

**CEJA DATA REQUEST: CEJA-SDG&E-02
R.18-10-007 – SB901 WILDFIRE MITIGATION PLAN OIR
SDG&E RESPONSE**

**Date Received: February 28, 2019
Date Submitted: March 6, 2019**

QUESTION 1:

What percentage of your customers in Tier 2 or Tier 3 areas do not speak one of the five languages into which you plan to translate your outreach material?

RESPONSE 1:

SDG&E does not have records related to the exact languages that its customers prefer. SDG&E uses Claritas data rankings to identify the primary languages people speak in its region, which is then applied to SDG&E's outreach communications.

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QUESTION 2:

With your enhanced outreach in the last couple of years, what percentage of customers in Tier 2 and Tier 3 have you reached?

RESPONSE 2:

In 2018, SDG&E's outreach efforts included paid advertising and direct communications (mail/email) with customers in its High Fire Threat District (HFTD), Tiers 2 and Tier 3. Tier 3 customers were sent a combination of email and direct mail communications asking them to sign up for outage notifications and make sure their contact information is up-to-date.

In addition to sending direct communications to our highest risk customers in Tier 3, a combination of paid advertising, earned media and outreach efforts targeted all customers including those in Tier 2. While SDG&E does not have a way of measuring the exact reach, it focused its efforts on its entire service territory, which encompasses Tiers 2 and 3. SDG&E's newspaper advertising encouraged customers to update their contact information and sign up for outage notifications through SDG&E's customer database known as My Account (sdge.com/myaccount).

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QUESTION 3:

In the event of a wildfire, what plans do you have to ensure that customers impacted by the wildfire are aware of it? Do you have plans for linguistically isolated community members? Do you have plans if the cell-phone tower goes down?

RESPONSE 3:

During wildfires, SDG&E uses its Emergency Notification System (ENS) that activates outbound communications to impacted customers based on their communications preference (email, phone, and/or text). Email accounts we have on file will be used in situations when cell-phone towers go down. SDG&E has a library of pre-recorded messages (verbal and written) used to communicate with customers, and SDG&E also creates custom messages during an event when needed. SDG&E uses its social media channels and website to keep customers informed. Important messages are amplified through proactive communication with local TV, radio, and print media outlets.

SDG&E's in-language safety communications will be part of our education efforts before an event happens. Currently, SDG&E does not have the ability to send out multiple language messages during a wildfire event.

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QUESTION 4:

With relation to the ignitions discussed in your plan, how many vegetation-related ignitions were due to tree, tree limb, or other vegetation contact that met all the current requirements including the requirements of GO 95 and NERC's requirements?

RESPONSE 4:

Over the past five years, from January 1, 2014 through December 31, 2018, SDG&E experienced a total of thirteen (13) vegetation-related ignitions involving its distribution lines where the subject tree was compliant with all the current requirements including GO 95 and NERC FAC-003-4 immediately prior to the incident.

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QUESTION 5:

With relation to ignitions caused by equipment failure that are discussed in your plan, have you done any analysis of how effective inspections have been in identifying equipment that may fail? For example, was any of the equipment that caused an ignition identified in an inspection before the ignition as needing replacement? If so, please identify the percentage of equipment that was identified as needing replacement before the ignition. Do you expect the ability of inspections to identify problematic equipment to change with the inspection plans described in your Plan?

RESPONSE 5:

Visual and intrusive inspections are an important component of SDG&E's wildfire risk mitigation efforts. SDG&E's inspection programs are effective as they identify thousands of condition codes each year, which generate work orders to repair or replace the damaged equipment. An example of this would be a cracked cross arm. As cross arms age, they occasionally begin to crack at or through the bolt connection to the pole, or at the bolt connections to dead ends or insulators. When these cracks get larger, the bolts which are under tension from the line could get loose leading to a wire down failure. Visual inspections find these conditions so that needed repairs, such as the cross arm in this case, are performed before equipment fails, which reduces the risk of an ignition. Another example is the wood pole intrusive inspections that bore into the base of poles to check for pole deterioration at and below grade. If poles are found with decaying condition, they are identified for replacement or reinforcement. SDG&E's plan includes QA/QC inspections for the Tier 3 HFTD in addition to its General Order 165 compliance inspections. This increased inspection frequency will allow SDG&E to identify physical deterioration of equipment earlier in the areas of highest risk.