q |
| v. | Text message from SDG&E | q | q | q | | q | q |
| w. | TV or radio news report | q | q | q | | q | q |
| x. | SDG&E Alerts App for PSPS | q | q | q | | q | q |

**(SKIP TO Q.28)**

[NEW SCREEN]

26. How useful was the information **in English** from…? ***(Please select one response per row)***

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  |  | ***Extremely***  ***Useful*** | | | ***Not At***  ***All Useful*** | | |
|  |
|  | **(ONLY SHOW THOSE SELECTED FOR ENGLISH [1] AT Q.24, RANDOMIZE)** | ***(5)*** | ***(4)*** | ***(3)*** | | ***(2)*** | ***(1)*** |
| a. | 2-1-1 San Diego | q | q | q | | q | q |
| b. | CalFire or local fire department | q | q | q | | q | q |
| c. | Community-based organization | q | q | q | | q | q |
| d. | Email from SDG&E | q | q | q | | q | q |
| e. | Healthcare provider or medical device supplier | q | q | q | | q | q |
| f. | Letter in the mail from SDG&E | q | q | q | | q | q |
| g. | Local city or county government | q | q | q | | q | q |
| h. | Non-profit organization | q | q | q | | q | q |
| i. | Online news report | q | q | q | | q | q |
| y. | Portable roadside signs | q | q | q | | q | q |
| j. | SDG&E advertising on TV, radio, or online | q | q | q | | q | q |
| k. | SDG&E billboards | q | q | q | | q | q |
| l. | SDG&E community meetings | q | q | q | | q | q |
| m. | SDG&E informational videos on TV | q | q | q | | q | q |
| n. | SDG&E informational videos on web and social media | q | q | q | | q | q |
| o. | SDG&E representative or employee | q | q | q | | q | q |
| p. | SDG&E website | q | q | q | | q | q |
| q. | SDG&E wildfire preparedness webinar or online meeting | q | q | q | | q | q |
| r. | SDG&E social media post (Facebook, Twitter, Nextdoor, etc.) | q | q | q | | q | q |
| s. | SDG&E wildfire fairs | q | q | q | | q | q |
| t. | State government | q | q | q | | q | q |
| u. | Telephone call from SDG&E | q | q | q | | q | q |
| v. | Text message from SDG&E | q | q | q | | q | q |
| w. | TV or radio news report | q | q | q | | q | q |
| x. | SDG&E Alerts App for PSPS | q | q | q | | q | q |

[NEW SCREEN]

27. How useful was the information **in [INSERT PREFERRED LANGUAGE FROM Q.4]** from…? ***(Please select one response per row)***

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  |  | ***Extremely***  ***Useful*** | | | ***Not At***  ***All Useful*** | | |
|  |
|  | **(ONLY SHOW THOSE SELECTED FOR PREFERRED LANGUAGE [2] AT Q.24, RANDOMIZE)** | ***(5)*** | ***(4)*** | ***(3)*** | | ***(2)*** | ***(1)*** |
| a. | 2-1-1 San Diego | q | q | q | | q | q |
| b. | CalFire or local fire department | q | q | q | | q | q |
| c. | Community-based organization | q | q | q | | q | q |
| d. | Email from SDG&E | q | q | q | | q | q |
| e. | Healthcare provider or medical device supplier | q | q | q | | q | q |
| f. | Letter in the mail from SDG&E | q | q | q | | q | q |
| g. | Local city or county government | q | q | q | | q | q |
| h. | Non-profit organization | q | q | q | | q | q |
| i. | Online news report | q | q | q | | q | q |
| y. | Portable roadside signs | q | q | q | | q | q |
| j. | SDG&E advertising on TV, radio, or online | q | q | q | | q | q |
| k. | SDG&E billboards | q | q | q | | q | q |
| l. | SDG&E community meetings | q | q | q | | q | q |
| m. | SDG&E informational videos on TV | q | q | q | | q | q |
| n. | SDG&E informational videos on web and social media | q | q | q | | q | q |
| o. | SDG&E representative or employee | q | q | q | | q | q |
| p. | SDG&E website | q | q | q | | q | q |
| q. | SDG&E wildfire preparedness webinar or online meeting | q | q | q | | q | q |
| r. | SDG&E social media post (Facebook, Twitter, Nextdoor, etc.) | q | q | q | | q | q |
| s. | SDG&E wildfire fairs | q | q | q | | q | q |
| t. | State government | q | q | q | | q | q |
| u. | Telephone call from SDG&E | q | q | q | | q | q |
| v. | Text message from SDG&E | q | q | q | | q | q |
| w. | TV or radio news report | q | q | q | | q | q |
| x. | SDG&E Alerts App for PSPS | q | q | q | | q | q |

[NEW SCREEN]

28. A Public Safety Power Shutoff could last anywhere from 24 to 72 hours, or longer in some cases. How would you rate your level of preparedness for being without electricity for an extended period? Would you say you are…? ***(Please select one response)***

q (1) Completely prepared

q (2) Somewhat prepared

q (3) Not very prepared, or

q (4) Not at all prepared

[NEW SCREEN]

29. Please tell me if you have taken any of the following actions to prepare for a Public Safety Power Shutoff in 2020? ***(Please select one response per row)***

|  |  |  |  |
| --- | --- | --- | --- |
|  | **(RANDOMIZE A THROUGH Y)** | ***Yes***  ***(1)*** | ***No***  ***(2)*** |
| a. | Acquired a back-up generator | q | q |
| b. | Acquired battery storage technology | q | q |
| c. | Activated your emergency plan | q | q |
| d. | Allowed access to property for SDG&E to trim trees | q | q |
| e. | Attended a community-based organization event | q | q |
| f. | Attended an SDG&E community meeting | q | q |
| g. | Checked the SDG&E mobile app | q | q |
| h. | Developed an emergency plan | q | q |
| i. | Followed SDG&E on Facebook | q | q |
| j. | Followed SDG&E on Twitter | q | q |
| k. | Have a place to go if without power for a prolonged period | q | q |
| l. | Notified others in area about potential power shutoff | q | q |
| m. | Performed a safety check on your generator for your (home/business) | q | q |
| n. | Prepared an emergency kit with food, water or medicine | q | q |
| o. | Prepared for multiple-day outage | q | q |
| p. | Purchased enough non-refrigerated food to last for several days without power | q | q |
| q. | Purchased enough water to last for several days without power | q | q |
| r. | Purchased new lanterns or flashlights | q | q |
| s. | Purchased/used a battery powered radio | q | q |
| t. | Removed vegetation from around your home | q | q |
| u. | Signed up for Medical Baseline Program | q | q |
| v. | Signed up for notifications from SDG&E | q | q |
| w. | Visited SDG&E Community Resource Center | q | q |
| x. | Went SDG&E’s social media (follow up with Nextdoor/Facebook/Twitter, other) | q | q |
| y. | Went to the SDG&E website | q | q |
| z. | Some other action (please specify:)\_\_\_\_\_\_\_\_\_\_\_ | q | q |

[NEW SCREEN]

30. What is your overall opinion of SDG&E’s **Public Safety Power Shutoff** program as a last-resort prevention tool for wildfires*?* ***(Please select one response)***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| ***Extremely Extremely***  ***Positive Negative*** | | | | |
| ***(5)*** | ***(4)*** | ***(3)*** | ***(2)*** | ***(1)*** |
| q | q | q | q | q |

[NEW SCREEN]

31. **(FOR POST WAVE ONLY)** ~~In the past few months, have you had to evacuate due to wildfires in your area?~~ ***~~(Please select one response)~~***

~~q (1) Yes~~

~~q (2) No~~

[NEW SCREEN]

31.1 Do you or does anyone in your household rely on electrical equipment that is required or needed for your health, safety or ability to live independently? ***(Please select one response)***

q (1) Yes

q (2) No

q (9) Prefer not to say

[NEW SCREEN]

31.2 Do you or does anyone in your household have a disability, such as chronic disease, or related to developmental, mobility, hearing or vision? ***(Please select one response)***

q (1) Yes

q (2) No  **(SKIP TO Q.31.3)**

q (9) Prefer not to say

[NEW SCREEN]

31.2.1 What types of disabilities do you or household members have? ***(Please select all that apply)***

q (01) Mobility

q (02) Hearing

q (03) Vision

q (04) Chronic disease

q (05) Developmental

q (06) Other *(Please specify:)*\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

q (09) Prefer not to say

[NEWSCREEN]

31.3 Do you have access to transportation in case of an emergency? ***(Please select one response)***

q (1) Yes

q (2) No

q (9) Prefer not to say

**DEMOGRAPHICS**

[NEW SCREEN]

32. Do you own or rent your current residence? ***(Please select one response)***

q (1) Own

q (2) Rent

32.1 Is your residence in a High Fire Threat District (HFTD)? ***(Please select one response)***

q (1) Yes

q (2) No

q (9) Don’t Know/Unsure

[NEW SCREEN]

33. What is your age? ***(Please select one response)***

q (1) 18 to 24

q (2) 25 to 34

q (3) 35 to 44

q (4) 45 to 54

q (5) 55 to 64

q (6) 65 or older

34. Do you identify as... ***(Please select one response)***

q (1) Male

q (2) Female

q (3) Non-Binary

q (9) Prefer not to say

[NEW SCREEN]

35. What was the last level of education that you’ve had the opportunity to complete thus far? ***(Please select one response)***

q (1) Some grade school (1-8)

q (2) Some high school (9-11)

q (3) Graduated high school

q (4) Some college/technical school

q (5) Graduated college

q (6) Graduate/professional school

36. Which of the following categories best describes your ethnic background? Are you… ***(Please select one response)***

q (1) White or Caucasian

q (2) African American

q (3) Hispanic or Latino(a)

q (4) Asian

q (5) Some other ethnic group

37. For classification purposes only, which of the following best represents your total household income last year before taxes. Was it… ***(Please select one response)***

q (1) Less than $12,500

q (2) $12,500 but less than $25,000

q (3) $25,000 but less than $35,000

q (4) $35,000 but less than $50,000

q (5) $50,000 but less than $75,000

q (6) $75,000 but less than $100,000

q (7) $100,000 but less than $150,000

q (8) $150,000 or more

[NEW SCREEN]

38. And finally, may we have your permission to share your individual responses to this survey with SDG&E? ***(Please select one response)***

q (1) Yes

q (2) No

**Closing**

39. ~~That concludes our interview~~. On behalf of SDG&E, thank you very much for your cooperation!

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This Privacy Policy, together with our terms of use, explain what happens to any personal data that you provide to us, or that we collect from you when you are on this site or when you are participating in surveys.

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* Information that you provide by filling in forms on our website, such as when you request additional information, download white papers, or ask that we contact you.
* Information provided to us when you communicate with us for any reason.
* Market Research Survey data for research purposes only.

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* To provide information on other products which we feel may be of interest to you.
* To notify you about any changes to our website, such as improvements or service/product changes, that may affect our service
* The survey research we conduct and collect will never result in a sales call to research participants.

We do not share usage or tracking information with others. We will not reveal information about identifiable individuals to any organization or advertiser that is not associated with our organization and its affiliates.

**Storing Your Personal Data**

We may transfer data that we collect from you to locations outside of the United States should the sponsor of a Market Research Survey be located there. Data may be collected by staff located outside of the United States working for our organization or for one of its affiliates. By submitting your survey data, or a request for additional information, you agree to this potential transfer, storing or processing.  We will take all reasonable steps to ensure that your data is treated securely and in agreement with this Privacy Policy.

Data that is provided to us on our website is stored on secure servers.  In addition, details relating to any survey will be stored on secure servers to ensure its safety.

**Disclosing Your Information**

Research information will only be disclosed to the company sponsoring the research and will not be provided to third parties.

Disclose of your personal information, without notice, will only occur if required to do so by law or in the good faith belief that such action is necessary to: (a) conform to the edicts of the law or comply with legal process served on our organization or its affiliates, or this site, and, (b) protect and defend the rights or property of our organization and its affiliates.