

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

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

Rulemaking 18-12-005
(Filed December 13, 2018)

**PACIFIC GAS AND ELECTRIC COMPANY'S (U 39 E)
2022 ACCESS AND FUNCTIONAL NEEDS (AFN) PLAN
FOR PUBLIC SAFETY POWER SHUTOFF (PSPS) SUPPORT**

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Pacific Gas and Electric Company's 2022 Access and Functional Needs (AFN) Plan for Public Safety Power Shutoff (PSPS) Support



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EXECUTIVE SUMMARY

During extreme weather conditions, utilities may temporarily turn off power to specific areas, enacting a Public Safety Power Shutoff (PSPS) when there are no other alternatives to reduce wildfire risk and protect the safety of our customers and communities. In order to support individuals with Access and Functional Needs (AFN) during PSPS, the Investor-Owned Utilities (IOUs) developed an annual AFN PSPS support plan (“AFN Plan” or “Plan”) with assistance from regional and statewide AFN stakeholders with a broad-spectrum of expertise. Beginning in 2022, that Plan leverages Federal Emergency Management Administration’s (FEMA) Developing and Maintaining Emergency Operations Plans Comprehensive Preparedness Guide (CPG) 101 6 Step Process. To measure progress on implementing that plan, the IOUs will continue to provide quarterly updates to AFN stakeholders at Council meeting and a quarterly report to the California Public Utilities Commission (CPUC).

In collaboration with AFN stakeholders, the IOUs identified the main risk that this plan is intended to mitigate:

“Individuals with AFN are unable to use power for devices/equipment for health, safety, and independence due to an unexpected PSPS or are unprepared for a PSPS.”

The IOUs have worked closely with the AFN Core Planning Team to address “Who,” “What,” and “How” to support individuals with AFN during PSPS and mitigate this risk. While initial efforts are reflected in this Plan, work is ongoing and will continue evolving. The IOUs are committed to the importance of continuously working to address the needs of individuals with AFN before, during, and after a PSPS.

To date, the IOUs have had several executive-level meetings between IOU Vice Presidents and Executives of AFN organizations, including one all-day meeting on January 6, 2022, with at least two more meetings planned. The AFN Executives welcome the opportunity to provide input and guidance and are optimistic for further progress on implementation of the strategies discussed with the IOUs for future PSPS.

The IOUs would like to acknowledge and give sincere thanks to the group for all the hard work and tireless commitment in developing the 2022 AFN plan and will

continue to partner with key AFN stakeholders to refine and expand efforts throughout 2022.

WHO

The Joint IOU Statewide AFN Advisory Council and AFN Core Planning Team have developed a definition of electricity dependent individuals who are the main target population this Plan seeks to support.

Electricity Dependent Definition: Individuals who are at an increased risk of harm to their health, safety, and independence during a Public Safety Power Shutoff. Including, but not limited to:

- Medical and Non-Medical
- Behavioral, Mental and Emotional Health
- Mobility and Movement
- Communication
- Individuals who require devices for health, safety, and independence¹

The IOUs have made strides in identifying the individuals with AFN, collectively identifying 4.65 million² people across the State through defining, mapping, and enabling self-identification. Recognizing more work needs to be done in 2022, the IOUs will continue to work with the AFN Core Planning Team to identify opportunities to further operationalize the Electricity Dependent definition.

WHAT & HOW

Over the last year, the IOUs have been creating consistent statewide outreach and develop effective, comprehensive new support programs that focus on providing direct support during PSPS via portable batteries, generators, hotel stays, accessible transportation, food support, and more. The IOUs have been working to identify and close gaps in services and resources provided. For example, Southern California Edison (SCE) and Pacific Gas and Electric (PG&E) joined San Diego Gas & Electric (SDG&E) in creating a statewide support model through a partnership with 211. Through the planning process the IOUs worked with the Core Planning Team to identify the goals, objectives, and potential

¹ For examples of these categories, please see Table 1. Electricity Dependent Examples.

² Represents total counts of AFN designations in each IOU's database and not unique individuals or accounts.

opportunities for enhancements in 2022 that are outlined the plan.

The goal is to mitigate the impacts of PSPS on individuals with AFN served by the IOUs through improved customer outreach, education, assistance programs and services.

The key objectives have been identified as follows:

- Identify individuals who are Electricity Dependent
- Establish a communication plan that reaches all AFN segments
- Continuously improve tools to make them easy to understand and navigate for individuals and external organizations to access the information
- Identify new enhancements to programs and resources needed to mitigate the impacts of PSPS
- Cultivate new partnerships and expand existing partnerships with the whole community
- Coordinate and integrate resources with state, community, utility to minimize duplication
- Establish measurable metrics and consistent service levels
- Effectively serve and adapt to the needs of individuals with AFN before, during, and after any PSPS

Additional in-depth discussions are planned for Q1 with the AFN Collaborative Planning Team to further identify “What” is needed to effectively mitigate PSPS impacts and “How” to achieve this.

The success of these efforts should be judged by applying measurable, objective, well-defined and consistent standards. The following Key Performance Indicators have been identified as a starting point to measure the mitigation of impacts to individuals with AFN and identify any gaps.

Key Performance Indicators to measure the impact:

1. The percentage of individuals with AFN who were aware of what support and resources were available to them during a PSPS
2. The percentage of individuals with AFN who were able to use necessary medical equipment to maintain necessary life functions for the duration of any PSPS that affected them
3. The percentage of individuals who utilized mitigation services who

reported they were satisfied with the level of support

Additionally, the IOUs are working with the AFN Collaborative Planning Team to identify any additional Key Performance Indicators needed.

INTRODUCTION

As climate conditions change, California is facing drier and hotter weather, making wildfires a year-round threat. The Investor-Owned Utilities (IOUs) continually monitor weather and other climate conditions to detect potential fire threats. When wildfire risk conditions present a safety threat to our customers and communities, electric utilities may call for a Public Safety Power Shutoff (PSPS) as a measure of last resort. PSPS, although necessary, disrupt the everyday lives of all individuals impacted. The following 2022 AFN PSPS plan focuses primarily on individuals and communities with AFN, as PSPS may significantly impact these individuals. The plan was developed collaboratively with the AFN Core Planning Team comprised of leaders in the AFN community and the utilities.

Leveraging the Federal Emergency Management Administration's (FEMA) Developing and Maintaining Emergency Operations Plans Comprehensive Preparedness Guide (CPG) 101 6 Step Process, and in accordance with the California Public Utilities Commission (Commission or CPUC) Decision (D.) 21-06-034 Phase 3 OIR Decision Guidelines, SDG&E, SCE, and PG&E worked collaboratively with the AFN Core Planning Team and engaged the "whole community approach" to develop an overarching Joint IOU Statewide template to meet the diverse needs of the individuals with AFN.

The IOUs will file their respective 2022 AFN plans with the CPUC by January 31 of each year regarding its planned efforts to address people/communities with AFN during PSPS. The comprehensive plans will reflect the geographical differences as well as the diverse needs of communities with AFN. Additionally, the IOUs will provide AFN stakeholders and the CPUC with quarterly updates regarding the progress towards meeting the established plans and the impact of its efforts to address this population during PSPS, while optimizing opportunities for consistency statewide.

The IOUs have previously described their approach for supporting and communicating with individuals with AFN in their respective 2021 AFN Plan and 2020-2022 Wildfire Mitigation Plan (WMP). This plan, however, is focused on the specific IOUs' approach for serving individuals with AFN leading up to and during PSPS. Specifically, it provides a summary of the research, feedback, and external input that has shaped its support strategy for populations with AFN, the programs that serve these individuals, the preparedness outreach approaches that are

focused on populations with AFN, and the in-event customer communications, which serve populations with AFN.

Subject Matter Experts (Engage the Whole Community) | WHO

Each of the IOUs has engaged regional and statewide AFN stakeholders from a broad-spectrum of various expertise for the development of this plan in alignment with Step 1 of the FEMA Process:

FEMA Step 1: Engaging the Whole Community in the Planning. Engaging in community-based planning—planning that is for the whole community and involves the whole community—is crucial to the success of any plan.

On September 24, 2021, the IOUs introduced this effort at the broader Joint IOU Statewide AFN Advisory Council meeting and invited participation, and subsequently held a kick-off meeting with Core Planning Team members October 29, 2021. Approximately 20 organizations representing the diverse needs of the AFN community volunteered to participate in the 2022 Core Planning Team.

To date, the IOUs have had several executive-level meetings between IOU Vice Presidents and Executives of AFN organizations, including one all-day meeting on January 6, 2022, with at least two more meetings planned. The AFN Executives welcome the opportunity to provide input and guidance and are optimistic for further progress on implementation of the strategies discussed with the IOUs for future PSPS. That work remains ongoing.

Statewide Collaborative Planning Team (See Appendix A – Core Planning Team Participants)

Participating Utilities	Named parties to include per the Phase 3 OIR PSPS Decision:	Overarching Collaborative Planning Team Representatives with AFN expertise
<ul style="list-style-type: none"> • San Diego Gas & Electric (SDG&E) • Southern California Edison (SCE) • Pacific Gas & Electric (PG&E) 	<ul style="list-style-type: none"> • State Council on Developmental Disabilities (SCDD) • California Health & Human Services (CHHS) 	<ul style="list-style-type: none"> • Alta California Regional Center (ACRC) • American Red Cross (ARC) • California Council of the Blind (CCB)

<ul style="list-style-type: none"> • Liberty • PacifiCorp • Bear Valley 	<ul style="list-style-type: none"> • California Foundation for Independent Living Centers (CFILC) • California Office of Emergency Services (Cal OES) • Disability Rights California (DRC) • Disability Rights Education & Defense Fund (DREDF) 	<ul style="list-style-type: none"> • California Department of Developmental Services (CDDS) • California Department of Social Services (CDSS) • California Public Utility Commission (CPUC) • Central Valley Regional Center (CVRC) • Deaf Link, Inc. • Disability Policy Consultant • Interface 211 • Kern Regional Center (KERNRC) • No Barriers Communications (NOBACOMM) • Redwood Coast Regional Center (RCRC)
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The IOUs’ collaborative working group sessions on January 6, 2022 focused on identifying “Who”:

- “Who” the IOUs can identify as individuals with AFN in their systems, including who is at greatest risk during a PSPS.
- “Who” the IOUs may not be able to identify but should still design support and resources for, to mitigate the impacts of PSPS. Subsequent sessions are planned for Q1 to address “What” and “How” the utilities plan to support individuals with AFN.

As a key component to engage the whole community in planning, the IOUs will continue to solicit feedback from the Joint IOU Statewide AFN Advisory Council, their respective Regional PSPS Working Groups and other AFN experts. These groups serve as a sounding board and offer insights, feedback, and input on the IOUs’ customer strategy, programs, and priorities. Regular meetings are scheduled to actively identify issues, opportunities, and challenges related to the

IOUs' ability to mitigate the impacts of Wildfire Safety strategies, namely PSPS, and other emergencies throughout California over the long term.

Outcomes from the planning process are outlined here and the details are included in the specific IOU plans. The ongoing work will continue as the collaboration continues. Some of these topics include exploring a "one-stop" statewide website, expanding market research efforts, simplifying program sign-up process and expanding safe, reliable accessible transportation.

1 PURPOSE, SCOPE, SITUATION OVERVIEW, AND ASSUMPTIONS | WHAT

1.1 Purpose/Background - WHY

The Plan focuses on mitigating the significant impacts of PSPS for individuals with AFN. This plan was developed collaboratively with the AFN Core Planning Team comprised of leaders in the AFN community and the IOUs.

The IOUs intend to build on this Plan and strive for continuous improvement based on insights from the experts and feedback channels outlined in this Plan.

Each IOU's respective 2022 AFN plan addresses the following:

- Who we need to communicate with
- How we communicate with them
- What resources and services are needed during PSPS

1.2 Scope

Leveraging the FEMA CPG 6 Step Process PG&E, SCE, and SDG&E have partnered collaboratively with the AFN Core Planning Team, worked to engage the whole community and develop an overarching Statewide approach that meet the diverse needs of the individuals with AFN.

The IOUs provide services to individuals with AFN as defined by the California Government Code §8593.3: "individuals who have developmental disabilities, physical disabilities, chronic conditions, injuries, limited English proficiencies, who are non-English speakers, older adults, children, people living in institutional settings, or those who are low income, homeless, or transportation disadvantaged, including but not limited to, those who are dependent on public transit and those who are pregnant."

Recognizing this is a very broad audience this plan will focus on mitigating the impact of a PSPS on “electricity dependent” individuals with AFN. To understand these impacts, the Joint IOU AFN Advisory Council identified the need to align on a common definition of “electricity dependent” as it varies across state agencies and other organizations. Therefore, developed this preliminary definition is intended to help inform new/enhancements to the programs and resources that are currently available. See Section 1.3 below.

Electricity Dependent: Individuals who are at an increased risk of harm to their health and safety during a Public Safety Power Shutoff. Including, but not limited to, the following:

Table 1. Electricity Dependent Examples

Medical and Non Medical	Behavioral, Mental, and Emotional Health	Mobility and Movement	Communication
Respiratory equipment: oxygen, respirator, inhalation therapy, apnea monitoring, suction machines, airway clearances, vests, cough assistive devices, Hemodialysis	Powered equipment supporting regulation of emotional behaviors (e.g., sensory lights)	Positioning equipment: Lift, mobility tracking system, power wheelchairs, in home chair lift, electric beds	Augmentative communication devices (e.g., tablets, wearables, eye gaze), alert systems
Nutritional equipment: gastric feed tube, specialized diet meal preparation equipment (e.g., feeding pumps, blenders)		Other mobility considerations that rely on power (e.g., garage door openers, elevator)	Powered equipment for hearing or vision support

Heating/cooling
equipment:
refrigeration,
body temperature
regulation

The IOUs will file individual versions of their 2022 AFN Plans to include territory specific details for meeting the needs identified by the Core Planning Team. The comprehensive Plans reflect the geographical differences as well as the diverse needs of the AFN community, while optimizing opportunities for consistency statewide.

1.3 Situational Overview

1.3.1 Hazard Analysis Summary – Definition of Risk

FEMA Step 2: Understand the Situation Understanding – the consequences of a potential incident require gathering information about the potential AFN of residents within the community.

“Understand the Situation” continues with identifying risks and hazards. The assessment helps a planning team decide what hazards or threats merit special attention, what actions must be planned for, and what resources are likely to be needed.

The key risk identified by the Core Planning Team is “Individuals with AFN are unable to use power for devices/equipment for health, safety, and independence due to an unexpected PSPS or are unprepared for a PSPS.”

Disruption in power can have a significant impact on individuals with AFN. Power dependence is dynamic, on a continuum and may rapidly intensify over time.

- Immediate – Power dependency quickly becomes a crisis in <2 hours (e.g., breathing equipment, someone dependent on critical respiratory equipment).
- Situational – Secondary emergency that quickly becomes a crisis (e.g., elevators to exit their home, someone trapped, and a fire starts and cannot get out. Also, when the power gets shutoff might be a factor (e.g., in the evening for someone dependent on CPAP/BiPAP equipment for 8 hours).
- Longer term – Power dependency becomes a crisis in ~6 – 12 hours (e.g.,

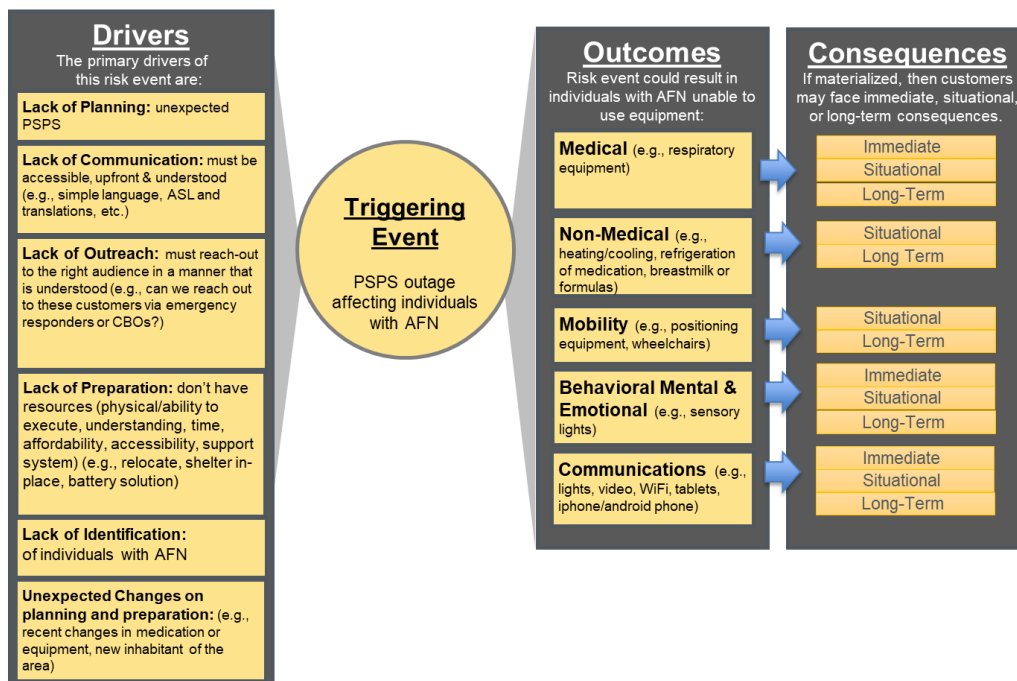
temperature-controlled medication and environments, someone dependent on insulin that needs to be kept refrigerated).

This assessment helps the planning team decide what hazards or threats merit special attention, what actions must be planned for, and what resources are likely to be needed.

List of Risks and Hazards – Potential Consequences

To further understand the risks and hazards, the AFN Core Planning Team conducted a Bowtie Risk Analysis Working Session to identify the drivers, outcomes, and consequences of an unexpected PSPS or outage on the health, safety, and independence of individuals with AFN. See **Figure 1** below for the output of the working session. This work product helps to illustrate the needs of the individuals with AFN extend well beyond medical devices alone and the list of risks and are as diverse as the population and that the consequences can quickly change.

Figure 1. Bowtie Analysis



1.3.2 AFN Population and Identification

The IOUs have made strides in identifying the Electricity Dependent individuals with AFN through defining, mapping, and enabling self-identification. Each IOU has mapped their respective databases to flag customers with the following fields

as “AFN”:

- Customers enrolled in the following programs:
 - California Alternate Rates for Energy (CARE)
 - Family Electric Rate Assistance (FERA)
 - Medical Baseline (MBL)³, including Life-Support (Critical Care)
- Customers with disabilities
- Customers who receive their utility bill in an alternate format (e.g., Braille, large font)
- Customers who have identified their preferred language as a language other than English
- Older adults / seniors

As a part of the planning process, the IOUs worked to identify the targeted individuals and benchmark with state agencies to create an informed estimate of the number and types of individuals with disabilities and others with AFN residing in the community. The California Department of Developmental Services (CDDS) for Regional Center clients and the California Department of Social Services (CDSS) for In-Home Support Service (IHSS) clients provided the IOUs data through aggregated ZIP Codes counts for a total of ~215,000 defined as “electricity dependent” clients by the respective state agencies programs in the IOU service territories. Through 2021 the IOUs had defined “electricity dependent” as MBL program participants (Utility MBL). See **Table 2**. However, the IOUs acknowledge that more work is needed and that none of these programs identify the full spectrum of individuals who are at an increased risk of harm to their health, safety, and independence during PSPS.

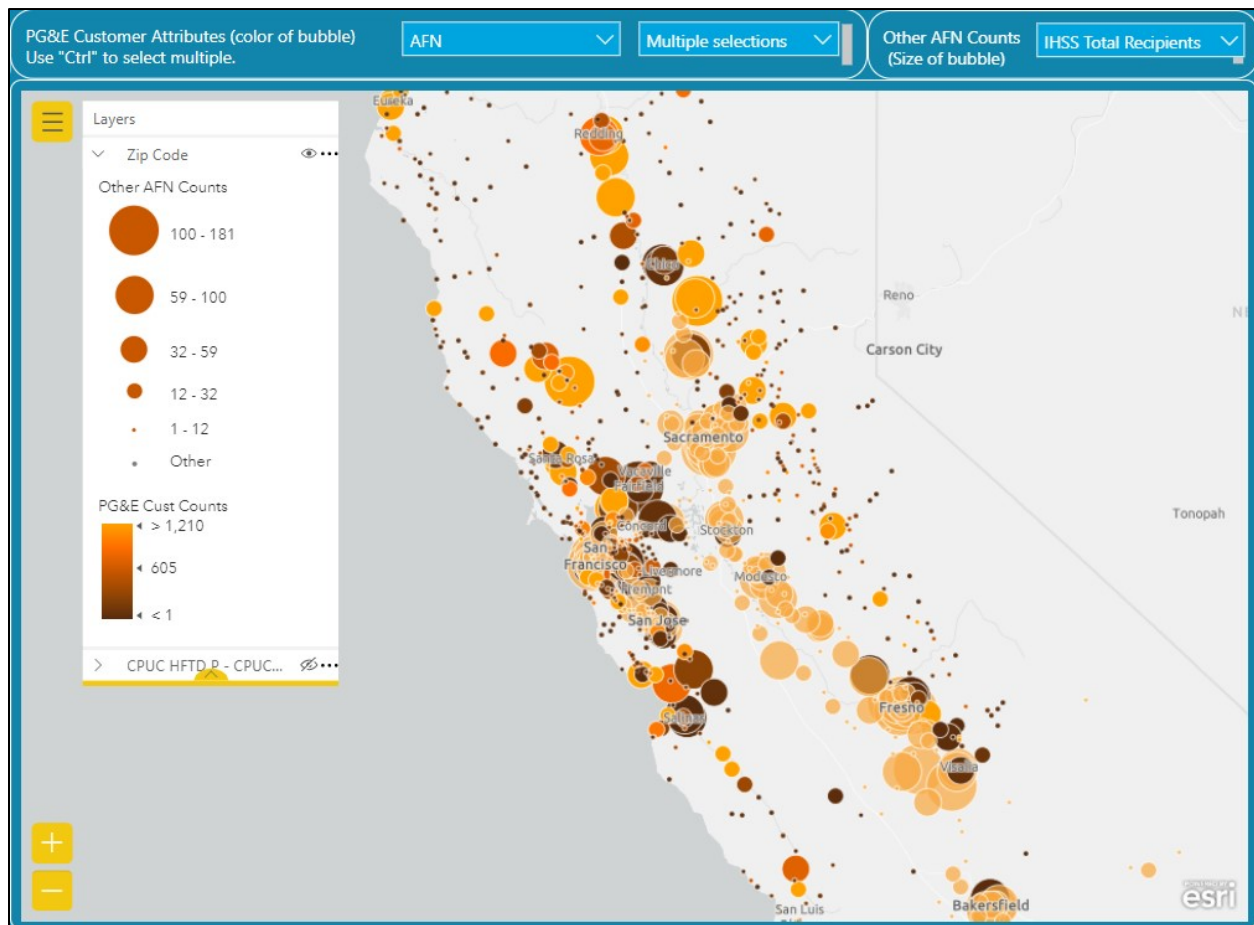
³ Per D. 21-06-034, identification efforts include also “persons reliant on electricity to maintain necessary life functions including for durable medical equipment as assistive technology”. Id at pp. A8-A9.

Table 2. CA Electricity Dependent Clients

Service Areas	Regional Centers	IHSS	Medicare	Total*	Utility MBL
PG&E	~5,300	~13,800	~73,950	~93,000	~253,650
SCE	~7,400	~14,400	~77,300	~99,000	~112,500
SDG&E	~1,500	~1,650	~13,000	~16,150	~71,000
Total	~16,100	~34,400	~164,250	~214,750	~437,150

*May include duplication within the column counts of clients receiving more than one state agency service

Table 3. Service Territory Map of Customers with AFN



In 2022, the IOUs will focus on further identifying Electricity Dependent individuals through self-identification, market research and CBO collaboration. Additionally, IOUs will leverage community partners to reach Electricity Dependent individuals that cannot feasibly be identified in its own database such

as pregnant and nursing women, individuals experiencing homelessness, transportation disadvantaged etc.

1.3.3 Capability Assessment

FEMA Step 3: Operational priorities – specifying what the responding organizations are to accomplish to achieve a desired end-state for the operation.

The goal is to mitigate the impacts of PSPS on individuals with AFN served by the IOUs through improved customer outreach, education, assistance programs and services.

The key objectives have been identified as followed:

- Identify individuals who are Electricity Dependent
- Establish a communication plan that reaches all AFN segments
- Continuously improve tools to make them easy to understand and navigate for individuals and external organizations to access the information
- Identify new enhancements to programs and resources needed to mitigate the impacts of PSPS
- Cultivate new partnerships and expand existing partnerships with the whole community
- Coordinate and integrate resources with state, community, utility to minimize duplication
- Establish measurable metrics and consistent service levels
- Effectively serve and adapt to the needs of individuals with AFN before, during, and after any PSPS

In order to prioritize the key considerations, the team developed and utilized criteria to determine operational priorities. See Prioritization Details in Appendix B – 2022 Joint IOU AFN Plan – Prioritization Tool.

- Aligns to Goals and objectives: Does this resource minimize the impacts of PSPS for electricity- dependent individuals with AFN? Does this resource fall within the definition of individuals that require power for devices/equipment for health, safety, and independence?
- Actionable/Feasible: Are there opportunities for action to address the critical issue? Is there room to make meaningful improvement on the issue?
- Effective: Is this resource effective in addressing the risk, for example

mitigates the drivers (why?) or outcomes (what?)

- **Creates Positive Customer Experience:** Is it likely that addressing this issue will have positive customer impact or minimize the PSPS experience? Will customers be satisfied with this resource or program?
- **Urgency:** Is this a priority issue that needs to be addressed in the next year?
- **Unique:** Are these resources unique? Would there be a major gap if these resources were non-existent?
- **Efficient and Affordable:** Does it achieve the desired goal in an efficient way? Inefficient use of manpower and funds reduces the total number of people who can be effectively assisted.

FEMA: Step 4: Plan Development Develop and Analyze Courses of Action – This step is a process of generating, comparing, and selecting possible solutions for achieving the goals and objectives identified in Step 3. Planners consider the requirements, goals, and objectives to develop several response alternatives. The art and science of planning helps determine how many solutions or alternatives to consider; what works in one territory might not be available and/or relevant in another territory. While there is a desire to have a consistent response across all the IOUs, it is not entirely possible.

The IOUs have worked to deliver consistent services and resource offerings however the delivery and eligibility will likely be different in the various territories.

As part of the planning process the Core Planning Team reviewed the existing resources offered by the IOUs and suggested potential enhancements to consider in 2022. See IOU Resource Matrix Appendix C – 2022 Joint IOU AFN Plan – IOU Resource Matrix.

Table 4. Potential Enhancements

Resource	Potential Enhancements
Communications	<ul style="list-style-type: none"> • Enhanced and targeted AFN communication plans for preparedness, during and after a PSPS (e.g., American Sign Language (ASL), simplified, plain language, pictures, multi-channel)

	<ul style="list-style-type: none"> • Explore simplifying program sign-up – (e.g., initiative to create a “one stop” application process currently identified for CARE/FERA and Energy Savings Assistance (ESA) programs) • Expand the resiliency webinar trainings (e.g., SCDD/Red Cross) • Develop targeted tips for individuals with AFN (e.g., charge devices in advance, keeping food safe during a PSPS, post PSPS actions) • One stop shop approach to sign up for utility programs (e.g., single website) • Ensure website content is accessible
<p>Training/Community Meetings/Webinars</p>	<ul style="list-style-type: none"> • Enhance training with targeted CBOs that support individuals with AFN to include both caregivers and clients (solicit input from Advisory Council members to ensure greatest success) • Targeted outreach to the diverse needs of the individuals with AFN. Look for ways to enroll individuals in IOU programs during these power shutoffs (e.g., sign up for self-certification)
<p>PSPS Notifications/ PSPS Contact</p>	<ul style="list-style-type: none"> • Conduct a review of the notification process to the individuals with AFN to identify enhancements and ensure accessibility (e.g., ASL) • Potentially coordinate wellness efforts with 3rd parties (e.g., Community Emergency Response Teams (CERTs))
<p>Resource Centers/ Cooling Centers</p>	<ul style="list-style-type: none"> • Address privacy/quiet space considerations for individuals with AFN at indoor, outdoor, and mobile CRCs • Provide ASL information to inform, locate, and leverage the resource

	<ul style="list-style-type: none"> • Leverage supplemental resources during a PSPS for individuals with AFN (e.g., CBOs, The Arc local chapters) • Potentially coordinate wellness efforts with 3rd parties (e.g., CERTS) • Consistency of locations across the state • Rural areas- difficult to access • Medical device charging (replacements, leave device while charging) • See Cal OES Inclusive Blueprint for Addressing Access and Functional Needs at Mass Testing/Vaccination Sites for reference
Resiliency Items	<ul style="list-style-type: none"> • Leverage CBOs to provide targeted resiliency items to households with individuals with AFN (e.g., lights, sensors, cooler bags, gas cards, emergency blankets, battery powered blenders) through a partnership program with CBOs (learn from the past on what works) • Resiliency items for pets and service animals
Backup Power	<ul style="list-style-type: none"> • Review/expand eligibility of generator programs to facilities that support individuals with AFN (e.g., Food Banks, The Arc, Regional Centers) • Review eligibility requirements for the various programs • Leverage partners to help identify individuals with AFN who need generators (e.g., similar to the Tribal community example from SDG&E) • Regional Centers as trusted partners to help clients qualify for programs/resources • Provide more options for rural communities

Food	<ul style="list-style-type: none"> • Screening for specific dietary needs (low sugar, salt, culturally relevant) • Considerations for zero waste/sustainability • Considerations for pets • Partner with Department of Social Services, Red Cross • Consider that food options have real world barriers (e.g., location, hour of day, who is open) • Partner with local school districts • Replacement
Transportation	<ul style="list-style-type: none"> • Expand education with the transportation organizations to discuss the needs of individuals with AFN and the impacts of PSPS (e.g., paratransit organizations, public transportation) • Coordinate efforts with emergency management resources • Considerations for expanding resources (accessible, car seats, pets) • Egress from a building with elevators
Temporary Lodging/Hotel	<ul style="list-style-type: none"> • Considerations in rural areas might need to coordinate efforts with emergency management resources when hotel accommodations are not available • Screening for specific needs for individuals with AFN (e.g., accessibility, refrigeration)

Additionally, the IOUs have in-depth sessions planned in Q1 with the AFN Collaborative Team to further enhance this section. Actions identified will be reflected in future quarterly updates.

Research and Surveys

In 2022, the IOUs will continue to collaborate and share best practices as they solicit and evaluate feedback about the PSPS program, including support, services,

and resources offered to individuals with AFN and the implementation of the PSPS protocols. The IOUs will solicit feedback through a variety of channels, including consultation with various Advisory Councils.

The IOUs have research efforts planned in 2022, potentially including: listening sessions and working groups with local governments, tribes, and critical facilities; webinars for customers and communities; wildfire and PSPS awareness studies; feedback via digital channels; co-creation sessions with customers, partners, and IOU employees; notification message testing; and real-time event feedback on the dedicated PSPS webpage, including a review of the notification process to individuals of AFN to identify enhancements and ensure accessibility such as ASL.

PG&E annually conducts three PSPS Wildfire Mitigation surveys—a Baseline survey conducted in the Spring, a Pre-PSPS season survey conducted in August/September, and a Post-PSPS season survey conducted in November/December, immediately after the peak wildfire season. The purpose of the surveys is to measure the effectiveness of its outreach efforts before, during, and after PSPS among a representative sample of PG&E’s residential customers. The surveys are conducted online and by telephone and are available in all prevalent languages⁴ in PG&E’s service territory. More information on PG&E’s PSPS Wildfire Mitigation surveys can be found in Section 2.9.3.

Also, as a result of feedback and research from CBOs, local governments, and tribes who support AFN populations, the IOUs are committed to continuously reviewing the needs of individuals with AFN before, during, and after PSPS to enhance support for those individuals who rely on electricity to maintain necessary life functions, including for durable medical equipment and assistive technology.

1.3.4 Success Measures and Metrics

The success of these efforts should be judged by applying measurable, objective, well-defined and consistent standards. AFN Leaders and the Joint IOUs have aligned on what the AFN Plan needs to address and identified the following starting Key Performance Indicators to measure impact of PSPS on individuals

⁴ English, Spanish, Chinese (Mandarin and Cantonese), Vietnamese, Korean, Tagalog, Russian, Arabic, Farsi, Punjabi, Japanese, Khmer, Hmong, Thai, Hindi, and Portuguese.

with AFN and identify any gaps.

Key Performance Indicators to measure the impact:

1. The percentage of individuals with AFN who were aware of what support and resources were available to them during a PSPS
2. The percentage of individuals with AFN who were able to use necessary medical equipment to maintain necessary life functions for the duration of any PSPS that affected them
3. The percentage of individuals who utilized mitigation services who reported they were satisfied with the level of support

Additionally, the IOUs are working with the AFN Collaborative team in Q1 to identify any additional Key Performance Indicators needed.

1.4 Planning Assumptions

- For most PSPS, notification is provided in advance of power shutoff
- The scope of PSPS can expand or contract rapidly in a short period
- Effective support of individuals with AFN requires a whole community (i.e., utilities, CBOs, non-profits organizations, government agencies) approach
- PSPS may occur concurrent with unrelated emergencies (e.g., active wildfires, cyber-attacks, technological hazard incidents)
- The IOUs will continue to work to create as consistent statewide response to PSPS as possible, acknowledging that there are different needs base on geographic areas.

While this is a high-level overview of the IOUs' shared vision, the details for each of the IOUs can be found in Sections 2-4 of the IOU specific Plans. Continued work will be done for the IOUs to align and create a consistent response across the three IOU territories where possible recognizing that resources may not be available consistently across the state (e.g., the paratransit resource Facilitating Access to Coordinated Transportation (FACT) limited geographic reach) and/or different partnerships/approaches have already been established to address the needs within the territory (e.g., Disaster Access and Resources Program (DDAR)). Additionally, the Core Planning Team has identified some key areas where further

collaborative discussions are needed to refine the consideration to make it feasible and actionable. The Joint IOU Statewide AFN Advisory Council meetings will be leveraged to validate and align on the desired outcomes.

Planning efforts will focus on achieving the following objectives:

Objectives:	Potential Additions to Current State/Enhancement:
Identify individuals who are Electricity Dependent	<ul style="list-style-type: none"> • Collaborate with CBOs to leverage the common definition and identify targeted outreach opportunities • Care Coordination screening outreach efforts conducted by 211 • Continue to deploy and expand strategies to enhance identification of individuals with AFN: • Partner with state agencies, hospital associations, healthcare providers, and CBOs to identify targeted audiences • Comprehensive IOU marketing campaigns (direct mail and digital media) to promote beneficial programs like MBL, CARE, FERA, to reach individuals with AFN • Marketing and outreach campaigns to encourage customers to self-identify as individuals with AFN • Leverage market research to qualify individuals with AFN from internal and external sources • Continue to promote the ability for customers to “self-certify/identify” as individuals with AFN/ “Vulnerable Customer” status across new channels including websites • Explore options to conduct an inventory of CBOs (e.g., convent-type housing) in the high fire threat areas (HFRA’s)
Establish communication plan	<ul style="list-style-type: none"> • Provide communications in prevalent languages and preferred formats, including American Sign Language

<p>that reaches all AFN segments</p>	<p>(ASL) communications (e.g., notifications, programs and resources information)</p> <ul style="list-style-type: none"> • Develop comprehensive joint IOU and IOU specific multichannel marketing campaigns to promote services and resources available before, during and after a PSPS, leveraging simplified, easy to understand/plain language • Partnering with state agencies, hospital associations, healthcare providers, durable medical equipment companies, multifamily dwellings, paratransit companies, and community-based organizations (CBOs) to further promote IOU assistance programs • Leverage a statewide approach where possible to cost effectively develop materials that are accessible to the Deaf and/or the Deaf-Blind communities as well as the intellectually disabled communities, that are user friendly for the targeted outreach, and for CBOs and State Agencies to distribute
<p>Continuously improve tools that are easy to understand and navigate for individuals and external organizations to access information</p>	<ul style="list-style-type: none"> • Leverage joint IOU website as a centralized resource for State and CBOs to easily locate programs and resources available – further collaborations to identify needs are planned for Q1 • Explore simplifying program sign up – (e.g., initiative to create a “one stop” application process currently identified for CARE/FERA and ESA programs) • Utilize 211 Care Coordinators to assist with enrollments into IOU program and services through outbound and inbound (leveraging an appointment scheduler system) efforts • MBL electronic features

	<ul style="list-style-type: none"> • Maximize ease of navigating IOU websites, especially those geared towards information for individuals with AFN (e.g., reads page aloud) • Explore way to make it as simple as possible to apply for advance warnings of shutoffs
<p>Identify new enhancements to programs and resources needed to mitigate impacts</p>	<ul style="list-style-type: none"> • Work to expand program eligibility to state and local agencies that have centers for individuals with AFN to access (e.g., engage The Arc local chapters as CRC to support during PSPS, backup power program eligibility for Regional Centers living centers) • Develop potential Tiers of the programs and resources to address and help prioritize the needs of individuals with AFN • Continue to identify assistive technologies that could help mitigate impacts of PSPS on individuals with AFN • Expand resiliency items where possible for pets and service animals (e.g., water for livestock) • Accessibility enhancements to CRCs (e.g., privacy screens) • Consider ways to accommodate individuals with AFN to leave medical devices to charge at CRCs and/or provide replacements • Explore enhancements for warm food support (e.g., screening/delivery of specific dietary needs (low sugar, salt, culturally relevant and considerations for zero waste/sustainability)), while recognizing food options have real world barriers (e.g., location, hour of day, who is open) • Work to align information about IOU programs like MBL to be consistent • Explore options to simplify the MBL sign-up process to streamline the medical provider signature

	<p>requirement (e.g., could other trusted partners provide the necessary verification such as Regional Centers, In-Home Support Services (IHSS) care providers)</p>
<p>Cultivate new partnerships and expand existing partnerships with the whole community</p>	<ul style="list-style-type: none"> • Develop and expand compensation structure for CBOs to provide education and outreach to individual with AFN to amplify the preparedness and active PSPS support • Work to cultivate new partnerships (e.g., Tribal Communities, Veteran organizations and hospitals, Senior organizations, healthcare agencies, durable medical equipment companies) • Identify and explore opportunities to have partners help identify individuals with AFN who need generators (e.g., similar to the Tribal community example from SDG&E, Regional Centers, Independent Living Centers (ILCs), California Foundation for Independent Living Centers (CFILCs)) • Partner with emergency management services on egress from buildings with elevators and on paratransit transportation • Explore expanded relationships to assist with wellness checks during a PSPS (e.g., Community Emergency Response Teams (CERTs), Wildfire Safety Council volunteers)
<p>Coordinate and integrate resources with state, community, and utility</p>	<ul style="list-style-type: none"> • Conduct a review of resources and support network for individuals with AFN to develop a coordinated response that closes gaps vs. duplicating efforts (e.g., Regional Center battery program, Council for the Blind emergency bags, wellness checks/efforts, IHSS, American Red Cross)

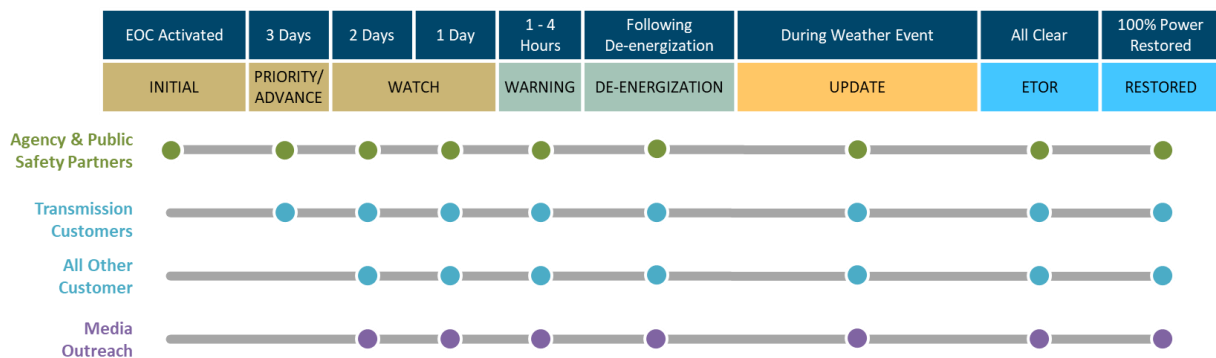
2 CONCEPT OF OPERATIONS | HOW

2.1 Preparedness/Readiness (Before Power Shutoff)

Community outreach and public awareness is a key component of emergency planning and preparedness to ensure customers and communities are informed and adequately prepared prior to a wildfire or PSPS. PG&E strives to deliver effective communications before, during, and after PSPS.

Throughout PSPS, PG&E makes significant efforts to notify Public Safety Partners, Local/Tribal Governments, CBOs, and impacted customers, including those in the AFN community, in accordance with the minimum timelines set forth by the CPUC Phase 2 Guidelines (D.19-05-0142), weather and other factors permitting.

Figure 2. PG&E PSPS Timeline Example



2.1.1 Emergency Operations Center

PG&E’s Emergency Operations Center is open in preparation for PSPS.

Due to the impacts of COVID-19 pandemic, PG&E adjusted its EOC operations to be entirely remote and virtual in 2021. PG&E and external partner organizations exercised simulated PSPS in the virtual EOC environment two times prior to the PSPS season in 2021 and then applied learnings from those simulations during actual PSPS. PG&E operated all PSPS in 2021 through the utilization of the Virtual EOC and built many tools and processes to keep the EOC team members aligned and coordinated throughout PSPS.

The Situation Room is a segment of PG&E’s EOC and is responsible for CBO communication and supporting customers with AFN.

2.1.1.1 Preparation Exercises

PG&E’s Emergency Preparedness and Response (EP&R) department hosts PSPS exercise(s) where we test our ability to communicate effectively with our partners

during PSPS, gain efficiencies within roles, and identify possible areas of improvement that PG&E and our partners may undertake in advance of the 2022 fire season. Following the exercise(s), After Action Reviews (AAR) are completed to identify adjustments needed to procedures and/or where additional training is required. These PSPS exercises and workshops are a continued best practice in 2022.

2.1.1.2 Training

A key finding from 2019 PSPS was the need for PG&E teams who are working in the Emergency Operations Center (EOC) to receive more structured and consistent emergency management training. As a result, everyone who supports PSPS in PG&E's EOC is being trained on Standardized Emergency Management System (SEMS), National Incident Management System (NIMS) and Incident Command System (ICS). Since the state and local governments use SEMS to manage emergencies, this new training requirement will ensure PG&E's procedures are aligned with these agencies.

The specific training requirements included:

- IS-100.C – Introduction to Incident Command;
- IS-200.C – Basic ICS for Initial Response;
- IS-700.B – An Introduction to the National Incident Management System;
- IS-800.C – National Response Framework, an Introduction; and
- SEMS G606 – Standardized Emergency Management Introduction.

In Initiative 7.3.9.1 of our 2021 WMP, we explained a four-phased being undertaken to train our EOC staff, with a targeted completion date of all four phases by 2022. We are continuing to make progress with training for all emergency response roles in each phase. This will ensure all required personnel are prepared to support our improved PSPS execution.

Phase 1 consists of the foundational trainings to understand the basic structure and functional process associated with SEMS/ICS command. We targeted completion of the five web-based courses included in Phase 1 training within 60 days of assignment to the emergency response team.

Phase 2 is designed to ensure all Command and General staff (i.e., Officers and primary Assistants, Section Chiefs and Deputies) complete Integrating AFN training such as G197 or equivalent courses. G197 AFN is instructor led by Cal

OES. The calendar is developed by Cal OES for the entire year and PG&E was able to secure three courses in 2021. PG&E successfully executed all three courses. Going forward and with concurrence from CSTI, we will allow members to enroll in the web-based equivalent course, IS 368 in lieu of G197 until a utility specific G197 course is available.

Phase 3 training is targeted towards all Command & select roles in the General staff. It requires key EOC team members to complete the ICS 300 and 400 courses.

Phase 4 training courses are in development through collaboration with CSTI. We have completed the curriculum and gained approval from CSTI for one position specific course for staff in the Safety Officer role. This course was delivered as a pilot and will be placed in the training schedule. We will continue to partner with CSTI on the development of the remaining thirteen position specific courses.

2.1.1.3 AFN Liaison

In 2020, PG&E developed a dedicated team, which included a CBO Liaison to maintain ongoing communications with CBOs before, during, and after PSPS. In 2021, to align with PG&E's IOU counterparts and SEMS, the CBO Liaison role evolved into an AFN Strategy Lead and AFN Advisor. These roles will continue in 2022. During PSPS in 2021 this team continued to engage with resource partner CBOs (e.g., DDAR, food banks, Meals on Wheels, and CBOs that provide translations in Indigenous languages), as well as information-based CBOs, to manage two-way communication leading up to and during each PSPS. This dedicated team also provides paratransit notifications, as well as impacted ZIP Code lists to CBO resource partners and paratransit agencies.

Following feedback from PG&E's AFN-focused advisory council PWDAAC, PG&E established daily coordination calls with CBO resource partners supporting PSPS to provide an open forum to answer questions, offer suggestions regarding how they can best support their customers, and facilitate more localized coordination among the partners.

2.1.1.4 Customer Care

In 2022, PG&E will continue to support individuals with AFN, including during PSPS. When concerned customers call and speak with an agent, they will be directed to the appropriate resource to receive support (e.g., 211, AFN Strategy

Lead EOC role, etc.). Additionally, PG&E's Customer Contact Center representatives are trained to speak with customers experiencing challenges and if it is the customers' preference, flag them in PG&E's system as having a self-identified disability for additional consideration of tools, programs, and services.

2.2 AFN Identification Outreach

PG&E understands the importance of identifying AFN customers to ensure that such populations receive the education and notification they need to maximize resiliency during a PSPS. To identify and calculate specific customers and/or households that are considered AFN, PG&E uses the following categories for which data is available in our internal databases (e.g., CC&B and others):

- Customers enrolled in the MBL program;
- Customers enrolled in CARE or FERA;
- Customers that self-identify to receive an in-person visit before disconnection for non-payment (e.g., vulnerable);
- Customers that self-identify as having a person with a disability in the household (e.g., disabled);
- Customers who self-select to receive utility communications in non-standard format (e.g., in braille or large print); and
- Customers who indicate a non-English language preference.

In 2022, PG&E added six additional categories for which customers can self-identify including to broaden opportunity for identification of customers with AFN:

- Customers that self-identify as having a person in the household who uses durable medical equipment
- Customers that self-identify as having a person in the household who uses assistive technology
- Customers that self-identify as having a person in the household who has a hearing disability (e.g., Deaf or hard of hearing)
- Customers that self-identify as having a person in the household who has a vision disability (e.g., low vision)
- Customers that self-identify as having a person in the household who is blind
- Customers that self-identify as having a person in the household who is 65+ years old

In 2022, PG&E began a Self-Identification Call Campaign pilot which allows customers to identify if a resident in the home is living with one or more of the following disabilities: blind, low vision, Deaf or hard of hearing, disabled (cognitive, physical, developmental), 65+ years old, and/or dependent on assistive technology and/or durable medical equipment. A direct mail pilot is also planned in Q1. A broad outreach campaign will apply learnings identified during the pilots, as well as inclusion in general wildfire preparedness outreach campaigns throughout the year.

2.3 AFN Support Resources

To aid in the support and preparedness of customers with AFN, PG&E provides a broad range of programs and resources before, during, and after PSPS. PG&E is committed to continuously identifying improvements and new opportunities.

In accordance with D.20-05-051 and D.21-06-034, Pacific Gas and Electric Company (PG&E) provides a quarterly update on our activities so support customers with AFN between October 1, 2021 and December 31, 2021 in Appendix D – PG&E’s Quarterly Progress Report of Activities Between October 1, 2021 and December 31, 2021.

Data on participation in each program and/or utilization of each type of assistance, including free and/or subsidized backup batteries, the Self-Generation Incentive Program’s (SGIP) Equity Resiliency Budget, Community Microgrid Incentive Program, hotel vouchers, transportation to CRCs, and any other applicable programs or pilots to support resiliency for persons with access and functional needs and vulnerable populations, by census tracts for 2021, where available is provided in Appendix E – Program/Assistance Participation Data By Census Tract.

2.3.1 211 Care Coordination & Referral Service

Through PG&E’s charitable grant program, PG&E continues to provide grants to 211 so that 211 service providers refer individuals to social services available in their community. PG&E signed an agreement with the CA Network of 211 to provide customers with AFN with a single source of information and connection

5 D.21-06-034

to available resources in their communities. This agreement will provide PSPS education, outreach, and emergency planning in advance of PSPS. Connecting those with AFN to critical resources like transportation, food, batteries, and other social services during PSPS.

Outside of active PSPS, 211 will focus on outreach to at-risk customers, including those living in each IOU's high-fire-risk areas who are eligible for income-qualified assistance programs and rely on life-sustaining medical equipment. The focus during these periods will be to evaluate these customers' resiliency plans, connect them with existing programs that can help them prepare for outages, and to assist them in completing applications for these programs. PG&E's partnership with 211 connects customers with approximately 13,000 CBOs across our service area.

2.3.2 Resource Planning and Partnerships

PG&E has established a robust assistance model through agreements with several CBOs and will continue to explore opportunities to provide customer support before, during, and after PSPS.

2.4 Customer Resiliency Programs and Continuous Power Solutions

PG&E offers solutions to reduce adverse impacts of PSPS to customers, including those who are most vulnerable. In advance of wildfire season and throughout 2022, PG&E will continue to work with partner organizations to provide outreach and support to customers with AFN through programs such as the ones described below.

2.4.1 Disability Disaster Access and Resources (DDAR) Program

In April 2020, PG&E and CFILC launched the DDAR Program, a joint effort to serve customers with AFN who have medical and independent living needs and older adults.

CFILC administers the program through partnerships with participating Disability Disaster Access & Resource Centers (DDARCs)⁶ in local communities throughout PG&E's service territory. DDAR enables local DDARCs to provide qualifying customers who use electrical medical devices with access to backup portable

⁶ The Find a DDARC tool lists participating DDARCs: https://www.pge.com/en_US/safety/emergency-preparedness/natural-disaster/wildfires/independent-living-centers.page?WT.mc_id=Vanity_disabilityandaging.

batteries through a grant, lease-to-own, or the FreedomTech⁷ low interest financial loan program. DDAR focuses on understanding customer needs through a live intake process, discussing emergency plan preparedness, and assessing the best resiliency solution for each customer during a PSPS. PSPS resources provided by DDAR include accessible transportation, lodging, food vouchers, and gas cards for generator fuel. Throughout the year, DDAR assists customers with disabilities and independent living needs with emergency planning and education and outreach about PG&E programs, such as the MBL Program.

In 2022, PG&E anticipates the DDAR Program will continue to offer a variety of resources to qualified customers in High Fire Threat Districts or who reside in areas that are likely to be impacted by PSPS. Resources will include batteries, hotel stays, food vouchers, gas cards, transportation, and other resources. The DDAR program will expand program eligibility to provide support to customers who use durable medical equipment and assistive technology that is required to live independently. The DDAR program plans to deliver at least 1,000 batteries to qualified customers in 2022.

2.4.2 Self-Generation Incentive Program (SGIP)

SGIP provides incentives for permanent battery systems for backup power. Over the last several years, SGIP has evolved with an increased focus on vulnerable customer resiliency. Under SGIP's equity resiliency budget category, incentives can cover up to 100 percent of funding, including battery cost, installation, and rewiring to eligible customers.

Since 2020, the majority of SGIP funding is reserved for customers who meet equity and/or equity resiliency criteria⁸, with a focus on MBL customers and customers who rely on electric well pumps at their primary residence. Higher base incentives are reserved for those who are both vulnerable to PSPS outages

⁷ <https://freedomtech.org/>.

⁸ Commission D.19-09-027 established a new "equity resiliency budget" set-aside for customers participating in one of two low-income solar generation programs or vulnerable households that are located in Tier 2 and Tier 3 HFTD, as well as for critical service facilities serving those areas. D.20-01-021 authorized statewide annual ratepayer collections of \$166 million annually through 2024 for the SGIP program. This decision prioritized allocation of funds to benefit customers affected by PSPS or located in areas with extreme wildfire risk, including adopting a resiliency adder and a renewable generation adder to promote critical resiliency needs during PSPS.

and provide critical functions for customers during the outage(s).⁹

PG&E also offers the SGIP Financial Assistance pilot. This pilot adjusts the timing of SGIP incentive payment structures to provide a fifty percent (50%) upfront payment to approved contractors installing SGIP-eligible measures for qualifying residential customers applying for equity and equity resiliency SGIP incentive funds. This payment structure removes cost barriers to enable vulnerable residential customers to improve their energy resiliency before PSPS and other emergencies.

The remaining funds for the residential General Market budget reserves fifty percent (50%) for customers living in Tiers 2 or 3 HFTDs, or who have been impacted by two or more discrete PSPS but were unable to apply to the Equity Resiliency budget. This budget opened on November 16th, 2021. PG&E recommends verifying with the selfgenca.com/home/program/metrics/ for up-to-date budget availability.

As of the end of 2021, PG&E managed a total of ~\$77M+ across ~5,200 Equity Resiliency applications, including \$49M+ representing ~2,000 applications paid in both 2020 and 2021.

SGIP program design is an ongoing effort led by the CPUC, and PG&E is actively participating to shape rules to benefit our AFN customers in the future and will work with stakeholders to evaluate the program's ability to support AFN customers.

2.4.3 Portable Battery Program (PBP)

Launched in August 2020, the PBP provides free portable backup battery solutions to low-income¹⁰ MBL customers in Tier 2 and 3 HFTD areas to support resiliency during PSPS.

Five Low-Income Home Energy Assistance Program (LIHEAP) providers administer the PBP: Butte Community Action Agency, Central Coast Energy Services, Community Resource Project, North Coast Energy Services, and Redwood Community Action Agency. Richard Heath & Associates (RHA), a third-party

⁹ Customers eligible for the equity resiliency incentive will receive a \$1 per-watt-hour incentive for energy storage projects.

¹⁰ Enrolled in CARE or FERA.

energy program implementer focused on underserved communities, is also working with PG&E on the program. These PG&E partner organizations actively reach out directly via mail and phone to all customers who meet eligibility criteria. The delivery partner then completes an assessment¹¹ of the customer's medical equipment power needs and provides a battery, if appropriate. Customers do not need to apply for the program. Like the DDAR Program, PBP focuses on understanding customers' needs through conversation, discussing emergency plan preparedness, and assessing the best resiliency solution for each customer during PSPS.

The PBP provides a range of batteries from smaller (500 Wh) lightweight batteries to larger (6,000 Wh) batteries in order to meet the power needs of a variety of medical devices. The larger batteries are delivered to those with higher energy needs.

PG&E worked with each of the delivery organizations to design the assessment and develop prioritization guidelines. PG&E provided a targeted list of customers and prioritized the list using historical PSPS and 10-year lookback data to ensure customers most likely to be impacted would be contacted first. Once the PBP partner reached the customer and completed the energy assessment, the battery assignment was at the discretion of the local partner organization. This approach provides a simple, streamlined customer experience that meets local community needs and does not require capital outlay from participating customers.¹²

In 2022, PG&E and partner organizations plan to continue delivering portable batteries to qualifying customers. Since the income-qualified MBL population has been targeted exclusively by the PBP for two seasons and over 10,700 batteries have been delivered, PG&E will explore expanding eligibility for this program to non-income-qualified MBL customers in HFTDs or impacted by 2 or more PSPS since 2020. In addition to the batteries already delivered, PG&E plans to deliver at least 5,000 portable batteries to qualified customers in 2022.

¹¹ The number of completed energy assessments and battery deliveries depend on customers who respond to outreach, are willing to participate, and have medical devices that are eligible to be supported by a battery.

¹² Customers are responsible for the costs of charging the batteries, but all efforts are made to deliver the battery with a full charge whenever possible.

2.4.4 Generator and Battery Rebate Program (GBRP)

PG&E's GBRP provides leveled rebates to MBL customers, well pump customers, and small and micro-sized business customers that are deemed essential but non-critical care. Those located in Tiers 2 or 3 HFTDs are eligible for a \$200 additional rebate if the customer is on PG&E's CARE or FERA program, so long as the rebate does not exceed the price of the product. Eligible customers must submit their rebate application within 12 months from their purchase date of the qualifying product or by December 31, 2022, whichever date is sooner. In 2021, PG&E also launched the Backup Power Transfer Meter (BPTM) pilot to install 50 devices to customers who participated in the GBRP that had compatible generators with the BPTM. This device is a meter that is also a transfer switch during power outages, that will automatically connect power to the generator when it detects the grid is offline, and switch back to the utility once it is back on.

In 2022, PG&E will continue offering this program to eligible customers and include BPTM devices.

2.5 Customer Assistance Programs

2.5.1 Food Replacement Options and Other CBO Resources

2.5.1.1 Community Food Bank Support

We recognize food replacement is a critical need for some individuals with AFN, particularly those who are low income. While PG&E has an existing relationship with the California Food Bank Association and provides resilience grants to the various regional food banks, PG&E also continues to establish agreements with food banks throughout our service area to seek additional support for customers experiencing food loss resulting from PSPS. PG&E currently has agreements with 23 food banks covering 37 counties and will continue to look for opportunities to enhance food bank agreements in 2022.

Additionally, PG&E will continue to offer grants to food banks¹³ to provide critical services to vulnerable customers during emergencies, including wildfires, power outages, and PSPS.

¹³ Approximately \$220,000 of the \$675,000 total was provided in Q3 2021.

2.5.1.2 Meals on Wheels Partnerships

PG&E has partnered with Meals on Wheels providers throughout our service area to provide seniors who are impacted by a PSPS with one or two additional meal(s) per day for the duration of the power shutoff. In addition to the meal, the provider completes an in-person wellness visit that includes messaging about the potential PSPS and guidance to additional resources available through PG&E. PG&E currently has agreements with 25 providers covering 22 counties and will explore opportunities for additional partnerships in 2022.

2.5.1.3 Grocery Delivery Services

Food for Thought, based in Sonoma County, provides groceries to customers who are impacted by a PSPS and are homebound due to advanced medical conditions (e.g., COVID-19, congestive heart failure, HIV/AIDS). Groceries provide the participating individual enough food for three meals a day for a week. Through this program, during the PSPS implemented in 2021, PG&E provided food delivery to 10 customers in Sonoma County. In 2022, PG&E will seek to identify similar resource providers in other regions of our service area.

2.5.1.4 Family Resource Centers

In 2021, PG&E established partnerships with two family resource centers to provide families experiencing food loss with grocery gift cards depending on family size. These family resource centers support Napa and Placer counties. In 2022, PG&E will continue to look for opportunities to expand agreements to additional family resource centers throughout our service area.

2.5.1.5 Fresh Produce

Lost Sierra Food Project in Plumas County has an agreement with PG&E to provide fresh produce and vegetables from their local farm to customers experiencing food loss due to PSPS. In 2022, PG&E will continue this partnership.

2.5.1.6 Portable Shower and Laundry Services

Haven of Hope on Wheels in Butte County has partnered with PG&E to deploy portable showers and laundry services in Butte County when customers are without power due to PSPS. In 2022, PG&E will continue to this partnership.

2.5.1.7 Accessible Transportation

PG&E provides accessible transportation for our customers to Community

Resource Centers (CRC) or hotels through our DDAR Program and 211. In 2022, we will explore opportunities to expand access to accessible transportation.

2.5.2 Medical Baseline (MBL) Program

The MBL Program is an assistance program for residential customers who have extra energy needs due to qualifying medical conditions. The program includes two different kinds of support to customers:

1. Additional monthly allotment of energy at the lowest price on their current rate. MBL customers who are on tiered rate plans on this program receive an additional allotment of gas and/or electricity every month at the lowest price available on their rate, called the Baseline Allowance.
2. Extra notifications in advance of PSPS. MBL customers who are identified as potentially being impacted by PSPS will receive a notification via phone, text, and email that requests confirmation of received notification. We send additional notifications to these customers to attempt to verify receipt of notifications, with hourly notification retry attempts for those customers who have not confirmed receipt of their notification. PG&E conducts site visits (referred to as “rings”) if these notifications were not acknowledged by the customer. These extra notification steps are intended to ensure our medically sensitive customers know when to prepare and activate their emergency plans.

To enroll in the MBL, a qualified medical practitioner must certify that a full-time resident in the home has one or more of the following medical conditions:

- Dependent on life-support equipment used at home;
- A paraplegic, hemiplegic, quadriplegic, or multiple sclerosis patient with additional heating and/or air-conditioning needs;
- A scleroderma patient with additional heating needs;
- Being treated for a life-threatening illness, compromised immune system, or other medical condition with additional heating and/or air-conditioning requirements necessary to sustain the patient's life or prevent deterioration of the patient's medical condition.

In 2022, PG&E will continue with its paid media display ads targeting Healthcare Providers to raise general MBL program awareness. PG&E will continue running its MBL radio ads to reach customers in rural areas who do not have access to internet or who rely on radio to receive information. In addition, PG&E also plans

to increase MBL awareness through its social media ads targeting residential customers.

PG&E will continue to promote MBL program within its PSPS and wildfire preparedness outreach efforts, such as IP Warming emails for safety, PSPS Alert/references in bill packages, Address Alerts campaigns, etc. In terms of community outreach, PG&E will continue with trainings to IHSS providers and CBOs, in addition to its Regional Safety Webinars to educate our communities about the MBL program and offerings. Annual third-party bill inserts will also be sent to residential customers who reside in Tiers 2 and 3 HFTDs, encouraging them to apply for the MBL program, if they think they are eligible. Master Meter tenants enrolled in MBL will receive a direct mail with information about PSPS, other available safety resources and helpful information-

In advance of the wildfire season, PG&E will send a general audience and frequently impacted version of an acquisition direct mail that includes a letter and an MBL application form in English or Spanish to customers who are more likely to be eligible for MBL program based on its proprietary MBL Propensity Model. Customers with a valid email address on record will receive this acquisition letter in email format with links to PG&E's MBL webpage and online MBL application form. Those who do not open the initial email will be sent a follow up email.

Each year PG&E also conducts a MBL customer survey to measure its MBL program outreach effectiveness and customer satisfaction. This year's survey started in December 2021 and will be completed in Q1 2022. The results of this survey will be leveraged to further improve MBL customer experience, help better target prospective MBL customers, and raise overall MBL program awareness.

On September 23, 2021, the CPUC issued Resolution E-5169 ordering PG&E, SCE, and SDG&E to establish a goal to increase MBL enrollment relative to 2018 levels by 7 percent in 2021, 8 percent in 2022, and 9 percent in 2023.

In December 2021, PG&E also filed a joint motion¹⁴ with other California IOUs requesting approval by the CPUC to conduct a study of the eligible MBL

¹⁴ Pursuant to Rule 11.1 of the California Public Utilities Commission (Commission) Rules of Practice and Procedure and Ordering Paragraph 4 of Resolution E-5169, issued September 24, 2021, San Diego Gas & Electric Company (SDG&E) on behalf of itself and Pacific Gas and Electric Company (PG&E), Southern California Edison Company (SCE), and Southern California Gas Company (SoCalGas) (collectively Joint IOUs, and each individually an IOU) filed a joint motion to request approval by the CPUC for a study of the eligible MBL population in each IOU's territory.

population in each IOU's service territory by a third-party consultant. Prior to starting the study, the IOUs are also seeking CPUC approval to hire a third-party consultant to facilitate a workshop to develop the study scope.

2.5.3 Energy Savings Assistance (ESA) Program

The ESA program provides free home weatherization, energy-efficient appliances, and energy education services to income-qualified PG&E customers throughout our service territory. The ESA program emphasizes long-term and enduring energy savings and serves all willing and eligible low-income customer populations by providing program measures such as refrigerators, water heaters, furnaces, light-emitting diodes (LEDs), appliances, attic insulation, and other weatherization measures at no cost to the customer. The ESA program is available to both homeowners and renters of all housing types.

PG&E's ESA program contractor network is made up of both private contractors and CBOs that have close ties to the communities in which they serve, and we believe this will continue to be an important channel for PG&E's PSPS outreach. In addition to the program offerings to qualifying customers, PG&E includes emergency planning education as part of the on-boarding and regular training with ESA contractors, so these contractors can share emergency preparedness and PSPS messaging with ESA program participants.

PG&E will be providing and distributing coolers to eligible ESA participants who reside in Tier 3 HFTDs, allowing them to keep food cold for an extended duration and possibly prevent perishables spoilage during an outage, when this measure is available in Q2 of 2022 in the new ESA Plus Program.

2.5.4 California Alternative Rates for Energy Program (CARE)/Family Electric Rate Assistance (FERA)

The CARE and FERA are PG&E discount programs that help eligible customers afford their energy bills. Over 1.5 million customers are receiving bill discounts through these two programs. Biannual CARE outreach training for contractors will be held in 2022 for new contractors and as a refresher for existing contractors. The training also highlights emergency preparedness programs, as well as a PSPS overview, to be used in holistic customer education about relevant PG&E programs during enrollment. In 2022, PG&E plans to add focused trainings on specific programs we offer in order to increase CBO awareness and knowledge of these programs in addition to the biannual CARE outreach training.

2.6 PSPS Preparedness Outreach and Community Engagement

2.6.1 PG&E Advisory Boards/Councils

In 2022, PG&E is committed to ongoing engagement with external stakeholders, Public Safety Partners and advisory boards/councils to gain feedback on its approaches for serving customers before, during, and after PSPS as discussed in more detail below.

2.6.1.1 People with Disabilities and Aging Advisory Council (PWDAAC)

PWDACC (“Council”) provides a forum to gather insight on the needs of AFN populations related to emergency preparedness and to facilitate co-creation of solutions and resources to serve customers reliant on power for medical needs in relation to PSPS. The PWDAAC is a diverse group of recognized CBO leaders supporting people with developmental or intellectual disabilities, physical disabilities, chronic conditions, injuries, and older adult communities, as well as members and advocates from within these communities.

The Council provides independent expertise to help ensure that PG&E’s customer programs, operations, and communications incorporate best practices to support these populations now and in the future. The Council:

- Actively identifies issues, opportunities, and challenges related to PG&E’s ability to minimize the impacts of wildfire safety including PSPS, and other emergencies, to Northern and Central California over the long term;
- Serves as a sounding board and offers insights, feedback, and direction on PG&E’s customer strategy, programs, and priorities; and
- Shares experiences, perspectives, and best practices for improving PG&E’s customer performance.

2.6.1.2 Access and Functional Needs IOU Leadership Meetings

As a continuation of the AFN Panel Discussion included in the CPUC Joint IOU PSPS Workshop on March 29, 2021, PG&E, SCE, and SDG&E together with state and local agency and community AFN leaders established regular meetings. The group discussed how IOUs can better identify and target AFN customers to ensure unmet needs of AFN customers are addressed during PSPS. In addition to the IOU Senior Executives, attendees included leaders from State Council on Developmental Disabilities, Disability Rights California, CFILC, Disability Rights

Education and Defense Fund, Cal OES, CPUC, Liberty Utilities, Bear Valley Electric, and Pacific Corp. PG&E will continue to meet with these stakeholders to improve identification of AFN customers and improve access to resources during PSPS.

2.6.1.3 Disadvantaged Communities Advisory Group (DAC-AG)

An advisory group that meets quarterly led by the CPUC and California Energy Commission (CEC), with representatives from disadvantaged communities. The purpose of this group is to review and provide advice on proposed clean energy and pollution reduction programs and determine whether those proposed programs will be effective and useful in disadvantaged communities. PG&E engages with this group to provide information and gain input about wildfire mitigation activities, including PSPS.

2.6.1.4 Low Income Oversight Board (LIOB)

A board established to advise the CPUC on low-income electric and gas customer issues and programs. PG&E also engages with this group to provide information and gain input about wildfire mitigation activities, including PSPS.

2.6.1.5 Local Government Advisory Councils and Working Groups

PG&E includes representatives from the AFN community in the PSPS Regional Working Groups. Additionally, PG&E hosts CWSP Advisory Committee meetings with select county, city, and tribal emergency management staff. PG&E plans to discuss AFN topics in these engagements as appropriate.

2.6.1.6 Communities of Color Advisory Group

PG&E will continue to solicit input from Communities of Color Advisory Group which assists PG&E in crafting outreach and engagement with communities of color on a broad spectrum of issues impacting diverse communities.

2.7 AFN Public Education and Outreach

PG&E utilizes a multi-pronged approach to communicate with our customers in the AFN community regarding PSPS awareness, preparedness education, and mitigation services through direct communications, mass media, CBO collaborations, and more recently partnering with State agencies to jointly market solutions. Some examples include:

1. Direct to customer preparedness outreach (bill inserts, direct mail,

brochures, emails)

2. Multi-lingual direct notifications via calls, text, and or email for all account holders
3. Option to enroll in direct notifications for non-account holders
4. Mass media channels such as broadcast TV, radio, and print ads targeted to AFN and rural populations, and social media (including multi-cultural media partners)
5. AFN and PSPS preparedness web pages
6. Network of CBO partners to expand reach
7. Emergency preparedness promotion and proactive identification of customers with AFN who require assistance by partners like DDAR and the CA Network of 211s

PG&E describes our customer preparedness outreach and community engagement below.

2.7.1 MBL Customer Outreach

PG&E encourages customer participation and enrollment in the MBL Program through direct-to-customer outreach, CBO partnerships, and building strong relationships with the health care industry. This outreach aims to help individuals who rely on power for their medical needs to prepare for PSPS and connect with relevant resources for support.

PG&E plans to continue its direct-to-customer outreach tactics in 2022, such as sending emails and letters, Display and Search Engine Marketing (SEM) paid media campaigns, and MBL third-party bill inserts for MBL program acquisition. PG&E will also continue to send PSPS preparedness brochures, postcards, and emails to all MBL, as well customers who have self-identified as vulnerable, , and disabled customers. These brochures feature resources and preparedness tips for PSPS.

In addition to the direct-to-customer mail and email campaigns, PG&E will continue to conduct outbound calls to customers who have self-identified as having a disability, use assistive technology, seniors, and other vulnerable populations to promote the MBL Program. This outreach also verifies contact information and communication preferences, reviews emergency preparedness plans, and promotes other programs and services that could help during PSPS. This customer call campaign also promotes our Customer Programs such as the

DDAR Program, PBP, and SGIP.

Recognizing the health care providers' and medical equipment manufacturers' assistance in informing customers of the MBL Program and encouraging enrollment, PG&E started engaging with a variety of health care providers, medical associations, and durable medical equipment suppliers to build relationships and provide education about the relevant programs that can help the clients we mutually serve. PG&E is providing these stakeholders with MBL Program application forms and fact sheets, including PSPS preparedness information and toolkits.

PG&E has joined health care industry conferences and meetings to present information about the MBL program and provided training on the program to healthcare industry staff, including IHSS and the California Rural Indian Health Board. We are asking these partners to promote the MBL Program and encourage customer enrollment by adding a link to PG&E's MBL Program on their websites.

2.7.2 Health Care Industry Strategy

PG&E recognizes that ongoing engagement with healthcare practitioners, medical associations, and durable medical device suppliers in 2022 is a key opportunity to increase enrollment in the MBL Program and connect individuals with AFN to medical device resources if needed during PSPS. PG&E's qualitative research indicates that Health care Providers can play a key role in driving patient awareness and enrollment in the MBL Program.

In 2021, the Joint IOUs partnered to deliver statewide training sessions to the California's Department of Social Services In-Home Health and Supportive Services (IHSS) Program Managers, the Department of Developmental Services' Regional Center staff, and the California Rural Indian Health Board (CRIHB). The Joint IOUs also produced an on-demand training video for the California Hospital Association/California Hospital Council. The training sessions covered:

- Emergency preparedness and planning
- MBL Program and Self-Identified Vulnerable Customer Program
- DDAR Program
- Newly available statewide support services through 211
- Generator and back-up battery programs
- Other resources and offerings provided to customers during PSPS (e.g.,

CRCs, food replacement resources, etc.)

Additionally, the IOUs executed joint marketing campaigns with the Department of Developmental Services (DDS) and the Department of Social Services (DSS), Department of Rehabilitation (DOR), Council for the Blind, and the CA Hospital Council/Hospital to more broadly communicate IOU programs and services that mitigate the impacts of PSPS to these agency clients.

In 2022, the Joint IOUs will work to cultivate new partnerships to help amplify the IOU PSPS outreach efforts to increase preparedness and drive enrollment in the MBL Program. The Joint IOUs will continue to engage with healthcare practitioners, medical associations, managed care program providers, and durable medical equipment suppliers to provide information to customers on programs and services that mitigate the impacts of PSPS. From a statewide strategic approach, the IOUs will continue to jointly engage and train IHSS, DDS Regional Centers, CRIHB, CA Hospital Council/Hospital Association, DOR, and look for opportunities to engage new health care industry providers, state medical associations, and state agencies in 2022.

2.7.3 Outreach and Engagement with Master-Metered Owners, Property Managers, and Multi-Unit Dwelling Account Holders

PG&E conducts outreach to multi-unit dwelling account holders, property managers, and master-meter owners whose residents are not direct PG&E-metered customers that includes information about resiliency programs, PSPS preparedness and resources, and reinforces the importance of tenants signing up for direct notifications prior to PSPS via Address Alerts.

PG&E recognizes the need to communicate with multi-dwelling account holders, landlords, and property managers and in 2022 will continue to work on identifying other opportunities to broaden our message regarding PSPS preparedness. This includes but is not limited to working with CBOs and Non-Government Organizations that serve this segment of the population.

2.7.4 Accessibility of Communications

To support customers who are Deaf or hard of hearing, PG&E has also published a video in ASL to explain the PSPS process. PG&E collaborates with NorCal Services for Deaf and hard of hearing to record PG&E's PSPS notifications in ASL and messaging directing customers to pge.com for a current list of affected counties. A PSPS overview video recorded in ASL also directs customers to PG&E's address

look-up tool during PSPS. PG&E shares these PSPS ASL recordings on our social media channels (e.g., Facebook and Twitter). PG&E also includes NorCal Services for Deaf and hard of hearing and other Deaf agencies in PSPS CBO communications so that the information and links can be shared within the Deaf community. Mailed customer correspondence includes a subject box to inform the customer of the subject of the letter and also includes key information in bold and large print. PG&E also provides customers with alternate formats in braille, large print, or audio upon request. PG&E's online customer communications, including our website and PSPS customer notification emails, have been tested for usability and accessibility to meet Web Content Accessibility Guidelines (WCAG) 2.0 AA accessibility standards. Beginning in 2022, new content will be tested to WCAG 2.1 AA accessibility standards. Before any new feature is introduced or code change is made to an existing feature, the communications content is tested by our accessibility partner, Level Access. They test the page(s) for functional usability and technical conformance using both automated tools and a manual process, including:

- Running the site through their automated Accessibility Management Platform (AMP) tool to identify defects; and
- Testing using Job Access with Speech (JAWS), a popular computer program that allows visually impaired or blind users to read the screen either with a text-to-speech output or by a refreshable Braille display.

Any severe defects found are fixed and the updated code is resubmitted for testing to ensure there are no severe defects when the code is deployed to production. Videos published online have also met WCAG 2.0 AA accessibility standards, with audio description, closed captioning, and written transcripts. Beginning in 2022, new videos published online will meet WCAG 2.1 AA accessibility standards.

PG&E remains committed to the continuous improvement of its websites to better meet the diverse needs of its customers. As we launch new features and functionality to www.pge.com and <https://pgealerts.alerts.pge.com/>, we test to help ensure compliance with Web Content Accessibility Guideline (WCAG) standards. Any new digital platforms planned for development, for example, a mobile app, will be tested to help ensure compliance with WCAG standards. We also seek to improve the customer experience with ongoing manual and functional usability testing for key components.

2.7.5 Translations of Communications

PG&E translates Community Wildfire Safety Program (CWSP) and PSPS communications and notifications in 15 non-English-languages.¹⁵ This includes the translation of in-event PSPS notifications, as well as PG&E's website and other critical wildfire safety and PSPS preparedness materials. PG&E will promote our in-language options, encouraging customers to select their preference, using various channels including direct mail, email, social media, multi-media partners, and CBOs.

PG&E also has contracts with five CBOs to provide in-language communications to customers in a variety of Indigenous languages both for preparedness outreach and in-event communications during PSPS. These CBOs provide in-language outreach using social media, in-person communications, and one-on-one phone calls in one or more of the following languages: Mixteco, Tlapaneco, Triqui, Zapoteco, Maya, Nahuatl, Chatino, Chinanteca, and Katz el.

Another option for in-language support is PG&E's Contact Center. The Contact Center is equipped to provide translation support in over 240 languages. Further, PG&E engages with multicultural media outlets throughout the year in an effort to promote safety initiatives, including PSPS, to monolingual or difficult-to-reach populations that may not have access to mainstream television media and/or read/speak English. PG&E shares news releases and coordinates interview opportunities with 38 media outlets to help educate non-English speaking customers on various PG&E programs, including the CWSP, PSPS, emergency preparedness, public safety, consumer protections, and income qualified programs, to name a few. PG&E also schedules media visits with these organizations to discuss other partnership opportunities (e.g., Public Service Announcements, advertising, event sponsorships).

2.7.6 Tribal Engagement

PG&E assists tribal governments throughout our service area to mitigate the impacts of PSPS to their tribal members, and other emergency situations such as the COVID-19 pandemic, extreme weather storms, wildfires, and rotating outages.

¹⁵ These include: Spanish, Chinese, Tagalog, Russian, Vietnamese, Korean, Farsi, Arabic, Hmong, Khmer, Punjabi, Japanese, Thai, Portuguese, and Hindi.

PG&E provides grants to tribes impacted by wildfires and COVID-19 and conducts outreach to tribal leaders and staff to increase awareness of available assistance options. These assistance options include:

- Offering flexible payment plans;
- Supporting online bill payment while local offices are temporarily closed;
- Providing bill reductions for income-qualified customers through the CARE and FERA programs;
- Offering free energy-efficiency programs to help reduce home energy use;
- Providing online tools to assist tribes in preparation for PSPS;
- Expanding PSPS tribal outreach to include all 25 tribal health facilities in our service area;
- Working with local regional organizations to provide support for AFN community members during PSPS;
- Working with the California Rural Indian Health Board to provide program updates to tribal leadership and tribal health programs;
- Providing backup battery suitcases to the Hopland Tribe, Kashia Pomo Tribe, Cahto Tribe, and Coyote Valley Tribe and conducting a training for tribal staff and elders on proper use and maintenance;
- Engaging tribal governments to help them prepare their tribal memberships for PSPS and other potential outages;
- Inclusion of tribal governments in quarterly regional workgroups;
- Outreach to tribal governments on CMEP and MIP program opportunities; and
- Providing a quarterly tribal newsletter that includes tips for PSPS preparedness.

2.7.7 “Wildfire Safety Town Halls,” Webinars and other Community Events

PG&E hosts interactive virtual safety town halls where customers can learn about our work to prevent wildfires, hear about emergency preparedness activities they can do, get answers to their questions, and provide feedback to PG&E executives on our wildfire prevention plans and PSPS initiatives. Additionally, PG&E holds webinars for our customers and communities to help them prepare for emergencies. PG&E hosts and/or participates in community events focused on AFN customers, including AFN targeted webinars and participation in virtual

meetings hosted by CBOs and state agencies (IHSS/Regional Centers).

In 2022, the format and timing of community events will depend on the public health safety protocols related to COVID-19. When it becomes safe for our customers, communities, and employees to gather, PG&E will review the potential to resume in-person events, based on state and local health guidance.

2.8 PSPS Activation (During – Emergency Operation Center Activated)

2.8.1 In-Event PSPS Customer Communications

PG&E will continue to use all communication channels available during PSPS, including direct-to-customer notifications sent via phone, text and email, which will be supplemented by website, call-center support, media engagement (multi-cultural news outlets, earned and paid media, social media), and collaboration with Public Safety Partners and CBOs. Using the multi-channel communication approach enables PG&E to notify and engage with potentially impacted public safety partners, critical facilities, MBL customers, SIV customers, all other customers, and the general public.

2.8.1.1 PSPS Notifications

PG&E aims to share what we know about the weather and our equipment as soon as we can, keeping in mind weather conditions can be uncertain. Our goal, whenever the forecast will allow, is to send automated notifications (i.e., calls, texts, and emails) to potentially impacted customers two days ahead, one day ahead, just before shutting off power and when power is shutoff. PG&E will provide updates once the weather has passed until power has been restored. PG&E will provide in detail our automated notifications in our 2022 Wildfire Mitigation Plan that will be filed February 25, 2022.

2.8.1.2 Doorbell Rings for MBL and Self-Identified Vulnerable (SIV) Customers¹⁶

During PSPS, MBL customers and SIV customers receive automated calls, texts, and emails at the same intervals as the general customer notifications. PG&E

¹⁶ In accordance with D.12-03-054, customers that are not enrolled or qualify for the MBL Program can “certify that they have a serious illness or condition that could become life threatening if service is disconnected.” PG&E uses this designation to make an in-person visit prior to disconnection. This designation remains on their account temporarily for 90 days and can be extended to 12 months if the customers submits an application. Customers can also self-identify with PG&E that they have a person in the household with a disability. This customer designation currently has no end date.

provides unique PSPS Watch and PSPS Warning notifications to MBL program customers¹⁷ and SIV customers, and additional calls and texts at hourly intervals until the customer acknowledges the automated notifications by either answering the phone, responding to the text, or opening the email. If acknowledgement is not received, a PG&E representative attempts to visit the customer's home to ensure the customer is aware of the upcoming PSPS (referred to as the "doorbell ring" process) while hourly notification retries continue. During the doorbell ring visit, if the customer requires assistance, the PG&E field representative will request resources from the AFN Strategy Lead in the EOC. If the customer does not answer the door, the representative leaves a door hanger at the home to indicate PG&E visited. The notification is considered successful if the customer is contacted in-person or a door hanger is left. In some cases, PG&E may also make Live Agent phone calls in parallel to the automated notifications and doorbell rings, as an additional attempt to reach the customer prior to and/or after de-energization.

PG&E shares MBL and SIV customer lists with appropriate county, city, and tribal agencies via the PSPS Portal. The MBL and SIV customer lists identify individuals who have not acknowledged PSPS notifications. PG&E notifies agencies that the data is available on the PSPS Portal, encouraging them to inform these customers of available resources. Please note that agencies are required to accept the PSPS Portal online agreement to receive confidential customer information. PG&E also only provides agencies information to customers within their jurisdiction.

2.8.1.3 Engagement with Paratransit Agencies

In accordance with D.21-06-034, PG&E provides proactive notifications and impacted ZIP Code information to paratransit agencies that may serve all the known transit- or paratransit-dependent persons that may need access to a CRCs during PSPS. All notifications to paratransit agencies include a link to the PSPS emergency website event updates page, www.pge.com/pspsupdates and a section called "Additional Resources" with a link to a map showing areas potentially affected by a shutoff.

¹⁷ Including MBL Program customers who are master-metered tenants (e.g., renters or tenants in mobile home park).

2.8.1.4 PG&E Contact Center Operations

PG&E operates three contact centers that provide 24/7 emergency live agent service for customers to report emergencies and obtain PSPS-related updates, as needed. As an option for in-language support, our PSPS webpage directs customers to call our contact centers. PG&E's contact centers continue to be equipped to provide translation support in over 240 languages including 10 Indigenous languages.

2.8.1.5 Website

PG&E remains committed to the continuous improvement of its websites to better meet the diverse needs of our customers. As we launch new features and functionality to pge.com and pgealerts.alerts.pge.com, we test to help ensure compliance with WCAG 2.0 AA standards. We also seek to improve the customer experience with user testing for key components.

In 2022 and 2023, PG&E will be redesigning pge.com to help our customers self-serve, while providing an improved experience to meet the diverse needs of our customers. The account based transactions (bill pay, start service, appointments, usage, etc.) will be re-built onto a new platform, and the content on the site in front of login will also be redesigned. The work will happen in phases with the logged in state going first in late 2022. The content in front of login is targeted to go live by the end of Q1 2023. With the redesign we will also be moving our standard to WCAG 2.1 AA.

2.8.1.5.1 PPS AFN Focused Webpage

PG&E's PPS AFN focused webpage provides resources for those who may have accessibility, financial, language, and/or aging needs and may need assistance before, during, and after PPS. This webpage includes a PPS preparedness toolkit, available in different languages, to help educate and inform our customers. Furthermore, the webpage includes a step-by-step guide to help customers update their contact information and provide information on language translation and ASL support as well as non-account holder PPS alerts and notifications. Customers can also sign up to receive financial assistance and support and/or learn about and enroll in PG&E's continuous power options. The webpage also features a local support search tool to help customers find nearby food, transportation, and hotel resources.

2.8.1.6 Media

PG&E engages with the media, including multi-cultural news organizations, issuing press releases, augmenting paid advertising, issuing radio advertisements, conducting live streaming news conferences with ASL translators, taking part in media interviews, and, when available, running paid advertising on radio and digital channels. In turn, these media organizations may provide communications on the radio, broadcast, tv, and online. In 2022, we plan to share more translated infographics with our media partners to post on their social media channels.

To serve non-English speaking customers, PG&E engages with over 150 multicultural media outlets throughout the year to promote safety initiatives, including PSPS, to monolingual or difficult-to-reach populations that may not have access to mainstream television media and/or read/speak English.

PG&E shares news releases and coordinates interview opportunities with media outlets to help educate non-English speaking customers on various PG&E programs, including the CWSP, PSPS, emergency preparedness, public safety, consumer protections, and income qualified programs. PG&E also schedules media visits with these organizations to discuss other partnership opportunities (e.g., Public Service Announcements, advertising, event sponsorships).

PG&E also staffs bilingual and multilingual employees to serve in the EOC supporting the PIO multimedia engagement function. These employees provide urgent translation support, such as verification and approval of ad hoc written translations during emergencies. These staff assist PG&E with avoiding delays that can occur when engaging outside vendors for translation needs during an PSPS.

2.8.1.6.1 Multicultural Media Engagement

In addition to the general media engagement described above, PG&E is focused on enhancing coordination with multi-cultural media organizations. PG&E currently has a partnership with 38 multi-cultural media organizations that provide information in-language through multiple outlets. PG&E plans to host in-language PSPS webinars with our multicultural media partners. In 2022, PG&E will look for opportunities to identify additional media partners and continue to

provide communications support in 15 non-English languages¹⁸.

2.8.1.6.2 Social Media

PG&E regularly provides customer preparedness resources through our official social media channels, including Twitter, Facebook, Instagram, and Nextdoor. An “advisory” post in all 15 non-English languages directs customers to our website so they can access important information in their preferred language¹⁹. PG&E holds contracts with 38 multicultural media partners and five CBOs to assist with in-language communications and share our social media posts before and during PSPS. In 2022, PG&E plans to further improve outreach for various emergency situations in ASL, in-language, and for AFN customers. For example, PG&E is planning on providing additional in-language graphics and messaging and developing additional ASL videos for outages.

2.8.1.6.3 Paid Media/Advertising

To supplement PG&E’s outreach efforts during PSPS, PG&E runs PSPS emergency messages to reach customers via paid media channels, when/where channels are available. PG&E purchases a combination of English and in language radio ads, as well as digital banners in English and multiple languages based on targeted ZIP Codes.

2.8.2 Community Resource Centers (CRCs)

To minimize impacts during PSPS, PG&E opens CRCs in potentially impacted counties and tribal communities. CRCs provide customers and residents a safe location to meet their basic power needs, such as charging medical equipment and electronic devices.

PG&E developed the CRC strategy in consultation with regional, local, and tribal governments, advisory councils, public safety partners, representatives of the disability and AFN communities, senior citizen groups, business owners, CBOs, and public health and healthcare providers. In accordance with D.21-06-034, PG&E will file an updated CRC plan (for both fixed facility and mobile locations) within its 2022 Pre-Season Report no later than July 1, 2022.

¹⁸ Spanish, Chinese (Mandarin and Cantonese), Vietnamese, Korean, Tagalog, Russian, Arabic, Farsi, Punjabi, Japanese, Khmer, Hmong, Thai, Hindi, and Portuguese





¹⁹ www.twitter.com/PGE4Me/status/1438924885728837633

2.8.2.1 Resources

CRCs open the day PG&E de-energizes until the day electric service is restored to nearly all customers. CRC standard operating hours are from 8 a.m. – 10 p.m.

In 2022, PG&E will continue to use a combination of indoor, micro (smaller, open air tents) and mobile (vans) CRCs to accommodate physical distancing and COVID-19 guidelines. **Figure 3** outlines the different CRC types and resources available at PG&E’s CRCs. In 2021, PG&E added privacy screens as standard equipment at indoor CRCs.

Figure 3. CRC Types and Resources

Standard operating hours at all CRCs: 8 a.m. - 10 p.m.				
Details/Resources	 Indoor	 Tent	 Micro	 Mobile
CRC Overview	Indoor site (i.e., Community Center)	Soft-sided tent at outdoor site	Open air tents at outdoor site	Sprinter van and tents at outdoor site
COVID-19 Health and Safety Measures	×	×	×	×
ADA-Accessible Restroom and Hand-Washing Station	×	×	×	×
Heating and Cooling	×	×		
Device Charging*	×	×	×	×
Wi-Fi Service	×	×	×	×
Bottled Water	×	×	×	×
Non-Perishable Snacks	×	×	×	×
“Grab and go” resource offerings**	×	×	×	
Tables and Chairs	×	×	×	×
Bagged Ice	×	×		
Blankets (quantities limited)	×	×	×	×
Security Personnel	×	×	×	×
Cellular Coverage	×	×	×	×
Customer Service Staff	×	×	×	×
Privacy Screens	×			
Wind/Weather-Resistant	×	Limited		

*Medical device charging will be prioritized in times of high-demand **Grab and go bag contains device charger, water, snacks, and info card.

To keep PG&E customers and communities safe, all CRCs reflect appropriate COVID-19 health considerations and federal, state, and county guidelines:

- Facial coverings are required regardless of vaccination status and physical distancing is encouraged indoors;
- Supplies are handed out so customers may choose to “grab and go”;
- Surfaces are regularly sanitized; and
- For the health and safety of the community, we ask customers not to visit a center if they are exhibiting any symptoms of illness.

As the COVID-19 situation evolves, PG&E will continue to modify these protocols as needed. The latest protocols are listed on PG&E’s CRC website where

customers find their closest CRC and on physical signs posted at each CRC.

2.8.2.2 Site Criteria/Locations

When identifying potential CRC locations, PG&E consults with regional, local, and tribal governments, advisory councils, public safety partners, representatives of the disability and AFN communities, senior citizen groups, business owners, CBOs, and public health and healthcare providers.

PG&E's pre-identified indoor CRCs are locations known to the public and identified in coordination with local and tribal agencies. Locations are buildings such as community centers, libraries, schools, churches, and senior centers. Outdoor CRCs (Tent, Micro and Mobile) are set up in local parking lots in similar locations.

PG&E takes into consideration the below criteria when identifying and reviewing potential CRC locations:

Indoor CRC Site Criteria:

- Compliant with safety requirements (i.e., earthquake/fire codes, occupancy limits, meets all local codes, possesses interior and exterior lighting);
- ADA-accessible, meeting all associated facility and parking guidelines;
- Has own back up generation or capable of receiving temporary back up generation;
- Outfitted with restroom(s) and indoor plumbing and able to accommodate portable ADA-compliant restroom(s);
- Able to accommodate off-street paved parking; and
- Equipped with a level-loading area for loading and unloading materials.

Outdoor CRC Site Criteria:

- Approximately half acre or more in size;
- Paved, ADA-accessible lot; and
- Able to accommodate portable ADA-compliant restroom.

As of December 2021, PG&E has secured 112 indoor and 282 outdoor event-ready locations with site agreements executed between PG&E and landowners. PG&E will continue to partner with regional, local, and tribal governments through annual targeted outreach to ensure pre-identified CRC locations are well situated to serve communities. PG&E may add additional sites in 2022 in partnership with these and other stakeholders. A list of potential CRC sites is posted in PG&E's

PSPS preparedness website. All CRCs are PG&E-operated.

2.8.2.3 In-Event Coordination

During PSPS, PG&E's dedicated Agency Representatives coordinate with potentially impacted counties and tribes to review the proposed scope of PSPS. Agreement on the selected locations for the CRCs is based on the anticipated areas of de-energization.

PG&E begins with CRC locations previously identified and vetted by counties and tribes. In some cases, PG&E may procure additional locations during PSPS in close coordination with the county or tribe due to county or tribe preference or inability to use a pre-identified site.

PG&E may decide not to open a CRC or close one early due to agency requests, faster than anticipated restoration, safety concerns, or other factors.

During PSPS, PG&E completes ADA spot checks for both indoor and outdoor CRC locations to ensure ADA compliance.

PG&E shares CRC site locations on our website, social media, and media press releases. These locations are shared with state and county officials as well, in addition to DDARCs and other CBOs to reach our AFN customers.

2.8.2.4 Disability and Aging/AFN Communities and MBL Considerations

To meet a variety of safety needs for disability and aging/AFN communities, as well as MBL customers, PG&E has taken the following steps:

- ADA-evaluation and remediation investment at indoor sites, along with compliance checklists for onsite personnel;
- Consultation with counties and tribes via Local Public Affairs (LPA) Representatives, Public Safety Specialists, and Tribal Representatives regarding CRC locations based on county, tribal, and/or local demographics;
- Public transit evaluation of distance and accessibility for indoor and outdoor sites;
- Evaluation and/or provision of accessible parking either through restriping, signage, and/or cones; and
- Provision of:
 - ADA-compliant restroom(s) at all CRC sites;
 - Print and Braille Information cards with in-language resources

- available to be printed on site;
- Print and Braille Food Bank Fact Sheets listing resources by county;
- Clear face shields for customers who cannot wear a face mask due to medical condition, are hard of hearing and/or read lips for accessible communication;
- Language Line technology for real time Video Relay ASL Interpretation;
- Personal white boards for communication with customers who are Deaf or hard of hearing and do not use ASL;
- Signage that complies with ADA standards;
- Medical equipment charging prioritization at all CRC sites; and
- Privacy screens at indoor CRCs.

PG&E will continue site reviews and improvements at additional CRC sites as needed in 2022. In accordance with D.21-06-034, PG&E will file an updated CRC plan (for both fixed facility and mobile locations) within the 2022 Pre-Season Report no later than July 1, 2022.

2.9 Recovery (After – Power has been restored)

2.9.1 After Action Reviews and Reports

The After-Action Review (AAR) process is used by PG&E to summarize observations and key takeaways following an exercise or an actual event that impacts the business and allows the organization to identify strengths as well as gaps in response plans and process that will provide opportunity to continue to improve response for the next emergency event. The AAR process will provide external agencies an opportunity to engage to improve coordination with external agencies during a PSPS or Wildfire incident.

The AFN Strategy Lead conducts the AAR process with CBOs after PSPS to identify gaps and areas for improvement as well as best practices.

2.9.2 Lessons Learned and Feedback

Based on feedback from agencies, CBOs critical facilities, and customers on the 2020 PSPS season, PG&E focused our efforts in 2021 on key initiatives to inform and enhance outreach efforts (or prioritize improvements). This includes, but is not limited to:

- PSPS In-Event Notifications

- Improving the verbiage and translations of customer notifications. These notifications include improved content tested for usability and accessibility with simple and straightforward messaging on relevant event information (e.g., location of impact(s), estimated time of shutoff, and restoration). All text, e-mail notifications, and automated calls are now at parity with English notifications.
- Providing proactive notifications and impacted ZIP Code information to paratransit agencies that may serve all the known transit- or paratransit-dependent persons that may need access to a CRC during PSPS.
- PSPS In-Event Resources
 - Posting a comprehensive, accessible, and searchable list of all potential CRC locations on our webpage. During PSPS, PG&E continued to post a searchable list of specific CRC locations and the resources available at each CRC, type of CRC (e.g., indoor, outdoor), COVID-19 policies, and operating hours on PG&E's Emergency Website (pgealerst.alerts.pge.com). Details for CRCs were made available as soon as sites were confirmed (up to two days before de-energization for some locations).
 - Launching PSPS Address Alerts for non-PG&E account holders so that any individual served by PG&E or with interest in a location served by PG&E can sign up for PSPS notifications in any of 16 languages delivered via phone call or SMS text. Address Alerts replaced the previously available option of ZIP Code alerts.
- AFN Customers and Communities Support
 - Executing a partnership agreement with the California Network of 211s to provide AFN customers with a single source of information and connection to available resources in their communities. This agreement provides PSPS education, outreach, and emergency planning in advance of a PSPS and connects customers with AFN to critical resources like transportation, food, hotel accommodations, portable battery backups, and other social services during and after PSPS. This brings a consistent statewide solution for PSPS response to the AFN community served by an Investor-Owned Utility.
 - Establishing new partnerships with health care partners and re-engaged with the California Rural Indian Health Board with other

IOUs to promote the MBL Program through educational webinars for partners and distribution of applications and collateral.

- Partnering with the DDAR Program and other CBOs to conduct outreach and provide resources for individuals reliant on power for medical or independent living needs.
- PSPS Preparedness
 - Testing our Preparedness Brochures with customers to validate that the information is relevant for them and that they support receiving the communication. As a result of our customer research, PG&E developed five versions of the Preparedness Brochure to target and support customer groups.

PG&E will continue to apply best practices and leverage lessons learned from our 2021 customer outreach experience. Going forward, we support a collaborative, data driven process to define the most effective and appropriate outreach and in language translation requirements.

2.9.3 Customer Surveys

The 2021 Wildfire Safety-PSPS Outreach Effectiveness Surveys are 2,000+ interviews with the general public conducted both online and by telephone. The surveys are representative of residential customers in PG&E's service territory. PG&E conducts three waves each year:

1. Baseline: Conducted in Q1 or Q2, prior to that year's education and outreach campaign
2. Pre-PSPS (PRE): Conducted in August/September, just prior to peak wildfire season
3. Post-PSPS (POST): Conducted in November/December, immediately after peak wildfire season.

The surveys replicate the methodologies used in prior years. A third-party vendor administers the survey using a mixed mode methodology. A minimum of 2,000 surveys are conducted, with roughly half conducted online and half conducted by telephone. Targeted samples quotas are set by the eight Designated Market Area (DMAs) that cover all of PG&E's service territory. The survey is post-weighted by gender, age, and geography. The sample size is large enough to obtain results at the DMA level. The sample size is also large enough to evaluate results for the entire AFN population as well as specific sub-groups of AFN, e.g. non-English speakers, low-income, elderly, vulnerable, and those with disabilities. In addition,

adequate sample size exists for specific types of disabilities, including: vision, hearing, mobility, those enrolled in the MBL Program, and those with medical equipment needs.

The 2021 surveys used the questionnaire developed jointly with SCE and SDG&E in 2020, with some additional questions added to address the AFN segment. In 2021, the surveys were available in all 16 prevalent languages. In accordance with the Phase 3 PSPS Guidelines, survey results and metrics, covering the prior calendar year 2021 are included in Appendix F – 2021 Wildfire Safety-PSPS Outreach Effectiveness Survey Results.

In addition to the required survey in the Phase 3 PSPS Guidelines, PG&E conducted evaluation research with DDAR program applicants and customers enrolled in PBP. Results from the evaluation research are included in Appendix G – DDAR and PBP Research Results.

In addition, PG&E began conducting online surveys among impacted customers immediately following a PSPS in 2021. Three such surveys were conducted in 2021 following:

- Aug 17 PSPS;
- Sept 20 PSPS; and
- Oct 11 and Oct 14 PSPS (combined)²⁰

These PSPS post-event surveys are used to get an immediate read on PG&E's handling of the just-completed PSPS, including:

- PG&E handling of the event;
- Satisfaction with notification clarity and accuracy;
- How they were impacted;
- Timeliness of restoration;
- Emotional response (angry, frustrated, prepared, protected, etc.);
- Level of improvement compared to past events;
- Awareness and use of resources; and
- Suggestions for improvement

The results of the PSPS post-event surveys were reported to multiple internal

²⁰ In order to avoid survey fatigue, the later surveys excluded anyone who responded to an earlier survey; therefore, no one would have responded to more than one survey.

audiences, including PG&E leadership.

PG&E will continue customer research via surveys as well as other research methodologies identify areas for improvement, apply best practices, and leverage lessons learned.

3 INFORMATION COLLECTION, ANALYSIS, AND DISSEMINATION

3.1 Customer Privacy

PG&E takes the privacy and security of your personal information seriously. This Privacy Policy describes how we collect, use, and disclose personal information relating to California residents under the California Consumer Privacy Act of 2018 (“CCPA”) and can be located at PG&E Privacy Policy Page.

4 AUTHORITIES AND REFERENCES

4.1 Annual Report and Emergency Response Plan in Compliance with General Order 166

PG&E updated the Company Emergency and Disaster Preparedness Plan was published on August 4, 2021. All updates are in compliance with GO 166.

4.2 Phase 3 OIR PSPS Guidelines: AFN Plan & Quarterly Updates

G.6. Each electric investor-owned utility’s annual Access and Functional Needs plans and quarterly updates must incorporate, at minimum, the six steps outlined in the Federal Emergency Management Administration’s Comprehensive Preparedness Guide²¹:

- forming a collaborative planning team;
- understanding the situation;
- determining goals and objectives;
- developing the plan;
- plan preparation and approval; and
- plan implementation and maintenance

As part of forming a collaborative planning team, utility representatives at the

²¹ [https://urldefense.com/v3/ https://www.ready.gov/sites/default/files/2019-06/comprehensive_preparedness_guide_developing_and_maintaining_emergency_operations_plans.pdf ;!!DHZoJIs!8sjlr8cVx62ls6sZ-fCLKGxnwFSEGIbL9qBZqvwKkEhyF7JnaPzWzJzoyTY\\$](https://urldefense.com/v3/https://www.ready.gov/sites/default/files/2019-06/comprehensive_preparedness_guide_developing_and_maintaining_emergency_operations_plans.pdf)

Senior Vice President level, or with comparable decision-making power over development and implementation of the AFN plans, must meet at least quarterly with representatives of state agencies and CBOs that serve and/or advocate on behalf of persons with AFN. The purpose of these meetings will be to develop, implement, and review each IOU's annual AFN plans in accordance with the Comprehensive Preparedness Guide.

APPENDIX A – CORE PLANNING TEAM PARTICIPANTS

First	Last	Organization	Title
Kelly	Brown	211	Director, Interface 2-1-1
Hewitt	Matanari	Alta California Regional Center	Emergency Response Coordinator
Tracey	Singh	American Red Cross	Pacific Division Disability Integration Advisor
James	Collins	CA Council of the Blind	Community Educator
Sutep	Laohavanich	California Department of Aging (CDA)	Program Director
Adam	Willoughby	California Department of Aging (CDA)	Asst. Director of Legislation and Public Affairs
Tamara	Rodriguez	California Department of Development Services (DDS)	Officer, Emergency Preparedness & Response
Rose	Samaniego	California Department of Development Services (DDS)	Community Program Specialist III-FHA Supervisor
Seneca	St. James	California Department of Development Services (DDS)	Community Program Specialist III
John	Barnett	California Department of Social Services (DSS)	Manager, Response and Redirect Unit
Joanne	Brandani	California Department of Social Services (DSS)	Deputy Chief, Disaster Services Branch
Michael	Butier	California Department of Social Services Disaster Unit (DSS)	Functional Assessment Service Team Coordinator
Kendall	Skillicorn	California Department of Social Services Disaster Unit (DSS)	Bureau Chief, Department Operations Bureau
Bonny	Wolf	California Department of Social Services	Disaster Unit

First	Last	Organization	Title
		Disaster Unit (DSS)	
Christina	Mills	California Foundation for Independent Living Centers (CFLIC)	Executive Director
Dan	Okenfuss	California Foundation for Independent Living Centers (CFLIC)	Public Policy Manager
Elizabeth	Basnett	California Health & Human Services	Assistant Secretary
Vance	Taylor	California Office of Emergency Services (CalOES)	Chief, Office of Access and Functional Needs
Anne	Kim	California Public Utility Commission (CPUC)	Public Utilities Regulatory Sr. Analyst
Annette	Rogers	Central Valley Regional Center (CVRC)	Fresno NVRC Representative
Kay	Chiodo	Deaf Link, Inc.	Chief Executive Officer
Dan	Heller	Deaf Link, Inc.	President
June	Isaacson Kailes	Disability Policy Consultant	Disability Policy Consultant
Lauren	Giardina	Disability Rights California (DRC)	Executive Director Managing Attorney
Andy	Imparato	Disability Rights California (DRC)	Executive Director
Susan	Henderson	Disability Rights Education & Defense Fund	Executive Director
Joseph	Grounds	Kern Regional Center (KERNRC)	Emergency Response Coordinator
Yenter	Tu	No Barriers Communications	National Liaison
Fred	Keplinger	Redwood Coast Regional Center	Emergency Management Coordinator
Aaron	Carruthers	State Council on Developmental Disabilities (SCDD)	Executive Director

APPENDIX B – 2022 JOINT IOU AFN PLAN – PRIORITIZATION TOOL

Ranking Cheat Sheet		
Key Criteria	Description	Notes
Aligns to Goals and objectives	Does this resource mitigate the impacts of PSPS for Electricity Dependent individuals with AFN? Does this resource fall within the definition of individuals that require power for health, safety, and independence? 1 = yes 0 = no 1 = I don't know	Multiplier. If does not align with goals and objectives, then no point in doing this project and it is assigned a value of zero
Actionable/ Feasible	Are there opportunities for action to address the critical issue? Is there room to make meaningful improvement on the issue? 10 = yes 1 = no 5 = I don't know / maybe	
Effective	Is this resource effective in addressing the risk, for example mitigates the drivers (why?) or outcomes (what?) 10 = works 100% of the times 5 = works 50% of the times 1 = Doesn't work at all	
Creates Positive Customer Experience	Is it likely that addressing this issue will have positive customer impact or minimize the PSPS experience? Will customers be satisfied with this resource or program? 10 = Exceptionally satisfied 5 = Neutral 1 = Very dissatisfied	

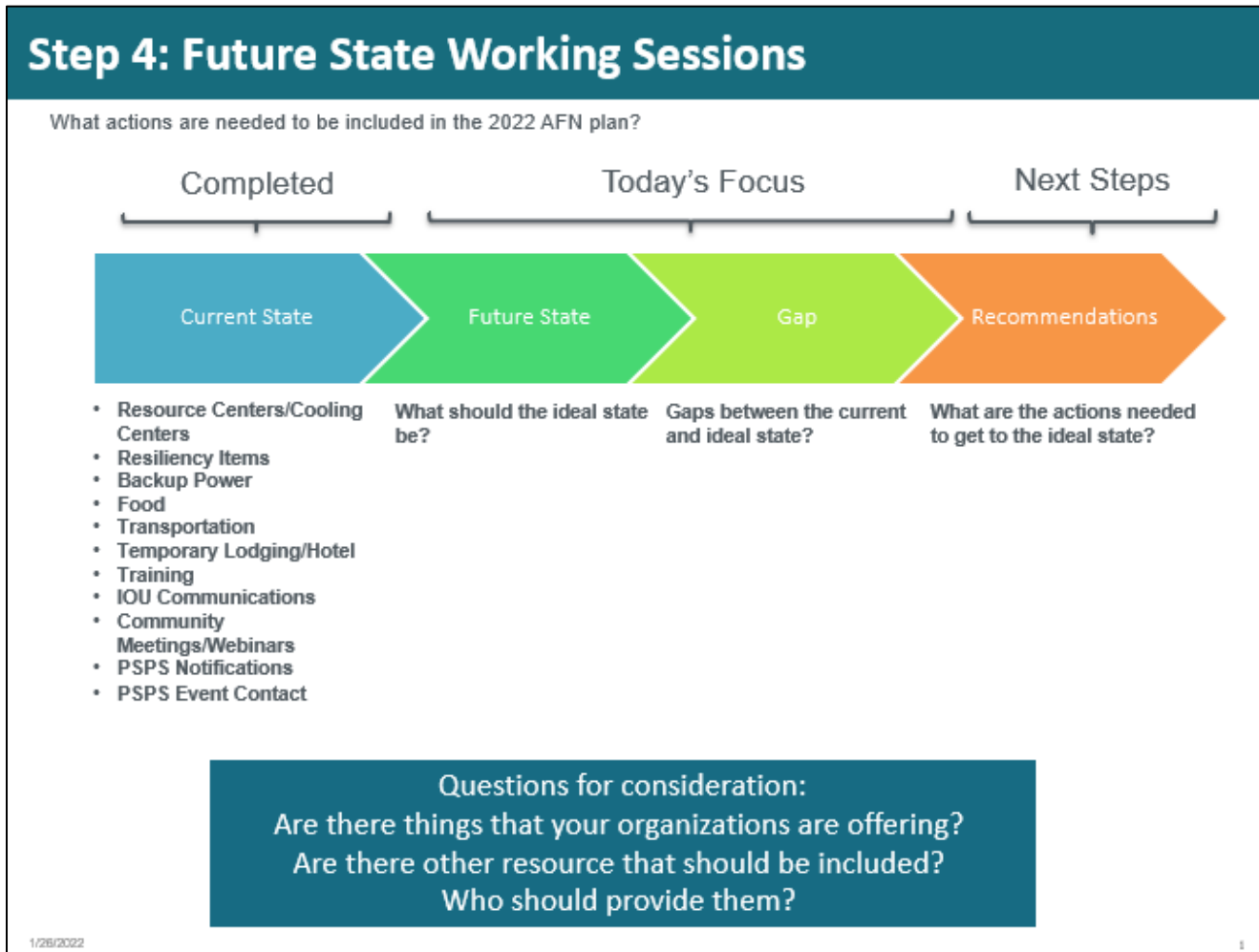
Urgency	<p>Is this a priority issue that needs to be addressed in the next year?</p> <p>10 = Immediate (Life Safety)</p> <p>7 = Situational</p> <p>5 = Long Term</p> <p>1 = Not needed in 2022</p>	
Unique	<p>Is this resource unique? Would there be a major gap if this resource was non-existent?</p> <p>10 = This is the only resource or program offered of its kind</p> <p>5 = Some other programs or resources can solve same issue</p> <p>1 = There are many programs and resources available to individuals with AFN to address issue</p>	
Which needs are addressed	<p>This category is given a priority weighing of 2</p> <p>10 = Life Safety</p> <p>7 = Food, Resource Center, and/or transportation</p> <p>7 = Lodging</p> <p>5 = Communications</p> <p>3 = Comfort</p>	
Efficient and affordable	<p>Efficient and affordability Does it achieve the desired goal in an efficient way? Inefficient use of manpower and funds reduces the total number of people who can be effectively assisted. Ultimate goal and end-state. Will be informed by factors from this exercise and affordability analysis.</p> <p>(yes, no, I don't know)</p>	<p>Flag to double check our work, not scored</p>

Key Considerations Ranked Highest Priority to Lowest	
1	<p>CRC/CCV considerations:</p> <ul style="list-style-type: none"> - Available in rural areas - Consistency of locations across the state (CRC) <p>Consider potential changes in weather conditions when moving locations</p>
2	<p>Considerations in rural areas</p> <ul style="list-style-type: none"> - Might need to coordinate efforts with emergency management resources when hotel accommodations are not available - Transportation is a big concern - Provide more options for rural communities (backup power)
3	<p>Enhanced and targeted communication plans for individuals with AFN regarding preparedness, during and after a PSPS (e.g., ASL, simplified, plain language, pictures, multi-channel)</p> <ul style="list-style-type: none"> - Consider review of notification process for accessibility and identify enhancements
4	<p>Screening for specific needs for individuals with AFN (e.g., accessibility, refrigeration)</p>
5	<p>One stop shop approach to sign up for utility programs (e.g., single website)</p>
6	<p>Ensure website content is accessible</p>
7	<p>Review/expand eligibility of the essential Small Business Generator programs to facilities that support individuals with AFN (e.g., Food Banks, The ARC, Regional Centers)</p>
8	<p>Leverage supplemental resources during a PSPS for individuals with AFN (e.g., CBOs, The ARC local chapters)</p> <p>Consider backup power during PSPS</p>
9	<p>Provide ASL information to inform, locate, and leverage the resource</p>
10	<p>Explore simplifying program sign up – (e.g., initiative to create a “one stop” application process currently identified for CARE/FERA and ESA programs)</p>
11	<p>Regional Centers as trusted partner to help clients qualify for programs/resources</p> <ul style="list-style-type: none"> -Evaluate what other partners do we leverage

12	Coordinate efforts with emergency management resources
13	Develop targeted tips for individuals with AFN (e.g., charge devices in advance, keeping food safe during a PSPS, post PSPS actions)
14	Leverage CBOs to provide for targeted resiliency items to households with individuals with AFN (e.g., lights, sensors, cooler bags, gas cards, emergency blankets, battery powered blenders) through a partnership program with CBOs <ul style="list-style-type: none"> - Learn from the past on what works - American red cross might have resiliency items
15	Expand partnerships with the transportation organizations to discuss the needs of individuals with AFN and the impacts of PSPS (e.g., paratransit organizations, public transportation) <ul style="list-style-type: none"> -Explore metro micro and call the car to expand on accessible technology and metropolitan transportation services -Other considerations: accessibility, car seats, and pets
16	Food Replacement (partnering with Meals on Wheels, food pantries, or 211 food delivery) <ul style="list-style-type: none"> -Consider partnerships with local school districts
17	Targeted outreach to the diverse needs of the individuals with AFN. Look for ways to enroll individuals in IOU programs during these events (e.g., sign up for self-certification)
18	Egress from a building with elevators through partnership with emergency services
19	Leverage partners to help identify individuals with AFN that need batteries (e.g., similar to the Tribal community example from SDG&E)
20	Medical device charging (replacements, leave while charging)
21	Partner with Department of Social Services, Red Cross, or other CBOs (awareness, education, and training on food safety)
22	Address privacy/quiet space considerations for individuals with AFN at indoor, outdoor, and mobile CRCs

23	<p>Potentially coordinate wellness efforts with 3rd parties (e.g., CERTS, deputy sheriffs)</p> <p>Potentially leverage 211 through care coordination or other CBOs (e.g., Regional Centers, IHSS, ILCs)</p>
24	<p>Screening for specific dietary needs (low sugar, salt, culturally relevant)</p> <ul style="list-style-type: none"> -Considerations for zero waste/sustainability -Food options have real world barriers (e.g., location, hour of day, who is open)
25	<p>Enhance training with targeted CBOs that support individuals with AFN to include both caregivers and clients</p> <ul style="list-style-type: none"> -Solicit input from Advisory Council members -Expand resiliency webinar trainings (e.g., SCDD/Red Cross)
26	<p>Resiliency items for pets and service animals (e.g., water)</p>

APPENDIX C – 2022 JOINT IOU AFN PLAN – IOU RESOURCE MATRIX



	Current State			Future State
	PG&E	SCE	SDG&E	
Resource Centers/Cooling Centers	<ul style="list-style-type: none"> • 370 available Community Resource Center (CRC) locations; a combination of indoor and outdoor sites • Cooling centers administered by cities and counties during hot months <p>Community members can access basic resources and up to date information</p> <ul style="list-style-type: none"> • Wi-fi • ADA-accessible restroom 	<ul style="list-style-type: none"> • 63 CRC locations & 8 mobile Community Crew Vehicles (CCVs) • Cooling centers administered by cities and counties during hot months (SCE provides battery operated fans, snacks, water) <p>Community members can access basic resources and up to date information</p> <ul style="list-style-type: none"> • Wi-fi • Bottled water, light snacks, and 	<ul style="list-style-type: none"> • 11 indoor CRC locations & 3 mobile CRCs that can be dispatched to areas in need • Cool Zones/Cooling centers administered by cities and counties during hot months (SDG&E provides battery operated fans) <p>Community members can access basic resources and up-to-date information</p> <ul style="list-style-type: none"> • Wi-fi 	<ul style="list-style-type: none"> • ADA enhancements • Hours of operation • Accessible transportation • Time and distance to get there from the geographic area • Correct penetration of use and what are the outcomes • Who cannot use these centers and why • Standardization for staffing regarding

	Current State			Future State
	PG&E	SCE	SDG&E	
	<ul style="list-style-type: none"> • Bottled Water/Snacks • Device charging • Cooling/heating* • Seating* • Ice* • Privacy Screenings (indoor locations) • Mobile battery chargers • *(indoor locations only) • Language Line Solutions for VRI (video rely interrupting of ASL) on Service Representative's Computer • Phone Number offered Multi- 	<ul style="list-style-type: none"> • pending weather and locations: firewood, blankets, bulk water, ice • Mobile charging for devices such as cell phones or medical equipment available pending social distancing • Indoor CRCs only (pending COVID-19 safety): cooling/heating, seating, refrigeration to store medicines in some locations only, and ADA 	<ul style="list-style-type: none"> • ADA-accessible restroom • Bottled water, light snacks, cell phone charging, chairs, restrooms, ice, water trucks (for large animals), and up-to-date outage event information • Warm food (as needed) • Gift cards • Safety supply kits for customer comfort and safety while visiting the CRC location during PSPS 	<ul style="list-style-type: none"> • to safety, first aid, security (need to advertise) • Consider other CBOs or orgs that may allow for charging of equipment - local medical clinic or the ILC allowed and encouraged individuals to power devices if they had power • Information-Multiple Channels to find CRCs or get information about the PSPS • ASL Communication at CRCs

	Current State			Future State
	PG&E	SCE	SDG&E	
	lingual interruption <ul style="list-style-type: none"> • Signage available in multiple languages & available for print on demand 	accessible restroom <ul style="list-style-type: none"> • interpreting service, including ASL • Warm food and grocery gift cards (as needed) • Privacy screens will be available in 2022 • Private room available in some locations only upon request 	<ul style="list-style-type: none"> • Informational & Directional Signs • Privacy Screens • ASL and language communication aids and interpreting service • Additional outreach and education materials 	<ul style="list-style-type: none"> • Data needed/Survey feedback • Privacy Screens • Comfortable seating
Back-up Power Programs	<ul style="list-style-type: none"> • DDAR Centers to provide qualifying customers who use electric medical devices with access to 	<ul style="list-style-type: none"> • Critical Care Battery Back-up (CCBB) program provides to eligible customers right-sized, fully 	All (MBL) customers previously impacted by PSPS offered no-cost back-up battery with solar panel charging	<ul style="list-style-type: none"> • Who else provides back-up power programs • What other type of devices/assistive technologies could

	Current State			Future State
	PG&E	SCE	SDG&E	
	<p>portable batteries (CFILC)</p> <ul style="list-style-type: none"> • Portable Battery Program (PBP) distributed through LIHEAP providers to low-income medical baseline customers in HTFD or who experienced 2 or more events • \$300 rebate for portable generators for water pumping dependent customers in HFTDs • \$500 rebate for CARE/FERA 	<p>subsidized back-up battery with a solar panel for charging and a 3-year warranty. Expanded in 2021 to more customers</p> <ul style="list-style-type: none"> • \$75 rebate for portable batteries for customers in HFTDs to power devices and appliances • \$200 rebate for portable generators for customers in HFTDs • \$500 rebate for portable generators for 	<p>Nearly doubled the size of the program in 2021 & expanded to some individuals with AFN beyond MBL</p> <p>Increased tribal coordination in 2021 w/ Indian Health Council partners (reserved units)</p> <p>Emergency back-up generator program available for critical medical situations during PSPS</p> <p>Generator rebates of \$300+ offered to customers in the HFTD who have been impacted by PSPS</p>	<p>be used (e.g., Battery powered ice chest)</p> <ul style="list-style-type: none"> • CA State Northridge (Technology Forum) • Cost of generator be covered CBO at no cost (I.e., Regional Centers) • Yeti- Once they are exhausted. Can't be charged during PSPS • Cost of fuel/gas for generator • Basic video on how to use- ASL

	Current State			Future State
	PG&E	SCE	SDG&E	
	<p>enrolled HFTDs customers for portable generators for water</p> <ul style="list-style-type: none"> Statewide Self-Generation Incentive Program (SGIP) 	<p>customers in HFTDs and enrolled in CARE/FERA or MBL</p> <ul style="list-style-type: none"> Statewide Self-Generation Incentive Program (SGIP) (On 7/1: removed water pumping dependency and include Medical Baseline for \$500 rebate; \$300 rebate for non-low income changed to \$200) 	<p>\$50 rebates for Portable Power Stations</p> <p>Statewide Self-Generation Incentive Program (SGIP)</p>	<ul style="list-style-type: none"> Simplified language
Resiliency Items	<ul style="list-style-type: none"> Go bags with water, mobile battery charges, and snacks 	<ul style="list-style-type: none"> Resiliency kits are provided in CRC/CCV locations. These 	<ul style="list-style-type: none"> Resiliency items provided at CRCs (Bottled water, light snacks, ice, 	<ul style="list-style-type: none"> Who else provides resiliency items

	Current State			Future State
	PG&E	SCE	SDG&E	
	distributed at CRCs	<p>resiliency kits are in a tote bag with program fact sheets, ice voucher, resiliency items (e.g., LED backup lightbulb or flashlight, pre-charged solar phone charger), PPE (hand sanitizer, mask)</p> <ul style="list-style-type: none"> • Blanket, firewood (for cold weather PSPS) • Thermal insulated bags (for medication, formulas, or breast milk) 	<p>water for livestock)</p> <ul style="list-style-type: none"> • Emergency back-packs include a hygiene kit with a mask, hand sanitizer, soap, and PPE items, pre-charged solar phone charger, solar light bulb, burn kit, warmer kit, snap light stick, and a waterproof wet/dry bag. • Hand power bank batteries, flashlights, blankets, food (distributed via 	<ul style="list-style-type: none"> • What other resiliency items are needed? • CA Council for the Blind – N.CA partner (Grab & Go location, MREs, charger, EMT kit) • Leverage CBOs to provide Go Kits • Emergency supply kits for animals/pets • SCDD, Red Cross (Go Kits) • Items for expectant mothers (pumps, privacy

	Current State			Future State
	PG&E	SCE	SDG&E	
			AFN partners including Indian Health Councils)	screens, comfortable seating, etc.)
Food	<ul style="list-style-type: none"> ● Food Bank Resource Partnership – Provides charitable grant to Food Banks to support the services they provide during emergencies <ul style="list-style-type: none"> ○ Agreements with 23 food banks serving 38 counties ○ Also provides customers experiencing food loss with replacement 	<ul style="list-style-type: none"> ● Food Banks – SCE provides charitable grants to support workforce development / education programs ● 211 CBO Partnership – Provide food delivery available through 211 CBO partnerships ● CRCs – In 2020, SCE provided hot meals for Thanksgiving and grocery gift cards 	<ul style="list-style-type: none"> ● Food Bank Partnership – Provides charitable grants to regional Food Banks including the San Diego Food Bank, North County Food Bank, and Feeding America to support the services they provide during emergencies and will standup mobile food pantries post PSPS 	<ul style="list-style-type: none"> ● Who else provides food services ● Other food services can be provided ● ADA/Allergies ● Zero Waste/Sustainability ● Low sugar/low salt/heart health ● Culturally relevant meals ● Low/No Diets ● Education on how to make food last longer ● Thermometer for someone

	Current State			Future State
	PG&E	SCE	SDG&E	
	<ul style="list-style-type: none"> • 211 Partnership – Provide meal delivery services / solutions • Meals on Wheels – additional meal to impacted PSPS seniors per day of shutoff <ul style="list-style-type: none"> ○ Agreements with 25 providers to support 22 counties \$15 per meal • The following will provide food replacement up to 3 days after PSPS restoration: <ul style="list-style-type: none"> ○ Grocery Delivery for 	<p>on the week of Christmas as ad-hoc services. In 2021, SCE provided grocery gift cards for Thanksgiving. The meals and grocery cards were given out at the Community Resource Centers and Community Crew Vehicles</p>	<p>in impacted communities</p> <ul style="list-style-type: none"> • Food support gift cards available for individuals with AFN • SD Food Bank holds additional food distributions following PSPS in impacted areas • 211 CBO Partnerships – Provide food delivery available through 211 CBO partnerships • Meals on Wheels – additional meal to impacted PSPS seniors per day of shutoff 	<p>who may have low vision</p> <ul style="list-style-type: none"> • Safety guidelines/education • Texture of food • Food safety message from utility

	Current State			Future State
	PG&E	SCE	SDG&E	
	<p>homebound individuals due to medical conditions</p> <ul style="list-style-type: none"> ○ Grocery Gift Cards ○ Fresh produce, vegetables, and fruits 		<ul style="list-style-type: none"> ● Warm Food options – Several catering services contracted to support at local CRCs when needed 	
Transportation	<ul style="list-style-type: none"> ● Disability Disaster Access and Resources Program (DDAR) in partnership with CFLIC provides accessible transportation to Community Resource Centers or hotels 	<ul style="list-style-type: none"> ● 211 AFN PSPS Resource: Transportation services / solutions including transportation to CRC / CCV, hotels, or other safe locations 	<ul style="list-style-type: none"> ● 211 AFN PSPS Resource: Accessible transportation available via direct contract with Facilitating Access to Coordination Transportation (FACT) to hotels, CRCs, or other safe locations 	<ul style="list-style-type: none"> ● Are there other options for accessible transportation ● Pick Up/Delivery services for necessities during PSPS ● Needs for pets ● Uber/Lift for non-accessible

	Current State			Future State
	PG&E	SCE	SDG&E	
	<ul style="list-style-type: none"> • 211 Partnership: transportation services/solutions including service to CRC, hotels, safe locations 			<ul style="list-style-type: none"> • Response time for accessible transportation • Non-English, Deaf/hard of hearing- not aware of resources • Education on Transportation- most customers are unaware
Temporary Lodging/Hotel	<ul style="list-style-type: none"> • Disability Disaster Access and Resources Program (DDAR) in partnership with CFLIC provides temporary lodging resources 	<ul style="list-style-type: none"> • Discounted hotel options available www.sce.com/hotel-discounts • 211 AFN PSPS Resource: Temporary lodging services / solutions 	<ul style="list-style-type: none"> • 211 AFN PSPS Resource: No-cost hotel stays provided through direct partnership with Salvation Army 	<ul style="list-style-type: none"> • Zero Waste/Sustainability • Convenient locations vs long distance • Tailored to meet the individual's access

	Current State			Future State
	PG&E	SCE	SDG&E	
	<ul style="list-style-type: none"> • 211 Partnership: temporary lodging services / solutions 			<ul style="list-style-type: none"> • ability considerations • Rural areas- lack of hotels
Training	<ul style="list-style-type: none"> • Training on IOU programs and services to in home workers and social service staff (e.g. groups like IHSS, ILCs, CBOs, Regional Centers and Tribal Communities) • Tabletop & full-scale exercises 	<ul style="list-style-type: none"> • Training on IOU programs and services to in home workers and social service staff (e.g. groups like IHSS, Regional Centers, ILCs, CBOs, and tribal nations) • Tabletop & full-scale exercises (Independent Living Centers and 211 participated in these exercises) 	<ul style="list-style-type: none"> • Training on IOU programs and services to in home workers and social service staff (e.g. groups like IHSS, Regional Centers, SCDD, ILCs, CBOs, tribal orgs, and CERTS) • Tabletop & full-scale exercises 	<ul style="list-style-type: none"> • Who else can IOUs provide training • Deaf Link Collaboration • Full Scale Exercises- use real people with disabilities not 'actors' • Education to Disability org • Training on those who may Deaf/Blind • Other agencies outside of IHSS

	Current State			Future State
	PG&E	SCE	SDG&E	
				<p>that provide in-home care</p> <ul style="list-style-type: none"> • Targeted Outreach Efforts
Community Meetings & Webinars	<ul style="list-style-type: none"> • Information on the Community Wildfire Safety Program including System Hardening, Veg Management, PSPS notifications, customer programs, back-up power programs and resources to help customers prepare • Local CWSP Webinars, Regional Working 	<ul style="list-style-type: none"> • Information on PSPS, grid hardening, notifications, customer programs, back-up power programs and resources to help customers prepare • Meeting / Webinars with Counties, Communities, local & tribal governments, critical 	<ul style="list-style-type: none"> • Information on notifications, PSPS support, back-up power programs and resources to help customers prepare across webinars, drive-thru safety fairs, community meetings etc. • Meeting / Webinars with Counties, Communities, local & tribal governments, critical 	<ul style="list-style-type: none"> • Who else should IOUs meet with • Information that needs to be provided • CA Council of the Blind • Archive • Caption/Interpreter • Track who is attending/viewing after • PSPS webinars specific for deaf community, blind community etc.

	Current State			Future State
	PG&E	SCE	SDG&E	
	Groups, Safety Town Halls, PSPS Advisory Council	infrastructure customers, customer Power Talks, CBOs, Advisory Boards, Working Group, and Consumer Advisory Panel	infrastructure customers, CBOs, Advisory Boards, AFN PSPS Working Group, Safety Townhalls	
PSPS Notifications	<ul style="list-style-type: none"> • All account holders of record receive notifications before, during and after PSPS via phone, text and email in 16 languages • Address alerts for non-account holders via phone and text in 16 languages 	<ul style="list-style-type: none"> • All accounts holders of record receive customer notifications before, during, and after PSPS events via phone*, text, and email in 22 languages • Address level alerts for non-account holders in English and 	<ul style="list-style-type: none"> • All accounts holders of record and automatically receive notifications before, during, and after PSPS events via phone, text, and email in 21 languages • Address level notifications available for anyone 	<ul style="list-style-type: none"> • Conduct a review of the notification process to the individuals with AFN to identify enhancements and ensure accessibility (e.g., ASL) • Potentially coordinate wellness efforts with 3rd parties (e.g., CERTS)

	Current State			Future State
	PG&E	SCE	SDG&E	
	<ul style="list-style-type: none"> • Use of multicultural media and social medial platforms • Use of CBOs and 211 to broaden the message 	<p>Spanish (more languages will be available in 2022)</p> <ul style="list-style-type: none"> • Amplified notifications through CBOs, 211, and other partners • Use of multicultural media, CBOs, and social media to broaden message <p>*Mixteco, Zapoteco, Purapecha are only available via Voice.</p>	<ul style="list-style-type: none"> • Address level alerts in 21 languages • Alerts through social media, NextDoor • Amplified notifications through CBOs, 211, and other partners • Use of multicultural media, CBOs, and social media to broaden message • Accessible Hazard Alert System (AHAS) Real time accessible emergency messages 	

	Current State			Future State
	PG&E	SCE	SDG&E	
			<ul style="list-style-type: none"> ASL video, English Voice, Braille Readable 	
PSPS Contact Confirmation – In person notifications for vulnerable populations	<ul style="list-style-type: none"> MBL and self-certified Vulnerable Customer status customers will be contacted until notification is confirmed PG&E will send a truck to the customer’s home to check on them if receipt cannot be confirmed 	<ul style="list-style-type: none"> MBL and self-certify sensitive customers will be contacted until notification is delivered SCE will send a truck to the customer’s home to check on them if receipt cannot be confirmed 	<ul style="list-style-type: none"> MBL customers will be contacted until notification is confirmed SDG&E will send a truck to the customer’s home to check on them if receipt cannot be confirmed SDG&E is partnering with the East County CERT programs to perform in home welfare checks when requests are made through 211 during a PSPS 	<ul style="list-style-type: none"> Also known as doorbell rings, door knocks Some type call to action Ensure notifications are clear and easy to understand Focus groups

	Current State			Future State
	PG&E	SCE	SDG&E	
IOU Communications	<p>Annual marketing campaign on emergency preparedness, PSPS, and programs & services (expanded focus for Medical Baseline)</p> <p>In Language (in accordance with CPUC Decision)</p> <ul style="list-style-type: none"> • PSPS comms: 16 languages • Website: 16 languages • Call Center: 200+ languages • Agreements with 280+ CBOs to help amplify the messaging 	<p>Annual marketing campaign on emergency preparedness, PSPS, and programs & services (expanded focus for Medical Baseline & Critical Care Backup Battery)</p> <p>In Language (in accordance with CPUC Decision)</p> <ul style="list-style-type: none"> • PSPS comms: 19 languages • Website: 19 languages • Call Center: More than 230 languages available through 	<p>Annual marketing campaign on emergency preparedness, PSPS, and programs & services (expanded focus for Medical Baseline)</p> <p>In Language (in accordance with CPUC Decision)</p> <ul style="list-style-type: none"> • PSPS comms: 21 languages • Website: 21 languages • Partner Relay Network through SD County OES provides 	<ul style="list-style-type: none"> • Enhanced and targeted AFN communication plans for preparedness, during and after a PSPS (e.g., ASL, simplified, plain language, pictures, multi-channel) • Explore simplifying program sign up – (e.g., initiative to create a “one stop” application process currently identified for CARE/FERA and ESA programs)

	Current State			Future State
	PG&E	SCE	SDG&E	
	<p>Accessibility</p> <ul style="list-style-type: none"> • Large font/braille bills and materials • American Sign Language (ASL) • Level AA of the W3C Web Content Accessibility Guidelines (WCAG) 2.0 at minimum, and 2.1 Level AA for any new tools/content developed • Printed materials in alternate communication formats such as Large Fonts, or Braille can be requested by customers that 	<p>our translation service</p> <ul style="list-style-type: none"> • Agreements with 50 CBOs to educate and generate awareness around wildfire preparedness and safety • 1,600 CBOs receive monthly information from SCE to share • Grants to Independent Living Centers and 211 provided to educate customers around emergency and Public Safety 	<p>translation into 200+ languages</p> <ul style="list-style-type: none"> • 211 offers translation services in 200+ languages <p>Accessibility</p> <ul style="list-style-type: none"> • Large font/braille bills and materials • Two ASL service agreements for translation for external video calls, press conferences and other community events as requested • PSPS, Emergency and Outage notifications in ASL video + audio 	<ul style="list-style-type: none"> • Expand the resiliency webinar trainings (e.g., SCDD/Red Cross) • Develop targeted tips for individuals with AFN (e.g., charge devices in advance, keeping food safe during a PSPS, post PSPS actions) • One stop shop approach to sign up for utility programs (e.g., single website) • Ensure website content is accessible

	Current State			Future State
	PG&E	SCE	SDG&E	
	encounter issues with web content	Power Shutoff preparedness Accessibility <ul style="list-style-type: none"> • Large font/braille bills and materials • American Sign Language (ASL) for community meetings & TTY for hearing impaired (call center) • Level AA of the W3C Web Content Accessibility Guidelines (WCAG) 2.0 • https://www.sce.com/customer-service/faqs/service/Web-Accessibility 	readout + visual transcript <ul style="list-style-type: none"> • DeafLink on-demand accessible conversion for all emergency communications 24/7 • Level A of the W3C Web Content Accessibility Guidelines (WCAG) 2.0 at minimum, and Levels AA where technology allows • Printed materials in alternate communication formats such as Large Fonts, or 	

	Current State			Future State
	PG&E	SCE	SDG&E	
		<ul style="list-style-type: none"> Printed materials in alternate communication formats such as Large Fonts, or Braille can be requested by customers that encounter issues with web content 	<p>Braille can be requested by customers that encounter issues with web content</p> <ul style="list-style-type: none"> Secured Service Agreement to provide any SDG&E employee access to Remote Video Interpreting (RVI) via smart phone for ASL 	

**APPENDIX D – PG&E’S QUARTERLY PROGRESS REPORT OF ACTIVITIES
BETWEEN OCTOBER 1, 2021 AND DECEMBER 31, 2021**

Access and Functional Needs (AFN) Plan for Public Safety Power Shutoff (PSPS) Support

Quarterly Progress Report of Activities
Between October 1, 2021 and December
31, 2021



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1 Introduction

In accordance with D.20-05-051 and D.21-06-034, Pacific Gas and Electric Company (PG&E) provides this quarterly update regarding our progress towards meeting our 2021 PSPS Access and Functional Needs (AFN) Plan and the impact of our efforts to support the AFN¹ and vulnerable population during de-energization (also known as Public Safety Power Shutoff (PSPS)). This update addresses our efforts since September 30, 2021. In addition to this update, PG&E discusses our efforts and progress in complying with D.21-06-014 and D.21-06-034 in the PSPS Preparedness Report Part 2 filed with the CPUC on October 26, 2021.

Since our last quarterly reporting on the progress of PG&E's AFN activities on September 30, 2021, PG&E has achieved the following significant milestones to help serve our most vulnerable customers before, during, and after a PSPS:

- **PG&E began the development of its 2022 AFN Plan in accordance with the FEMA Comprehensive Preparedness Guide** as adopted by the Phase 3 revised guidelines for PSPS. The IOUs have collaborated to align our approach and enlisted a FEMA expert to assist with the development of the structure.
- **Aligned on statewide preliminary definition of individuals with AFN who are dependent on electricity** for purposes of PG&E and the other IOUs to identify individuals potentially impacted by power outages to better target outreach, preparedness, and in-event programs and services. PG&E continues to review strategies executed to enhance identification of individuals with AFN.
- PG&E continued its partnership with the California Foundation for Independent Living Center's (CFILC) Disability Disaster Access and Resources (DDAR) Program to perform outreach to the disability and aging communities. In Q4, **the DDAR Program completed 676 energy assessments and delivered 644 batteries**. Other resources provided, such as personalized emergency plans, hotel lodging and food vouchers, totaled 731 in Q4. **The 2021 year to date accomplishments include 2,405 assessments completed, 1,371 batteries delivered, and 3,058 resources provided.**
- **PG&E's Portable Back-up Program (BPB) delivered an additional 2,064 batteries** to qualifying customers in high fire threat areas. **The 2021 year to date accomplishments include 7,531 assessments completed and 5,135 batteries delivered.**
- **PG&E posted a comprehensive, accessible, and searchable list of all potential CRC locations on its webpage.** During PSPS, PG&E continued to post a searchable list of specific, activated CRC locations and the resources available at each CRC, type of CRC (e.g., indoor, outdoor), COVID-19 policies, and operating hours on PG&E's Emergency Website (pgealerts.alerts.pge.com).
- **PG&E engaged with over 280 "information-based" CBOs during a PSPS sharing courtesy notification updates, fact sheets, and other relevant information for CBOs to share with their constituents to expand our communication reach.** In addition, PG&E provided paratransit agencies with PSPS notifications and impacted ZIP code lists, so that they could prioritize areas impacted. PG&E also **partnered with local Food Banks to supply over 1,500 food boxes to residents and Meals on Wheels which was able to provide over 500 meals** our service territory.

2 External Feedback and Consultation

PG&E listens to our customers and external stakeholders to improve our communications and support for vulnerable customers. The following section describes the feedback we have received from our customers and key partners since September 30, 2021, and how we plan to incorporate the feedback to enhance the customer

¹ To identify and calculate specific customers and/or households that are considered AFN, PG&E uses the following categories for which data is available in our internal databases (e.g., Customer Care and Billing (CC&B) and others): customers enrolled in the Medical Baseline Program, customers enrolled in California Alternative Rates for Energy (CARE) or Family Electric Rate Assistance (FERA), customers that self-identify to receive an in-person visit before disconnection for non-payment (e.g., vulnerable), customers that self-identify as having a person with a disability in the household (e.g., disabled), customers who self-select to receive utility communications in non-standard format (e.g., in braille or large print), and customers who indicate a non-English preference.

experience.

2.1 Consultation with Interested Parties and Advisory Councils

PG&E continues to engage with interested parties and advisory councils to gain feedback on our approaches for communicating with and serving customers before, during, and after PSPS. Table 1 below summarizes our engagement activities with interested parties and advisory councils for Q4 2021.

Table 1. Summary of Consultation with Interested Parties and Advisory Councils

Access and Functional Needs IOU Leadership Meetings		
Meeting	Summary of Engagement and Feedback	Actions Guided by Feedback
<p>Date: October 11, 2021 Location: Virtual</p>	<ul style="list-style-type: none"> • Canceled meeting due to active PSPS by majority of participating IOUs 	<p>Meeting later rescheduled to October 28, 2021</p>
<p>Date: October 28, 2021 Location: Virtual Purpose:</p> <ul style="list-style-type: none"> • Bring state/local agency and community AFN leaders and IOU leaders together to brainstorm how to identify AFN customers and ensure unmet needs are met during PSPS 	<ul style="list-style-type: none"> • Recommendation for more engagement and outreach to CBOs • AFN Exec Leaders acknowledged that progress has been made by IOUs • AFN Exec Leaders feel current meeting may not be useful in helping support AFN communities as difficult conversations and conflict resolution has not been occurring in meetings • Recommendation to use AFN Exec Leaders as experts to develop programs/resources/ services and help identify potential hires with lived experiences to fill jobs • AFN Exec Leaders and IOUs feel that we are at the beginning/starting line of the process of identifying AFN populations and addressing gaps • While focus has been on PSPS, need to ensure all customers with AFN and disabilities can get power when they need to and can live independently • Expressed need to get State involved to drive policy change • IOUs working through 2022 AFN Planning Process and first step is forming collaborative planning team 	<p>Completed Actions this Quarter</p> <ul style="list-style-type: none"> • N/A
		<p>On-Going Actions</p> <ul style="list-style-type: none"> • SDG&E, SCE, and PG&E responded to letter from the AFN Exec Leaders <ul style="list-style-type: none"> ○ Questions were broad and answers were broad <p>Future Actions</p> <ul style="list-style-type: none"> • IOUs need to develop metrics to measure success • AFN Exec Leader Representative work with IOU Executive Representative to outline a plan for a collaborative path forward
<p>Date: November 15, 2021 Location: Virtual</p>	<ul style="list-style-type: none"> • Meeting scheduled for November 15, 2021 was canceled. 	<p>Aaron Carruthers from the State Council on Developmental Disabilities (representing the AFN Exec Leaders) would work with Toshanda Taylor, VP SDG&E (representing the IOU Executives) offline to draft a path forward that all could review and agree to via email.</p>
<p>Future Meeting(s)</p>	<p>January 6, 2021</p>	

AFN Core Planning Team Meetings

Meeting	Summary of Engagement and Feedback	Actions Guided by Feedback
<p>Date: October 29, 2021 Location: Virtual Purpose:</p> <ul style="list-style-type: none"> • AFN Core Planning Team Meeting – 2022 Plan development 	<ul style="list-style-type: none"> • Provided an overview of the FEMA 6-Step Plan Development approach <ol style="list-style-type: none"> 1. Forming a collaborative planning team 2. Understanding the situation 3. Determining goals and objectives 4. Developing the plan 5. Plan preparation and approval 6. Plan implementation and maintenance • Meeting Focus: <ul style="list-style-type: none"> Step 1 – Collaborative Planning Team <ul style="list-style-type: none"> ○ Align on Core Planning Team Expectations ○ Solicited input on the Core Planning Team Members Step 2 – Understand the Situation <ul style="list-style-type: none"> ○ Provided an overview of the Facts & Assumptions that will be included in the 2022 AFN Plan including: <ul style="list-style-type: none"> ▪ Reviewed the California Government Code §8593.3 AFN definition, with a specific focus on identifying individuals who are “electricity dependent” ▪ Identified the main risk as: Individuals with AFN who are unable to use power for devices/equipment for health, safety and independence due to PSPS ▪ Aligned on the approach to identify and track individuals with AFN based on available data ▪ Benchmarked with IHSS, Regional Centers, and Medicare electricity dependent data to understand the potential population volume of 	<p>Completed Actions this Quarter</p> <ul style="list-style-type: none"> • Identified drivers, outcomes, and consequences to PSPS outage that affect individuals with AFN • Aligned on the preliminary definition of “electricity dependency” <p>On-Going Actions</p> <ul style="list-style-type: none"> • Continue to work through the FEMA 6-step process to develop the joint IOU 2022 AFN plan <p>Future Actions</p> <ul style="list-style-type: none"> • Step 3 – Determine goals and objectives

	<p>individuals with AFN reliant on power by zip code</p> <ul style="list-style-type: none"> ▪ Leveraged data to create heat maps of AFN geographic density ▪ Aligned on statewide preliminary definition of individuals with AFN for purposes of identifying individuals potentially impacted by power outages to better target outreach, preparedness, and in-event programs and services ▪ Reviewed current strategies executed to continue to enhance identification of individuals with AFN ▪ Reviewed the current resources offered by each IOU <ul style="list-style-type: none"> ○ Conducted Risk Bowtie Working Session and solicited feedback on the drivers, outcomes, and consequences of PSPS outage on individuals with AFN 	
<p>Date: November 5, 2021 Location: Virtual Purpose:</p> <ul style="list-style-type: none"> • AFN Core Planning Team Meeting – 2022 Plan development 	<ul style="list-style-type: none"> • Meeting Focus: Step 3 – Determine Goals and Objectives • Conducted working sessions to gain alignment on the DRAFT overarching goal and objectives <ul style="list-style-type: none"> ○ Goal: IOU plans will minimize the impacts of PSPS on individuals with AFN served by the utilities through improved customer outreach, education, assistance programs, and services. ○ Plan Objectives: <ul style="list-style-type: none"> ▪ Identify individuals who are electricity dependent ▪ Establish a communication plan that reaches all AFN segments ▪ Continuously improve tools to make them easier to understand and navigate, while 	<p>Completed Actions this Quarter</p> <ul style="list-style-type: none"> • Identified the goals and objectives for the 2022 AFN PSPS plan <p>On-Going Actions</p> <ul style="list-style-type: none"> • Continue to work through the FEMA 6-step process to develop the joint IOU 2022 AFN Plan <p>Future Actions</p> <ul style="list-style-type: none"> • Confirm goals and objectives • Finalize the prioritization tool

	<p>making it easier for external organizations to access information</p> <ul style="list-style-type: none"> ▪ Identify new programs and resources needed to minimize the impacts of PSPS ▪ Enhance existing programs and resources to minimize the impacts of PSPS ▪ Cultivate new partnerships and expand existing partnerships with whole community to reach individuals with AFN ▪ Coordinate and integrate resources with State, community and utility to minimize duplication ▪ Establish measurable metrics and consistent service levels ▪ Effectively serve and adapt to the needs of individuals with AFN before, during, and after any PSPS ▪ Developed the key criteria to determine the operational priorities ▪ Identified a prioritization tool to score and rank operational priorities leveraging key criteria 	
<p>Date: November 10, 15, and December 16, 2021 Location: Virtual Purpose:</p> <ul style="list-style-type: none"> • AFN Core Planning Team Meeting – 2022 Plan development 	<ul style="list-style-type: none"> • Meeting Focus: Step 4 – Plan Development <ul style="list-style-type: none"> ○ Reviewed matrix of current resources available from the three IOUs before, during, and after PSPS ○ Conducted two AFN Core Planning Team workshops to identify key considerations to define future state (11/15 & 12/16) ○ Aligned on future state outcomes and conducted gap analysis working session to identify recommendations 	<p>Completed Actions this Quarter</p> <ul style="list-style-type: none"> • Working to complete future state needs <hr/> <p>On-Going Actions</p> <ul style="list-style-type: none"> • Continue to work through the FEMA 6-step process to develop the joint IOU 2022 AFN plan <hr/> <p>Future Actions</p> <ul style="list-style-type: none"> • Prioritize recommendations • Identify additional resources and intelligence needs • Establish measurable metrics to track success
<p>Future Meeting(s)</p>	<p>January 14, 2022</p>	

Statewide IOU AFN Advisory Council		
<p>Date: December 16, 2021 Location: Virtual Purpose:</p> <ul style="list-style-type: none"> Joint IOU Statewide Advisory Council Meeting 	<ul style="list-style-type: none"> Meeting Focus <ul style="list-style-type: none"> Provided an overview of the 2022 AFN Plan Development and status from the Core Planning Team. Solicited feedback on the goals and objectives. 	<p>Completed Actions this Quarter</p> <ul style="list-style-type: none"> Aligned on the preliminary definition of “electricity dependency” <p>On-Going Actions</p> <ul style="list-style-type: none"> Continue to engage the whole community in the 2022 planning process <p>Future Actions</p> <ul style="list-style-type: none"> Provide input on the 2022 AFN Plan
Future Meeting(s)	January 21, 2022	
People with Disabilities and Aging Advisory Council (PWDAAC)		
Meeting	Summary of Engagement and Feedback	Actions Guided by Feedback
<p>Date: December 17, 2021 Location: Virtual Purpose:</p> <ul style="list-style-type: none"> Bring together organizations supporting AFN customers with PG&E’s leaders, connect and collaborate, discuss relevant topics, highlight progress made, and identify areas for improvement for how PG&E’s programs support seniors and individuals with disabilities 	<ul style="list-style-type: none"> PG&E provided an overview of the 2021 PSPS, information about the new AFN Acquisition Campaign and the planned AFN Webpage Refresh, progress to date on the 2022 AFN Plan, and an overview of the EPSS Program PG&E reached out to attendees to for ideas and suggestions to reach, engage, and support our customers as well as asking attendees what they would like to focus on, address, and accomplish in 2022 Shared that PG&E has made webpages to apply for positions at PG&E more accessible Feedback received included: <ul style="list-style-type: none"> Many individuals only have access to mobile phones, so PG&E should consider this when developing outreach and engagement materials AFN Acquisition Campaign letter to go out into people’s preferred format (i.e., braille and large print) Category missing from AFN characteristics is the deaf/blind population, which is considered a combined single disability Attendees requested a summary to provide to their constituents to get the 	<p>Completed Actions this Quarter</p> <ul style="list-style-type: none"> N/A <p>On-Going Actions</p> <ul style="list-style-type: none"> Continue utilizing the PWDAAC as a forum to receive input and feedback on a broad variety of PG&E programs affecting AFN customers <p>Future Actions</p> <ul style="list-style-type: none"> PWDAAC to review outreach and engagement letter for the AFN Acquisition Campaign and provide feedback PG&E will explore large print format for the AFN Acquisition Campaign letter PG&E explore if we are able to identify dead/blind population in CC&B. PG&E will provide a summary to attendees for their constituents to help promote the AFN Acquisition Campaign. PG&E will begin calls out to customers utilizing our PG&E representatives in our contact center. PG&E will consider hiring a third party contractor to further expand outreach via calls to customers PG&E will investigate adding a link to the PG&E billing page to point them to the AFN Webpage that will allow them to self-identify

	<p>word out on the AFN Acquisition Campaign</p> <ul style="list-style-type: none"> ○ Recommend customers receive a phone call and an email if they are not responsive to the AFN Acquisition Campaign letter ○ Recommend adding a link to the PG&E billing page to point them to the AFN Webpage that will allow them to self-identify ○ Recommend that PG&E require in contracts that they have a certain percentage of employees who have access and functional needs ○ Recommend developing a simple statewide form for customers to complete, which will provide them information on the programs that are applicable to them and help them enroll ○ Outreach and engagement on EPSS needs to be different from outreach and engagement on PSPS to help customers better understand what PG&E is trying to do with EPSS ○ Recommend finding out how many customers identified as enrolling in MBL through the DDAR program to see if there has been a significant increase in enrollment ○ Recommend additional radio buys for engagement and outreach to help customers better prepare for PSPS and wildfires <ul style="list-style-type: none"> ● Recommend providing a monthly newsletter update to tell the story of advancements PG&E has made in further supporting customers 	<ul style="list-style-type: none"> ● PWDAAC offered to help support user testing PG&E's AFN Webpages. PG&E will ask the contractors assisting with developing AFN Webpages how many employees self-identify as having access and functional needs ● PG&E can explore the possibility of developing a statewide simple form for customers to complete online to provide them information on programs that are applicable to them and help them enroll ● PG&E to explore what programs and services are currently offered and utilize PWDAAC to determine what gaps need to be filled and what additional programs and services can be offered during Q1 2022 ● PG&E will put together information on programs and services we currently offer and the customer research that we conducted in Q1 2022 and engage PWDAAC to figure out what adjustments need to be made to our programs and services and/or customer outreach and engagement ● PWDAAC to provide suggestions on any specific radio stations that PG&E should target ● PG&E will work on developing a monthly update for PWDAAC to provide updates
Future Meeting(s)	Q1 2022 (Meeting cadence is quarterly.)	
Disadvantaged Communities Advisory Group (DAC AG)		
Meeting	Summary of Engagement and Feedback	Actions Guided by Feedback
Date: October 15, November 19,	<ul style="list-style-type: none"> ● DAC-AG topics are broad and many are 	Completed Actions this Quarter

<p>December 3, 2021 Location: Virtual Purpose:</p> <ul style="list-style-type: none"> Attendees to ensure PG&E is aware of topics discussed by the DAC-AG Consider DAC interests in all program planning Highlight intersection of DAC and AFN customers' interests 	<p>relevant to AFN communities. In October, DAC-AG members highlighted the importance of compensating CBOs who participate in important on-the-ground work for Commission programming. PG&E concurs and continues to identify avenues for new CBO compensation structures.</p> <ul style="list-style-type: none"> In November, the DAC-AG discussed the CPUC's revised Environmental and Social Justice Action Plan, and particularly the inclusion of "high-road" jobs. PG&E looks forward to working with stakeholders to explore the intersection of the ESJ Plan's goals with AFN community needs and interests. 	<ul style="list-style-type: none"> PG&E continues to identify avenues for expanded CBO compensation structures, such as via a broad and proactive CBO solicitation released in Q4.² <p>Future Actions</p> <ul style="list-style-type: none"> Engage DAC-AG as relevant for topics, particularly related to best practices in community engagement Ensure AFN customers' interests are considered throughout the topical areas of the DAC-AG.
<p>Future Meeting(s)</p>	<p>Dates TBD (Meeting cadence is monthly for 2021.)</p>	
<p>Low Income Oversight Board (LIOB)</p>		
<p>Meeting</p>	<p>Summary of Engagement and Feedback</p>	<p>Actions Guided by Feedback</p>
<p>Date: December 15, 2021 Location: Virtual Purpose:</p> <ul style="list-style-type: none"> Attendees to ensure PG&E is aware of topics discussed by the LIOB Highlight intersection of Low-income and AFN customers' interests 	<ul style="list-style-type: none"> Primary topics discussed in Q4 included the IOU's budgets and progress in the CARE and ESA programs, and COVID arrearage management. LIOB members emphasized the importance of clear communication and the use of CBOs to assist in messaging PG&E also presented on progress of PSPS and improvements in 2021, including a focus on AFN-related initiatives such as the Portable Battery Program and an increase in the number of CBO partners supporting PSPS 	<p>Completed Actions this Quarter</p> <ul style="list-style-type: none"> PG&E utilized past recommendations on the importance of simplified language to create its CBO communication tool kit related to COVID protections <p>On-Going Actions</p> <ul style="list-style-type: none"> Continue to attend quarterly LIOB meetings <p>Future Actions</p> <ul style="list-style-type: none"> Engage LIOB as relevant for topics, particularly related to best practices in community engagement, communication, and CBO involvement Ensure AFN customers' interests are considered throughout the topical areas of the LIOB
<p>Future Meeting(s)</p>	<p>March 2022 (Meeting cadence is quarterly.)</p>	
<p>PSPS Advisory Committee</p>		

² RFP 127674: Community-Based Organization (CBO) Marketing, Education, and Outreach (ME&O) Services for Income-Qualified, Electric Vehicle, Workforce Education & Training, and/or Microgrid Initiatives

Meeting	Summary of Engagement and Feedback	Actions Guided by Feedback
<p>Date: October 21, 2021 Location: Virtual Purpose:</p> <ul style="list-style-type: none"> Review 9/9 PSPS Advisory Committee Action Items Recap 9/20 PPS Provide Enhanced Powerline Safety Settings Update Conduct Technoslyva Deep Dive 	<ul style="list-style-type: none"> 9/9 Meeting Action Items: <ul style="list-style-type: none"> <u>Full-Scale Exercises:</u> PG&E and SCE may conduct joint IOU exercises next year; concept and objectives meeting anticipated for December and will include agencies for planning purposes <u>Fire Retardant:</u> Current approximate cost per mile is \$56,000/mile <u>EPSS Reporting:</u> PG&E is producing county-specific 2021 program status reports 2021 PPS: Santa Rosa inquired on potential reasons for the city not being impacted by a PPS this year; Team noted the reasons are a combination of Community Wildfire Safety Program (CWSP) mitigation efforts put in place, weather patterns not impacting the city, and updated scoping method to be more granular 	<p>Completed Actions this Quarter</p> <ul style="list-style-type: none"> Followed-up with PG&E's current cost per mile treated by fire retardant Included Technoslyva deep dive PPS advisory committee agenda Providing a regular cadence of Enhanced Powerline Safety Settings data to participants, which includes but is not limited, to outages by circuit and county and number of customers impacted Coordinated regarding future state of PPS advisory committee <p>On-Going Actions</p> <ul style="list-style-type: none"> N/A <p>Future Actions</p> <ul style="list-style-type: none"> Follow-up regarding 9/9 Advisory Committee action item of determining if agencies can be copied on customer communications during a PPS
Future Meeting(s)	December 9, 2021	
Meeting	Summary of Engagement and Feedback	Actions Guided by Feedback
<p>Date: December 9, 2021 Location: Virtual Purpose:</p> <ul style="list-style-type: none"> Gather feedback on 2021 wildfire safety efforts Align on 2022 Advisory Committee adjustments Provide undergrounding program update Discuss Enhanced Powerline Safety Settings in 2022 	<ul style="list-style-type: none"> Feedback on 2021 Wildfire Safety Efforts <ul style="list-style-type: none"> Requested CWSP policies and procedures by June to allow time for agencies to prepare Concerned with current escalation process during PPS and requested access to EOC leadership Requested 3-hr PPS Tabletop Exercise to collaboratively review processes Requested updated PPS maps and information as soon as scope changes Advisory Committee Changes: Participants agreed on the proposed 2022 advisory changes, including expanding the topics and participant list and having the meeting quarterly with the option for ad hoc meetings, as needed 	<p>Completed Actions this Quarter</p> <ul style="list-style-type: none"> Followed up regarding 9/9 Advisory Committee action item of determining if agencies can be copied on customer communications during a PPS <p>On-Going Actions</p> <ul style="list-style-type: none"> N/A <p>Future Actions</p> <ul style="list-style-type: none"> Provide information on how the undergrounding program weighs the wildfire risk criteria compared to PPS impacts criteria and if plans are focused on decreasing fire ignitions or decreasing wildfire impacts in populated areas. Inform Emergency Preparedness & Response (EP&R) on request for 3-hr PPS Tabletop Exercise to collaboratively review

	<ul style="list-style-type: none"> • Undergrounding Program Update: Participant inquired if plans are focused on decreasing fire ignitions or decreasing wildfire impacts in populated areas; PG&E to follow-up • Enhanced Powerline Safety Settings (EPSS) in 2022 <ul style="list-style-type: none"> ○ Noted that agency engagement includes pre-season outreach/education, as well as notifications during an outage; notifications will be similar to other unplanned outages ○ Confirmed that Enhanced Powerline Safety Settings (EPS)seasonal settings are designed to be dynamic and will turn off when and where conditions become low risk for wildfire ignition • Participant offered to review PG&E's draft Wildfire Mitigation Plan (WMP) and provide feedback, if helpful; PG&E noted no new programs anticipated to be announced in the WMP 	processes
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Future Meeting(s)

Q1 2022; Date TBD

Customer Advisory Panel, Low Income and Communities of Color

Meeting	Summary of Engagement and Feedback	Actions Guided by Feedback
<p>Date: December 9, 2021 Location: Virtual Purpose:</p> <ul style="list-style-type: none"> • Bring together leaders of organizations working in low-income and communities of color to advise PG&E leaders on several relevant programs, including PSPS. 	<ul style="list-style-type: none"> • Relevant topics covered included a recap of 2021's efforts related to community engagement in wildfire and emergency preparedness, and PG&E's high-level planning for 2022 • Other related topics included affordability and how increasing rates in the current winter months can negatively impact AFN customers 	<p>Completed Actions this Quarter</p> <ul style="list-style-type: none"> • PG&E released a solicitation based on this feedback in Q4 2021.³ <p>On-Going Actions</p> <ul style="list-style-type: none"> • Continue engagement with the Low-Income and Communities of Color Customer Advisory Panel to explore how to best reach vulnerable customers • Continue to highlight the importance of on-the-ground outreach and effective outreach strategies for hard-to-reach populations

³ RFP 127674: Community-Based Organization (CBO) Marketing, Education, and Outreach (ME&O) Services for Income-Qualified, Electric Vehicle, Workforce Education & Training, and/or Microgrid Initiatives

		Future Actions <ul style="list-style-type: none">• The advisory board will be addressing questions of affordability and rates, as related to low-income and AFN customers, in Q1 2022.
Future Meetings	March 16, 2022 (Meeting cadence is quarterly.)	

3 Customer Programs and Available Resources

To aid in the support and preparedness of PG&E's most vulnerable customers, PG&E provides customers who may have access and functional needs with a broad range of programs and resources, including programs that support customer resiliency⁴, before, during, and after PSPS. PG&E is committed to continuously identifying improvements and new opportunities programs and/or additional resources. We provide a progress update on our programs and available resources below.

3.1 Disability Disaster Access and Resources Program

In 2021, PG&E continued its partnership with the California Foundation for Independent Living Centers (CFILC) through the Disability Disaster Access and Resources Program (DDAR) to deliver a readiness program that supports people with disabilities and older adults before, during, and after a PSPS. Table 2 below includes the number of customer energy assessments and resources provided to customers through DDAR. In Q4, the DDAR program supported PG&E's customers by performing outreach to the disability and aging communities and completed 676 energy assessments for program applicants, which included preparation of an emergency plan and assignment of resources as deemed applicable by CFILC. The program delivered 644 batteries in Q4 with 609 batteries delivered prior to PSPS to facilitate readiness and 35 batteries delivered during the PSPS when necessary. The DDAR program supported two PSPS in Q4 by providing the appropriate level of support to existing program applicants as well as responding to approximately 18 MBL escalations received through the PG&E Contact Center. PSPS support included battery delivery, hotel stays, food stipends, and accessible transportation as summarized in Table 2 below. PG&E will continue to provide these resources to customers through DDAR before, during, and after future PSPS.

Table 2. 2021 DDAR Program Resources Provided to Customers

Resources/Engagement with Customers Before, During, and After 2021 PSPS	Resources Provided to Customers				
	Q1	Q2	Q3	Q4	2021 Total
Customer Energy Assessments	207	464	1,058	676	2,405
Batteries Delivered	131	162	434	644	1,371
Food Vouchers	30	0	292	26	348
Hotel Stays	40	0	202	25	267
Gas Cards	20	0	13	3	36
Transportation	0	0	1	1	2

3.2 Portable Battery Program (PBP)

The PBP provides free portable backup battery solutions to low-income⁵, MBL customers in Tier 2 and 3 High Fire Threat Districts (HFTDs) or who have experienced two or more PSPS to support resiliency during PSPS. During Q1 2021, PG&E and the program partners evaluated the 2020 pilot activities and updated the scope for the 2021 program. The program was officially launched for the 2021 PSPS season on June 1, 2021, with letters mailed to all customers who met the program eligibility criteria and had not previously participated in 2020. Customers who received a battery in 2020 were sent a PG&E letter reminding them to prepare for wildfire season by revising their emergency plan and ensuring their back-up battery was ready for PSPS.

By the end of Q4 2021, the PBP partners reached (i.e., confirmed contact with the customer) approximately 87% of the total 2021 target population with 54% of the reached customers agreeing to an assessment. By the

⁴ D.21-06-034, p. A10.

⁵ Enrolled in CARE or FERA

end of Q4 2021, approximately 82% of 2021 eligible customers received a battery. Note that there are several reasons why an eligible customer may not receive a battery, including the customer’s energy needs exceeding the capacity of a portable battery, in which case a referral is made to the DDAR program for other accommodations which may include a hotel during a PSPS. Also, there were several cases where customers completed the assessment, were assigned a battery, but would not respond to multiple attempts to schedule the delivery. There were also a few instances in which a customer refused to receive the battery at the time of delivery. PG&E will include these customers in 2022 outreach efforts to encourage them to participate in the program.

Table 3. 2021 PBP Outreach

Outreach and Batteries Delivered to Customers Before, During, and After 2021 PSPS	Q1	Q2	Q3	Q4	2021 Total
Customers Reached	Program re-launched Q2	2,376	9,355	2,115	13,846
Customers Assessed		1,808	3,813	1,910	7,531
Batteries Delivered		119	2,952	2,064	5,135

3.3 Other Continuous Power Programs

3.3.0 Self-Generation Incentive Program (SGIP)

The CPUC’s statewide SGIP provides incentives for permanent battery systems that can provide whole-home backup power during PSPS in addition to providing grid and customer benefits. The SGIP Equity Resiliency Budget (ERB) provides incentives for MBL customers, well pump, and critical non-residential customers in HFTDs. See Table 4 for an overview of relevant SGIP ERB application and interconnection metrics as of December 31, 2021.

Table 4. SGIP Equity Resiliency Budget Application and Interconnection Metrics

Key Application Metrics	<p>2,112 Equity Resiliency Budgets paid in 2021 (\$55.1M)</p> <p>5,318 applications received since SGIP Equity Resiliency Budgets opened in May 2020</p> <ul style="list-style-type: none"> • 2,525 MBL (including 18 waitlisted) • 2,421 well pump (including 9 waitlisted) • 176 commercial and multi-family (including 5 waitlisted) • 31 waitlisted • 50% residential versus 50% commercial and multi-family • Total allocated: \$64.8M MBL, \$69.7M well pumps, \$136.8M commercial and multi-family
Key Interconnection Metrics	<p>November 2021 inception-to-date 2,290 projects interconnected to grid:</p> <ul style="list-style-type: none"> • 1,100 MBL • 1,127 well pump • 127 and 209 new interconnection applications received respectively in October and November

3.3.1 Generator and Battery Rebate Program

PG&E’s Generator and Battery Rebate Program provides leveled rebates to MBL customers, well pump

customers, and small and micro-sized business customers that are deemed essential but non-critical facilities located in Tiers 2 or 3 HFTDs. An additional \$200 rebate is available if the customer is on PG&E's CARE or FERA program, so long as the total rebate does not exceed the price of the product. Eligible customers must purchase the product between January 1, 2021 through December 31, 2021, to be considered for the rebate. By the end of 2021, PG&E had paid 1,223 rebates in total. Table 5 shows the number of rebates PG&E paid to customers during each quarter of 2021.

Table 5. 2021 Generator and Battery Rebate Program Rebates

Rebates Provided to Customers Before, During, and After 2021 PSPS	Q1	Q2	Q3	Q4	2021 Total
Number of Rebates Paid to Customers	172	106	315	610	1,203

3.4 Programs Serving Medically Sensitive, Low-Income Customers, and Disadvantaged Communities

Before, during, and after PSPS, PG&E will continue to promote relevant programs that serve customers who may have access and functional needs to support safety and preparedness, rate discounts, energy efficiency programs, and resiliency. PG&E will continue to use these programs to assist low-income and disadvantaged communities by reducing their energy burden.

3.4.0 Medical Baseline Program (MBL)

The MBL Program is an assistance program for residential customers who have extra energy needs due to qualifying medical conditions. PG&E continued to encourage customer participation in the MBL Program⁶ (see Section 4.1.0, which describes the outreach we conducted to drive enrollment in the program).

Table 6 shows the growth in enrollments by month of persons eligible for the MBL Program.

Table 6. PG&E MBL Program Customer Enrollments (Jan 1 – Dec 31, 2021)

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	YTD
Total Start of Month MBL Customers	245,583	248,193	250,007	252,230	254,681	256,428	258,913	259,165	260,912	262,883	263,541	263,600	263,641
New MBL Customers	4,237	4,317	4,917	4,827	3,608	4,091	2,159	1,657	4,277	2,572	1,821	1,630	40,113
MBL Customers Removed ⁷	1,627	2,503	2,694	2,376	1,861	2,052	1,907	934	2,306	1,914	1,762	1,589	23,525
Total End of Month MBL Customers	248,193	250,007	252,230	254,681	256,428	258,467	259,165	259,888	262,883	263,541	263,600	263,641	263,641

As of December 31, 2021, we have 3,508 Master Meter Tenants enrolled in the MBL Program, which is an increase of 1.45% since the last reporting enrollment in our Q3 2021 AFN Progress Report.

⁶ On September 23, 2021, the CPUC released the final resolution E-5169, "Implementing Improvements to Medical Baseline Programs and Affirming Compliance with SB 1338." Pursuant to this resolution, PG&E, SCE, and SDG&E will establish a goal to increase Medical Baseline enrollment relative to 2018 levels by 7 percent in 2021, 8 percent above 2018 levels in 2022, and 9 percent above 2018 levels in 2023.

⁷ In April March 2020, PG&E had voluntarily suspended MBL recertification and self-certification requirements as part of their COVID-19 Consumer Protections Plan. Since then, the removed customers number only reflect those who have asked to be removed from the MBL program or who have stopped their PG&E service(s).

As of December 31, 2021, 167,175 of MBL customers are designated as "Life-Support" customers. "Life Support" is a sub-category under the MBL Program. During MBL certification, the qualified medical practitioner is required to specify if the customer (or the resident with medical needs) is dependent on a life support device, and therefore, belongs to the "Life Support" sub-category. A life support device is any medical device necessary to sustain life or relied upon for mobility. The term "life-support device" includes, but is not limited to, respirators, iron lungs, hemodialysis machines, suction machines, electric nerve simulators, pressure pads and pumps, aerosol tents, electrostatic and ultrasonic nebulizers, compressors, IPPB machines, and motorized wheelchairs.

3.4.0.1 Identification and Support for Customers with a serious illness or condition who are Not Enrolled in the MBL Program

Following the CPUC Phase 3 PSPS Guidelines, the following groups must be included in each electric investor-owned utility's identification efforts, in addition to the existing requirement for each utility from the CPUC Phase 2 PSPS Guidelines⁸, "persons reliant on electricity to maintain necessary life functions, including durable medical equipment (DME) and assistive technology (AT)". Table 7 provides the types and counts of customers who have been identified above and beyond the MBL Programs of December 31, 2021.

Table 7. Types and Counts of Customers Above and Beyond MBL Program

Types of Customers Above and Beyond MBL Program	Number of Customers (through Dec 31, 2021)
Self-identify to receive an in-person visit before disconnection for non-payment (e.g., vulnerable) ⁹	8,111
Self-identify as having a person with a disability in the household (e.g., "disabled") ¹⁰	20,214
Preference to receive utility communications in non-standard format (e.g., in braille or large print)	1,195

PG&E continues to include customers that self-identify as having a vulnerable and/or disabled person in their household in our MBL acquisition outreach efforts. See Section 4.1.0 for more information about the outreach provided.

During a PSPS, PG&E notifies customers who receive utility communications in a non-standard format or self-identify as having a person with a disability in the household with the general customers impacted (unless enrolled in the MBL Program or self-identify to receive an in-person visit before disconnection for non-payment). All notifications include a reference to resources available to customers including a link to <http://www.pge.com/disabilityandaging>. These customers are also eligible for assistance as part of CFILC's DDAR program, as enrollment in the MBL Program is not a requirement to obtain resources.

3.4.1 Energy Savings Assistance (ESA) Program

PG&E's ESA program provides free home weatherization, energy-efficient appliances, and energy education services to income-qualified PG&E customers throughout our service territory.¹¹

⁸ D.20-05-051, Appendix A.

⁹ In accordance with D.12-03-054, customers that are not enrolled or do not qualify for the Medical Baseline Program can "self-identify that they have a serious illness or condition that could become life threatening if service is disconnected" and enroll in PG&E's Vulnerable Customer Status. PG&E uses this designation to make an in-person visit prior to disconnection for non-payment. This designation remains on their account temporarily for 90 days and can be extended to 12 months if the customers submit an application. The customer characteristic, vulnerable senior, is no longer included in the Disconnect OIR based on CPUC D. 20-06-003 (pg. 14), and therefore not included in this metric.

¹⁰ Customers can self-identify with PG&E that they have a person in the household with a disability. This customer designation currently has no end date. In accordance with D.12-03-054, customers who have previously been identified as disabled and who have identified a preferred form of communication, the utility shall provide all information concerning the risk of disconnection in the customer's preferred format (e.g., phone, text, email, TDD/TTY).

¹¹ Authorized in D.16-12-022 as modified by D.17-12-009. To qualify for the ESA program, a residential customer's household income must be at or below 200% of FPG, as required in D.05-10-044. The 2017-2020 ESA program continues to

Through the end of Q4 2021, PG&E's ESA contractors continued to share information about emergency preparedness, PSPS, and other financial assistance programs with over 102,000 customers through in-home educational activities, following all public safety protocols, and some virtually due to COVID-19 concerns.

PG&E will be providing and distributing coolers to eligible ESA participants who reside in Tier 2 or 3 HFTDs to help customers keep food cold for an extended duration and possibly prevent perishables from spoiling during an outage, when the PG&E's new ESA Plus Program begins in Q2 2022.

3.4.2 California Alternate Rates for Energy Program (CARE) / Family Electric Rate Assistance Program (FERA)

The CARE and FERA are PG&E discount programs that help eligible customers afford their energy bills. Over 1.5 million customers are receiving bill discounts through these two programs.¹² Training for CARE outreach contractors continued bi-annually in 2021 for new contractors and as a refresher for existing contractors. The training also highlighted emergency preparedness programs, as well as a PSPS overview, to be used in holistic customer education about relevant PG&E programs during enrollment. In Q4, CARE Outreach contractor trainings were held on December 1st and December 16th.

3.4.3 Community Resource Centers (CRCs)

To minimize outage impacts and to serve our communities and more vulnerable customers during a PSPS, PG&E opens CRCs in impacted counties and tribal communities to provide customers and residents a safe location to meet their basic power needs, such as charging medical equipment and electronic devices.¹³

Below is a summary of the CRC support provided to customers during two PSPS implemented in Q4 2021. Table 8 includes the number of CRCs, counties served, indoor vs. outdoor sites, and the total number of visitors for the two PSPS in Q4 2021.

Table 8. 2021 Q4 Community Resource Centers (by PSPS)

Q4 2021 PSPS Date	Total CRCs Deployed	Number of Counties Served	Total Indoor Sites	Total Outdoor Sites	Total Visitors
October 11-12	24	14	9	15	5,534
October 14-16	11	9	4	7	347

During PSPS, a PG&E Americans with Disabilities (ADA) Specialist visits select CRC sites to make sure all ADA-related protocols are being followed and CRCs are accessible to all visitors, especially people with disabilities and AFN. In 2021, PG&E launched a CRC feedback survey for CRC visitors to provide feedback and ideas for improvement. For more immediate customer needs during a PSPS, the CRC staff are trained to escalate customer issues to PG&E's Emergency Operations Center. In 2021, PG&E is also providing privacy screens at all indoor sites for any visitors who would like privacy during their CRC visit.

follow the policy and guidance outlined in D.07-12-051, which required the IOUs to offer all eligible customers the opportunity to participate in the program, and to offer participants all cost-effective energy efficiency measures by 2020.

¹² As of December 31, 2021. CARE: 1,550,993 and FERA: 38,862.

¹³ PG&E opens CRCs in impacted communities from de-energization until restoration. CRC's standard operating hours are from 8:00 AM-10:00 PM. PG&E opens a combination of indoor, micro, and/or mobile CRCs with resources available to customers including: PPS event information, ADA-compliant restrooms, medical and other electronic device charging, tables and chairs, Wi-Fi and cellular service access, water, and snacks. At indoor CRC's, PG&E also offers visitors heating and cooling and bagged ice. All customers are offered resources in a "grab and go" bag which includes a battery pack, water, snacks and a blanket to minimize the risk of COVID-19.

3.4.3.1 Securing CRC Sites

PG&E works in coordination with local government agency partners and tribes to pre-identify appropriate CRC locations on an annual basis. To support CRC readiness for customers with disabilities, PG&E completes ADA reviews at all indoor CRC sites. From these site reviews, we select ADA accessible sites and invest in site improvements to comply with ADA requirements for not only CRC use but for the betterment of the community year-round. Outdoor sites are set up in parking lots and follow ADA guidelines for accessibility. PG&E did not complete any additional CRC ADA reviews in Q4 2021. However, during a PSPS, PG&E continues to do random ADA Spot Checks to confirm ADA compliance. We will continue to conduct site reviews on potential additional CRC locations identified by local county governments and tribes, and make improvements as needed. As of December 31, 2021, PG&E has secured 394 event-ready sites, which includes 112 indoor sites and 282 outdoor sites.

3.5 Food Resource Partnerships

Food replacement is a recognized need for some individuals with AFN, particularly those who are low income. While PG&E has an existing relationship with the California Food Bank Association and provides resilience grants to various regional food banks, the combination of PSPS, wildfire, and COVID-19 has drastically increased the number of individuals seeking support from food banks. PG&E has also partnered with Meals on Wheels providers throughout our service territory to provide seniors impacted by a PSPS with one to two additional meals per day for the duration of the PSPS, as well as an in-person wellness visit. Furthermore, PG&E is partnering with other CBOs to make food more accessible to customers during PSPS, such as grocery delivery, grocery gift cards, and produce boxes. Table 9 below summarizes our partnerships associated with food resource providers through Q4 2021.

PG&E continues to prioritize our outreach to CBOs who could potentially provide resources to customers before, during, and after PSPS. In 2022, PG&E will continue to identify additional food banks, Meals on Wheels, and/or other food resources to approach for partnership. As these partnerships are formalized, PG&E will provide additional updates in the quarterly progress reports. A full list of CBO partnerships can be found in Appendix B.

Table 9. Food Resource Partnerships

Quarter	Food Banks		Meals on Wheels		Other Food Replacement/Other	
	Number of Partnerships	Number of Agreements Executed	Number of Partnerships	Number of Agreements Executed	Number of Partnerships	Number of Agreements Executed
Q1	21	0	17	0	1	0
Q2	22	1	19	2	4	3
Q3	24	2	25	6	7	3
Q4	24	0	25	0	7	0

3.6 211 Referral Services

PG&E and the California Network of 211 signed an agreement to provide AFN customers a single source of information to connect them to available resources in their communities. This agreement will provide PSPS education, outreach, and emergency planning in advance of a PSPS and connect individuals with AFN to critical resources like transportation, food, hotel accommodations, portable backup batteries, and other social services during and after PSPS. This provides a consistent solution for PSPS response to our AFN community throughout the state since SCE and SDG&E also have agreements with 211. In Q4, PG&E and SCE did a joint press release to promote 211 as an available resource. PG&E also did social media postings and started including 211's offerings on webinars and presentations.

In Q4, PG&E sent a postcard and email promoting 211's services to all customers likely to be impacted by a PSPS. The postcard explained how customers can receive support and access resources during critical periods of need, such as a PSPS, through 211.

4 Customer Preparedness Outreach & Community Engagement

PG&E provides information about PSPS and emergency preparedness to customers and communities in several different ways. The activities conducted in Q4 2021 are described below.

4.1 Direct-to-Customer Pre-Season Outreach

PG&E contacts customers directly to build awareness and increase participation in the MBL Program. PG&E also helps vulnerable customers prepare for PSPS. We describe our direct-to-customer pre-season outreach activities below.

4.1.0 Medical Baseline Program Acquisition and Support

Table 10 summarizes the MBL acquisition campaign statistics as of December 31, 2021. PG&E continued with its paid media display ads targeted to health care professionals to raise general program awareness. PG&E also launched its first MBL radio campaign in December to reach customers in rural areas who do not have access to internet. In addition, PG&E also started running social media ads for MBL acquisition in December. PG&E continued to promote the MBL through various outreach and communicate with customers enrolled in the program. In early Q4, a postcard was sent to all MBL and self-identified vulnerable customers who are likely to be impacted. The postcard explained the importance of acknowledging phone calls during a PSPS and reminded them about updating their contact information.

PG&E also sent emails to the health care industry (e.g., general health care, hospitals) with information about the online application portal and program information to convey to their patients to encourage enrollments.

PG&E recognizes the essential role health care providers play in the lives of customers with medical needs and worked with a market research firm to conduct interviews with several qualified medical practitioners who currently practice in Northern California. These interviews aimed to discover the qualified medical practitioners' perception of PG&E's MBL program, obtain feedback on PG&E's new online MBL Application and Medical Practitioner Portal, as well as identify the best ways to communicate with and support health care providers with MBL resources. The results of the interviews will be incorporated in our 2022 marketing activities and future process improvements.

Additionally, to further increase efforts to connect directly with health care providers, PG&E launched a pilot program based on direct phone calls to healthcare providers. During the pilot, PG&E performed 333 contact updates, and successfully identified 38 health care provider contacts wanting to receive more information for patients regarding MBL, all stemming from over 2,000 phone calls.

Customers that self-identified as having a person in the household who is vulnerable and/or disabled were included in several of the outreach campaigns and outcomes as described in Table 10.

Table 10. 2020 vs. 2021 MBL Program Acquisition Targeting Outcomes

Goal: Increase engagement with prospective MBL Program customers through multi channel outreach and awareness campaigns										
Year	Total Channel Count	Direct Mail		Email			Bill Insert		Digital Media	
		Customers Reached	# Touches	Customers Reached	# Touches	Avg. Click Rate	Customers Reached	# Touches	Total Impressions	Total Conversions (Clicks)
2020	9	919,000	3	5,761,000	5	2.2%	3,978,00	1	159,293,210	2,459,243
2021	23	2,463,629	8	2,317,955	11	1.42%	11,016,000	4	128,745,568	317,645

4.1.1 Targeted Training, Outreach, and Collaboration Workshops

Table 11 summarizes our targeted outreach in Q4 2021. Table 12 summarizes our PSPS Safety Webinars, Regional Working Meetings, and Wildfire Webinars in Q4 2021.

Table 11. Summary of Targeted Outreach Conducted in Q4 2021

Name of Customer Segment or Industry	Summary of Outreach and Engagement	Completion Date
Hospital Council/Hospital Association	Recurring engagement to discuss resiliency solutions.	12/15/21 *6 meetings in Q4
California Association of Health Plans, Areta Health, Molina Health Plan, Davita Dialysis Marysville Clinic, and Marysville Clinic 527 Network	Established five new partnerships and ongoing engagement with existing healthcare groups and DME suppliers in PG&E service territory to cross promote the MBL Program and DDAR with members/patients.	12/31/21
Retired Senior Volunteer Program	New engagement to cross promote the MBL and DDAR Program	12/31/21
California Rural Indian Health Board	CRIB CEO attended Joint IOU 2022 AFN Planning Meeting and invited IOUs to join January 2022 Meeting	12/31/21
Tribal Communities	Quarterly Tribal e-Newsletter from Income Qualified Programs. Topics included Smart Devices for the Home, Energy Savings Assistance Program, and Grants for Local Climate Change Resilience Planning	12/15/21

Table 12. CPUC Meetings, PSPS Wildfire Safety Town Halls, and Regional Webinars

Date	County	Event/Audience
11/02/21	N/A	Monthly Joint IOU Fire Season Meeting
11/08/21	N/A	CPUC EVM CAP Workshop
11/10/21	N/A	CPUC Energy Safety
12/10/21	N/A	CPUC AFN Meeting
12/17/21	N/A	PWDAAC
12/08/21	Central Valley	Regional Working Group
12/08/21	North Valley/Sierra	Regional Working Group
12/09/21	North Coast	Regional Working Group
12/09/21	South Bay/Central Coast	Regional Working Group
12/10/21	Bay Area	Regional Working Group

4.2 Participation in Community Events

See Table 13 for a summary of our participation in community events.

Table 13. PSPS AFN-Related Community Event Participation

Date	Subject(s)	Event/Audience
10/25/21	CWSP, PSPS	Joint IOU AFN Advisory Council
10/29/21	CWSP, PSPS	Joint IOU AFN Advisory Council
11/05/21	CWSP, PSPS	2022 AFN Core Planning Meeting
12/07/21	CWSP, PSPS	2022 AFN Core Planning Meeting
12/16/21	CWSP, PSPS	Joint IOU AFN Advisory Council

4.3 CBO Engagement and Community Partnerships

See Table 14 for a summary of CBO engagement and community partnership engagement activities.

Table 14. PSPS AFN-Related CBO Engagement and Community Partnerships

Date	Subject(s)	Event/Audience
10/14/21	PSPS, MBL Program, Vulnerable Customer Status	Life ElderCare
12/01/21	CWSP, PSPS, MBL Program	CARE – Community Outreach Training
12/16/21	CWSP, PSPS, MBL Program	CARE – Community Outreach Training

4.4 Website

PG&E remains committed to continuously improving its websites to better meet the diverse needs of its customers. As we launch new features and functionality to pge.com and pgealerts.alerts.pge.com, we test with a third-party vendor to help ensure compliance with WCAG 2.0 AA standards. We also seek to improve the customer experience with user testing before launch of key components.

PG&E also continues to promote the Language Preference Campaign, as of Q4 the total new preference is 37,316. Customers can select language preference for receiving PSPS notifications from 16 languages, including English, Spanish, Chinese, Tagalog, Vietnamese, Korean, Russian, Hmong, Arabic, Punjabi, Farsi, Japanese, Khmer, Thai, Portuguese, and Hindi. PG&E continues to promote the Language Preference Campaign on our webinars and presentations.

In Q4 2021, PG&E posted a comprehensive, accessible, and searchable list of all potential CRC locations on its webpage. During PSPS, PG&E continued to post a searchable list of specific activated CRC locations and the resources available at each CRC, type of CRC (e.g., indoor, outdoor), COVID-19 policies, and operating hours on PG&E’s Emergency Website (pgealerts.alerts.pge.com). Details for CRCs were made available as soon as sites were confirmed (up to two days before de-energization for some locations). CRC locations were also indicated on the PSPS impact map. In Q4 2021, PG&E also added a feature to show a list of CRCs within 50 miles of an address, where CRCs were available.

PG&E incorporated the 7-day forecast into the outage map to make it easier for customers to find and use the forecast. PG&E also retired its legacy outage map and now offers an outage center. The outage center is based on the Emergency Website framework and provides a focused outage experience for everyday outages. The new outage center is available in 16 languages.

PG&E also refreshed its AFN focused webpage and made the page more simplified and organized resources based on type. Additionally, a new webpage was created based on feedback from the CFILC, for individuals contacting the CFILC wanted to identify what resources were available in their specific county. This page incorporates feedback by providing specific resources available in a county before and during a PSPS.

4.5 Other Forms of PSPS Outreach

4.5.0 Media Engagement

PG&E continued to engage with the media, including multi-cultural news organizations, by issuing press releases, augmenting paid advertising, issuing radio spot advertisements, participating in media interviews when available, and running paid advertising on radio and digital channels. In turn, these media organizations may provide communications on the radio, broadcast, TV, and online.

4.5.1 Multi-Cultural Media Engagement

PG&E is focused on enhancing coordination with multi-cultural media organizations. PG&E currently partners with 37¹⁴ multi-cultural media organizations that provide information in language through multiple outlets. PG&E will look for opportunities to create more PSPS educational videos in different languages for our media partners to share with their audiences.

¹⁴ One media outlet (ABS-CBN) dropped out of the campaign in the beginning of Q4.

Table 15. Multi-Cultural Media Engagement Activities (by Month)

Month	Summary of Multi Cultural Media Engagement Activities
October 2021	<ul style="list-style-type: none"> • Provided updates to participating media partners for sharing via their broadcasting and social media channels on the 10/11 and 10/14 PSPS.
November 2021	<ul style="list-style-type: none"> • Conducted post-campaign survey with media partners to gather their feedback on our translation and communications support for the 2021 PSPS.
December 2021	<ul style="list-style-type: none"> • Collected data from participating media partners such as reach and impression info for the 2021 PSPS media engagement campaign.

4.5.2 Social Media

PG&E uses social media, including Facebook, Instagram, Twitter, and NextDoor, to direct users to its website where they can access important emergency preparedness information, as well as PSPS updates and resources (e.g., CRC locations). In Q4 2021, PG&E continued to expand its use of social media platforms to provide customers with information that allows them to better prepare for emergencies and effectively manage their energy use. Examples of social media posts are included in Appendix . Topics covered in these posts include, but are not limited to:

- Emergency planning for seniors;
- Planning for medical needs;
- Sign up for MBL Program;
- Extend COVID-19 emergency customer protections;
- Portable battery, meal replacement, transportation, and hotel stays;
- Back-up power sources; and
- PSPS info in 16 languages¹⁵

5 In-Event PSPS Customer Communications

PG&E uses all communication channels available during a PSPS. These include direct-to-customer notifications sent via phone, text, and email, which will be supplemented by website, contact center support, media engagement (multi-cultural news outlets, earned and paid media, social media), and collaboration with public safety partners and CBOs. Using the multi-channel communication approach enables PG&E to notify and engage with potentially impacted public safety partners, critical facilities, MBL customers, all other customers, and the general public. Discussion in the subsections below summarizes our Q4 2021 progress regarding AFN communications related to PSPS.

5.1 Dedicated CBO Liaison During PSPS

In 2020, PG&E established a CBO Liaison to maintain ongoing communications with CBOs before, during, and after PSPS, which we have continued into the 2021 PSPS season. Following feedback from PG&E’s AFN-focused advisory council PWDAAC, PG&E established daily coordination calls with CBO resource partners supporting PSPS to provide an open forum to answer questions, offer suggestions regarding how they can best support their customers, and facilitate more localized coordination among the partners. PG&E held these daily coordination calls leading up to and during the duration of both the October 11-12 and October 14-16 PSPS.

In 2020, PG&E developed a dedicated team, which includes an AFN Strategy Lead and an AFN Advisor. During PSPS in 2021 this team continues to engage with resource partner CBOs (e.g., CFILC, food banks, Meals on Wheels, and CBOs that provide translations in Indigenous languages), as well as information-based CBOs, to manage two-way communication leading up to and during each PSPS. This dedicated team also provides paratransit notifications, as well as impacted ZIP Code lists to CBO resource partners and paratransit agencies.

5.2 In-Event CBO Engagement and Community Partnerships

PG&E’s CBO team engaged with resource partners and information-only CBOs during PSPS. Specifically, we

¹⁵ Arabic, Cantonese, Mandarin, Farsi, Hindi, Hmong, Japanese, Khmer, Korean, Portuguese, Punjabi, Russian, Spanish, Tagalog, Thai, and Vietnamese

coordinated with CBOs in the following ways during the Q4 2021 PSPS:

- PG&E engaged with over 280 “information-based” CBOs during PSPS, sharing courtesy notification updates, fact sheets, and other relevant information that CBOs could share with their constituents to expand our reach to communications;
- PG&E provided notifications to paratransit agencies, which included impacted ZIP Code lists; and
- PG&E partnered with food banks to supply 549 food boxes. Meals on Wheels provided 109 meals to 84 seniors.

Table 16 summarizes the numbers of CBO partners that helped serve our customers during the Q4 2021 PSPS

Table 16. Summary of CBO Support During PSPS

2021 PSPS Date	CBO Partnerships	Meals on Wheels	ILCs	Food Banks	Other Food Resources	In Language CBO
October 11-12	54	20	11	13	6	4
October 14-16	3	0	1	1	1	0

5.3 PG&E Contact Center Services

PG&E operates three contact centers that provide 24/7 emergency live agent service for customers to report emergencies and obtain PSPS-related updates, as needed. As an option for in-language support, our PSPS webpage directs customers to call our contact centers. PG&E’s contact centers continue to be equipped to provide translation. The Language Line Solution provides language access in more than 240 languages through spoken interpretation and written translation. The on-demand interpretation is delivered via video and audio-only modalities supporting 10 Indigenous languages.

Table 17 below includes contact center-related metrics associated with the Q4 2021 PSPS.

Table 17. Contact Center Support Services During Q4 2021 PSPS

2021 PSPS Date	Total Calls Handled	PSPS Calls Handled	Average Speed of Answer for PSPS Calls	Number of calls handled by Contact Center Translation Services	Number of Languages Leveraged by Contact Center Translation Services
October 11-12	48,418	1,919	13 seconds	4,958	26
October 14-16	55,447	1,034	16 seconds	5,374	27

5.4 Address Alerts for Non-PG&E Account Holders

In Q4 2021, PG&E continued to promote Address Alerts. This alert can be received via Interactive Voice Response (IVR) and Short Message Service (SMS) and in-language (English + 15 languages). In 2021, 82,475 customers enrolled in Address Alert notifications and a total of 22,296 notifications were sent.

6 Conclusion

PG&E will continue to provide a quarterly updates as required by D.20-05-051 and D.21-06-034.

Appendix A

Food Bank Resource Partners

Table 18 below includes a list of food banks with active agreements with PG&E for PSPS.

Table 18. Food Bank Resource Partnerships with PG&E

Food Banks with Active Agreements for PSPS Support	
1	Alameda County Community Food Bank
2	Amador Tuolumne Community Action Agency (ATCAA) Food Bank
3	Central California Food Bank
4	Community Action Agency of Butte County-North State Food Bank
5	Community Action Agency of Napa Valley
6	Community Action Partnership of Kern
7	Dignity Health Connected Living
8	Food Bank of Contra Costa & Solano
9	Food Bank of El Dorado County
10	Food For People
11	Interfaith Council of Amador
12	Kings Community Action Organization
13	Mendocino Food & Nutrition Program - The Fort Bragg Food Bank
14	Merced County Food Bank
15	Nevada County Food Bank
16	Placer Food Bank
17	Redwood Empire Food Bank
18	Second Harvest Food Bank of San Joaquin & Stanislaus
19	Second Harvest Food Bank of Santa Cruz County
20	Second Harvest Food of Silicon Valley
21	SF Marin Food Bank
22	The Resource Connection
23	Yolo Food Bank
24	Yuba-Sutter Food Bank

Meals on Wheels Partner Organizations

Table 19 below includes a list of Meals on Wheels organizations with active agreements with PG&E for PSPS support.

Table 19. Meals on Wheels Partnerships with PG&E

Meals on Wheels Organizations with Active Agreements for PSPS Support	
1	Chico Meals on Wheels
2	Clearlake Senior Center
3	Coastal Seniors
4	Common Ground Senior Services
5	Community Action Agency of Napa Valley
6	Community Bridges
7	Council on Aging, Sonoma County
8	Dignity Health Connected Living
9	Gold Country Community Services
10	Lakeport Senior Center
11	Life ElderCare
12	Liveoak Senior Center
13	Meals on Wheels Diablo Region
14	Meals on Wheels Monterey Peninsula
15	Meals on Wheels Solano County
16	Middletown Senior Center
17	Passages
18	Peninsula Volunteers
19	Petaluma People Services
20	Senior Coastsiders
21	Service Opportunity for Seniors
22	Spectrum Community Services
23	Tehama County Community Action Agency
24	West Contra Costa Meals on Wheels
25	Agency on Aging, Area 4 (Yuba Sutter Meals on Wheels)

Food Resource Partnerships

Table 20 below lists CBOs with active agreements with PG&E for PSPS support.

Table 20. CBOs with Active Agreements for PSPS Support

CBOs with Active Agreements for PSPS Support	
1	California Council of the Blind
2	California Network of 211s
3	Cope
4	Food For Thought
5	Haven of Hope on Wheels
6	Lighthouse Counseling & Family Resource Center
7	Lost Sierra Food Project
8	Open Heart Kitchen

Appendix B

PG&E examples of social media posts.

 Pacific Gas & Electric  @PGE4Me · Oct 4, 2021 ...

To find resources to support you in the event of a Public Safety Power Shutoff, visit pge.com/psps #PSPS



Listening to Customers to Improve Public Safety Power Shutoffs

We are responding to feedback by providing more information and better resources for Public Safety Power Shutoffs (PSPS)

PSPS SUPPORT

-  Address portable batteries for Medical Baseline customers in high-fire-threat areas
-  Reduce programs for customers purchasing generators for water wells
-  Emergency information to provide updates in [16 languages](#)
-  Community Resource Centers in additional locations

For additional resources and more info, visit pge.com/psps

 Pacific Gas & Electric  @PGE4Me · Oct 5, 2021 ...

We are partnering with additional community based organizations to provide assistance during Public Safety Power Shutoffs. Learn more about the resources available: pge.com/disabilityanda...



Partnering with Nonprofits to Support Customers

We are partnering with additional community-based organizations (CBO) this year to provide assistance during Public Safety Power Shutoffs.

CBO Support

-  Providing portable batteries to those who rely on batteries for medical devices
-  Coordinating hotel stays for customers with medical and independent living needs
-  Conducting multilingual outreach to share emergency information with additional customers

For more resources, visit pge.com/disabilityandaging.



Pacific Gas & Electric @PGE4Me · Oct 6, 2021

No matter your age, you should always have an emergency plan in place, but this is especially true for older adults and individuals with medical or independent living needs

safetyactioncenter.pge.com/articles/57-em...

Emergency Planning for Seniors

For more safety tips, visit safetyactioncenter.com

In the event of an extended outage, seniors should consider the following:

- Plan **escape routes** with accessibility in mind
- Implement a **buddy system** with people who will check in with you during emergencies
- Pre-charge** your medical devices, consider **backup power** and prepare coolers for medications that require refrigeration
- Practice opening your **garage door** manually
- Pack an **emergency supply kit** and remember to restock it at least once a year



Pacific Gas & Electric @PGE4Me · Oct 6, 2021

Backup electric power can be a part of any preparedness plan. Find out what you need to know about using backup power pge.com/backuppower

Do You Need Backup Power for Your Home?

BACKUP POWER CAN BE PART OF ANY PREPAREDNESS PLAN.

Here's What To Consider:

- Energy Needs:** Evaluate whether you need power for your home or electronic devices
- Installation Requirements:** Research any generator that requires professional installation
- Fuel needs:** Determine your fueling preference from gas to propane, solar or other

For more information, visit pge.com/backuppower.



Pacific Gas & Electric @PGE4Me · Oct 8, 2021

Customers are now able to receive Public Safety Power Shutoff alerts in 16 languages by selecting their preferred language at pge.com/mywildfirealer...

Sharing Information in Additional Languages

To provide better information during Public Safety Power Shutoffs, we are providing updates in 16 languages:

• English	• Hindi	• Korean	• Spanish
• Arabic	• Hmong	• Portuguese	• Tagalog
• Chinese	• Japanese	• Punjabi	• Thai
• Farsi	• Khmer	• Russian	• Vietnamese

For more information, visit pge.com/psps.



Pacific Gas & Electric @PGE4Me · Oct 14, 2021

El nuevo Plan de Pagos de la Asistencia Financiera por COVID-19 protege a los clientes.

¿Está inscrito en nuestro Plan de Pagos de la Asistencia Financiera por COVID-19? Estamos aquí para responder sus preguntas y ayudarlea comprender cómo funciona: pge.com/es_US/about-pg...





Pacific Gas & Electric @PGE4Me · Nov 22, 2021

...

Get financial assistance for special energy needs with PG&E's Medical Baseline Allowance. Learn more: pge.com/medicalbaseline

Sign Up for the Medical Baseline Program

Do you require energy for medical needs? Sign up for the Medical Baseline Program.

MEDICAL BASELINE ASSISTANCE

- Additional monthly allotment of energy at a lower rate
- Extra notifications for Public Safety Power Shutoffs

To sign up, visit pge.com/medicalbaseline

The graphic features a blue header with the PG&E logo and the title 'Sign Up for the Medical Baseline Program'. Below this is a dark blue box with white text asking if the user requires energy for medical needs. A section titled 'MEDICAL BASELINE ASSISTANCE' lists two benefits: an additional monthly allotment of energy at a lower rate and extra notifications for Public Safety Power Shutoffs. The bottom of the graphic has a yellow bar with the text 'To sign up, visit pge.com/medicalbaseline'. The right side of the graphic shows a blurred image of medical equipment, including a ventilator.

APPENDIX E – PROGRAM/ASSISTANCE PARTICPATION DATA BY CENSUS TRACT

Data on participation in each program and/or utilization of each type of assistance, including free and/or subsidized backup batteries, the Self-Generation Incentive Program Equity Resiliency Budget, Community Microgrid Incentive Program, hotel vouchers, transportation to CRCs, and any other applicable programs or pilots to support resiliency for persons with access and functional needs and vulnerable populations, by census tract.²²

Self-Generation Incentive Program (SGIP)

Census Tract	Service Point IDs (SPIDs)	Percentage
06001400100	1	0.07%
06001404400	2	0.13%
06001404501	1	0.07%
06001404502	3	0.20%
06001404600	2	0.13%
06001404700	2	0.13%
06001404800	1	0.07%
06001405000	1	0.07%
06001408000	2	0.13%
06001408100	3	0.20%
06001408300	1	0.07%
06001409900	2	0.13%
06001410000	2	0.13%
06001421100	2	0.13%
06001421400	1	0.07%
06001421500	5	0.33%
06001421600	2	0.13%
06001426100	1	0.07%
06001430101	2	0.13%
06001430102	2	0.13%
06001430200	4	0.27%
06001430300	3	0.20%
06001430400	3	0.20%

²² D.21-06-034

06001430600	3	0.20%
06001432800	2	0.13%
06001435103	9	0.60%
06001435104	2	0.13%
06001436402	1	0.07%
06001450502	4	0.27%
06001450701	2	0.13%
06005000101	3	0.20%
06005000200	11	0.73%
06005000301	3	0.20%
06005000303	2	0.13%
06005000304	2	0.13%
06005000401	4	0.27%
06005000402	11	0.73%
06005000500	11	0.73%
06007000901	1	0.07%
06007001600	4	0.27%
06007001703	1	0.07%
06007002100	2	0.13%
06007002200	2	0.13%
06007002300	1	0.07%
06007002400	4	0.27%
06007002601	1	0.07%
06007002602	3	0.20%
06007002700	1	0.07%
06007003300	5	0.33%
06009000120	5	0.33%
06009000121	8	0.53%
06009000122	4	0.27%
06009000210	7	0.47%
06009000220	1	0.07%
06009000300	5	0.33%
06009000400	4	0.27%
06009000501	2	0.13%
06013318000	1	0.07%
06013338302	1	0.07%
06013345115	3	0.20%
06013345202	1	0.07%
06013345204	1	0.07%
06013346102	2	0.13%

06013347000	5	0.33%
06013348000	8	0.53%
06013350000	2	0.13%
06013351101	1	0.07%
06013351200	4	0.27%
06013352101	2	0.13%
06013352201	5	0.33%
06013352202	3	0.20%
06013353001	11	0.73%
06013353002	7	0.47%
06013354001	5	0.33%
06013354002	13	0.87%
06013355107	1	0.07%
06013355112	10	0.67%
06013355306	1	0.07%
06013356002	8	0.53%
06013359202	2	0.13%
06013360102	1	0.07%
06013385100	2	0.13%
06013390100	2	0.13%
06013392000	5	0.33%
06017030601	7	0.47%
06017030602	8	0.53%
06017030603	7	0.47%
06017030701	1	0.07%
06017030704	10	0.67%
06017030709	7	0.47%
06017030710	3	0.20%
06017030801	11	0.73%
06017030803	16	1.07%
06017030804	19	1.27%
06017030807	2	0.13%
06017030808	6	0.40%
06017030809	1	0.07%
06017030810	3	0.20%
06017030901	14	0.93%
06017030902	13	0.87%
06017031000	3	0.20%
06017031100	6	0.40%
06017031200	5	0.33%

06017031301	4	0.27%
06017031302	3	0.20%
06017031402	6	0.40%
06017031404	5	0.33%
06017031406	7	0.47%
06017031502	4	0.27%
06017031503	6	0.40%
06017031504	6	0.40%
06017031800	2	0.13%
06019006404	2	0.13%
06019006405	2	0.13%
06023000300	1	0.07%
06023000500	1	0.07%
06023000800	2	0.13%
06023000900	2	0.13%
06023001101	1	0.07%
06023001200	1	0.07%
06023010200	2	0.13%
06023010300	3	0.20%
06023010501	2	0.13%
06023010600	2	0.13%
06023011600	1	0.07%
06033000100	2	0.13%
06033000300	1	0.07%
06033000400	3	0.20%
06033000502	1	0.07%
06033000600	5	0.33%
06033000701	5	0.33%
06033000801	1	0.07%
06033000900	6	0.40%
06033001000	2	0.13%
06033001100	2	0.13%
06033001300	6	0.40%
06039000102	2	0.13%
06039000104	1	0.07%
06039000108	1	0.07%
06041101100	1	0.07%
06041102100	3	0.20%
06041102202	4	0.27%
06041103100	1	0.07%

06041103200	1	0.07%
06041104101	3	0.20%
06041104200	2	0.13%
06041107000	6	0.40%
06041108100	1	0.07%
06041109001	2	0.13%
06041110100	2	0.13%
06041111000	1	0.07%
06041112100	3	0.20%
06041113000	1	0.07%
06041114100	5	0.33%
06041114200	2	0.13%
06041115000	8	0.53%
06041117000	1	0.07%
06041118100	6	0.40%
06041119100	2	0.13%
06041119202	3	0.20%
06041120000	4	0.27%
06041121100	1	0.07%
06041126100	1	0.07%
06041127000	3	0.20%
06041128100	6	0.40%
06041128200	10	0.67%
06041130201	2	0.13%
06041131100	1	0.07%
06041132200	3	0.20%
06043000200	1	0.07%
06043000400	3	0.20%
06045010300	1	0.07%
06045010600	3	0.20%
06045010801	1	0.07%
06045011102	2	0.13%
06045011200	2	0.13%
06045011800	1	0.07%
06053010701	1	0.07%
06053011000	2	0.13%
06053011400	6	0.40%
06055201003	1	0.07%
06055201102	4	0.27%
06055201200	2	0.13%

06055201401	6	0.40%
06055201402	9	0.60%
06055201403	2	0.13%
06055201500	3	0.20%
06055201602	1	0.07%
06055201700	7	0.47%
06055201800	3	0.20%
06055201900	1	0.07%
06055202000	3	0.20%
06057000103	22	1.46%
06057000104	1	0.07%
06057000105	3	0.20%
06057000200	15	1.00%
06057000300	4	0.27%
06057000401	4	0.27%
06057000402	22	1.46%
06057000502	2	0.13%
06057000600	2	0.13%
06057000701	12	0.80%
06057000702	9	0.60%
06057000801	12	0.80%
06057000802	17	1.13%
06057000900	7	0.47%
06061020200	2	0.13%
06061020402	1	0.07%
06061020501	7	0.47%
06061020502	6	0.40%
06061020601	6	0.40%
06061020602	11	0.73%
06061021123	2	0.13%
06061021203	1	0.07%
06061021204	2	0.13%
06061021304	9	0.60%
06061021501	11	0.73%
06061021604	10	0.67%
06061021801	5	0.33%
06061021802	4	0.27%
06061021901	9	0.60%
06061021902	4	0.27%
06061022002	7	0.47%

06069000200	5	0.33%
06079010002	2	0.13%
06079010016	6	0.40%
06079010101	1	0.07%
06079010902	1	0.07%
06079011103	1	0.07%
06079011300	1	0.07%
06079011503	2	0.13%
06079011504	1	0.07%
06079011600	6	0.40%
06079011701	1	0.07%
06079011800	1	0.07%
06079012302	25	1.66%
06079012304	13	0.87%
06079012600	2	0.13%
06079012702	6	0.40%
06079012704	9	0.60%
06079012900	5	0.33%
06079013000	1	0.07%
06081605700	4	0.27%
06081606800	2	0.13%
06081608900	2	0.13%
06081609601	1	0.07%
06081609602	1	0.07%
06081609603	3	0.20%
06081609700	4	0.27%
06081609800	2	0.13%
06081611100	1	0.07%
06081613200	6	0.40%
06081613300	2	0.13%
06081613400	1	0.07%
06081613501	1	0.07%
06081613502	1	0.07%
06081613600	9	0.60%
06081613700	4	0.27%
06081613800	8	0.53%
06083001905	1	0.07%
06083002809	1	0.07%
06085503312	1	0.07%
06085504202	2	0.13%

06085506900	2	0.13%
06085507001	1	0.07%
06085507206	1	0.07%
06085507301	1	0.07%
06085507302	1	0.07%
06085507600	1	0.07%
06085511800	3	0.20%
06085511907	2	0.13%
06085511909	5	0.33%
06085511911	2	0.13%
06085511912	2	0.13%
06085512200	1	0.07%
06085512305	4	0.27%
06085512401	1	0.07%
06085512503	1	0.07%
06085512602	1	0.07%
06087100500	2	0.13%
06087110700	1	0.07%
06087120200	11	0.73%
06087120301	2	0.13%
06087120400	1	0.07%
06087120500	11	0.73%
06087120600	1	0.07%
06087120700	2	0.13%
06087120800	5	0.33%
06087120900	3	0.20%
06087121000	12	0.80%
06087121100	2	0.13%
06087121200	13	0.87%
06087122001	7	0.47%
06087122002	6	0.40%
06087122201	3	0.20%
06087122202	1	0.07%
06087122203	2	0.13%
06087122400	3	0.20%
06087123300	2	0.13%
06089011001	1	0.07%
06089011500	1	0.07%
06089011600	5	0.33%
06089011802	2	0.13%

06089011900	9	0.60%
06089012303	3	0.20%
06089012601	1	0.07%
06089012603	1	0.07%
06089012604	2	0.13%
06095252201	9	0.60%
06095252310	1	0.07%
06095252311	5	0.33%
06095252903	14	0.93%
06095253108	1	0.07%
06095253203	1	0.07%
06095253204	5	0.33%
06097150100	3	0.20%
06097150202	5	0.33%
06097150303	7	0.47%
06097150306	7	0.47%
06097150500	19	1.27%
06097150612	1	0.07%
06097151100	8	0.53%
06097151201	1	0.07%
06097151309	3	0.20%
06097151502	2	0.13%
06097151503	7	0.47%
06097151601	9	0.60%
06097151602	18	1.20%
06097151700	1	0.07%
06097152202	4	0.27%
06097152300	4	0.27%
06097152400	13	0.87%
06097152501	1	0.07%
06097152502	1	0.07%
06097152600	17	1.13%
06097152701	4	0.27%
06097152702	1	0.07%
06097153501	1	0.07%
06097153502	4	0.27%
06097153600	6	0.40%
06097153703	1	0.07%
06097153705	1	0.07%
06097153706	6	0.40%

06097153807	1	0.07%
06097153809	1	0.07%
06097153901	3	0.20%
06097154000	11	0.73%
06097154100	5	0.33%
06097154202	4	0.27%
06097154302	9	0.60%
06097154304	1	0.07%
06103000100	1	0.07%
06103000200	5	0.33%
06103000300	1	0.07%
06103000400	7	0.47%
06103000600	2	0.13%
06103000700	2	0.13%
06109001100	4	0.27%
06109001200	1	0.07%
06109002100	3	0.20%
06109002200	5	0.33%
06109003100	3	0.20%
06109003200	3	0.20%
06109004100	5	0.33%
06109005100	7	0.47%
06109005201	1	0.07%
06113010505	1	0.07%
06113011300	7	0.47%
06113011500	1	0.07%
06115040901	2	0.13%
06115041000	9	0.60%
06115041100	2	0.13%

Portable Battery Program (PBP)

Census Tract	Service Point IDs (SPIDs)	Percentage
06001400100	2	0.05%
06001404400	9	0.22%
06001404501	1	0.02%
06001404502	4	0.10%
06001404600	1	0.02%
06001404700	1	0.02%
06001404900	1	0.02%

06001406800	2	0.05%
06001407900	2	0.05%
06001408000	1	0.02%
06001408100	16	0.39%
06001408300	4	0.10%
06001409800	5	0.12%
06001409900	9	0.22%
06001410000	12	0.30%
06001410100	5	0.12%
06001421100	6	0.15%
06001421500	4	0.10%
06001421600	3	0.07%
06001422600	2	0.05%
06001422700	1	0.02%
06001423700	1	0.02%
06001430101	5	0.12%
06001430102	3	0.07%
06001430200	3	0.07%
06001430300	5	0.12%
06001430500	3	0.07%
06001430600	3	0.07%
06001432100	1	0.02%
06001432800	3	0.07%
06001435102	2	0.05%
06001435103	2	0.05%
06001435104	1	0.02%
06001436402	1	0.02%
06001441100	4	0.10%
06001450601	6	0.15%
06001451101	3	0.07%
06005000101	24	0.59%
06005000102	14	0.34%
06005000200	16	0.39%
06005000301	3	0.07%
06005000303	7	0.17%
06005000401	24	0.59%
06005000402	22	0.54%
06005000500	13	0.32%
06007001600	8	0.20%
06007001702	21	0.52%

06007001703	14	0.34%
06007001704	16	0.39%
06007001800	2	0.05%
06007001900	6	0.15%
06007002000	9	0.22%
06007002100	10	0.25%
06007002200	4	0.10%
06007002300	9	0.22%
06007002400	20	0.49%
06007002500	1	0.02%
06007002601	14	0.34%
06007002602	23	0.57%
06007002700	30	0.74%
06007002800	34	0.84%
06007002900	8	0.20%
06007003100	5	0.12%
06007003200	27	0.66%
06007003300	15	0.37%
06007003700	17	0.42%
06009000120	25	0.62%
06009000121	14	0.34%
06009000122	21	0.52%
06009000210	22	0.54%
06009000220	10	0.25%
06009000300	26	0.64%
06009000400	32	0.79%
06009000501	7	0.17%
06009000503	3	0.07%
06009000504	3	0.07%
06011000400	3	0.07%
06013318000	4	0.10%
06013345115	2	0.05%
06013345202	1	0.02%
06013345204	1	0.02%
06013346102	3	0.07%
06013348000	2	0.05%
06013349000	2	0.05%
06013350000	10	0.25%
06013351101	1	0.02%
06013351103	4	0.10%

06013351200	3	0.07%
06013352102	1	0.02%
06013352201	4	0.10%
06013352202	2	0.05%
06013353001	2	0.05%
06013353002	4	0.10%
06013354002	6	0.15%
06013355107	1	0.02%
06013355112	4	0.10%
06013355200	2	0.05%
06013355304	2	0.05%
06013356002	6	0.15%
06013357000	1	0.02%
06013359202	17	0.42%
06013359204	2	0.05%
06013360101	2	0.05%
06013360102	5	0.12%
06013362000	3	0.07%
06013385100	2	0.05%
06013390100	1	0.02%
06013391000	2	0.05%
06013392000	1	0.02%
06017030601	10	0.25%
06017030602	22	0.54%
06017030603	7	0.17%
06017030701	1	0.02%
06017030704	3	0.07%
06017030709	2	0.05%
06017030710	2	0.05%
06017030801	8	0.20%
06017030803	13	0.32%
06017030804	7	0.17%
06017030807	1	0.02%
06017030808	15	0.37%
06017030809	7	0.17%
06017030810	14	0.34%
06017030901	5	0.12%
06017030902	10	0.25%
06017031000	15	0.37%
06017031100	22	0.54%

06017031200	8	0.20%
06017031301	5	0.12%
06017031302	19	0.47%
06017031402	18	0.44%
06017031404	7	0.17%
06017031405	5	0.12%
06017031406	18	0.44%
06017031502	29	0.71%
06017031503	9	0.22%
06017031504	20	0.49%
06017031800	3	0.07%
06019006402	7	0.17%
06019006403	23	0.57%
06019006404	13	0.32%
06019006405	22	0.54%
06021010300	3	0.07%
06023000200	5	0.12%
06023000300	1	0.02%
06023000400	1	0.02%
06023000500	3	0.07%
06023000600	1	0.02%
06023000700	2	0.05%
06023000800	1	0.02%
06023000900	2	0.05%
06023001000	1	0.02%
06023001101	1	0.02%
06023001200	2	0.05%
06023010102	7	0.17%
06023010300	1	0.02%
06023010400	1	0.02%
06023010501	3	0.07%
06023010502	2	0.05%
06023010600	2	0.05%
06023010700	2	0.05%
06023010901	2	0.05%
06023010902	8	0.20%
06023011000	1	0.02%
06023011100	12	0.30%
06023011200	2	0.05%
06023011500	5	0.12%

06023011600	8	0.20%
06023940000	8	0.20%
06029003306	8	0.20%
06033000100	16	0.39%
06033000300	22	0.54%
06033000400	43	1.06%
06033000501	43	1.06%
06033000502	35	0.86%
06033000600	47	1.16%
06033000701	55	1.35%
06033000702	61	1.50%
06033000801	40	0.99%
06033000802	63	1.55%
06033000900	43	1.06%
06033001000	38	0.94%
06033001100	13	0.32%
06033001200	24	0.59%
06033001300	35	0.86%
06035040100	1	0.02%
06039000102	19	0.47%
06039000103	27	0.66%
06039000104	34	0.84%
06039000106	20	0.49%
06039000108	35	0.86%
06039000109	7	0.17%
06041104101	3	0.07%
06041104200	4	0.10%
06041108200	1	0.02%
06041109001	1	0.02%
06041112100	2	0.05%
06041113000	5	0.12%
06041114100	6	0.15%
06041114200	3	0.07%
06041115000	2	0.05%
06041116000	1	0.02%
06041117000	2	0.05%
06041119100	3	0.07%
06041120000	2	0.05%
06041121100	1	0.02%
06041126100	1	0.02%

06041127000	1	0.02%
06041128100	3	0.07%
06041128200	1	0.02%
06041129000	7	0.17%
06041130202	2	0.05%
06041132100	2	0.05%
06041990100	1	0.02%
06043000101	8	0.20%
06043000102	9	0.22%
06043000200	18	0.44%
06043000301	20	0.49%
06043000302	14	0.34%
06045010100	1	0.02%
06045010200	16	0.39%
06045010300	10	0.25%
06045010600	13	0.32%
06045010700	15	0.37%
06045010801	10	0.25%
06045010802	2	0.05%
06045011001	5	0.12%
06045011002	6	0.15%
06045011102	6	0.15%
06045011200	4	0.10%
06045011300	9	0.22%
06045011700	13	0.32%
06045011800	5	0.12%
06053011000	6	0.15%
06053011303	1	0.02%
06053011400	2	0.05%
06053011502	1	0.02%
06053011602	3	0.07%
06053011604	1	0.02%
06053011700	1	0.02%
06053011900	5	0.12%
06053012700	1	0.02%
06053012800	3	0.07%
06053013200	2	0.05%
06053014102	1	0.02%
06055201003	1	0.02%
06055201200	2	0.05%

06055201401	2	0.05%
06055201402	1	0.02%
06055201403	1	0.02%
06055201500	1	0.02%
06055201602	1	0.02%
06055201700	6	0.15%
06055201800	6	0.15%
06055201900	2	0.05%
06055202000	5	0.12%
06057000102	20	0.49%
06057000103	22	0.54%
06057000104	11	0.27%
06057000105	13	0.32%
06057000200	10	0.25%
06057000300	4	0.10%
06057000401	27	0.66%
06057000402	24	0.59%
06057000501	24	0.59%
06057000502	13	0.32%
06057000600	50	1.23%
06057000701	11	0.27%
06057000702	15	0.37%
06057000801	13	0.32%
06057000802	18	0.44%
06057000900	8	0.20%
06061020200	17	0.42%
06061020300	5	0.12%
06061020401	6	0.15%
06061020402	3	0.07%
06061020501	6	0.15%
06061020502	10	0.25%
06061020601	6	0.15%
06061020602	8	0.20%
06061021203	1	0.02%
06061021204	2	0.05%
06061021304	10	0.25%
06061021501	11	0.27%
06061021502	9	0.22%
06061021603	1	0.02%
06061021604	8	0.20%

06061021801	7	0.17%
06061021802	10	0.25%
06061021901	16	0.39%
06061021902	9	0.22%
06061022002	30	0.74%
06061022013	13	0.32%
06061022014	1	0.02%
06063000100	2	0.05%
06063000400	8	0.20%
06063000501	1	0.02%
06069000200	3	0.07%
06069000802	1	0.02%
06079010002	6	0.15%
06079010016	4	0.10%
06079010101	1	0.02%
06079010300	1	0.02%
06079010403	5	0.12%
06079010404	2	0.05%
06079010503	1	0.02%
06079010603	1	0.02%
06079010707	1	0.02%
06079011503	1	0.02%
06079011600	3	0.07%
06079011701	1	0.02%
06079011800	3	0.07%
06079012302	6	0.15%
06079012304	5	0.12%
06079012600	4	0.10%
06079012702	6	0.15%
06079012704	5	0.12%
06079012900	3	0.07%
06081605700	3	0.07%
06081606800	1	0.02%
06081608900	1	0.02%
06081609500	1	0.02%
06081609603	3	0.07%
06081609700	1	0.02%
06081611100	1	0.02%
06081613501	2	0.05%
06081613502	1	0.02%

06081613600	5	0.12%
06081613700	5	0.12%
06081614000	1	0.02%
06083001800	1	0.02%
06083001901	2	0.05%
06083001903	1	0.02%
06083002809	1	0.02%
06085503312	3	0.07%
06085503326	3	0.07%
06085503332	1	0.02%
06085504202	1	0.02%
06085507001	2	0.05%
06085507600	1	0.02%
06085511800	1	0.02%
06085511907	1	0.02%
06085511909	4	0.10%
06085511911	2	0.05%
06085511912	1	0.02%
06085512200	3	0.07%
06085512305	1	0.02%
06085512308	2	0.05%
06085513500	1	0.02%
06087100300	1	0.02%
06087100500	1	0.02%
06087110700	2	0.05%
06087120200	1	0.02%
06087120301	12	0.30%
06087120302	2	0.05%
06087120400	12	0.30%
06087120500	8	0.20%
06087120600	12	0.30%
06087120700	5	0.12%
06087120800	4	0.10%
06087120900	8	0.20%
06087121000	2	0.05%
06087121200	8	0.20%
06087121300	1	0.02%
06087121800	6	0.15%
06087122001	4	0.10%
06087122002	6	0.15%

06087122003	1	0.02%
06087122201	6	0.15%
06087122202	1	0.02%
06087122203	2	0.05%
06087122300	2	0.05%
06087122400	7	0.17%
06089010602	1	0.02%
06089010603	3	0.07%
06089010702	2	0.05%
06089010806	2	0.05%
06089010807	1	0.02%
06089011001	3	0.07%
06089011002	1	0.02%
06089011403	1	0.02%
06089011500	16	0.39%
06089011600	10	0.25%
06089011801	3	0.07%
06089011802	1	0.02%
06089011803	4	0.10%
06089011900	3	0.07%
06089012000	43	1.06%
06089012101	27	0.66%
06089012102	4	0.10%
06089012200	2	0.05%
06089012301	15	0.37%
06089012302	25	0.62%
06089012303	8	0.20%
06089012400	12	0.30%
06089012500	8	0.20%
06089012601	17	0.42%
06089012603	19	0.47%
06089012604	10	0.25%
06089012701	31	0.76%
06089012702	4	0.10%
06091010000	2	0.05%
06095252201	9	0.22%
06095252202	7	0.17%
06095252310	1	0.02%
06095252311	6	0.15%
06095252313	1	0.02%

06095252903	6	0.15%
06095253108	3	0.07%
06095253201	1	0.02%
06095253203	2	0.05%
06095253204	4	0.10%
06097150303	3	0.07%
06097150304	2	0.05%
06097150305	2	0.05%
06097150306	3	0.07%
06097150500	2	0.05%
06097150800	1	0.02%
06097151100	1	0.02%
06097151203	2	0.05%
06097151401	1	0.02%
06097151502	2	0.05%
06097151503	4	0.10%
06097151504	1	0.02%
06097151601	7	0.17%
06097151602	8	0.20%
06097151700	7	0.17%
06097152202	19	0.47%
06097152300	5	0.12%
06097152501	16	0.39%
06097152502	8	0.20%
06097152600	6	0.15%
06097153300	2	0.05%
06097153502	2	0.05%
06097153600	2	0.05%
06097153703	20	0.49%
06097153704	18	0.44%
06097153705	5	0.12%
06097153706	10	0.25%
06097153901	2	0.05%
06097154000	5	0.12%
06097154100	6	0.15%
06097154201	8	0.20%
06097154202	8	0.20%
06097154302	5	0.12%
06097154304	7	0.17%
06103000100	31	0.76%

06103000200	41	1.01%
06103000300	35	0.86%
06103000400	21	0.52%
06103000500	4	0.10%
06103000600	21	0.52%
06103000700	48	1.18%
06103000800	27	0.66%
06103000900	21	0.52%
06103001000	1	0.02%
06105000200	4	0.10%
06109001100	16	0.39%
06109001200	27	0.66%
06109002100	22	0.54%
06109002200	26	0.64%
06109003100	12	0.30%
06109003200	14	0.34%
06109004100	14	0.34%
06109004200	14	0.34%
06109005100	42	1.03%
06109005201	11	0.27%
06113011300	19	0.47%
06113011500	16	0.39%
06115040901	5	0.12%
06115041000	17	0.42%
06115041100	16	0.39%

Generator and Battery Rebate Program (GBRP)

Census Tract	Service Point IDs (SPIDs)	Percentage
06001400100	1	0.09%
06001404400	3	0.27%
06001408100	5	0.45%
06001430102	2	0.18%
06001430300	1	0.09%
06001435103	1	0.09%
06001436402	1	0.09%
06001442200	1	0.09%
06001443105	1	0.09%
06001450607	1	0.09%
06001450701	1	0.09%

06001451101	1	0.09%
06005000101	8	0.72%
06005000102	2	0.18%
06005000200	2	0.18%
06005000401	1	0.09%
06005000402	2	0.18%
06005000500	1	0.09%
06007001600	16	1.43%
06007001702	4	0.36%
06007001704	2	0.18%
06007002400	5	0.45%
06007002500	1	0.09%
06007002601	1	0.09%
06007003300	1	0.09%
06009000120	2	0.18%
06009000122	1	0.09%
06009000210	3	0.27%
06009000300	4	0.36%
06009000400	9	0.81%
06009000501	1	0.09%
06009000503	4	0.36%
06011000100	1	0.09%
06013355306	1	0.09%
06013356002	2	0.18%
06013362000	1	0.09%
06013390200	1	0.09%
06017030601	13	1.16%
06017030602	17	1.52%
06017030603	6	0.54%
06017030704	2	0.18%
06017030801	2	0.18%
06017030803	6	0.54%
06017030804	11	0.98%
06017030901	5	0.45%
06017030902	2	0.18%
06017031000	3	0.27%
06017031100	2	0.18%
06017031301	3	0.27%
06017031302	1	0.09%
06017031402	24	2.15%

06017031404	2	0.18%
06017031405	3	0.27%
06017031406	3	0.27%
06017031502	1	0.09%
06017031503	3	0.27%
06019006402	20	1.79%
06019006403	56	5.01%
06019006404	30	2.69%
06019006405	35	3.13%
06023010600	1	0.09%
06023010902	2	0.18%
06023011600	1	0.09%
06029003306	1	0.09%
06033000300	1	0.09%
06033000600	2	0.18%
06033000900	1	0.09%
06033001000	1	0.09%
06033001100	2	0.18%
06033001200	2	0.18%
06033001300	3	0.27%
06035040100	1	0.09%
06039000102	21	1.88%
06039000103	23	2.06%
06039000104	9	0.81%
06039000106	3	0.27%
06039000108	30	2.69%
06039000109	15	1.34%
06041112100	1	0.09%
06041113000	1	0.09%
06041119100	1	0.09%
06041120000	1	0.09%
06041132100	1	0.09%
06041132200	2	0.18%
06043000101	27	2.42%
06043000102	36	3.22%
06043000200	7	0.63%
06043000301	61	5.46%
06043000302	40	3.58%
06045010200	2	0.18%
06045010300	2	0.18%

06045010600	1	0.09%
06045010700	2	0.18%
06045011001	1	0.09%
06045011002	2	0.18%
06045011102	2	0.18%
06045011200	1	0.09%
06045011800	1	0.09%
06053010702	1	0.09%
06053011303	1	0.09%
06053011400	1	0.09%
06053011502	2	0.18%
06053011602	1	0.09%
06055201102	1	0.09%
06055201401	1	0.09%
06055201402	3	0.27%
06055201700	6	0.54%
06055201800	1	0.09%
06057000102	2	0.18%
06057000103	4	0.36%
06057000104	1	0.09%
06057000105	6	0.54%
06057000200	6	0.54%
06057000300	4	0.36%
06057000401	1	0.09%
06057000402	7	0.63%
06057000502	4	0.36%
06057000600	2	0.18%
06057000701	8	0.72%
06057000702	5	0.45%
06057000801	6	0.54%
06057000802	1	0.09%
06057000900	2	0.18%
06061020200	2	0.18%
06061020501	2	0.18%
06061020502	2	0.18%
06061020601	1	0.09%
06061020602	2	0.18%
06061021304	2	0.18%
06061021501	2	0.18%
06061021502	1	0.09%

06061021604	3	0.27%
06061021801	7	0.63%
06061021802	3	0.27%
06061021901	1	0.09%
06061021902	4	0.36%
06061022002	7	0.63%
06061022013	5	0.45%
06063000100	2	0.18%
06063000202	14	1.25%
06063000400	2	0.18%
06069000200	2	0.18%
06075020402	1	0.09%
06079010002	4	0.36%
06079010016	4	0.36%
06079010101	1	0.09%
06079011701	1	0.09%
06079012302	10	0.90%
06079012304	2	0.18%
06079012600	1	0.09%
06079012702	9	0.81%
06079012900	3	0.27%
06079013000	2	0.18%
06081606900	1	0.09%
06081608900	1	0.09%
06081609700	2	0.18%
06081613200	1	0.09%
06081613800	14	1.25%
06085507001	2	0.18%
06085507600	1	0.09%
06085511707	5	0.45%
06085511800	7	0.63%
06085511911	1	0.09%
06085512305	1	0.09%
06085512602	1	0.09%
06085513500	2	0.18%
06087120200	6	0.54%
06087120301	7	0.63%
06087120302	1	0.09%
06087120400	1	0.09%
06087120500	9	0.81%

06087120600	6	0.54%
06087120700	3	0.27%
06087120800	2	0.18%
06087120900	8	0.72%
06087121000	7	0.63%
06087121100	2	0.18%
06087121200	5	0.45%
06087121300	1	0.09%
06087122001	1	0.09%
06087122002	1	0.09%
06089011600	1	0.09%
06089011801	2	0.18%
06089011802	2	0.18%
06089011803	3	0.27%
06089011900	5	0.45%
06089012303	3	0.27%
06089012400	6	0.54%
06089012500	3	0.27%
06089012601	13	1.16%
06089012603	4	0.36%
06089012604	4	0.36%
06089012701	1	0.09%
06089012702	6	0.54%
06095252903	2	0.18%
06097150500	1	0.09%
06097150612	1	0.09%
06097151100	1	0.09%
06097151503	1	0.09%
06097151602	1	0.09%
06097152300	3	0.27%
06097152600	1	0.09%
06097153501	3	0.27%
06097153502	3	0.27%
06097153600	2	0.18%
06097153703	1	0.09%
06097153704	1	0.09%
06097153705	6	0.54%
06097153706	1	0.09%
06097153807	1	0.09%
06097154100	2	0.18%

06097154202	2	0.18%
06097154302	12	1.07%
06097154304	3	0.27%
06103000100	2	0.18%
06103000200	3	0.27%
06103000300	3	0.27%
06103000400	6	0.54%
06105000200	1	0.09%
06105000400	1	0.09%
06107000100	1	0.09%
06109001200	1	0.09%
06109002100	6	0.54%
06109002200	11	0.98%
06109003100	6	0.54%
06109003200	6	0.54%
06109004100	5	0.45%
06109004200	4	0.36%
06109005100	8	0.72%
06109005201	1	0.09%
06115040901	1	0.09%
06115041000	9	0.81%
06115041100	7	0.63%

Disability Disaster Access and Resources (DDAR) Program

Through PG&E's agreements with the CFILC, PG&E provided support to individuals with access and functional needs throughout our entire service area in 2021.

Through our partnership, DDAR program enables qualifying customers who use electrical medical devices to access resources that will lessen the impact of power loss. Support for customers with medical and independent living needs includes:

- Additional emergency preparedness outreach and education
- Backup portable batteries
- Accessible transportation resources
- Food Stipends during PSPS
- Improved access to the MBL Program
- Hotel stays during PSPS

PG&E does not track data on participation in the DDAR Program by census tract.

211 Care Coordination & Referral Service

PG&E is partnered with the CA Network of 211s to provide individuals with AFN with a single source of information and connection to available resources in their communities. This agreement provides PSPS education, outreach, and emergency planning in advance of PSPS and connect those with AFN needs to critical resources like transportation, food delivery, hotel accommodations, portable backup batteries, food replacement, and other social services during and after PSPS. CA Network of 211 provides both proactive and reactive outreach to customers, being the first point of contact for our AFN community before, during, and after PSPS. CA Network of 211 utilizes PG&E's existing resources, identifies, and develops their own resource partnerships and creates new partnerships to aid in response.

PG&E does not track data on participation for the services provided by CA Network of 211s by census tract.

Community Microgrid Incentive Program (CMIP)

Data on participation in CMIP is not available by census tract for 2021. During 2021, PG&E worked collaboratively with the other investor-owned utilities and external stakeholders to define CMIP to support resilience for our customers²³. Seven stakeholder workshops were held in 2021 to inform development of the program. The Utilities submitted the Implementation Plan for the Microgrid Incentive Program to the CPUC on December 3, 2021.

²³ In Track 2 of the Microgrids and Resiliency OIR, the CPUC directed SCE, SDG&E, and PG&E to develop a new Microgrid Incentive Program to primarily benefit disadvantaged and vulnerable communities. The objective of the program is to fund clean community microgrids that support the critical needs of disadvantaged and vulnerable populations most likely to be impacted by outages.

APPENDIX F – 2021 WILDFIRE SAFETY-PSPS OUTREACH EFFECTIVENESS SURVEY RESULTS

The percentage of customers with access and functional needs who were aware that their utility may de-energize their system as a wildfire mitigation measure.

2021 Wildfire Safety PSPS Outreach Effectiveness Survey				
Q16. Public Safety Power Shutoff, or PSPS, is a precautionary safety measure where PG&E may proactively turn off power lines when extreme fire danger conditions are forecasted, in order to reduce the risk of wildfires. Before today, had you ever heard of the Public Safety Power Shutoff program?				
	Baseline	Pre-Season	Post-Season	Post-Season
	May/June	Aug/Sept	Dec/Jan	Base Size
	% Yes	% Yes	% Yes	
Total Population	78%	79%	80%	2,695
Total AFN	76%	76%	78%	2,131
Non-English Speakers	48%	44%	57%	169
Low-Income	68%	68%	71%	1,152
Elderly	85%	86%	85%	998
Vulnerable (Non-Elderly)	n/a	n/a	83%	148
Has Disability (Net)	n/a	n/a	80%	1,176
• Vision	n/a	n/a	71%	188
• Hearing	n/a	n/a	84%	193
• Mobility	n/a	n/a	83%	476
• Other	n/a	n/a	80%	488
Medical Equipment Needs	81%	83%	82%	752
Medical Baseline Program	90%	81%	82%	248

AFN Living in High Fire Districts	94%	92%	94%	304
AFN Recaller (Recalled Communication)	86%	89%	88%	1,132
	= Significantly higher than the previous wave at the 95% level of confidence			
	= Significantly lower than the previous wave at the 95% level of confidence			

Summary:

Awareness of PSPS among AFN customers was consistent with the general population. Nearly four in five AFN customers overall (78%) are familiar with Public Safety Power Shutoffs. Awareness levels were generally unchanged from wave to wave both overall and within specific AFN segments.

Awareness was lower in some AFN segments:

- Non-English Speakers: 57% (in the Post-Season wave)
- Low-Income: 71%
- Vision Issues: 71%

Awareness was higher in other AFN groups:

- Elderly: 85%
- Vulnerable/Non-Elderly: 83%
- Hearing Issues: 84%
- Mobility Issues: 83%
- Medical Equipment Needs/Medical Baseline: 82%

Awareness of PSPS is high. Overall, four in five customers are aware of PSPS and that it could result in de-energization. However, awareness of PSPS remains especially low among Non-English speakers.

The percentage of customers with access and functional needs who were aware that their utility may de-energize their system as a wildfire mitigation measure.

2021 Wildfire Safety PSPS Outreach Effectiveness Survey

Q20. A Public Safety Power Shutoff event could last anywhere from 24-48 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...?

	Baseline	Pre-Season	Post-Season	Post-Season
	May/June	Aug/Sept	Dec/Jan	Base Size
	T2B %	T2B %	T2B %	
Total Population	65%	66%	64%	2,695
Total AFN	64%	68%	63%	2,131
Non-English Speakers	53%	53%	50%	169
Low-Income	61%	64%	61%	1,152
Elderly	69%	74%	70%	998
Vulnerable (Non-Elderly)	n/a	n/a	58%	148
Has Disability (Net)	n/a	n/a	63%	1,176
• Vision	n/a	n/a	58%	188
• Hearing	n/a	n/a	62%	193
• Mobility	n/a	n/a	61%	476
• Other	n/a	n/a	56%	488
Medical Equipment Needs	58%	67%	62%	752
Medical Baseline Program	62%	66%	64%	248
AFN Living in High Fire Districts	86%	83%	81%	304
AFN Recaller (Recalled Communication)	72%	76%	71%	1,132
	= Significantly higher than the previous wave at the 95% level of confidence			
	= Significantly lower than the previous wave at the 95% level of			

confidence

Summary:

Preparedness for PSPS among individuals with AFN reflected that of the general population in 2021. For all three surveys, more than 60 percent said they felt “somewhat” or “very” prepared to be without power for 24-48 hours. In the Pre-Season wave, a significantly higher percentage of AFN customers with Medical Equipment Needs said they felt prepared compared to the Baseline survey conducted in May/June (67% versus 58%), suggesting that the outreach to this segment helped prepare them for PSPS.

The percentage of customers with access and functional needs who confirm they received notifications of a possible de-energization event.

2021 Wildfire Safety PSPS Outreach Effectiveness Survey				
PQ1. Did you receive any PSPS alerts or notifications in the past few months?				
	Post-Season (Dec/Jan)			
	AFN Population		Null Population	
	% Yes	Base Size	% Yes	Base Size
Total Population	28%	2,695	---	---
Total AFN	28%	2,131	27%	564
Non-English Speakers	21%	169	28%	2,526
Low-Income	25%	1,152	30%	1,544
Elderly	30%	998	27%	1,133
Vulnerable (Non-Elderly)	26%	148	26%	1,549
Has Disability (Net)	29%	1,176	27%	1,519
• Vision	27%	188	---	---
• Hearing	30%	193	---	---

• Mobility	29%	476	---	---
• Other	29%	488	---	---
Medical Equipment Needs	31%	752	27%	1,943
Medical Baseline Program	27%	248	27%	2,873
AFN Living in High Fire Districts	49%	304	25%	1,827
AFN Recaller (Recalled Communication)	37%	1,132	18%	999
	= Significantly higher than the Null population at the 95% level of confidence			
	= Significantly lower than the Null population at the 95% level of confidence			

Summary:

The AFN population as a whole, as well as most AFN sub-groups reflected the general population in terms of their recall of receiving PSPS alerts and notifications. Overall, 28% reported receiving PSPS alerts or notifications in 2021.

Fewer Low-Income customers compared to Non-Low-Income customers (25% versus 30%) said they received PSPS alerts and notifications. A significantly higher percentage (49%) of all AFN customers living in High-Risk Fire Districts (Tiers 2 and 3) reported receiving alerts and notifications compared to 25% of AFN customers living in Tier 1. A significantly higher percentage of communication Recallers than Non-Recallers (37% to 18%) also recalled receiving PSPS alerts and notifications in 2021.

Customer feedback regarding how to provide notifications more effectively (i.e., in a manner that meets customers’ specific needs).

2021 Wildfire Safety PSPS Outreach Effectiveness Survey		
Q13. In what ways could PG&E improve their communications about wildfire preparedness?		
Non-English Speakers	<i>It would be amazing if they could have a 24 [hour]</i>	<i>I'm thinking sending messages to my phone in Spanish because I get</i>

	<p><i>emergency hotline available.</i></p> <p><i>If you send me an email it would be perfect.</i></p>	<p><i>messages, but they are in English.</i></p> <p><i>Disseminate information about public resource centers to the general public where you can ask questions.</i></p>
Low-Income	<p><i>When texting or emailing send us a visual highlighted map of area.</i></p> <p><i>Well, they do a good job so far. I don't know. I get alerts too and they call and they leave me messages as well. They communicate a lot to the public.</i></p>	<p><i>More tv announcements in various languages.</i></p> <p><i>They could offer a home inspection, come over and give you some person-to-person advice on how to make the area safe.</i></p>
Elderly	<p><i>Tell people why it is so important to shut the power off. Use the Camp Fire as an example.</i></p> <p><i>When there is a PSPS, many people don't understand the impacts of high winds. The PG&E communications mention that the PSPS is due to high winds. But I see people making posts that their power was shut off and the wind is hardly blowing at their home. PG&E should</i></p>	<p><i>I do appreciate the text messages. More detailed information would be helpful. Even wildfire smoke alerts would be helpful due to health issues.</i></p> <p><i>Continue with all methods of communication to alert all PG&E customers when there is PSPS events coming & what can be done to be prepared,</i></p> <p><i>I think what you're doing is adequate, it's up to the public to</i></p>

	<i>explain that it is due to high winds up in the mountain areas where the high power transmission lines are located.</i>	<i>take action.</i>
Vulnerable (Non-Elderly)	<p><i>They can have someone available for us to talk to on the phone when we need questions answered.</i></p> <p><i>To have more materials available in alternative format to reach the disabled community such as brail and large print or audio formats.</i></p> <p><i>Be a little less monotonic than announcements and dumb it down for the common people.</i></p> <p><i>Continue communicating through PG&E website.</i></p>	<p><i>Text messages with information on how to prepare for wildfires.</i></p> <p><i>My older neighbors don't get online. They liked the flyers we got in mail. Glad to see that.</i></p> <p><i>Please make effort to be proactive and not require widespread shutoffs. They are horrible and should be avoidable if PGE spends proactive Resources properly and uses micro section surgical cutoffs only when extremely needed.</i></p>
Poor Vision	<i>Because my eyes are bad and when they use high gloss paper. Causes a glare and can't read it. Less gloss on paper and black on white is preferred.</i>	<i>Door to door, phoning people or on TV. But because I'm vision impaired, I need to hear the information on TV, the banner information will not help me because I cannot read it.</i>

	<i>Larger print, and specific one number that stands out above all, and on the envelope say IMPORTANT.</i>	<i>Because I'm blind, going door to door to let people know about Wildfire preparedness and mailing information where my wife can read what's in them.</i>
Poor Hearing	<i>Send more alerts to phones either voice call or text plus my son's father's deaf and doesn't receive alerts I feel alerts should also make sure to get to the deaf, Mute, and Blind Communities.</i>	<i>Quit repeating the same things over and over. Start providing updates on local progress that has been made to improve the safety in my area as well s overall.</i>
Mobility Issues	<i>Be aware that not everyone has a vehicle in which to leave no matter how much of the remaining preparedness they have accomplished.</i>	
Medical Baseline/ Medical Equipment Needs	<i>I have medical devices that need power. So it would be helpful to have better communications about how to power these devices during a power outage or where to go to charge devices when the power is out.</i>	<i>Nothing really. My husband is on a medical machine and they are very good in communicating what is going on and if we are at risk of losing power.</i>
Other	<i>Printed material. Especially in the early spring, we should be reminded to clean up before the summer comes. Also they should put it in our monthly statements.</i>	<i>They could do public service announcements on television on the main new channels and really emphasize fire safety.</i>

2021 Wildfire Safety PSPS Outreach Effectiveness Survey

PQ19. In your opinion, what can PG&E do to improve their communications regarding Public Safety Power Shutoffs?

<p>Non-English Speakers</p>	<p><i>They can be more informative about preparations we need to take.</i></p> <p><i>Just be consistent with information about outages.</i></p> <p><i>They should send out more alerts before and after outages.</i></p> <p><i>You should send more alerts in Spanish so [that] more people understand, and a majority of people don't speak in English so looking for a way to communicate through the TV in the form of commercials or information. Or even through the radio in Spanish.</i></p>	<p><i>They need to be more proactive in informing us of the resources that are available to us.</i></p> <p><i>Just prepare us by suppling us with as much information as possible</i></p> <p><i>They can make communications about public safety outages more available to us like through emails.</i></p> <p><i>They can let us know before and after the event by a phone call to inform us how long it will be so that we can go out and buy the necessary things so that we can be prepared.</i></p>
<p>Low-Income</p>	<p><i>Actions speak louder than words. You don't do enough maintenance.</i></p> <p><i>Get Public Service Officers into communities and set up offices for information - hold</i></p>	<p><i>Fix power lines and bury them whenever possible.</i></p> <p><i>I think they communicate well and are starting to restore their image</i></p>

	<i>meetings to info people.</i>	<i>after all of the issues in the last few years.</i>
Elderly	<p><i>Have a brochure or booklet with necessary info or helpful info available to everyone who moves into an area. some kind of booklet or pamphlet in the mail with what they consider necessary info for people of all ages to have.</i></p> <p><i>Make shutoffs more specific so areas with no fire danger aren't shut off for days, losing food, medical equipment, etc, for no reason.</i></p>	<p><i>We older people are more often likely to read the entire bill information/pamphlets. So having MORE information about the 11 resources that are available to customers would be helpful.</i></p> <p><i>Please advise Seniors of a safe place, transportation, and when service will be restored.</i></p>
Vulnerable (Non-Elderly)	<p><i>Identify and contact (live person) households that high-risk, elderly, disabled, etc. At the very least set up a hotline or call center that people can contact a live person who is able to provide assistance not just information.</i></p> <p><i>Letting us know before one happens and accurate time for when the power will turn back on.</i></p>	<p><i>Be specific about the ZIP Codes power is going to be shut down.</i></p> <p><i>Provide more accurate information on when power will be restored after a shutoff.</i></p> <p><i>Replace any foods lost during shutoff period with a food voucher not community resources food shelter.</i></p>
Poor Vision	<i>When referring to the map of the areas where a PSPS will</i>	

	<i>happen, they need to have a have a text description of places of interest in those shut off area for people who are partially blind, to be able to read the map better. Also listing the streets that are the perimeter for the shut off area clearly.</i>	
Medical Baseline/ Medical Equipment Needs	<i>Provide resources for people using CPAP machine, such as "backup battery."</i>	
Other	<i>Text details that are specific to my close areas by streets of ZIP Codes, not just by county. Our area is too far and wide by county to know if there is even a remotely close threat when such little detail is given. Therefore, the information is ignored.</i> <i>Alerts often don't specify location. I have multiple PG&E accounts in different towns.</i>	<i>Provide links in a text or email. Stuff on your web site is hard to find. I went looking for info on how I could better care for my elderly mother and disabled husband during the last extended outage and could find nothing.</i> <i>More telephone lines for customers to get through...every time I call, I can never get a live person.</i>

Reasons why specific customers or customer segments did not confirm they received notification (irrespective of whether the utility provided them notification.

This information is not obtainable via the survey; however, reasons why specific customers or customer segments did not receive notifications is provided in

PG&E's Post-Event 10-Day Report for each de-energization event.

To the extent possible and consistent with protecting customer privacy, the electric investor-owned utilities must track and report survey results according to specific access or functional needs, for instance the reasons why persons with a vision impairment did not receive notification as distinct from the reasons why persons with a developmental disability did not receive notification.

This information is not obtainable via the survey; however, reasons why specific customers or customer segments did not receive notifications is provided in PG&E's Post-Event 10-Day Report for each de-energization event. Consistent with protecting customer privacy, PG&E does not disclose these reasons according to specific access or functional needs, for instance persons with a vision impairment or persons with a developmental disability.

APPENDIX G – DDAR AND PBP RESEARCH RESULTS

Disability Disaster Access & Resources (DDAR) Evaluation Research

A short 4-minute online survey was conducted in December 2021 among Disability Disaster Access & Resources program applicants, resulting in 253 completed surveys.

72% of customers were satisfied with the overall DDAR program. And while only 27% of customers had experienced a PSPS event since joining the program, 59% felt more prepared for a future PSPS event as a result of being in the program. Of the customers that did experience a PSPS since joining the program and utilized the resources provided, most (42 out of 48 customers) felt the resource met their needs during the PSPS outage.

Portable Battery Program (PBP) Evaluation Research

A short 4-minute online survey was conducted in December 2021 among income-qualified MBL customers enrolled in the Portable Battery Program, resulting in 614 completed surveys.

93% of customers were satisfied with the overall program. Approximately 33% of respondents experienced a PSPS event since participating in the program, and 92% of those customers used their battery during the event. Among those who used their portable batteries during a PSPS event, 94% indicated the battery powered their medical device(s) for the duration of the outage, and 95% were satisfied with their batteries during the outage. The portable battery also offered customers a greater sense of reassurance as 87% indicated feeling more prepared for a future PSPS event, and 89% were confident the medical device(s) will continue working during a future PSPS event.