

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

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

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

**PACIFIC GAS AND ELECTRIC COMPANY'S (U 39 E)
2024 ACCESS AND FUNCTIONAL NEEDS (AFN) PLAN FOR
PUBLIC SAFETY POWER SHUTOFF (PSPS) SUPPORT**

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Dated: January 31, 2024

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In accordance with the California Public Utilities Commission's Decision (D.) 21-06-034 Phase 3 OIR Decision Guidelines, Pacific Gas and Electric Company (PG&E) respectfully submits this 2024 Access and Functional Needs Plan for Public Safety Power Shutoff Support regarding its efforts designed to support people and communities with access and functional needs (AFN) during Public Safety Power Shutoff (PSPS) de-energization events (AFN Plan).

Respectfully submitted,

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January 31, 2024

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EXECUTIVE SUMMARY

During extreme weather conditions, utilities may temporarily turn off power to specific areas to protect the safety of our customers and communities, enacting a Public Safety Power Shutoff (PSPS), which continues to be a necessary tool of last resort to mitigate the risk of wildfires. To support individuals with Access and Functional Needs (AFN) during PSPS, each of the Joint Investor-Owned Utilities (IOUs)¹ developed its respective 2024 Annual AFN PSPS Plan (“AFN Plan” or “Plan”) with assistance from regional and statewide AFN stakeholders, representing a broad spectrum of expertise. The Plan leverages Federal Emergency Management Administration’s (FEMA) Developing and Maintaining Emergency Operations Plans Comprehensive Preparedness Guide 101 6 Step Process².

The IOUs have established a partnership and will continue to work closely with the AFN Collaborative Council and the AFN Core Planning Team³ to seek guidance and address the “Why,” “Who,” “What,” and “How” to support individuals with AFN to mitigate risk. The IOUs are committed to addressing the needs of individuals with AFN before, during, and after a PSPS.

The IOUs acknowledge and give sincere thanks to the AFN Collaborative Council and AFN Core Planning Team for their guidance and commitment in developing the 2024 AFN plan.

WHY

As climate conditions change, wildfires have become a year-round threat. When wildfire conditions present a safety risk to our customers and communities, electric utilities may call for a Public Safety Power Shutoff (PSPS) as a measure of last resort.

A PSPS, although necessary, disrupts the everyday lives of impacted individuals,

¹ San Diego Gas & Electric (SDG&E), Southern California Edison (SCE), and Pacific Gas & Electric Company (PG&E)

² For details on how to develop and maintain Emergency Operations Plans, visit: [Developing and Maintaining Emergency Operations Plans Comprehensive Preparedness Guide \(fema.gov\)](https://www.fema.gov/emergency-preparedness-recovery-operations/developing-and-maintaining-emergency-operations-plans-comprehensive-preparedness-guide)

³ See Appendix A for members of the AFN Core Planning Team and Collaborative Council

including those with AFN and/or those who may be electricity dependent, which will be discussed further in this Plan. The purpose of this Plan is to mitigate the impact of PSPS on individuals with AFN.

WHO

The IOUs have made progress in identifying the individuals with AFN across their respective service areas, collectively identifying approximately 4 million⁴ people through defining, mapping, enabling, and promoting self-identification. In order to support and target individuals that are electricity dependent, the Joint IOU Statewide AFN Advisory Council⁵ and AFN Core Planning Team developed a definition of Electricity Dependent individuals⁶ that this Plan seeks to support. That definition remains unchanged from 2022.

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

- Medical and Non-Medical
- Behavioral, Mental and Emotional Health
- Mobility and Movement
- Communication

The IOUs understand that there is more work to be done and will continue these efforts to identify additional individuals with AFN in 2024.

WHAT & HOW

Working alongside the AFN Collaborative Council and AFN Core Planning Team, the IOUs worked to identify the goals, objectives, and potential opportunities for enhancements in 2024, outlined in this Plan.

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

⁴ Represents total counts of AFN designations in each IOU's database not unique individuals or accounts.

⁵ See Appendix B for a list of the Joint IOU Statewide AFN Advisory Council members.

⁶ IOUs will strive to implement this proposed definition contingent on operational feasibility and in alignment with AFN identification requirements with the CPUC's PSPS decisions. See e.g., D.21-06-034, pp. A8 – A9; D.20-05-051, p. A8; D.19-05-042, pp. A12-A14, A20-A21. The IOUs will continue collaborating with AFN stakeholders to refine this definition as appropriate.

INTRODUCTION

In accordance with the California Public Utilities Commission (Commission or CPUC) Decision (D.) 21-06-034 Phase 3 OIR Decision Guidelines and using Federal Emergency Management Administration’s Developing and Maintaining Emergency Operations Plans Comprehensive Preparedness Guide 101 6 Step Process, the Joint IOUs worked collaboratively with the AFN Core Planning Team to implement the “Whole Community⁷” approach to develop an overarching Joint IOU Statewide strategy to meet the diverse needs of individuals with AFN.

Each IOUs comprehensive plans will reflect the geographical differences as well as the various needs of communities with AFN. The IOUs will provide the CPUC with quarterly updates regarding progress towards meeting the established objectives and the impact of their efforts to address this population before, during, and after PSPS, while optimizing opportunities for consistency statewide.

SUBJECT MATTER EXPERTS (ENGAGE THE WHOLE COMMUNITY)

According to 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 August 16, 2023, the IOUs introduced this effort at the broader Q3 Joint IOU Statewide AFN Advisory Council meeting, invited participation, and subsequently held a kick-off meeting with Core Planning Team⁸ members on September 14, 2023. The 2024 AFN Core Planning Team is comprised of 13 organizations representing the diverse needs of the AFN community. The table below reflects the organizations involved in the development of the 2024 AFN Plan.

⁷ Whole Community approach as defined by FEMA, refers to preparedness as a shared responsibility and involvement of everyone including, but not limited to Individuals and families, including those with access and functional needs. Complete definition available at: [Whole Community | FEMA.gov](https://www.fema.gov/whole-community)

⁸ See Appendix A for members of the AFN Core Planning Team

Table 1. Engaging the Whole Community

| Planning Group | Participants/Stakeholders |
|---|--|
| Joint IOUs | San Diego Gas & Electric (SDG&E) |
| | Southern California Edison (SCE) |
| | Pacific Gas & Electric (PG&E) |
| AFN Collaborative Council (per the Phase 3 OIR PSPS Decision): | California Foundation for Independent Living Centers (CFILC) |
| | California Health & Human Services (CHHS) |
| | California Office of Emergency Services (Cal OES) |
| | Disability Rights California (DRC) |
| | Disability Rights Education & Defense Fund (DREDF) |
| | State Council on Developmental Disabilities (SCDD) |
| AFN Core Planning Team | California Council of the Blind (CCB) |
| | California Department of Developmental Services (DDS) |
| | Deaf Link, Inc. |
| | California Department of Rehabilitation (DOR) |
| | Disability Policy Consultant |
| | Liberty |
| | Redwood Coast Regional Center (RCRC) |
| | Service Center for Independent Living (SCIL) |
| | State Council on Developmental Disabilities (SCDD) |

As a key component to engaging the Whole Community in planning, the IOUs will continue to solicit feedback from the AFN Collaborative Council, the Joint IOU Statewide AFN Advisory Council, each utility’s respective Regional PSPS Working

Groups⁹ and other regional and statewide AFN experts such as Community-Based Organizations (CBOs), healthcare partners, representatives of durable medical equipment and local government agencies. These groups serve as thought leaders and offer insight, feedback, and input on the IOUs' customer strategy, programs, and priorities. The IOUs seek to conduct regular meetings to actively identify issues, opportunities, and challenges related to the IOUs' ability to mitigate the impacts of wildfire safety strategies, namely PSPS.

The planning process we presented provides opportunities to collect feedback and implement strategic improvements with details included in specific IOU plans. We continue to look at expansion of program offerings, refresh the Joint IOU statewide PSPS Preparedness website, www.PrepareForPowerDown.com¹⁰, conduct outreach and education, as well as expand access to eligible populations.

1 PURPOSE, SCOPE, SITUATION OVERVIEW, AND ASSUMPTIONS

1.1 Purpose/Background | WHY

The Plan focuses on mitigating the impacts of PSPS for individuals with AFN. 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 2024 AFN Plan addresses the following:

- Who the IOUs need to communicate with
- What resources and services are needed during PSPS
- How the IOUs communicate with individuals with AFN
- How the IOUs make resources and services available to individuals with AFN

1.2 Scope - WHO

The Joint IOUs and the CPUC recognize the definition of 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

⁹ These working groups convene at least quarterly to share lessons between the impacted communities and the IOUs per D.20-05-051

¹⁰ Please see [Section 2.6.1.3](#), Statewide Website for AFN Solutions for more details on Prepare for Power Down milestones and timelines.

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.”¹¹

Acknowledging that the California Government code definition of AFN is broad, the CPUC authorized the IOUs to follow the FEMA 6 Step Process by engaging the Whole Community through the Joint IOU Statewide AFN Advisory Council to create a common definition of “Electricity Dependent.”

Therefore, the IOUs use this common definition to help inform new enhancements to programs and resources that are currently available.

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

- Medical and Non-Medical
- Behavioral, Mental and Emotional Health
- Mobility and Movement
- Communication

Examples of Electricity Dependent include, but are not limited to:

- **Medical and Non-Medical:**
 - Respiratory equipment: oxygen, respirator, inhalation therapy, apnea monitoring, suction, machines, airway clearance, airway clearances, Airway Clearance Vests, cough assistive devices, hemodialysis
 - Nutritional equipment: gastric feed tube, specialized diet meal preparation equipment (e.g., feeding pumps, blenders)
 - Heating/cooling equipment: refrigeration, body temperature regulation
- **Behavioral, Mental, and Emotional Health:**
 - Powered equipment supporting regulation of emotional behaviors (e.g., sensory lights)
- **Mobility and Movement:**
 - Positioning equipment: Lift, mobility tracking system, power

¹¹ D. 19-05-042

wheelchair and mobility scooter, in home chair lift, electric bed

- **Communication:**
 - Augmentative communication devices (e.g., tablets, wearables, eye gaze), alert systems
 - Powered equipment for hearing or vision support

1.3 Situational Overview

1.3.1 Hazard Analysis Summary – Definition of Risk

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

“Understand the Situation” continues with identifying risks and hazards. This 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.

This Plan mitigates the key risk of PSPS identified by the Core Planning Team:

- Individuals with AFN are unable to use power for devices or equipment for health, safety, and independence due to a PSPS.

During the planning process, the AFN Core Planning Team emphasized that the needs of individuals with AFN extend well beyond medical devices alone and that the risks are as diverse as the population. The IOUs recognize that the impacts of PSPS are dynamic and are committed to supporting customers before, during, and after a PSPS.

1.3.2 AFN Population and Identification

The IOUs have made progress in identifying individuals with AFN who are electricity dependent through defining, mapping, and enabling self-identification. Each IOU identifies the following customers in their respective databases as AFN:

- Customers enrolled in the following programs:
 - California Alternate Rates for Energy (CARE)
 - Family Electric Rate Assistance (FERA)

- Medical Baseline (MBL)¹², including Life-Support (Critical Care)
- Customers with disabilities
- Customers who receive their utility bill in an alternate format (e.g., Braille, large print)
- Customers who prefer communications in a language other than English
- Older adults
- Customers who self-certify or self-identify vulnerable
- Customers who use durable medical equipment and/or assistive technology

Table 2 below accounts for the number of customers identified as AFN in each utility service area, as well as those mostly likely to experience a PSPS.

Table 2. Joint IOU Access & Functional Needs Individuals¹³

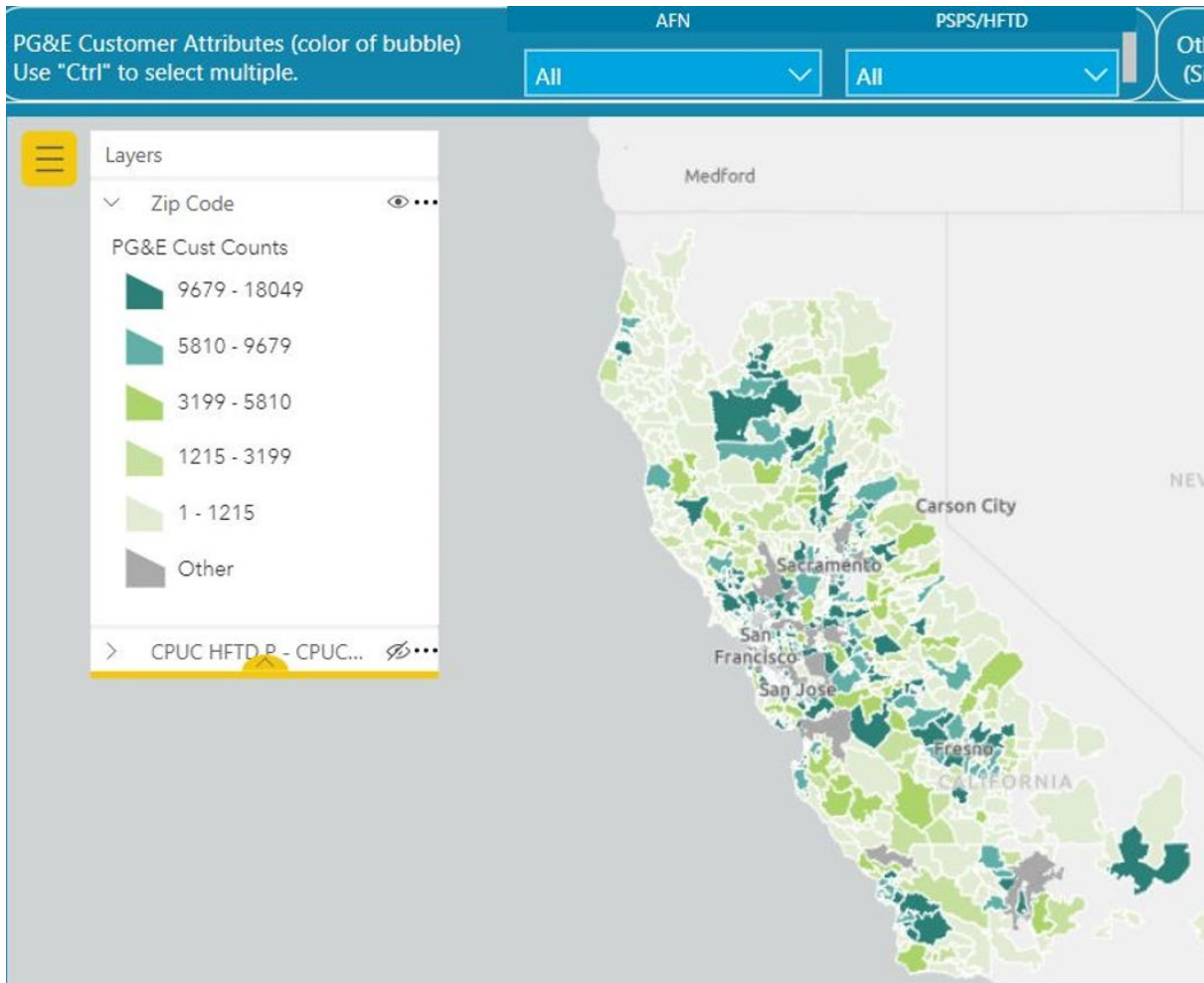
| Joint IOU | MBL Individuals | Customers with Language Preference | Individuals Identified as AFN | Percentage of Individuals Identified as AFN based of Total Residential Customer Base |
|-----------|----------------------|------------------------------------|-------------------------------|--|
| PG&E | Total: ~281,000 | Total: ~238,000 | Total: ~1.9 M | ~36% |
| | PSPS-Likely: ~74,000 | PSPS-Likely: ~19,000 | PSPS-Likely: ~358,000 | ~34% |
| SDG&E | Total: ~65,000 | Total: ~67,000 | Total: ~422,000 | ~34% |
| | PSPS-Likely: ~13,000 | PSPS-Likely: ~5,000 | PSPS-Likely: ~46,000 | ~25% |
| SCE | Total: ~103,000 | Total: ~676,000 | Total: ~1.7M | ~33% |
| | PSPS-Likely: ~34,000 | PSPS-Likely: ~101,000 | PSPS-Likely: ~362,000 | ~27% |

¹² Per D. 21-06-034, identification efforts include also “persons reliant on electricity to maintain necessary life functions including for durable medical equipment and assistive technology”. Id at pp. A8-A9.

¹³ Data pulled in November 2023. “PSPS-Likely” refers to customers who are most likely to experience a PSPS given their geographic location. PSPS likely is defined as an area of likely customer impact relative to each IOU’s de-energization protocols and defined fire threat regions. SDG&E’s High Fire Threat District (HFTD), SCE’s High Fire Risk Area (HFRA), and PG&E’s HFTD with the potential to impact customers outside of PG&E’s HFTD fed by Transmission level voltage, respectively.

The utilities have an AFN density map which allows them to quickly identify geographical areas that have larger populations of AFN individuals. These maps enable the utilities to strategically allocate resources by geography such as staffing a support site or Customer Resource Center for individuals who are experiencing a PSPS. See **Table 3**.

Table 3
Service Area Map of Customers with AFN



In 2024, the IOUs will continue identifying individuals who are electricity dependent above and beyond those enrolled in the Medical Baseline Allowance Program, through direct outreach to customers in each respective IOUs service area.

In 2024, the IOUs will continue identifying individuals who are electricity dependent above and beyond those enrolled in the Medical Baseline Allowance Program, through direct outreach to customers in each respective IOUs service area.

1.3.3 Planning Assumptions

- For PSPS, every effort is made to provide notification in advance of power shutoff
- Resources are available for individuals with AFN regardless of notification
- Effective support of individuals with AFN requires a Whole Community¹⁴ (e.g., utilities, CBOs, non-profits organizations, government agencies) approach
- PSPS may occur concurrently with unrelated emergencies (e.g., active wildfires, earthquake, cyber-attacks, technological hazard incidents)
- The IOUs will continue working to create as consistent statewide response with our support services (e.g., food support, accessible transportation, Community Resource Centers, etc.) to PSPS as possible, acknowledging that there are different needs based on geographic areas
- The scope of PSPS can increase or decrease as weather conditions are monitored across the service area

1.4 Operational Priorities - WHAT

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

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

The Joint IOUs will continue our commitment to mitigating impacts of PSPS by focusing on key objectives identified through the 2024 planning meetings.¹⁵

¹⁴The term “Whole Community” refers to the FEMA six step emergency planning process.

¹⁵See Appendix C below for continued efforts from key objectives identified in 2022 and 2023 planning meetings.

Progress will be reported out within the IOU Quarterly updates. 2024 Key Objectives:

- Provide overall preparedness resources for individuals with AFN regardless of emergency type
- Increase awareness of IOU programs and services available before, during, and after a PSPS activation
- Implement tracking and metrics for escalations, programs and services offered and utilized by conducting surveys, table-top exercises, etc.
- Ensure customers with sensory disabilities are able to provide feedback, understand, and successfully operate the provided equipment

1.5 Plan Development

According to 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.

The IOUs have worked to deliver consistent services and resource offerings; however, the delivery and eligibility will likely be different by service area.

Proposed recommendations to meet the Key Objectives for 2024:

Increase awareness of IOU programs and services available before, during and after a PSPS

- Increase more awareness through council members via presentations/materials
- Engage with CBOs to identify opportunities for additional PSPS messaging

Identify individuals who are Electricity Dependent

- Collaborate with the Statewide Medical Baseline Study to identify potential outreach opportunities
- Continue to expand marketing and CBO opportunities for individuals to self-identify as AFN or vulnerable

Identify new enhancements to programs and resources needed to mitigate the impacts of PSPS

- Solicit feedback from CBO partners

Coordinate and integrate resources with state, community, utility to minimize duplication

- Obtain list of support service from the council members that are provided to their constituents before, during, and after a PSPS

1.6 Plan Preparation and Review

According to FEMA Step 5: Plan Preparation, Review, and Approval – This step is a process of preparing the document and getting it ready for implementation

Prior to finalizing the 2024 AFN Plans, the Joint IOUs provided members of the AFN Collaborative Council and AFN Core Planning Team a draft plan for their review. As a result, each of the IOUs will file their respective 2024 AFN Plans with the CPUC by January 31, detailing its programs to support individuals and communities with AFN before, during, and after PSPS.

1.7 Plan Implementation

According to FEMA Step 6: Implement and Maintain the Plan – This step is the final step which is an ongoing process of training personnel to perform tasks identified in the plan, exercising, and evaluating plan effectiveness, and revising and maintaining the plan.

Upon filing the AFN plan, the IOUs will implement new and maintain existing goals and objectives as specified in the Plan. Additionally, the IOUs will provide quarterly updates on progress made and report on performance through identified success measures and metrics.

1.8 Research and Surveys

In 2024, the IOUs will continue to collaborate and share best practices as they solicit feedback about PSPS resources offered to individuals with AFN through a variety of channels, including consultation with various advisory councils.

The IOUs will continue to conduct 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; PSPS Tabletop Exercises; and notification message testing.

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. This thorough review allows the IOUs to enhance support for individuals who rely on electricity to maintain necessary life functions, including those who utilize durable medical equipment and assistive technology.

1.9 Success Measures and Metrics

In 2024, the Joint IOUs will continue to use the Key Performance Indicators (KPIs) that were developed with the AFN Core Planning Team for the 2022 AFN Plan. These KPIs seek to measure the impacts of PSPS on individuals with AFN, awareness of support programs, and satisfaction of services offered. The most recent pre- and post-season survey results that address the KPI can be found in the Appendix of this report.

Key Performance Indicators:

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 (e.g. 211 support, CRC centers, battery programs.) who reported they were satisfied with the level of support

While Section 1 is a high-level overview of the IOUs' shared vision, the details for each of the IOUs AFN Plans can be found in Sections 2-4. The IOUs will continue benchmarking to create a consistent response across the IOU service areas where possible, recognizing that resources may not be available consistently across the state.

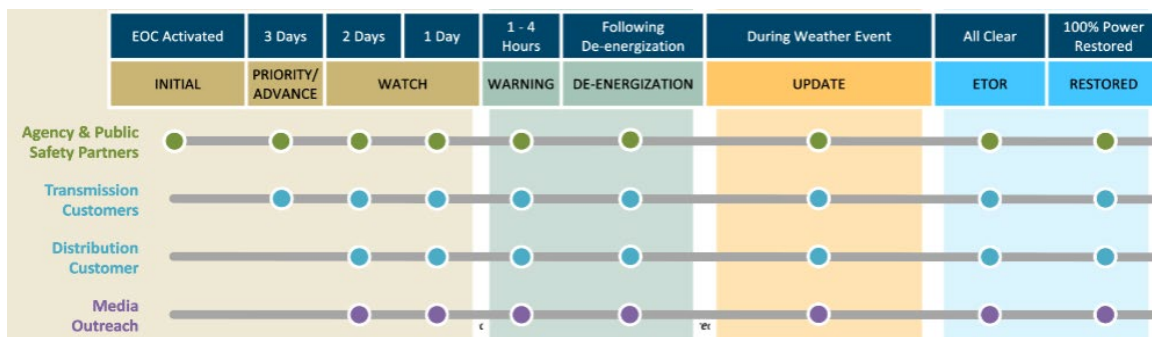
2 CONCEPT OF OPERATIONS | HOW

2.1 Preparedness/Readiness (Before Power Shutoff)

Community outreach and public awareness are key components 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 1. PG&E PSPS Timeline Example



2.1.1 Emergency Operations Center

PG&E’s Emergency Operations Center (EOC) will open in preparation for PSPS.

PG&E adjusted its EOC operations to be a hybrid of remote and virtual, with some EOC positions being in-person at the Vacaville Emergency Response Center (VERC) based on the size, scope, and complexity of the PSPS.

PG&E and external partner organizations exercised a simulated PSPS event in the virtual EOC environment once before the PSPS season in 2023. They then applied learnings from those simulations during the actual PSPS.

The Situation Room is a segment of PG&E’s EOC 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 PG&E exercises 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 2024 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, seminars, and workshops are a continued best practice in 2024.

2.1.1.2 Training

A key finding from the 2019 PSPS was the need for PG&E teams 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 in 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-368- Access and Functional Needs
- 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 three-phase undertaking to train our EOC staff, with a targeted completion date of all four phases by 2022. We continue to make progress with training for all emergency response roles in each phase, ensuring all required personnel are prepared to support our improved PSPS execution.

Phase 1 consists of the foundational training to understand the basic structure and functional process associated with SEMS/ICS command. We targeted completing of the five web-based courses included in the Phase 1 training within 60 days of being 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 the Integrating AFN training such as G197¹⁶ or equivalent courses. PG&E has incorporated IS-368¹⁷ to meet the original requirements of G197.

Phase 3 training is targeted towards all Command & select roles in the General staff. Key EOC team members must complete the ICS 300 and 400 courses. These encouraged courses offer enhanced training certifications to EOC team members that build upon the basics of ICS and how they fit into PG&E.

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 2024. During PSPS in 2023, this team engaged with Resource Partner CBOs (e.g., DDAR, food banks, Meals on Wheels, and CBOs that provide translations in Indigenous language), and information-based CBOs, to manage two-way communication leading up to and during each PSPS. This dedicated team also provides paratransit notifications and impacted ZIP Code lists to CBO resource partners and paratransit agencies.

Following feedback from PG&E's AFN-focused advisory council, People With Disability Aging and Advisory Council (PWDAAC), PG&E established daily coordination calls with CBO Resource Partners supporting PSPS, providing an open forum to answer questions, offer suggestions regarding how they can best support their customers, and facilitate more localized coordination among the partners.

¹⁶ [Integrating Access & Functional Needs Into Emergency Management \(G197\)](#) is intended to provide Emergency Managers/Responders with the skills and knowledge to plan, prepare, and respond, and recover for those who have Disabilities and Access and Functional Needs during a disaster.

¹⁷ [IS-368 Including People with Disabilities & Others With Access & Functional Needs in Disaster Operations](#) is to increase awareness and understanding of the need for full inclusion of disaster survivors and FEMA staff who are people with disabilities, and people with access and functional needs. The course provides an overview of disabilities and access and functional needs and explains how disaster staff can apply inclusive practices in their disaster assignments.

2.1.1.3 Customer Care

In 2024, PG&E will continue to support individuals with AFN, including during PSPS. PG&E's Customer Contact Center representatives are trained to speak with customers experiencing challenges. If the customer self-identifies with an AFN characteristic contact center representatives will help them discover which programs are best aligned for their needs. During this interaction the customer can have their account flagged with their self-identified AFN characteristic for additional consideration of tools, programs, and services.

During PSPS when an individual or household with AFN speaks with an representative, they are connected to the appropriate resource to receive in-event support (e.g., 211, AFN Strategy Lead EOC role, etc.).

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;
- 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. PG&E also conducted a Self-Identification direct mail and email pilot in 2022. In 2023, a broad outreach campaign will apply learnings identified during the pilots, as well as inclusion in general wildfire preparedness outreach campaigns throughout the year. In 2024 PG&E will continue direct to customer outreach including paid media. PG&E is also planning a proactive outreach campaign that will inform customers of their ability to self-identify as vulnerable within their customer online profile.

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, 2023, and December 31, 2023, Appendix G – PG&E’s Quarterly Progress Report of Activities Between October 1, 2023, and December 31, 2023.

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, 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 tract¹⁸ for 2023, where available is provided in Appendix D – Program/Assistance Participation Data By Census Tract.

2.3.1 California Network 211 Program (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, a single source of information and connection to available resources in their communities. This agreement will allow 211 to provide those with AFN access to free PSPS education, outreach, and emergency planning in advance of PSPS, as well as directly offering 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 assist them in completing applications for these programs. PG&E’s partnership with 211 connects customers with approximately 11,000 CBOs and government agencies 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 the adverse impacts of PSPS on customers, including those most vulnerable. In advance of wildfire season and throughout 2024, 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.

18 D.21-06-034

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)¹⁹ in local communities throughout PG&E's service territory. DDAR enables local DDARCs to provide qualifying customers who use electrical medical devices, durable medical equipment, or assistive technologies with access to backup portable batteries through a grant, lease-to-own or the FreedomTech²⁰ 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, education, and outreach about PG&E programs, such as the MBL Program.

In 2024, 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 plans to deliver at least 650 batteries to qualified customers in 2024.

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

¹⁹ 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.

²⁰ <https://freedomtech.org/>.

rewiring to eligible customers.

Since 2020, most SGIP funding has been reserved for customers who meet equity and/or equity resiliency criteria²¹, 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 and provide critical functions for customers during the outage(s).²²

The remaining funds for the residential General Market budget reserves fifty percent (50%) for customers living in Tiers 2 or 3 High Fire Threat Districts (HFTD) 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 16, 2021. PG&E recommends verifying with the selfgenca.com/home/program/metrics/ for up-to-date budget availability.

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

In 2024, PG&E will continue to focus on the SGIP Program and expects significant, positive changes to be made to the program as the result of Assembly Bill 209, which should benefit vulnerable customers in PG&E territory by providing additional funding for energy storage and solar.

2.4.3 Portable Battery Program (PBP)

Launched in August 2020, the PBP provides free portable backup battery solutions to MBL customers and Self-Identified Vulnerable (SIV)²³ customers at risk of PSPS

21 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 in Tier 2 and Tier 3 HFTD, 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 allocating 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.

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

23 Self-Identified Vulnerable (SIV) is inclusive of customers who have indicated they are "dependent on electricity for durable medical equipment or assistive technology" as well as customers that are not enrolled or qualify for the Medical Baseline

events 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 energy program implementer focused on underserved communities, is also working with PG&E on the program. These PG&E partner organizations actively reach out to customers who meet eligibility criteria directly via mail and phone. The delivery partner then completes an assessment²⁴ of the customer's medical equipment or assistive technology 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 to meet the power needs of various medical devices. The larger batteries are delivered to those with higher energy needs.

PG&E worked with each delivery organization to design the assessment and develop prioritization guidelines. PG&E provided a targeted list of customers and prioritized the list using historical PSPS, and outage data to ensure customers most likely impacted are 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.²⁵

program and "certify that they have a serious illness or condition that could become life-threatening if service is disconnected." In accordance with (D.) 21-06-034, PG&E includes customers who have indicated they are "dependent on electricity for durable medical equipment or assistive technology" to identify customers "above and beyond those in the medical baseline population" to include persons reliant on electricity to maintain necessary life functions including for durable medical equipment and assistive technology. This designation remains on their account indefinitely.

24 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.

25 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.

In 2024, PG&E and partner organizations plan to continue delivering portable batteries to qualifying customers. Since 2020, the PBP partners have delivered over 27,200 portable batteries to MBL and Self-Identified Vulnerable customers at risk of being impacted by PSPS. In addition, more than 1,350 mini-fridges and 740 insulin coolers were provided since 2022. In 2024, PG&E will continue to focus on serving frequently impacted MBL and SIV customers that use durable medical equipment or assistive technology who have not previously participated in a resiliency program. In addition to the batteries already delivered, PG&E plans to provide at least 3,500 portable batteries to qualified customers in 2024 and to continue offering mini-fridges and insulin coolers to keep medications cool during PSPS outages.

2.4.4 Generator and Battery Rebate Program (GBRP)

In October 2020, PG&E launched the Generator and Battery Rebate Program (GBRP) with a \$300 rebate to rural customers who relied on well-water powered by electricity living in Tier 2 or 3 HFTD, with an additional \$200 for low-income residential customers enrolled in PG&E's CARE or FERA programs. In June 2021, PG&E updated the program to provide leveled rebates to MBL customers, well-pump customers, and small and micro-sized business customers deemed essential but non-critical care.

In August 2022, PG&E removed the specific criteria and leveled the rebate structure by offering \$300 rebates to customers who are either located in Tier 2 or 3 HFTD or on an EPSS-capable circuit, and experienced 2 or more PSPS events, with an additional \$200 to CARE/FERA customers.

In March 2023, PG&E removed the 2 or more PSPS event criteria to support additional customers. Customers must either be located in Tier 2 or 3 HFTD or on an EPSS-capable circuit to be eligible for the program.

2.4.5 Backup Power Transfer Meter (BPTM)

In 2021, PG&E also launched the Backup Power Transfer Meter (BPTM) pilot to install 50 BPTM devices for customers who participated in the GBRP and had compatible generators. The Backup Power Transfer meter device is a smart meter with the additional capability to function as a Transfer Switch for intelligent connectivity with backup power supplies. During an outage, the BPTM allows customers to connect their external power source (generator, batteries, etc.) directly to the home's meter via a 30 Amp cable. The BPTM will automatically

sense the backup power and send the power to the home through the circuit breaker panel. Once grid power is restored, the BPTM will automatically switch the customer back to the Utility power. In 2022, PG&E deployed 1,800 devices to customers in high-fire threat districts.

In 2023, PG&E will continue offering this program to approx. 3,000 eligible customers.

In 2024, PG&E will expand the BPTM program to 4,000 eligible customers who are in need of a backup power solution.

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 with 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 25 food banks covering 38 counties and will continue to look for opportunities to enhance food bank agreements in 2024.

Additionally, PG&E will continue to offer grants to food banks²⁶ to provide critical services to vulnerable customers during emergencies, including wildfires, power outages, and PSPS.

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 a PSPS impacts 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 26 providers covering 22 counties and will explore opportunities for additional partnerships in 2024.

2.5.1.3 Grocery Delivery Services

Food for Thought, based in Sonoma County, provides groceries to customers 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 with enough food for three meals a day for a week. In 2024, PG&E will seek to identify similar resource providers in other regions of our service area.

2.5.1.4 Family Resource Centers

PG&E established partnerships with a family resource center to provide families experiencing food loss with grocery gift cards depending on family size. These family resource centers support Napa County. In 2024, 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 2024, 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 2024, PG&E will continue 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, PG&E established four agreements with accessible transportation providers that allow customers to coordinate accessible transportation with the provider

directly. As a result, expanded accessible transportation is available in El Dorado, Fresno, Marin, Shasta, Solano, Sonoma, and San Francisco counties.

In 2024, 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 with extra energy needs due to qualifying medical conditions. The program includes two different kinds of support for customers:

1. Additional monthly cost reduction on their energy bills. MBL customers on rate plans with a baseline receive an additional allotment of gas and/or electricity every month at the lowest price available on their rate, called the Baseline Allowance. Customers on eligible rate plans that do not have a baseline can receive a 12% flat rate discount (D-MEDICAL) on their electric charges.
2. Extra notifications in advance of PSPS. MBL customers identified as potentially impacted by PSPS may receive a notification via phone, text, and email requesting confirmation of the received notification. PG&E sends additional notifications to these customers to verify receipt, with hourly notification retry attempts for those customers who have yet to confirm receipt of their notifications. In addition, PG&E conducts site visits (referred to as “rings”) if the customer did not acknowledge these notifications. These extra notification steps 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 a qualifying medical condition. Qualifying medical conditions include but not limited to:

- 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 2024, PG&E will continue its paid enrollment acquisition multi-media campaign including Search Engine Marketing (SEM), Broadcast and Cable TV, Direct Mail, and Email. PG&E will continue running its MBL radio ads to reach customers in rural areas who do not have internet access or 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 the MBL program within its PSPS and wildfire preparedness outreach efforts, such as IP Warming emails for safety, PSPS Alerts/references in bill packages, Address Alerts campaigns, etc. In terms of community outreach, PG&E will continue training IHSS providers and CBOs, and its Regional Safety Webinars to educate our communities about the MBL program and offerings. Annual third-party bill inserts will also be sent to all residential customers, encouraging them to apply for the MBL program if they think they are eligible. Master Meter tenants enrolled in MBL will receive 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 those frequently impacted a version of a direct acquisition mail that includes a letter to customers who are more likely to be eligible for the 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. In addition, a follow-up email gets sent to those who did not open their initial email.

On August 3, 2022, the IOUs jointly filed a petition to modify D.02-04-026 (petition), to modify the requirements for customers currently enrolled in the Medical Baseline Program to remain in the program. The proposed modifications will allow the customers to stay enrolled in the program for a longer duration and allow the IOUs more time to educate the customers on program benefits and emergency preparedness.

On November 17, 2022, the CPUC issued Decision (D.) 22-11-033, granting an unopposed petition for modification of D.02-04-026. This Decision orders that MBL recertification and self-certification requirements are modified as follows:

- 1) Customers certified as having a permanent disability will need to self-certify

their eligibility every four years, in lieu of obtaining a physician’s signature or authorization, to ensure (at a minimum) their continued residence at the service address, and 2) Those customers not having a permanent disability will need a doctor’s certification every two years. PG&E plans to implement the modifications adopted by this decision in early 2024.

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. It 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 homeowners and renters of all housing types.

PG&E’s ESA program contractor network comprises private contractors and CBOs with close ties to the communities in which they serve. 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 onboarding and regular training with ESA contractors so that these contractors can share emergency preparedness and PSPS messaging with ESA program participants.

In 2024, PG&E will continue to provide and distribute 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.

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 1.4 million customers are receiving bill discounts through these two programs. Biannual CARE outreach training for contractors will be held in 2024 for new contractors and as a refresher for existing contractors. The training also highlights emergency preparedness programs and a PSPS overview to be used in holistic customer education about relevant PG&E programs during enrollment. In 2024, PG&E plans to continue focused training on

specific programs PG&E offers to increase CBO awareness and knowledge of these programs in addition to the biannual CARE outreach training.

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.

2.6 PSPS Preparedness Outreach and Community Engagement

2.6.1 PG&E Advisory Boards/Councils

In 2024, 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”) 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 PWDAAC provides a forum to gather insight into the needs of AFN populations related to emergency preparedness and to facilitate the co-creation of solutions and resources to serve customers reliant on power for medical needs in relation to PSPS.

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.

In 2024 we are incorporating member surveys prior and post every quarterly meeting to continuously improve the meetings, recruit new members, and foster

ongoing collaboration.

2.6.1.2 AFN Collaborative Council & Joint IOU AFN Statewide Advisory Council

The AFN Collaborative Council consists of executive leaders across the AFN community and IOU executive leaders. This Council functions as the steering committee (decision-making forum) for the Statewide Joint IOU AFN Council (working group forum). See [Appendix A](#) for the list of AFN Collaborative Council members and Joint IOU Statewide AFN Advisory Council members. Both Councils meet every quarter, or more frequently if needed.

The Joint IOU AFN Statewide AFN Advisory Council is comprised of a diverse group of recognized CBO leaders that support the AFN population as well as members and advocates from within the AFN community. The Joint IOU AFN Statewide Advisory Council serves as a working group. It opens the dialogue to discuss the unique needs of individuals with AFN and develop a holistic strategy to serve them better. The Joint IOU AFN Statewide Advisory Council aids all stakeholders in developing and executing meaningful strategies to serve AFN populations. It provides independent expertise to help ensure utility customer programs incorporate best practices. The Joint AFN Statewide Advisory Council also helps utilities and other stakeholders further develop their AFN strategies to implement robust programs that will adequately and appropriately educate, communicate with, and aid AFN populations in building resiliency for emergencies, outages, and de-energization events such as PSPS. In 2024, the utilities in collaboration with the AFN Collaborative and Advisory Councils will embark on the development of stakeholder “blueprint” to share best practices on how to address community, including individuals with AFN, needs during

PG&E remains committed to building upon the expertise of these councils and further opportunities to serve the AFN populations across our service area. PG&E will engage these councils throughout the year and continue incorporating feedback in quarterly reports.

2.6.1.3 [Statewide Website for AFN Solutions](#)

PrepareForPowerDown.com (P4PD) is a Joint IOU website, created as a centralized resource for statewide CBO and agencies serving AFN communities, providing easy access to IOU information on PSPS preparedness and resources.

The website offers downloads, including the Joint IOU CBO training presentations, PSPS social media graphics and utility specific PSPS support materials. While those materials are still available for CBOs, P4PD is now a customer-facing website with additional user-friendly features and emergency preparedness tools.

In 2023, the Joint IOUs conducted a walk-through of the updated website with the AFN Collaborative Council for additional feedback, prior to beginning Phase 2 of the website refresh, to ensure inclusive design. The Phase 2 update will focus on enhancing the user journey through the website. The updated site will offer a utility-customized view of program and resources, customized preparedness checklists, and additional encouragement to sign up for outage alerts, apply to Medical Baseline Program if eligible, and gain access to other utility customer support programs.

In 2024, the Joint IOUs will continue Phase 2 updates and will officially launch the website in 2024.

2.6.1.4 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 advise 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.

2.6.1.5 Low Income Oversight Board (LIOB)

A board was 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.

2.6.1.6 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.

2.6.1.7 Communities of Color Advisory Group

PG&E will continue to solicit input from the 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/amplify messaging
7. Emergency preparedness promotion and proactive identification of customers with AFN who require assistance from 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 2024, 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 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 or durable medical equipment, 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.

Health Care industry providers and organizations are critical partners in connecting with our most vulnerable customers. The detail of our outreach strategy is discussed in 2.7.2 Health Care Industry Strategy.

2.7.2 Health Care Industry Strategy

PG&E recognizes that ongoing engagement with Health Care practitioners, medical associations, and durable medical device suppliers in 2024 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 2024, The Joint IOUs will continue partnering to deliver statewide training sessions to the California's Department of Social Services In-Home Supportive Services (IHSS) Program Managers, the Department of Developmental Services' Regional Center staff, and the California Hospital Association/California Hospital Council. The training sessions will cover relevant information such as:

- Emergency preparedness and planning
- MBL Program and Self ID-Vulnerable program
- 211 Support Services such as Care Coordination and direct support during PSPS
- Generator and back-up battery programs

- Other resources and offerings provided to customers during PSPS activations (e.g., CRCs, food support, etc.)

In 2024, the Joint IOUs will work to cultivate new partnerships to help amplify IOU PSPS outreach efforts to increase preparedness and drive enrollment in the MBL Program.

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.

In 2024, PG&E will continue to provide information on how self-identified vulnerable customers can enroll or update needs on our website, receive real-time status updates through text, how to apply for the Medical Baseline Program, as well as the resources PG&E offers before, during, and after a PSPS.

2.7.4 Accessibility of Communications

To support customers who are Deaf or hard of hearing, PG&E has published a video in ASL to explain the PSPS process directing customers to pge.com for a current list of affected counties and PG&E's address look-up tool during PSPS. PG&E also includes NorCal Services for the 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 Johnson Box to inform the customer of the letter's subject and key information in bold and large print. Mailed materials and door hangers related to PSPS are distributed in Braille or large print to customers who have enrolled in these alternative bill formats.

PG&E also provides customers with alternate formats in Braille, large print, or audio upon request.

PG&E policy requires that new developments for all customer-facing digital properties be tested for accessibility to ensure compliance. Working with

independent, third-party expert resources like Level Access and testing in-house, PG&E reviews functionality developed for its digital properties to ensure that they are accessible to customers with disabilities. This review includes an assessment using the WCAG 2.0 AA²⁷ or WCAG 2.1 AA standards, depending on the platform being worked on. PG&E also aims to write copy at or below 8th grade reading level wherever possible for ease of comprehension.

A primary focus for PG&E's Digital Strategy and IT Teams is to facilitate accessibility that conforms to WCAG 2.1 Level AA compliance for new content and new platforms.

PG&E digital properties are tested for accessibility before deployment and must meet or exceed PG&E's standards for WCAG before being launched.

PG&E policy requires any new development with high-risk, severe access defects to be remediated before launching. In limited situations where remediation cannot be completed before launch, an alternative option, such as speaking with a representative, is provided.

Any videos published online prior to 2022 have met WCAG 2.0 AA accessibility standards with audio descriptions, closed captioning, and written transcripts. Any video published after 2022 must meet WCAG 2.1 AA.

PG&E has an agreement with Linguabee to provide ASL interpreting support for PSPS. Linguabee is a Deaf-owned and operated sign language interpreting agency. Linguabee supports our PSPS CBO Resource Partner calls and in 2023 produced One Day Watch, Two Day Watch, Warning, Weather All Clear, Delay, and Cancellation PSPS ASL video notifications. In 2024, PG&E will link the ASL videos into our PSPS alerts and utilize them with in our PSPS text and email in-event notifications. PG&E will continue to implement Linguabee into active PSPS.

PG&E remains committed to continuously improving its websites to meet its diverse customer need.

²⁷ The Web Content Accessibility Guidelines are part of a series of web accessibility guidelines published by the Web Accessibility Initiative of the World Wide Web Consortium, the main international standards organization for the Internet

2.7.5 Translations of Communications

PG&E translates Community Wildfire Safety Program (CWSP) and PSPS communications and notifications in 15 non-English languages.²⁸ This includes translating in-event PSPS notifications, 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 preferences using various channels, including direct mail, email, social media, multi-media partners, and CBOs.

PG&E also has contracts with a CBO to provide in-language communications to customers in a variety of Indigenous languages both for preparedness outreach and in-event communications during PSPS. The CBO provides in-language outreach using social media, in-person communications, and one-on-one phone calls in Nahuatl.

Another option for in-language support is PG&E's Contact Center. The Contact Center is equipped to provide translation support in over 290 languages. Further, PG&E engages with multicultural media outlets throughout the year through both earned media (distribute news releases and conduct in-language media interviews) and paid media (in-language radio campaign) opportunities 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 39 media outlets to help educate non-English speaking customers on 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, and event sponsorships).

2.7.6 Tribal Engagement

PG&E assists Tribal governments throughout our service area to mitigate the

²⁸ These include: Spanish, Chinese, Tagalog, Russian, Vietnamese, Korean, Farsi, Arabic, Hmong, Khmer, Punjabi, Japanese, Thai, Portuguese, and Hindi.

impacts of PSPS on their Tribal members and other emergency situations such as the COVID-19 pandemic, extreme weather storms, wildfires, and rotating outages. 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;
- 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 and 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;
- 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 virtual meetings hosted by CBOs and state agencies (IHSS/Regional Centers).

In 2024, safety-focused events will continue. PG&E plans various events based on community impacts from wildfire safety efforts. These events could include but are not limited to webinars, in-person open houses, safety fairs, and in-person answer centers. This flexibility will allow us to be targeted in our outreach approach so we can respond effectively to the particular needs of each community. In 2024 PG&E is targeting 20 regional town halls and 12 CWSP webinars.

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, supplemented by our 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 possible, keeping in mind that weather conditions can be uncertain. Our goal, whenever the forecast allows, 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 shut off. PG&E provides updates once the weather has passed until power is restored. PG&E detailed its automated notifications in the 2023-2025 Wildfire Mitigation Plan filed on March 27, 2023.

2.8.1.2 Doorbell Rings for MBL, Self-Identified Vulnerable (SIV) Customers²⁹ Durable Medical Equipment (DME and Assistive Technology (AT) Customers

During PSPS, MBL, SIV customers and those customers who have self-identified as using DME or AT will receive automated calls, texts, and emails at the same intervals as the general customer notifications. PG&E provides unique PSPS Watch and PSPS Warning notifications to MBL program³⁰ and SIV customers. These customer segments also receive 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 an acknowledgment 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, the PG&E field representative will request resources from the AFN Strategy Lead in the EOC if the customer requires assistance. 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 parallel to the automated notifications and doorbell rings as an additional attempt to reach the customer before and/or after de-energization.

PG&E shares the lists of MBL and SIV customers who have not confirmed receipt of their notifications with appropriate county, city, and Tribal agencies via the PSPS Portal. 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 with information to customers within their jurisdiction.

29 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 customer 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.

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

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 needing access to a CRC 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 affected by a shutoff.

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 interpretation support in over 290 languages, including 10 Indigenous languages.

During a PSPS, PG&E’s Contact Centers will send TTY PSPS notifications to customers who have designated this communication preference.

2.8.1.5 Website

PG&E remains committed to continuously improving its websites to better meet our customers diverse needs. As we launch new features and functionality to pge.com and pgealerts.alerts.pge.com, we test to help ensure compliance with WCAG 2.1 AA standards. PG&E also seeks to improve the customer experience with ongoing manual and functional usability testing for key components.

PG&E has begun redesigning pge.com to better help our customers self-serve while providing an improved experience to meet the diverse needs of our customers. Both the account-based transactions (bill pay, start service, appointments, usage, etc.) are being rebuilt in the new platform, and the content on the site in front of the login is also being redesigned. The work will happen in phases. In Q4 2023, PG&E continued work on our pge.com redesign and successfully launched the new site. Some key enhancements include updates to all of our PSPS content. The PSPS sections utilized usability testing to provide categorization and language outcomes to inform the design. The Outages & Safety pages are now available in sixteen languages, providing a path to navigate

throughout the site through breadcrumbs and on-page links. Additionally, all pages were rebuilt in WCAG 2.1AA accessible templates and components. PG&E will continue to explore customer testing of the redesigned pages to incorporate additional improvements for categorization and usability of pages within each section in 2024.

2.8.1.5.1 PSPS AFN Focused Webpage

PG&E's PSPS AFN focused webpage is available in different languages and provides resources for those with accessibility, financial, language, and/or aging needs and may need assistance before, during, and after PSPS. This webpage includes a PSPS preparedness toolkit 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 PSPS 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 multicultural news organizations, issuing press releases, 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 radio, broadcast, tv, and online communications. In 2024, PG&E plans 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 approximately 80 multicultural media outlets throughout the year to promote safety initiatives, including PSPS, to monolingual or difficult-to-reach populations that may need 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 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, and event sponsorships).

PG&E also staffs bilingual and multilingual employees to serve in the EOC, supporting the Public Information Officer (PIO) multi-media 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 a 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 multicultural media organizations. PG&E currently partners with 39 multicultural media organizations that provide information in languages through multiple outlets. PG&E plans to host in-language PSPS webinars with our multicultural media partners. In 2024, PG&E will continue our partnership with in-language radio outlets by implementing an AFN radio campaign to educate customers with limited-English proficiency in HFTDs on wildfire preparedness.

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. This information includes communications in both English and 15 non-English languages, directing customers to our website so they can access important information in their preferred language. Additionally, PG&E holds contracts with 38 multicultural media partners and one CBO to assist with in-language communications and share our social media posts before and during PSPS. In 2024, PG&E plans to improve outreach for various emergencies and AFN customers. For example, PG&E will develop additional in-language graphics and messaging and post additional ASL videos for outages

2.8.1.6.3 Paid Media/Advertising

To supplement PG&E's outreach efforts before and during a PSPS, PG&E runs PSPS resources, preparedness, and 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, digital banners, and social media ads in English and multiple languages based on targeted ZIP Codes. In 2024, PG&E will continue to work with our paid media partners to optimize the targeting and reach of our campaigns.

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 with 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 Health Care 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 2023 Pre-Season Report no later than July 1, 2024.

2.8.2.1 CRC 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 2024 PG&E will continue to use a combination of indoor and outdoor (open-air tents supported by mobile generators or vans) CRCs to accommodate physical distancing and COVID-19 guidelines. **Figure 2** outlines the different CRC types and resources available at PG&E's CRCs.

Figure 2. CRC Types and Resources

 Standard operating hours at all CRCs: **8 a.m. - 10 p.m.**

| Details/Resources | Indoor | Outdoor |
|-------------------------------------|--|-----------------------------------|
| CRC Overview | Indoor site (i.e., library, school) | Open air tents at outdoor site |
| COVID-19 Health and Safety Measures | × | × |
| ADA-Accessible Restroom | × | × |
| 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 | × | × |
| Wind/Weather-Resistant | × | |
| Privacy Screens | × | |

* Medical device charging will be prioritized in times of high demand

** Grab and go bag contains device charger, water, snacks, and info card

As the COVID-19 situation has evolved, PG&E has modified protocols at CRC locations in compliance with federal, state, and county guidelines. 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.

In situations where protocols must be implemented to keep PG&E customers and communities safe, CRCs will carry out the appropriate COVID-19 health considerations in compliance with federal, state, and county guidelines, such as:

- Facial coverings required regardless of vaccination status, and physical distancing encouraged indoors;
- Supplies handed out to customers who may choose to “grab and go”;
- Surfaces regularly sanitized; and

- For the health and safety of the community, ask customers not to visit a center if they are exhibiting any symptoms of illness

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 Health Care 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 an acre or more in size;
- Paved, ADA-accessible lot; and
- Able to accommodate portable ADA-compliant restrooms.

As of December 2023, PG&E has secured 116 indoor and 291 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 2024 in partnership with these and other stakeholders. A list of potential CRC sites is posted on 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 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 also shared with state and county officials, 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;

- Partnered with accessible transportation providers to give customers additional transportation choices to CRC;
- 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;
 - ADA parking at all CRC sites;
 - Braille Information cards with in-language resources available and large print to be printed onsite;
 - Braille Food Bank Fact Sheets listing resources by county and large print to be printed onsite;
 - Clear face shields for customers who cannot wear a face mask due to medical conditions, are hard of hearing and/or read lips for accessible communication;
 - Language Line technology for real-time Video Relay ASL Interpretation;
 - Personal whiteboards 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 2024. In accordance with D.21-06-034, PG&E will file an updated CRC plan (for both fixed facility and mobile locations) within the 2024 Pre-Season Report no later than July 1, 2024.

2.9 Recovery (After – Power has been restored)

2.9.1 After Action Reviews and Reports

PG&E uses the After-Action Review (AAR) process 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 processes that will provide an opportunity to continue to improve response for the next emergency event. The AAR process will allow external agencies 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, areas for improvement, and best practices.

2.9.2 Lessons Learned and Feedback

In 2023 PG&E utilized our 2023 Objectives, as noted in Appendix C and identified through the Core Planning team, as well feedback from agencies, CBOs critical facilities, and customers to focus our efforts in 2023 on key initiatives to inform and enhance outreach efforts (or prioritize improvements). This includes, but is not limited to:

- PSPS In-Event Resources
 - PG&E utilized our expanded effort to provide Self-Certified Vulnerable doorbell rings if they do not acknowledge notifications before PPS during 2023 events.
 - PG&E contracted with Linguabee to provide ASL interpreting services during our Daily Resource Partner calls
 - CRC staff are required to take AFN Sensitivity Training to support individual with a disability.
 - Received feedback from CBOs regarding delays in de-energization events and lack of notification. Due to this PG&E piloted delay notifications to CBOs in the December 15 PPS.
- AFN Customers and Communities Support
 - PG&E provides accessible transportation for our customers to Community Resource Centers (CRC) or hotels through our DDAR Program and 211. In 2022, PG&E established four agreements with accessible transportation providers that allow customers to coordinate accessible transportation with the provider directly. As a result, expanded accessible transportation is available in El Dorado, Fresno, Marin, Shasta, Solano, Sonoma, and San Francisco counties.
 - Partnering with the DDAR Program, 211, other CBOs to conduct outreach, PG&E provides resources for individuals reliant on power for medical or independent living needs.
- PPS Preparedness and Awareness
 - PG&E created and launched paid media radio ads with messages about PPS awareness and preparedness resources, including the

- promotion of DDAR and the MBL.
- Working with Joint IOU team on Phase 2 of joint IOU Prepare For Power Down website which would allow for more customization and program assistance
- Conducted three AFN specific webinars for entire service territory including our CBO partners

PG&E will continue applying best practices and leveraging lessons learned from our 2023 customer outreach experience. Going forward, PG&E supports a collaborative, data-driven process to define the most effective and appropriate outreach and in-language translation requirements. To review our Key Objective areas for 2024 refer to section [1.5 Plan Development](#).

2.9.3 Customer Surveys

The 2023 Wildfire Safety-PSPS Outreach Effectiveness Surveys are 2,500+ interviews with the general public conducted online and by telephone. The surveys are representative of residential customers in PG&E's service territory. Each year, PG&E conducts two waves:

1. The Pre-PSPS (PRE): Conducted in August/September, just before peak wildfire season.
2. 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 sample quotas are set by the eight Designated Market Areas (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 and specific sub-groups of AFN, e.g., non-English speakers, low-income, elderly, vulnerable, and those with disabilities. In addition, an 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 2023 surveys used the questionnaire developed jointly with SCE and SDG&E

in 2020. In 2022, additional questions were added to specifically address the AFN segment.

The surveys are available in 17 prevalent languages, including English. In accordance with the Phase 3 PSPS Guidelines, survey results and metrics covering the prior calendar year 2023 are included in Appendix E – 2023 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 F – DDAR and PBP Research Results.

In addition, PG&E began conducting online surveys among impacted customers immediately following a PSPS in 2021. This survey is 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

In 2023, there were two PSPS' that resulted in de-energization of approximately 5,000 customers across both (August 30 and September 20) where surveys were conducted. The results of the PSPS post-event surveys are reported to multiple internal audiences, including PG&E leadership. PG&E continues to make every effort to minimize the impact to customers; the scope of total customers de-energized has been much lower compared with prior years.

PG&E will continue customer research via surveys and other research methodologies to 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 on 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 December 29, 2022. 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 Guide³¹:

- 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 Senior Vice President level, or with comparable decision-making power over the 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.

³¹ [Federal Emergency Management Administration’s Comprehensive Preparedness Guide](#)

APPENDIX A – COLLABORATIVE COUNCIL MEMBERS*

* Indicates member participated in the 2024 AFN Plan Core Planning Team

| Name | Organization | Title | Group |
|------------------|--|--|-----------------------|
| Aaron Carruthers | State Council on Developmental Disabilities (SCDD) | Executive Director | Collaborative Council |
| Andy Imperato | Disability Rights California (DRC) | Executive Director | Collaborative Council |
| Audrey Williams | California Public Utilities Commission (CPUC) | Project and Program Supervisor – SPD | Collaborative Council |
| Brett Eisenberg | California Foundation for Independent Living Centers (CFILC) | Executive Director | Collaborative Council |
| Brian Weisel* | State Council on Developmental Disabilities (SCDD) | Legal Counsel | Collaborative Council |
| Chris Alario | Liberty | President, California | Collaborative Council |
| Edward Jackson | Liberty | President | Collaborative Council |
| James Cho | California Public Utilities Commission (CPUC) | Program Manager | Collaborative Council |
| James Dui | California Public Utilities Commission (CPUC) | Safety Policy Division | Collaborative Council |
| Joe Nitti | Bear Valley Electric Services (BVES) | Supervisor, Customer Care and Operations Support | Collaborative Council |
| Jordan Davis | Disability Rights California (DRC) | Attorney | Collaborative Council |
| Junaid Rahman | California Public Utilities Commission (CPUC) | Senior Regulatory Analyst - SPD | Collaborative Council |
| Karen Mercado | Disability Rights California (DRC) | Senior Administrative Assistant - Executive Unit | Collaborative Council |

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|---------------------|---|---|-----------------------|
| Kate Marrone | Liberty | Key Account Manager | Collaborative Council |
| Maria Jaya | California Public Utilities Commission (CPUC) | Public Utilities Regulatory Analyst - SPD | Collaborative Council |
| Matthew McVee | PacifiCorp | Vice President, Regulatory Policy and Operations | Collaborative Council |
| Moustafa Abou-taleb | California Public Utilities Commission (CPUC) | Safety Policy Division | Collaborative Council |
| Nicholas Raft | Liberty | Regulatory Analyst | Collaborative Council |
| Paul Marconi | Bear Valley Electric Services (BVES) | President, Treasurer, & Secretary, Board Director | Collaborative Council |
| Pooja Kishore | PacifiCorp | Renewable Compliance Officer | Collaborative Council |
| Robert Hand | California Foundation for Independent Living Centers | Interim Executive Director | Collaborative Council |
| Sean Matlock | Bear Valley Electric Services (BVES) | Energy Resource Manager / Assistant Corporate Secretary | Collaborative Council |
| Susan Henderson | Disability Rights Education & Defense Fund (DREDF) | Executive Director | Collaborative Council |
| Tawny Re | Bear Valley Electric Services (BVES) | Customer Program Specialist | Collaborative Council |
| Vance Taylor | California Governor's Office of Emergency Services (CalOES) | Chief, Office of Access and Functional Needs | Collaborative Council |

APPENDIX B – STATEWIDE COUNCIL INVITEES*

* Indicates member participated in the 2024 AFN Plan Core Planning Team

| Name | Organization | Title |
|------------------|--|--|
| Aaron Christian | California Department of Development Services (DDS) | Assistant Deputy Director of Office of Community Operations |
| Adam Willoughby | California Department of Aging (CDA) | Asst. Director of Legislation and Public Affairs |
| Alana Hitchcock | California 211 | Executive Director |
| Allyson Bartz | California Department of Social Services (DSS) | Manager, Staff Services |
| Alyson Feldmeir | California Foundation for Independent Living Centers (CFILC) | Disability Disaster Access and Resource Manager |
| Amanda Kirchner | County Welfare Directors Association of California (CWDA) | Legislative Director |
| Ana Acton* | Department of Rehabilitation (DOR) | Deputy Director Independent Living and Community Access Division |
| Annabel Vera | California Department of Social Services (DSS) | Program Analyst |
| Beatrice Lavrov | California Department of Development Services (DDS) | Staff Service Manager |
| Brian Weisel* | State Council on Developmental Disabilities | Legal Counsel |
| Carolyn Nava | Disability Action Center (DAC) | Executive Assistant |
| Chris Garbarini* | California Department of Developmental Services (DDS) | Senior Emergency Services Coordinator |
| Dan Heller | Deaf Link | President |
| Dan Okenfuss | California Foundation for Independent Living Centers (CFILC) | Public Policy Manager |
| Dara Mikesell | San Gabriel Pomona Regional Center (SGPRC) | CFO |

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|-----------------------|--|--|
| Eleonore Yotsov | PacifiCorp | Director, Emergency Management, PacifiCorp |
| Gabby Eshrati | North Los Angeles County Regional Center | Consumer Services Director |
| Gina Esparza | Eastern Los Angeles Regional Center (ELARC) | Emergency Management Coordinator |
| Greg Oliva | California Department of Social Services (DSS) | Assistant Deputy Director, Central Operations, Community Care Licensing Division |
| James Cho | California Public Utilities Commission (CPUC) | Program Manager |
| James Collins* | California Council of the Blind (CCB) | Community Educator |
| James Dui | California Public Utilities Commission (CPUC) | Safety Policy Division |
| Jennifer Guenther | Liberty | Senior Manager - Customer Solutions |
| Joe Xavier | Department of Rehabilitation (DOR) | Director |
| Jordan Davis | Disability Rights California (DRC) | Attorney |
| Jordan Parrillo | Liberty | Manager of Regulatory Affairs |
| Joseph Grounds | Kern Regional Center (KERNRC) | Emergency Services Officer |
| Josh Gleason | California Department of Social Services (DSS) | Unknown |
| JR Antablian | California Department of Social Services (DSS) | Chief, Disaster Services Branch |
| June Isaacson Kailes* | Disability Policy Consultant | Disability Policy Consultant |
| Karey Morris | Kern Regional Center (KERNRC) | HR Manager |
| Kate Marrone* | Liberty | Key Account Manager |
| Kay Chiodo* | Deaf Link | CEO |
| Kelly Brown | 211, Interface Children & Family Services | Community Information Officer |
| Kendall Skillicorn | California Department of Social Services Disaster Unit (DSS) | Bureau Chief, Department Operations Bureau |
| Larry Grable* | Service Center for Independent | Executive Director |

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|-----------------------|---|---|
| | Living (SCIL) | |
| Lauren Giardina | Disability Rights California (DRC) | Executive Director Managing Attorney |
| Leora Filosena | California Department of Social Services Adult Program Division (DSS) | Deputy Director, Adult Programs Division |
| Malorie Lanthier | North Los Angeles County Regional Center | IT Director |
| Maria Aliferis-Gierde | Department of Rehabilitation (DOR) | Executive Officer, California Committee on Employment of People with Disabilities |
| Maria Jaya | California Public Utilities Commission (CPUC) | Public Utilities Regulatory Analyst - SPD |
| Matthew McVee | PacifiCorp | Vice President, Regulatory Policy |
| Melissa Kasnitz | The Center for Accessible Technology (C4AT) | Director, Legal |
| Michael Butier | California Department of Social Services Disaster Unit (DSS) | Functional Assessment Service Team Coordinator |
| Michael Costa | California Association of Area Agencies on Aging (C4A) | Executive Director |
| Miguel Larios | San Diego Regional Center (SDRC) | Director, Community Services |
| Molly Giguere | Disability Rights California (DRC) | Equal Justice Works Disaster Resilience Fellow |
| Moustafa Abou-taleb | California Public Utilities Commission (CPUC) | Safety Policy Division |
| Myisha Aban | San Gabriel Pomona Regional Center (SGPRC) | Emergency Management Coordinator |
| Nguyen Quan | Bear Valley Electric Services (BVES) | Regulatory Affairs |
| Nicole Pachaeco | California Council of the Blind (CCB) | Operations Manager |
| Paul Marconi | Bear Valley Electric Services (BVES) | President, Treasurer, & Secretary |
| Paula Villescaz | County Welfare Directors Association of California (CWDA) | Associate Director of Legislative Advocacy |

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|-----------------------|---|---|
| Pooja Kishore | PacifiCorp | Renewable Compliance Officer |
| Rapone Anderson | California Department of Development Services (DDS) | Northern Region Manager, Career Executive Assignment (CEA) |
| Rachel Sweetnam | The Center for Accessible Technology (C4AT) | Legal Fellow |
| Rick Yrigoyen | California Department of Social Services Adult Program Division (DSS) | Staff Services Manager |
| Ron Lee* | Redwood Coast Regional Center | Emergency Management Coordinator |
| Rose Samaniego | California Department of Development Services (DDS) | Community Program Specialist III- FHA Supervisor |
| Samuel Jain | Disability Rights California (DRC) | Senior Attorney |
| Scott O'Connell | Red Cross | Regional Disaster Officer |
| Sean Matlock | Bear Valley Electric Services (BVES) | Energy Resource Manager / Assistant Corporate Secretary |
| Seneca St. James | California Department of Development Services (DDS) | Community Program Specialist III |
| Serra Rea | California Foundation for Independent Living Centers (CFILC) | DDAR Manager |
| Sheri Farinha | NorCal Services for Deaf and Hard of Hearing | CEO |
| Sydney Schellinger | California Department of Aging (CDA) | Senior Emergency Services Coordinator |
| T. Abraham | Hospital Council | Regional Vice President |
| Tamara Rodriguez* | California Department of Development Services (DDS) | Officer, Emergency Preparedness & Response |
| Tawny Re | Bear Valley Electric Services (BVES) | Customer Program Specialist |
| Tiffany Swan | San Diego Regional Center (SDRC) | Community Services Home and Community Based Services Specialist |
| Yenter Tu | Deaf Link Inc. / No Barrier Communications (NOBACOMM) | National Deaf Liaison - Deaf/Deaf- Blind Community |

APPENDIX C – Objectives from Previous Plans³²

The objectives and considerations are carried over from the 2022 and 2023 AFN Plans, remaining unchanged. We're continuing to use the same language in this document, as these considerations are still part of our ongoing planning journey.

2023 Objectives:

- Provide overall preparedness resources for individuals with AFN regardless of emergency type
- Increase awareness of IOU programs and services available before, during and after a PSPS
- Implement tracking and metrics for escalations, programs and services offered and utilized by conducting surveys, table-top exercises, etc.
- Ensure customers with sensory disabilities are able to provide feedback, understand and successfully operate provided equipment

2022 Objectives

- Identify individuals who are Electricity Dependent
- Establish a communication plan to reach 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

³² Each IOU's accomplishments will be included in the IOU-specific quarterly update.

APPENDIX D – Program/Assistance Participation 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, Microgrid Incentive Program, hotel vouchers, transportation to CRCs, and any other relevant programs or pilots to support resiliency for persons with access and functional needs and vulnerable populations, by census tract.³³

Self-Generation Incentive Program (SGIP)

| Census Tract | Service Point IDs (SPIDs) | Percentage |
|--------------|---------------------------|------------|
| 06001400100 | 2 | 0.001873 |
| 06001400300 | 1 | 0.000936 |
| 06001404502 | 2 | 0.001873 |
| 06001404600 | 6 | 0.005618 |
| 06001404700 | 2 | 0.001873 |
| 06001408000 | 2 | 0.001873 |
| 06001408100 | 3 | 0.002809 |
| 06001409900 | 1 | 0.000936 |
| 06001410000 | 4 | 0.003745 |
| 06001430101 | 3 | 0.002809 |
| 06001430102 | 2 | 0.001873 |
| 06001430200 | 3 | 0.002809 |
| 06001430300 | 1 | 0.000936 |
| 06001432800 | 1 | 0.000936 |
| 06001450502 | 6 | 0.005618 |
| 06001450601 | 2 | 0.001873 |
| 06001450701 | 1 | 0.000936 |
| 06001451101 | 1 | 0.000936 |
| 06003010000 | 1 | 0.000936 |
| 06005000101 | 3 | 0.002809 |
| 06005000102 | 2 | 0.001873 |
| 06005000200 | 3 | 0.002809 |
| 06005000301 | 1 | 0.000936 |
| 06005000303 | 2 | 0.001873 |
| 06005000401 | 3 | 0.002809 |

| | | |
|-------------|---|----------|
| 06005000402 | 3 | 0.002809 |
| 06005000500 | 1 | 0.000936 |
| 06007001703 | 3 | 0.002809 |
| 06007001800 | 2 | 0.001873 |
| 06007002000 | 2 | 0.001873 |
| 06007002100 | 3 | 0.002809 |
| 06007002200 | 3 | 0.002809 |
| 06007002300 | 1 | 0.000936 |
| 06007002601 | 2 | 0.001873 |
| 06007002602 | 3 | 0.002809 |
| 06007003100 | 2 | 0.001873 |
| 06007003300 | 1 | 0.000936 |
| 06007003700 | 1 | 0.000936 |
| 06009000120 | 4 | 0.003745 |
| 06009000121 | 1 | 0.000936 |
| 06009000122 | 1 | 0.000936 |
| 06009000210 | 3 | 0.002809 |
| 06009000300 | 2 | 0.001873 |
| 06009000400 | 3 | 0.002809 |
| 06009000503 | 1 | 0.000936 |
| 06009000504 | 1 | 0.000936 |
| 06013321103 | 1 | 0.000936 |
| 06013338302 | 1 | 0.000936 |
| 06013347000 | 3 | 0.002809 |
| 06013348000 | 3 | 0.002809 |
| 06013350000 | 2 | 0.001873 |
| 06013351200 | 4 | 0.003745 |
| 06013352102 | 3 | 0.002809 |
| 06013352201 | 2 | 0.001873 |
| 06013352202 | 2 | 0.001873 |
| 06013353001 | 1 | 0.000936 |
| 06013353002 | 1 | 0.000936 |
| 06013354002 | 4 | 0.003745 |
| 06013355112 | 2 | 0.001873 |
| 06013355304 | 1 | 0.000936 |
| 06013356002 | 2 | 0.001873 |
| 06013360102 | 2 | 0.001873 |

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|-------------|----|----------|
| 06013385100 | 3 | 0.002809 |
| 06013391000 | 1 | 0.000936 |
| 06017030601 | 12 | 0.011236 |
| 06017030602 | 7 | 0.006554 |
| 06017030603 | 8 | 0.007491 |
| 06017030701 | 1 | 0.000936 |
| 06017030704 | 8 | 0.007491 |
| 06017030709 | 4 | 0.003745 |
| 06017030710 | 3 | 0.002809 |
| 06017030801 | 9 | 0.008427 |
| 06017030803 | 7 | 0.006554 |
| 06017030804 | 8 | 0.007491 |
| 06017030807 | 1 | 0.000936 |
| 06017030808 | 5 | 0.004682 |
| 06017030809 | 2 | 0.001873 |
| 06017030810 | 3 | 0.002809 |
| 06017030901 | 4 | 0.003745 |
| 06017030902 | 4 | 0.003745 |
| 06017031000 | 4 | 0.003745 |
| 06017031100 | 2 | 0.001873 |
| 06017031200 | 2 | 0.001873 |
| 06017031301 | 2 | 0.001873 |
| 06017031302 | 1 | 0.000936 |
| 06017031402 | 7 | 0.006554 |
| 06017031404 | 2 | 0.001873 |
| 06017031405 | 1 | 0.000936 |
| 06017031406 | 1 | 0.000936 |
| 06017031502 | 1 | 0.000936 |
| 06017031503 | 4 | 0.003745 |
| 06017031504 | 2 | 0.001873 |
| 06017031800 | 1 | 0.000936 |
| 06019006402 | 1 | 0.000936 |
| 06019006403 | 3 | 0.002809 |
| 06019006404 | 7 | 0.006554 |
| 06019006405 | 3 | 0.002809 |
| 06023000100 | 2 | 0.001873 |
| 06023000200 | 2 | 0.001873 |

| | | |
|-------------|---|----------|
| 06023000300 | 2 | 0.001873 |
| 06023000400 | 3 | 0.002809 |
| 06023000500 | 3 | 0.002809 |
| 06023000600 | 4 | 0.003745 |
| 06023000700 | 4 | 0.003745 |
| 06023000800 | 2 | 0.001873 |
| 06023000900 | 7 | 0.006554 |
| 06023001000 | 2 | 0.001873 |
| 06023001101 | 5 | 0.004682 |
| 06023001200 | 7 | 0.006554 |
| 06023010200 | 6 | 0.005618 |
| 06023010300 | 4 | 0.003745 |
| 06023010400 | 3 | 0.002809 |
| 06023010501 | 6 | 0.005618 |
| 06023010502 | 5 | 0.004682 |
| 06023010600 | 6 | 0.005618 |
| 06023010700 | 5 | 0.004682 |
| 06023010800 | 4 | 0.003745 |
| 06023010901 | 4 | 0.003745 |
| 06023010902 | 1 | 0.000936 |
| 06023011100 | 1 | 0.000936 |
| 06023011200 | 2 | 0.001873 |
| 06023011500 | 1 | 0.000936 |
| 06023011600 | 2 | 0.001873 |
| 06033000100 | 3 | 0.002809 |
| 06033000300 | 2 | 0.001873 |
| 06033000400 | 1 | 0.000936 |
| 06033000501 | 1 | 0.000936 |
| 06033000502 | 1 | 0.000936 |
| 06033000600 | 2 | 0.001873 |
| 06033000701 | 3 | 0.002809 |
| 06033000802 | 1 | 0.000936 |
| 06033000900 | 4 | 0.003745 |
| 06033001000 | 3 | 0.002809 |
| 06033001100 | 1 | 0.000936 |
| 06033001300 | 5 | 0.004682 |
| 06039000102 | 1 | 0.000936 |

| | | |
|-------------|---|----------|
| 06039000104 | 2 | 0.001873 |
| 06039000106 | 3 | 0.002809 |
| 06039000108 | 2 | 0.001873 |
| 06039000109 | 1 | 0.000936 |
| 06041102202 | 1 | 0.000936 |
| 06041104200 | 3 | 0.002809 |
| 06041106002 | 2 | 0.001873 |
| 06041107000 | 1 | 0.000936 |
| 06041108100 | 1 | 0.000936 |
| 06041108200 | 1 | 0.000936 |
| 06041110200 | 1 | 0.000936 |
| 06041112100 | 1 | 0.000936 |
| 06041113000 | 4 | 0.003745 |
| 06041114100 | 2 | 0.001873 |
| 06041114200 | 5 | 0.004682 |
| 06041115000 | 2 | 0.001873 |
| 06041118100 | 2 | 0.001873 |
| 06041119202 | 1 | 0.000936 |
| 06041126100 | 1 | 0.000936 |
| 06041126200 | 1 | 0.000936 |
| 06041127000 | 1 | 0.000936 |
| 06041128200 | 1 | 0.000936 |
| 06041129000 | 1 | 0.000936 |
| 06041132200 | 4 | 0.003745 |
| 06041133000 | 2 | 0.001873 |
| 06043000102 | 1 | 0.000936 |
| 06043000200 | 2 | 0.001873 |
| 06043000301 | 1 | 0.000936 |
| 06043000302 | 1 | 0.000936 |
| 06045010500 | 1 | 0.000936 |
| 06045010700 | 1 | 0.000936 |
| 06045010801 | 1 | 0.000936 |
| 06045010900 | 1 | 0.000936 |
| 06045011102 | 1 | 0.000936 |
| 06045011700 | 4 | 0.003745 |
| 06045011800 | 3 | 0.002809 |
| 06053010102 | 1 | 0.000936 |

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|-------------|----|----------|
| 06053010701 | 2 | 0.001873 |
| 06053010702 | 11 | 0.010300 |
| 06053011000 | 4 | 0.003745 |
| 06053011400 | 7 | 0.006554 |
| 06053011602 | 1 | 0.000936 |
| 06053011604 | 1 | 0.000936 |
| 06053011700 | 2 | 0.001873 |
| 06053013200 | 1 | 0.000936 |
| 06055200706 | 1 | 0.000936 |
| 06055201003 | 1 | 0.000936 |
| 06055201102 | 1 | 0.000936 |
| 06055201401 | 3 | 0.002809 |
| 06055201402 | 3 | 0.002809 |
| 06055201602 | 1 | 0.000936 |
| 06055201700 | 4 | 0.003745 |
| 06055201900 | 1 | 0.000936 |
| 06055202000 | 1 | 0.000936 |
| 06057000102 | 7 | 0.006554 |
| 06057000103 | 7 | 0.006554 |
| 06057000104 | 1 | 0.000936 |
| 06057000105 | 1 | 0.000936 |
| 06057000200 | 1 | 0.000936 |
| 06057000300 | 4 | 0.003745 |
| 06057000401 | 7 | 0.006554 |
| 06057000402 | 8 | 0.007491 |
| 06057000501 | 5 | 0.004682 |
| 06057000600 | 2 | 0.001873 |
| 06057000701 | 7 | 0.006554 |
| 06057000702 | 4 | 0.003745 |
| 06057000801 | 2 | 0.001873 |
| 06057000802 | 2 | 0.001873 |
| 06057000900 | 2 | 0.001873 |
| 06061020200 | 1 | 0.000936 |
| 06061020300 | 2 | 0.001873 |
| 06061020401 | 2 | 0.001873 |
| 06061020501 | 2 | 0.001873 |
| 06061020502 | 3 | 0.002809 |

| | | |
|-------------|----|----------|
| 06061020601 | 7 | 0.006554 |
| 06061020602 | 7 | 0.006554 |
| 06061021204 | 2 | 0.001873 |
| 06061021304 | 1 | 0.000936 |
| 06061021501 | 6 | 0.005618 |
| 06061021603 | 1 | 0.000936 |
| 06061021604 | 6 | 0.005618 |
| 06061021801 | 8 | 0.007491 |
| 06061021802 | 3 | 0.002809 |
| 06061021901 | 1 | 0.000936 |
| 06061021902 | 3 | 0.002809 |
| 06061022013 | 1 | 0.000936 |
| 06063000202 | 2 | 0.001873 |
| 06063000400 | 1 | 0.000936 |
| 06069000200 | 1 | 0.000936 |
| 06079010002 | 11 | 0.010300 |
| 06079010016 | 13 | 0.012172 |
| 06079010101 | 4 | 0.003745 |
| 06079010300 | 1 | 0.000936 |
| 06079010403 | 1 | 0.000936 |
| 06079010404 | 1 | 0.000936 |
| 06079010703 | 2 | 0.001873 |
| 06079010707 | 1 | 0.000936 |
| 06079010902 | 1 | 0.000936 |
| 06079011002 | 3 | 0.002809 |
| 06079011300 | 1 | 0.000936 |
| 06079011504 | 1 | 0.000936 |
| 06079011600 | 14 | 0.013109 |
| 06079011701 | 2 | 0.001873 |
| 06079011800 | 4 | 0.003745 |
| 06079012302 | 46 | 0.043071 |
| 06079012304 | 12 | 0.011236 |
| 06079012600 | 6 | 0.005618 |
| 06079012702 | 11 | 0.010300 |
| 06079012704 | 18 | 0.016854 |
| 06079012900 | 7 | 0.006554 |
| 06079013000 | 13 | 0.012172 |

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|-------------|----|----------|
| 06081603802 | 1 | 0.000936 |
| 06081605700 | 1 | 0.000936 |
| 06081606800 | 1 | 0.000936 |
| 06081609603 | 1 | 0.000936 |
| 06081609700 | 3 | 0.002809 |
| 06081611100 | 3 | 0.002809 |
| 06081613200 | 1 | 0.000936 |
| 06081613502 | 1 | 0.000936 |
| 06081613600 | 2 | 0.001873 |
| 06081613700 | 1 | 0.000936 |
| 06081613800 | 2 | 0.001873 |
| 06083001905 | 1 | 0.000936 |
| 06083002006 | 2 | 0.001873 |
| 06083002808 | 1 | 0.000936 |
| 06085503330 | 1 | 0.000936 |
| 06085506804 | 1 | 0.000936 |
| 06085507001 | 1 | 0.000936 |
| 06085507002 | 2 | 0.001873 |
| 06085507600 | 4 | 0.003745 |
| 06085511707 | 2 | 0.001873 |
| 06085511800 | 4 | 0.003745 |
| 06085511909 | 9 | 0.008427 |
| 06085511911 | 3 | 0.002809 |
| 06085511912 | 4 | 0.003745 |
| 06085512100 | 1 | 0.000936 |
| 06085512200 | 1 | 0.000936 |
| 06085512305 | 3 | 0.002809 |
| 06085512309 | 1 | 0.000936 |
| 06085512401 | 1 | 0.000936 |
| 06085512503 | 1 | 0.000936 |
| 06085512510 | 1 | 0.000936 |
| 06085513500 | 1 | 0.000936 |
| 06087100300 | 1 | 0.000936 |
| 06087120200 | 4 | 0.003745 |
| 06087120301 | 2 | 0.001873 |
| 06087120400 | 2 | 0.001873 |
| 06087120500 | 10 | 0.009363 |

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|-------------|---|----------|
| 06087120600 | 1 | 0.000936 |
| 06087120800 | 4 | 0.003745 |
| 06087120900 | 1 | 0.000936 |
| 06087121000 | 7 | 0.006554 |
| 06087121100 | 2 | 0.001873 |
| 06087121200 | 5 | 0.004682 |
| 06087121300 | 2 | 0.001873 |
| 06087121800 | 1 | 0.000936 |
| 06087122001 | 4 | 0.003745 |
| 06087122002 | 2 | 0.001873 |
| 06087122201 | 2 | 0.001873 |
| 06087122202 | 1 | 0.000936 |
| 06087122300 | 2 | 0.001873 |
| 06087122400 | 6 | 0.005618 |
| 06089011001 | 1 | 0.000936 |
| 06089011600 | 6 | 0.005618 |
| 06089011801 | 1 | 0.000936 |
| 06089011900 | 1 | 0.000936 |
| 06089012000 | 3 | 0.002809 |
| 06089012101 | 1 | 0.000936 |
| 06089012302 | 3 | 0.002809 |
| 06089012303 | 1 | 0.000936 |
| 06089012400 | 1 | 0.000936 |
| 06089012601 | 2 | 0.001873 |
| 06089012603 | 1 | 0.000936 |
| 06089012701 | 1 | 0.000936 |
| 06091010000 | 1 | 0.000936 |
| 06095252201 | 4 | 0.003745 |
| 06095252311 | 2 | 0.001873 |
| 06095252903 | 2 | 0.001873 |
| 06095253201 | 1 | 0.000936 |
| 06095253203 | 1 | 0.000936 |
| 06095253204 | 1 | 0.000936 |
| 06097150303 | 2 | 0.001873 |
| 06097150304 | 1 | 0.000936 |
| 06097150305 | 3 | 0.002809 |
| 06097150306 | 2 | 0.001873 |

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|-------------|---|----------|
| 06097150500 | 8 | 0.007491 |
| 06097151100 | 1 | 0.000936 |
| 06097151309 | 2 | 0.001873 |
| 06097151502 | 2 | 0.001873 |
| 06097151503 | 5 | 0.004682 |
| 06097151601 | 6 | 0.005618 |
| 06097151602 | 8 | 0.007491 |
| 06097152202 | 4 | 0.003745 |
| 06097152300 | 2 | 0.001873 |
| 06097152400 | 6 | 0.005618 |
| 06097152501 | 2 | 0.001873 |
| 06097152600 | 5 | 0.004682 |
| 06097153501 | 2 | 0.001873 |
| 06097153502 | 2 | 0.001873 |
| 06097153600 | 4 | 0.003745 |
| 06097153703 | 1 | 0.000936 |
| 06097153704 | 1 | 0.000936 |
| 06097153705 | 1 | 0.000936 |
| 06097153807 | 3 | 0.002809 |
| 06097154000 | 2 | 0.001873 |
| 06097154100 | 2 | 0.001873 |
| 06097154201 | 2 | 0.001873 |
| 06097154202 | 2 | 0.001873 |
| 06097154302 | 9 | 0.008427 |
| 06097154304 | 2 | 0.001873 |
| 06103000400 | 2 | 0.001873 |
| 06103000700 | 2 | 0.001873 |
| 06103000800 | 1 | 0.000936 |
| 06107000100 | 1 | 0.000936 |
| 06109001100 | 1 | 0.000936 |
| 06109001200 | 1 | 0.000936 |
| 06109002200 | 6 | 0.005618 |
| 06109003100 | 2 | 0.001873 |
| 06109003200 | 1 | 0.000936 |
| 06109004100 | 1 | 0.000936 |
| 06109004200 | 1 | 0.000936 |
| 06109005100 | 5 | 0.004682 |

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|-------------|---|----------|
| 06115040901 | 2 | 0.001873 |
| 06115041000 | 2 | 0.001873 |
| 06115041100 | 1 | 0.000936 |

Portable Battery Program (PBP)

| Census Tract | Service Point IDs (SPIDs) | Percentage |
|--------------|---------------------------|------------|
| 06001450601 | 1 | 0.000813 |
| 06001450744 | 7 | 0.005691 |
| 06001450752 | 2 | 0.001626 |
| 06001451101 | 1 | 0.000813 |
| 06005000101 | 5 | 0.004065 |
| 06005000200 | 1 | 0.000813 |
| 06005000402 | 1 | 0.000813 |
| 06007001600 | 2 | 0.001626 |
| 06007001702 | 17 | 0.013821 |
| 06007001703 | 2 | 0.001626 |
| 06007001704 | 12 | 0.009756 |
| 06007001800 | 1 | 0.000813 |
| 06007001900 | 1 | 0.000813 |
| 06007002000 | 1 | 0.000813 |
| 06007002300 | 3 | 0.002439 |
| 06007002400 | 5 | 0.004065 |
| 06009000120 | 1 | 0.000813 |
| 06009000122 | 1 | 0.000813 |
| 06009000210 | 5 | 0.004065 |
| 06009000220 | 6 | 0.004878 |
| 06011000400 | 4 | 0.003252 |
| 06013316000 | 1 | 0.000813 |
| 06013346102 | 8 | 0.006504 |
| 06013346201 | 16 | 0.013008 |
| 06013350000 | 6 | 0.004878 |
| 06013351200 | 7 | 0.005691 |
| 06013352101 | 2 | 0.001626 |
| 06013352201 | 3 | 0.002439 |
| 06013355112 | 3 | 0.002439 |
| 06013355306 | 1 | 0.000813 |

| | | |
|-------------|----|----------|
| 06013357000 | 7 | 0.005691 |
| 06017030602 | 4 | 0.003252 |
| 06017030807 | 4 | 0.003252 |
| 06017030808 | 2 | 0.001626 |
| 06017030809 | 5 | 0.004065 |
| 06017030810 | 1 | 0.000813 |
| 06017030901 | 2 | 0.001626 |
| 06017031000 | 1 | 0.000813 |
| 06017031100 | 8 | 0.006504 |
| 06017031402 | 2 | 0.001626 |
| 06019006402 | 10 | 0.008130 |
| 06019006403 | 8 | 0.006504 |
| 06019006404 | 16 | 0.013008 |
| 06019006405 | 3 | 0.002439 |
| 06023010102 | 8 | 0.006504 |
| 06023011100 | 1 | 0.000813 |
| 06023011200 | 2 | 0.001626 |
| 06023011500 | 6 | 0.004878 |
| 06023011600 | 3 | 0.002439 |
| 06023940000 | 37 | 0.030081 |
| 06029001000 | 1 | 0.000813 |
| 06029003306 | 5 | 0.004065 |
| 06033000100 | 8 | 0.006504 |
| 06033000501 | 5 | 0.004065 |
| 06033000600 | 13 | 0.010569 |
| 06033000701 | 2 | 0.001626 |
| 06033000702 | 1 | 0.000813 |
| 06033000900 | 27 | 0.021951 |
| 06033001000 | 9 | 0.007317 |
| 06033001100 | 19 | 0.015447 |
| 06033001200 | 31 | 0.025203 |
| 06033001300 | 66 | 0.053659 |
| 06039000103 | 2 | 0.001626 |
| 06039000106 | 11 | 0.008943 |
| 06039000108 | 1 | 0.000813 |
| 06039000109 | 4 | 0.003252 |
| 06043000200 | 3 | 0.002439 |

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|-------------|----|----------|
| 06043000301 | 3 | 0.002439 |
| 06043000302 | 11 | 0.008943 |
| 06043000400 | 2 | 0.001626 |
| 06045010200 | 2 | 0.001626 |
| 06045011102 | 1 | 0.000813 |
| 06045011200 | 3 | 0.002439 |
| 06045011300 | 1 | 0.000813 |
| 06045011800 | 1 | 0.000813 |
| 06053010701 | 2 | 0.001626 |
| 06053010702 | 3 | 0.002439 |
| 06053011000 | 3 | 0.002439 |
| 06053011303 | 3 | 0.002439 |
| 06053011400 | 8 | 0.006504 |
| 06053011602 | 5 | 0.004065 |
| 06055201102 | 3 | 0.002439 |
| 06055201200 | 2 | 0.001626 |
| 06055201300 | 3 | 0.002439 |
| 06055201401 | 6 | 0.004878 |
| 06055201402 | 2 | 0.001626 |
| 06055201403 | 3 | 0.002439 |
| 06055201700 | 24 | 0.019512 |
| 06055201800 | 18 | 0.014634 |
| 06055201900 | 6 | 0.004878 |
| 06055202000 | 21 | 0.017073 |
| 06057000102 | 3 | 0.002439 |
| 06057000401 | 1 | 0.000813 |
| 06057000402 | 2 | 0.001626 |
| 06057000701 | 1 | 0.000813 |
| 06061020200 | 8 | 0.006504 |
| 06061020501 | 1 | 0.000813 |
| 06061020601 | 4 | 0.003252 |
| 06061021203 | 1 | 0.000813 |
| 06061021204 | 1 | 0.000813 |
| 06061021604 | 1 | 0.000813 |
| 06061021901 | 1 | 0.000813 |
| 06061021902 | 4 | 0.003252 |
| 06079010002 | 6 | 0.004878 |

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|-------------|----|----------|
| 06079010300 | 1 | 0.000813 |
| 06079011300 | 2 | 0.001626 |
| 06079011504 | 2 | 0.001626 |
| 06079011704 | 3 | 0.002439 |
| 06079012302 | 2 | 0.001626 |
| 06079012502 | 2 | 0.001626 |
| 06079012503 | 4 | 0.003252 |
| 06079012704 | 1 | 0.000813 |
| 06079012900 | 5 | 0.004065 |
| 06083002006 | 1 | 0.000813 |
| 06085503331 | 4 | 0.003252 |
| 06085503332 | 17 | 0.013821 |
| 06085503333 | 4 | 0.003252 |
| 06085511800 | 9 | 0.007317 |
| 06085511909 | 4 | 0.003252 |
| 06085511911 | 4 | 0.003252 |
| 06085511912 | 1 | 0.000813 |
| 06085512100 | 2 | 0.001626 |
| 06085512200 | 2 | 0.001626 |
| 06085512308 | 4 | 0.003252 |
| 06085512309 | 15 | 0.012195 |
| 06085512310 | 3 | 0.002439 |
| 06085512401 | 1 | 0.000813 |
| 06085512402 | 4 | 0.003252 |
| 06085512503 | 1 | 0.000813 |
| 06087120500 | 2 | 0.001626 |
| 06087120900 | 1 | 0.000813 |
| 06087121000 | 5 | 0.004065 |
| 06087121300 | 1 | 0.000813 |
| 06087122202 | 1 | 0.000813 |
| 06089011001 | 12 | 0.009756 |
| 06089011002 | 2 | 0.001626 |
| 06089011801 | 9 | 0.007317 |
| 06089011802 | 7 | 0.005691 |
| 06089011803 | 23 | 0.018699 |
| 06089011900 | 1 | 0.000813 |
| 06089012000 | 4 | 0.003252 |

| | | |
|-------------|----|----------|
| 06089012200 | 2 | 0.001626 |
| 06089012301 | 4 | 0.003252 |
| 06089012302 | 30 | 0.024390 |
| 06089012303 | 23 | 0.018699 |
| 06089012400 | 11 | 0.008943 |
| 06089012500 | 7 | 0.005691 |
| 06089012601 | 21 | 0.017073 |
| 06089012603 | 50 | 0.040650 |
| 06089012604 | 10 | 0.008130 |
| 06089012701 | 2 | 0.001626 |
| 06095252201 | 2 | 0.001626 |
| 06095252310 | 2 | 0.001626 |
| 06095252311 | 10 | 0.008130 |
| 06095252903 | 19 | 0.015447 |
| 06095253101 | 3 | 0.002439 |
| 06095253201 | 31 | 0.025203 |
| 06095253203 | 9 | 0.007317 |
| 06095253204 | 11 | 0.008943 |
| 06097150100 | 2 | 0.001626 |
| 06097150202 | 1 | 0.000813 |
| 06097150303 | 4 | 0.003252 |
| 06097150306 | 1 | 0.000813 |
| 06097150500 | 7 | 0.005691 |
| 06097150612 | 1 | 0.000813 |
| 06097150702 | 1 | 0.000813 |
| 06097151502 | 8 | 0.006504 |
| 06097151503 | 3 | 0.002439 |
| 06097151601 | 1 | 0.000813 |
| 06097151602 | 1 | 0.000813 |
| 06097152600 | 5 | 0.004065 |
| 06097153600 | 1 | 0.000813 |
| 06097153703 | 1 | 0.000813 |
| 06097153704 | 2 | 0.001626 |
| 06097153706 | 3 | 0.002439 |
| 06097154100 | 3 | 0.002439 |
| 06097154304 | 5 | 0.004065 |

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|-------------|----|----------|
| 06103000100 | 7 | 0.005691 |
| 06103000200 | 39 | 0.031707 |
| 06103000300 | 12 | 0.009756 |
| 06103000400 | 31 | 0.025203 |
| 06103000500 | 2 | 0.001626 |
| 06103000600 | 5 | 0.004065 |
| 06109002100 | 4 | 0.003252 |
| 06109002200 | 9 | 0.007317 |
| 06109003200 | 6 | 0.004878 |
| 06109004100 | 4 | 0.003252 |
| 06109005100 | 1 | 0.000813 |
| 06113011300 | 2 | 0.001626 |
| 06113011500 | 4 | 0.003252 |
| 06115040901 | 1 | 0.000813 |
| 06115041000 | 2 | 0.001626 |
| 06115041100 | 4 | 0.003252 |

Generator and Battery Rebate Program (GBRP)

| Census Tract | Service Point IDs (SPIDs) | Percentage |
|--------------|---------------------------|------------|
| 06001400100 | 2 | 0.000720 |
| 06001400200 | 1 | 0.000360 |
| 06001404200 | 2 | 0.000720 |
| 06001404400 | 8 | 0.002879 |
| 06001404501 | 1 | 0.000360 |
| 06001404502 | 7 | 0.002519 |
| 06001404600 | 4 | 0.001439 |
| 06001404700 | 4 | 0.001439 |
| 06001404800 | 2 | 0.000720 |

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|-------------|----|----------|
| 06001405000 | 1 | 0.000360 |
| 06001406700 | 2 | 0.000720 |
| 06001406800 | 2 | 0.000720 |
| 06001408000 | 3 | 0.001080 |
| 06001408100 | 9 | 0.003239 |
| 06001409800 | 1 | 0.000360 |
| 06001409900 | 6 | 0.002159 |
| 06001421200 | 4 | 0.001439 |
| 06001421400 | 2 | 0.000720 |
| 06001421500 | 12 | 0.004318 |
| 06001421600 | 5 | 0.001799 |
| 06001421800 | 1 | 0.000360 |
| 06001422700 | 1 | 0.000360 |
| 06001426100 | 1 | 0.000360 |
| 06001430101 | 5 | 0.001799 |
| 06001430102 | 2 | 0.000720 |
| 06001430200 | 1 | 0.000360 |
| 06001430300 | 4 | 0.001439 |
| 06001430400 | 1 | 0.000360 |
| 06001430500 | 1 | 0.000360 |
| 06001430600 | 1 | 0.000360 |
| 06001432800 | 1 | 0.000360 |
| 06001435103 | 1 | 0.000360 |
| 06001435104 | 1 | 0.000360 |
| 06001436402 | 3 | 0.001080 |
| 06001438000 | 1 | 0.000360 |
| 06001450102 | 1 | 0.000360 |
| 06001450400 | 1 | 0.000360 |
| 06001450502 | 7 | 0.002519 |
| 06001450601 | 4 | 0.001439 |
| 06001450701 | 4 | 0.001439 |
| 06001450751 | 3 | 0.001080 |
| 06001451101 | 1 | 0.000360 |
| 06001451202 | 3 | 0.001080 |
| 06001451704 | 1 | 0.000360 |
| 06005000101 | 20 | 0.007197 |
| 06005000102 | 14 | 0.005038 |

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|-------------|----|----------|
| 06005000200 | 8 | 0.002879 |
| 06005000301 | 3 | 0.001080 |
| 06005000303 | 4 | 0.001439 |
| 06005000304 | 3 | 0.001080 |
| 06005000401 | 5 | 0.001799 |
| 06005000402 | 10 | 0.003598 |
| 06005000500 | 1 | 0.000360 |
| 06007001600 | 9 | 0.003239 |
| 06007001702 | 9 | 0.003239 |
| 06007001703 | 4 | 0.001439 |
| 06007001704 | 5 | 0.001799 |
| 06007001800 | 1 | 0.000360 |
| 06007001900 | 1 | 0.000360 |
| 06007002100 | 1 | 0.000360 |
| 06007002300 | 1 | 0.000360 |
| 06007002400 | 7 | 0.002519 |
| 06007002601 | 1 | 0.000360 |
| 06007002602 | 3 | 0.001080 |
| 06007003001 | 1 | 0.000360 |
| 06007003200 | 1 | 0.000360 |
| 06007003300 | 1 | 0.000360 |
| 06009000120 | 3 | 0.001080 |
| 06009000121 | 5 | 0.001799 |
| 06009000122 | 8 | 0.002879 |
| 06009000210 | 17 | 0.006117 |
| 06009000220 | 4 | 0.001439 |
| 06009000300 | 5 | 0.001799 |
| 06009000400 | 16 | 0.005757 |
| 06009000501 | 18 | 0.006477 |
| 06009000503 | 23 | 0.008276 |
| 06009000504 | 15 | 0.005398 |
| 06011000400 | 3 | 0.001080 |
| 06013318000 | 2 | 0.000720 |
| 06013323000 | 1 | 0.000360 |
| 06013325000 | 4 | 0.001439 |
| 06013326000 | 2 | 0.000720 |

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|-------------|---|----------|
| 06013331000 | 1 | 0.000360 |
| 06013333101 | 1 | 0.000360 |
| 06013333200 | 1 | 0.000360 |
| 06013334001 | 1 | 0.000360 |
| 06013334006 | 1 | 0.000360 |
| 06013334200 | 5 | 0.001799 |
| 06013337200 | 1 | 0.000360 |
| 06013337300 | 4 | 0.001439 |
| 06013338301 | 2 | 0.000720 |
| 06013338302 | 6 | 0.002159 |
| 06013339001 | 1 | 0.000360 |
| 06013340001 | 1 | 0.000360 |
| 06013340002 | 1 | 0.000360 |
| 06013345102 | 1 | 0.000360 |
| 06013345105 | 8 | 0.002879 |
| 06013345112 | 1 | 0.000360 |
| 06013345115 | 2 | 0.000720 |
| 06013345202 | 1 | 0.000360 |
| 06013345203 | 4 | 0.001439 |
| 06013345204 | 4 | 0.001439 |
| 06013346101 | 1 | 0.000360 |
| 06013346201 | 5 | 0.001799 |
| 06013346204 | 3 | 0.001080 |
| 06013347000 | 4 | 0.001439 |
| 06013348000 | 5 | 0.001799 |
| 06013349000 | 1 | 0.000360 |
| 06013350000 | 5 | 0.001799 |
| 06013351102 | 1 | 0.000360 |
| 06013351200 | 4 | 0.001439 |
| 06013352101 | 1 | 0.000360 |
| 06013352102 | 2 | 0.000720 |
| 06013352201 | 1 | 0.000360 |
| 06013353001 | 5 | 0.001799 |
| 06013353002 | 1 | 0.000360 |
| 06013354001 | 2 | 0.000720 |
| 06013354002 | 3 | 0.001080 |
| 06013355112 | 4 | 0.001439 |

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|-------------|----|----------|
| 06013355113 | 1 | 0.000360 |
| 06013355114 | 3 | 0.001080 |
| 06013355115 | 2 | 0.000720 |
| 06013355116 | 2 | 0.000720 |
| 06013355117 | 1 | 0.000360 |
| 06013355301 | 2 | 0.000720 |
| 06013355302 | 4 | 0.001439 |
| 06013355306 | 2 | 0.000720 |
| 06013356002 | 1 | 0.000360 |
| 06013357000 | 4 | 0.001439 |
| 06013358000 | 1 | 0.000360 |
| 06013359202 | 1 | 0.000360 |
| 06013369002 | 1 | 0.000360 |
| 06013385100 | 2 | 0.000720 |
| 06013390100 | 1 | 0.000360 |
| 06013391000 | 13 | 0.004678 |
| 06013392000 | 5 | 0.001799 |
| 06017030601 | 5 | 0.001799 |
| 06017030602 | 24 | 0.008636 |
| 06017030603 | 11 | 0.003958 |
| 06017030701 | 4 | 0.001439 |
| 06017030704 | 1 | 0.000360 |
| 06017030706 | 2 | 0.000720 |
| 06017030710 | 3 | 0.001080 |
| 06017030801 | 5 | 0.001799 |
| 06017030803 | 2 | 0.000720 |
| 06017030804 | 3 | 0.001080 |
| 06017030807 | 1 | 0.000360 |
| 06017030808 | 4 | 0.001439 |
| 06017030901 | 6 | 0.002159 |
| 06017030902 | 4 | 0.001439 |
| 06017031000 | 5 | 0.001799 |
| 06017031100 | 8 | 0.002879 |
| 06017031200 | 7 | 0.002519 |
| 06017031301 | 4 | 0.001439 |
| 06017031302 | 20 | 0.007197 |
| 06017031402 | 16 | 0.005757 |

| | | |
|-------------|----|----------|
| 06017031404 | 2 | 0.000720 |
| 06017031405 | 12 | 0.004318 |
| 06017031406 | 28 | 0.010076 |
| 06017031502 | 1 | 0.000360 |
| 06017031504 | 8 | 0.002879 |
| 06017031800 | 4 | 0.001439 |
| 06019005515 | 2 | 0.000720 |
| 06019006402 | 4 | 0.001439 |
| 06019006403 | 16 | 0.005757 |
| 06019006404 | 7 | 0.002519 |
| 06019006405 | 5 | 0.001799 |
| 06021010300 | 1 | 0.000360 |
| 06023000200 | 2 | 0.000720 |
| 06023000600 | 1 | 0.000360 |
| 06023000700 | 2 | 0.000720 |
| 06023000900 | 6 | 0.002159 |
| 06023001000 | 1 | 0.000360 |
| 06023001200 | 2 | 0.000720 |
| 06023010102 | 11 | 0.003958 |
| 06023010200 | 1 | 0.000360 |
| 06023010300 | 3 | 0.001080 |
| 06023010600 | 2 | 0.000720 |
| 06023010700 | 3 | 0.001080 |
| 06023010800 | 4 | 0.001439 |
| 06023010901 | 1 | 0.000360 |
| 06023010902 | 4 | 0.001439 |
| 06023011000 | 2 | 0.000720 |
| 06023011100 | 1 | 0.000360 |
| 06023011200 | 2 | 0.000720 |
| 06023011500 | 4 | 0.001439 |
| 06023011600 | 4 | 0.001439 |
| 06023940000 | 1 | 0.000360 |
| 06029005104 | 1 | 0.000360 |
| 06033000100 | 2 | 0.000720 |
| 06033000300 | 3 | 0.001080 |
| 06033000400 | 2 | 0.000720 |
| 06033000501 | 1 | 0.000360 |

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|-------------|----|----------|
| 06033000502 | 4 | 0.001439 |
| 06033000600 | 8 | 0.002879 |
| 06033000701 | 2 | 0.000720 |
| 06033000702 | 1 | 0.000360 |
| 06033000801 | 2 | 0.000720 |
| 06033000900 | 5 | 0.001799 |
| 06033001000 | 6 | 0.002159 |
| 06033001100 | 8 | 0.002879 |
| 06033001200 | 2 | 0.000720 |
| 06033001300 | 6 | 0.002159 |
| 06035040100 | 1 | 0.000360 |
| 06035040200 | 1 | 0.000360 |
| 06039000102 | 34 | 0.012235 |
| 06039000103 | 20 | 0.007197 |
| 06039000104 | 21 | 0.007557 |
| 06039000106 | 8 | 0.002879 |
| 06039000108 | 9 | 0.003239 |
| 06039000109 | 4 | 0.001439 |
| 06041101100 | 1 | 0.000360 |
| 06041101200 | 1 | 0.000360 |
| 06041102100 | 3 | 0.001080 |
| 06041102202 | 2 | 0.000720 |
| 06041102203 | 1 | 0.000360 |
| 06041103100 | 1 | 0.000360 |
| 06041103200 | 1 | 0.000360 |
| 06041104101 | 1 | 0.000360 |
| 06041104200 | 3 | 0.001080 |
| 06041106001 | 1 | 0.000360 |
| 06041107000 | 1 | 0.000360 |
| 06041108100 | 2 | 0.000720 |
| 06041109002 | 1 | 0.000360 |
| 06041110100 | 2 | 0.000720 |
| 06041110200 | 1 | 0.000360 |
| 06041111000 | 2 | 0.000720 |
| 06041113000 | 9 | 0.003239 |
| 06041114100 | 9 | 0.003239 |
| 06041114200 | 7 | 0.002519 |

| | | |
|-------------|----|----------|
| 06041115000 | 6 | 0.002159 |
| 06041116000 | 1 | 0.000360 |
| 06041119100 | 1 | 0.000360 |
| 06041119202 | 1 | 0.000360 |
| 06041121100 | 1 | 0.000360 |
| 06041124200 | 1 | 0.000360 |
| 06041126100 | 3 | 0.001080 |
| 06041127000 | 3 | 0.001080 |
| 06041128100 | 2 | 0.000720 |
| 06041130202 | 1 | 0.000360 |
| 06041131100 | 2 | 0.000720 |
| 06041132100 | 2 | 0.000720 |
| 06041132200 | 8 | 0.002879 |
| 06041133000 | 2 | 0.000720 |
| 06043000101 | 14 | 0.005038 |
| 06043000102 | 7 | 0.002519 |
| 06043000200 | 8 | 0.002879 |
| 06043000301 | 22 | 0.007917 |
| 06043000302 | 17 | 0.006117 |
| 06043000400 | 3 | 0.001080 |
| 06045010200 | 2 | 0.000720 |
| 06045010300 | 4 | 0.001439 |
| 06045010500 | 1 | 0.000360 |
| 06045010600 | 11 | 0.003958 |
| 06045010700 | 4 | 0.001439 |
| 06045010801 | 5 | 0.001799 |
| 06045010802 | 3 | 0.001080 |
| 06045010900 | 1 | 0.000360 |
| 06045011001 | 2 | 0.000720 |
| 06045011002 | 3 | 0.001080 |
| 06045011102 | 18 | 0.006477 |
| 06045011200 | 2 | 0.000720 |
| 06045011300 | 4 | 0.001439 |
| 06045011700 | 2 | 0.000720 |
| 06053010202 | 2 | 0.000720 |
| 06053010305 | 3 | 0.001080 |
| 06053010501 | 3 | 0.001080 |

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|-------------|----|----------|
| 06053010605 | 1 | 0.000360 |
| 06053010702 | 2 | 0.000720 |
| 06053010804 | 1 | 0.000360 |
| 06053011000 | 6 | 0.002159 |
| 06053011303 | 1 | 0.000360 |
| 06053011502 | 1 | 0.000360 |
| 06053011602 | 6 | 0.002159 |
| 06053011604 | 5 | 0.001799 |
| 06053011700 | 6 | 0.002159 |
| 06053011801 | 6 | 0.002159 |
| 06053011802 | 3 | 0.001080 |
| 06053011900 | 14 | 0.005038 |
| 06053012000 | 14 | 0.005038 |
| 06053012100 | 5 | 0.001799 |
| 06053012200 | 1 | 0.000360 |
| 06053012401 | 1 | 0.000360 |
| 06053012402 | 4 | 0.001439 |
| 06053012502 | 2 | 0.000720 |
| 06053012700 | 1 | 0.000360 |
| 06053012800 | 22 | 0.007917 |
| 06053013000 | 2 | 0.000720 |
| 06053013200 | 11 | 0.003958 |
| 06053014102 | 1 | 0.000360 |
| 06053014700 | 2 | 0.000720 |
| 06055201403 | 1 | 0.000360 |
| 06055201500 | 1 | 0.000360 |
| 06055201700 | 3 | 0.001080 |
| 06055201800 | 5 | 0.001799 |
| 06055202000 | 3 | 0.001080 |
| 06057000102 | 19 | 0.006837 |
| 06057000103 | 9 | 0.003239 |
| 06057000104 | 8 | 0.002879 |
| 06057000105 | 5 | 0.001799 |
| 06057000200 | 2 | 0.000720 |
| 06057000300 | 8 | 0.002879 |
| 06057000401 | 8 | 0.002879 |
| 06057000402 | 13 | 0.004678 |

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|-------------|----|----------|
| 06057000501 | 9 | 0.003239 |
| 06057000502 | 5 | 0.001799 |
| 06057000600 | 3 | 0.001080 |
| 06057000701 | 35 | 0.012594 |
| 06057000702 | 9 | 0.003239 |
| 06057000801 | 23 | 0.008276 |
| 06057000802 | 11 | 0.003958 |
| 06057000900 | 8 | 0.002879 |
| 06061020200 | 36 | 0.012954 |
| 06061020501 | 3 | 0.001080 |
| 06061020502 | 5 | 0.001799 |
| 06061020601 | 2 | 0.000720 |
| 06061020602 | 1 | 0.000360 |
| 06061021123 | 1 | 0.000360 |
| 06061021203 | 1 | 0.000360 |
| 06061021304 | 1 | 0.000360 |
| 06061021401 | 1 | 0.000360 |
| 06061021501 | 1 | 0.000360 |
| 06061021502 | 1 | 0.000360 |
| 06061021604 | 3 | 0.001080 |
| 06061021801 | 7 | 0.002519 |
| 06061021802 | 3 | 0.001080 |
| 06061021901 | 4 | 0.001439 |
| 06061021902 | 14 | 0.005038 |
| 06061022002 | 17 | 0.006117 |
| 06061022013 | 14 | 0.005038 |
| 06061022014 | 7 | 0.002519 |
| 06061023300 | 1 | 0.000360 |
| 06063000100 | 4 | 0.001439 |
| 06063000202 | 2 | 0.000720 |
| 06063000400 | 3 | 0.001080 |
| 06063000501 | 1 | 0.000360 |
| 06063000502 | 4 | 0.001439 |
| 06069000802 | 1 | 0.000360 |
| 06077005206 | 1 | 0.000360 |
| 06079010002 | 7 | 0.002519 |
| 06079010016 | 1 | 0.000360 |

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|-------------|---|----------|
| 06079010101 | 1 | 0.000360 |
| 06079010300 | 1 | 0.000360 |
| 06079010403 | 6 | 0.002159 |
| 06079010404 | 3 | 0.001080 |
| 06079010503 | 1 | 0.000360 |
| 06079010602 | 1 | 0.000360 |
| 06079010701 | 1 | 0.000360 |
| 06079010703 | 1 | 0.000360 |
| 06079010707 | 5 | 0.001799 |
| 06079010902 | 1 | 0.000360 |
| 06079011001 | 1 | 0.000360 |
| 06079011002 | 1 | 0.000360 |
| 06079011300 | 1 | 0.000360 |
| 06079011503 | 1 | 0.000360 |
| 06079011504 | 1 | 0.000360 |
| 06079011600 | 8 | 0.002879 |
| 06079011701 | 2 | 0.000720 |
| 06079011800 | 3 | 0.001080 |
| 06079012302 | 3 | 0.001080 |
| 06079012304 | 2 | 0.000720 |
| 06079012402 | 1 | 0.000360 |
| 06079012502 | 3 | 0.001080 |
| 06079012503 | 2 | 0.000720 |
| 06079012505 | 1 | 0.000360 |
| 06079012600 | 2 | 0.000720 |
| 06079012702 | 5 | 0.001799 |
| 06079012704 | 4 | 0.001439 |
| 06079012900 | 2 | 0.000720 |
| 06079013000 | 1 | 0.000360 |
| 06081602500 | 1 | 0.000360 |
| 06081602600 | 3 | 0.001080 |
| 06081602700 | 1 | 0.000360 |
| 06081603000 | 2 | 0.000720 |
| 06081603100 | 1 | 0.000360 |
| 06081603300 | 1 | 0.000360 |
| 06081603400 | 3 | 0.001080 |
| 06081603700 | 4 | 0.001439 |

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|-------------|----|----------|
| 06081603802 | 7 | 0.002519 |
| 06081604600 | 1 | 0.000360 |
| 06081605000 | 2 | 0.000720 |
| 06081605700 | 5 | 0.001799 |
| 06081605800 | 2 | 0.000720 |
| 06081606900 | 1 | 0.000360 |
| 06081607100 | 1 | 0.000360 |
| 06081607400 | 1 | 0.000360 |
| 06081608700 | 2 | 0.000720 |
| 06081608800 | 1 | 0.000360 |
| 06081608900 | 2 | 0.000720 |
| 06081609300 | 2 | 0.000720 |
| 06081609400 | 1 | 0.000360 |
| 06081609500 | 4 | 0.001439 |
| 06081609601 | 5 | 0.001799 |
| 06081609700 | 15 | 0.005398 |
| 06081609800 | 14 | 0.005038 |
| 06081609900 | 2 | 0.000720 |
| 06081610000 | 1 | 0.000360 |
| 06081611000 | 1 | 0.000360 |
| 06081611100 | 19 | 0.006837 |
| 06081613200 | 3 | 0.001080 |
| 06081613300 | 4 | 0.001439 |
| 06081613400 | 13 | 0.004678 |
| 06081613502 | 9 | 0.003239 |
| 06081613600 | 12 | 0.004318 |
| 06081613700 | 7 | 0.002519 |
| 06081613800 | 15 | 0.005398 |
| 06081614000 | 6 | 0.002159 |
| 06083001901 | 3 | 0.001080 |
| 06083001903 | 2 | 0.000720 |
| 06083001905 | 2 | 0.000720 |
| 06083002010 | 1 | 0.000360 |
| 06083002808 | 2 | 0.000720 |
| 06085503312 | 1 | 0.000360 |
| 06085503332 | 2 | 0.000720 |
| 06085503334 | 1 | 0.000360 |

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|-------------|----|----------|
| 06085504201 | 1 | 0.000360 |
| 06085504307 | 1 | 0.000360 |
| 06085504308 | 1 | 0.000360 |
| 06085504314 | 1 | 0.000360 |
| 06085504414 | 1 | 0.000360 |
| 06085504416 | 1 | 0.000360 |
| 06085506804 | 1 | 0.000360 |
| 06085506900 | 4 | 0.001439 |
| 06085507001 | 13 | 0.004678 |
| 06085507002 | 9 | 0.003239 |
| 06085507100 | 1 | 0.000360 |
| 06085507206 | 3 | 0.001080 |
| 06085507301 | 3 | 0.001080 |
| 06085507302 | 6 | 0.002159 |
| 06085507401 | 1 | 0.000360 |
| 06085507500 | 3 | 0.001080 |
| 06085507600 | 11 | 0.003958 |
| 06085507702 | 2 | 0.000720 |
| 06085507703 | 1 | 0.000360 |
| 06085510001 | 1 | 0.000360 |
| 06085510002 | 1 | 0.000360 |
| 06085510100 | 1 | 0.000360 |
| 06085510300 | 1 | 0.000360 |
| 06085511702 | 3 | 0.001080 |
| 06085511704 | 8 | 0.002879 |
| 06085511707 | 8 | 0.002879 |
| 06085511800 | 29 | 0.010435 |
| 06085511907 | 3 | 0.001080 |
| 06085511909 | 7 | 0.002519 |
| 06085511910 | 3 | 0.001080 |
| 06085511911 | 6 | 0.002159 |
| 06085511912 | 2 | 0.000720 |
| 06085511914 | 1 | 0.000360 |
| 06085512001 | 1 | 0.000360 |
| 06085512030 | 2 | 0.000720 |
| 06085512037 | 1 | 0.000360 |
| 06085512045 | 1 | 0.000360 |

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| 06085512053 | 1 | 0.000360 |
| 06085512200 | 8 | 0.002879 |
| 06085512305 | 5 | 0.001799 |
| 06085512307 | 1 | 0.000360 |
| 06085512308 | 2 | 0.000720 |
| 06085512309 | 3 | 0.001080 |
| 06085512401 | 1 | 0.000360 |
| 06085512402 | 5 | 0.001799 |
| 06085512503 | 2 | 0.000720 |
| 06085512509 | 1 | 0.000360 |
| 06085512510 | 1 | 0.000360 |
| 06085512602 | 1 | 0.000360 |
| 06085513500 | 1 | 0.000360 |
| 06087100300 | 1 | 0.000360 |
| 06087100500 | 5 | 0.001799 |
| 06087100900 | 1 | 0.000360 |
| 06087101000 | 2 | 0.000720 |
| 06087110700 | 1 | 0.000360 |
| 06087120200 | 14 | 0.005038 |
| 06087120301 | 39 | 0.014034 |
| 06087120302 | 16 | 0.005757 |
| 06087120400 | 41 | 0.014754 |
| 06087120500 | 53 | 0.019072 |
| 06087120600 | 39 | 0.014034 |
| 06087120700 | 14 | 0.005038 |
| 06087120800 | 7 | 0.002519 |
| 06087120900 | 17 | 0.006117 |
| 06087121000 | 22 | 0.007917 |
| 06087121100 | 2 | 0.000720 |
| 06087121200 | 8 | 0.002879 |
| 06087121300 | 4 | 0.001439 |
| 06087121700 | 1 | 0.000360 |
| 06087122001 | 6 | 0.002159 |
| 06087122002 | 11 | 0.003958 |
| 06087122003 | 6 | 0.002159 |
| 06087122100 | 1 | 0.000360 |
| 06087122201 | 5 | 0.001799 |

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|-------------|----|----------|
| 06087122203 | 3 | 0.001080 |
| 06087122300 | 5 | 0.001799 |
| 06087122400 | 23 | 0.008276 |
| 06089010603 | 1 | 0.000360 |
| 06089011500 | 3 | 0.001080 |
| 06089011600 | 1 | 0.000360 |
| 06089011801 | 2 | 0.000720 |
| 06089011900 | 2 | 0.000720 |
| 06089012000 | 1 | 0.000360 |
| 06089012200 | 1 | 0.000360 |
| 06089012301 | 2 | 0.000720 |
| 06089012302 | 1 | 0.000360 |
| 06089012303 | 3 | 0.001080 |
| 06089012400 | 4 | 0.001439 |
| 06089012500 | 7 | 0.002519 |
| 06089012601 | 8 | 0.002879 |
| 06089012603 | 7 | 0.002519 |
| 06089012604 | 2 | 0.000720 |
| 06089012701 | 1 | 0.000360 |
| 06089012702 | 5 | 0.001799 |
| 06091010000 | 5 | 0.001799 |
| 06095252201 | 1 | 0.000360 |
| 06095252315 | 1 | 0.000360 |
| 06095252316 | 1 | 0.000360 |
| 06095252903 | 2 | 0.000720 |
| 06095253204 | 2 | 0.000720 |
| 06095253206 | 1 | 0.000360 |
| 06097150202 | 1 | 0.000360 |
| 06097150303 | 1 | 0.000360 |
| 06097150304 | 2 | 0.000720 |
| 06097150306 | 1 | 0.000360 |
| 06097150500 | 4 | 0.001439 |
| 06097150702 | 1 | 0.000360 |
| 06097150901 | 1 | 0.000360 |
| 06097150902 | 2 | 0.000720 |
| 06097151309 | 1 | 0.000360 |
| 06097151311 | 2 | 0.000720 |

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|-------------|----|----------|
| 06097151502 | 2 | 0.000720 |
| 06097151503 | 2 | 0.000720 |
| 06097151602 | 3 | 0.001080 |
| 06097152202 | 1 | 0.000360 |
| 06097152300 | 1 | 0.000360 |
| 06097152400 | 1 | 0.000360 |
| 06097152501 | 1 | 0.000360 |
| 06097152600 | 5 | 0.001799 |
| 06097152701 | 1 | 0.000360 |
| 06097152906 | 1 | 0.000360 |
| 06097153403 | 4 | 0.001439 |
| 06097153404 | 3 | 0.001080 |
| 06097153501 | 4 | 0.001439 |
| 06097153502 | 4 | 0.001439 |
| 06097153600 | 4 | 0.001439 |
| 06097153703 | 15 | 0.005398 |
| 06097153704 | 10 | 0.003598 |
| 06097153705 | 4 | 0.001439 |
| 06097153706 | 2 | 0.000720 |
| 06097153801 | 1 | 0.000360 |
| 06097153804 | 1 | 0.000360 |
| 06097154100 | 1 | 0.000360 |
| 06097154201 | 2 | 0.000720 |
| 06097154202 | 2 | 0.000720 |
| 06097154302 | 12 | 0.004318 |
| 06097154303 | 15 | 0.005398 |
| 06097154304 | 4 | 0.001439 |
| 06103000100 | 5 | 0.001799 |
| 06103000200 | 6 | 0.002159 |
| 06103000300 | 6 | 0.002159 |
| 06103000400 | 2 | 0.000720 |
| 06103000600 | 2 | 0.000720 |
| 06105000200 | 4 | 0.001439 |
| 06105000400 | 2 | 0.000720 |
| 06107000100 | 7 | 0.002519 |
| 06109001100 | 1 | 0.000360 |
| 06109001200 | 1 | 0.000360 |

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|-------------|----|----------|
| 06109002100 | 12 | 0.004318 |
| 06109002200 | 15 | 0.005398 |
| 06109003100 | 41 | 0.014754 |
| 06109003200 | 16 | 0.005757 |
| 06109004100 | 6 | 0.002159 |
| 06109004200 | 56 | 0.020151 |
| 06109005100 | 2 | 0.000720 |
| 06109005201 | 3 | 0.001080 |
| 06115040901 | 1 | 0.000360 |
| 06115041000 | 7 | 0.002519 |
| 06115041100 | 5 | 0.001799 |

Disability Disaster Access and Resources (DDAR) Program

Through PG&E’s agreements with the CFILC, PG&E provided support to individuals with AFN throughout the entire service area.

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.

Microgrid Incentive Program (MIP)

In 2023, the CPUC approved, with modifications, PG&E, SCE, and SDG&E's proposed implementation plan for the Microgrid Incentive Program (MIP)³⁴ previously referred to in this report as the Community Microgrid Incentive Program (CMIP). The MIP will fund clean community microgrids that support the critical needs of the vulnerable population most likely to be impacted by outages. In combination with PG&E's existing Community Microgrid Enablement Program (CMEP), which provides technical and financial support to facilitate the development of front-of-the-meter, multi-customer microgrids, MIP will provide additional funding on a competitive basis to microgrid projects which have the greatest community, resilience, and environmental benefits. Per D.23-04-034, PG&E will begin providing quarterly reports for MIP projects the quarter after the first application window opens in mid-2024.

Data on participation in MIP is not available by census tract for 2023.

³⁴ D.23-04-034

APPENDIX E – 2023 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.

| 2022 Wildfire Safety-PSPS Outreach Effectiveness Survey – AFN Population | | | | |
|---|------------------|-----------------|------------------|----------------------|
| 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? | | | | |
| | Post-Season 2022 | Pre-Season 2023 | Post-Season 2023 | Post-Season 2023 |
| | Nov/Dec | Aug/Sep | Nov/Dec | Unweighted Base Size |
| | % Yes | % Yes | % Yes | |
| Total Population | 77% | 77% | 73% | 2,635 |
| Total AFN | 74% | 76% | 73% | 2,059 |
| Non-English Speakers | 37% | 63% | 40% | 177 |
| Low-Income | 65% | 69% | 66% | 978 |
| Elderly | 83% | 81% | 83% | 1,050 |
| Has Disability (Net) | 81% | 83% | 80% | 843 |
| • Vision | 81% | 72% | 76% | 129 |
| • Hearing | 86% | 78% | 80% | 184 |
| • Mobility | 79% | 82% | 79% | 316 |
| • Other | 79% | 79% | 77% | 317 |
| Medical Equipment Needs | 81% | 84% | 81% | 629 |
| Medical Baseline Program | 78% | 88% | 83% | 295 |
| AFN Living in High Fire Districts (Tiers 2 & 3) | 90% | 90% | 85% | 640 |
| AFN Recaller (Recalled | 80% | 85% | 83% | 1,076 |

| | | | | |
|----------------|--|--|--|--|
| Communication) | | | | |
| | = Significantly higher than the previous wave at the 95% level of confidence | | | |
| | = Significantly lower than the previous wave at the 95% level of confidence | | | |
| | Bold text = Significantly higher/lower Year-over-Year (YOY) | | | |

Summary:

Roughly three in four AFN customers overall (76%) were familiar with Public Safety Power Shutoffs just prior to peak wildfire season. Awareness of PSPS was generally consistent between the three most recent waves.

Awareness of PSPS changed between the Pre-Season and Post-Season waves for some AFN segments:

- Overall AFN: from 76% Pre-Season to 73% Post-Season.
- Non-English Speakers: increased from 37% in 2022 to 63% Pre-Season 2023, then dropped back to Post-Season levels (40%).
- Awareness among the hard-of-hearing significantly declined in the Pre-Season wave but increased again in the Post-Season.
- Awareness among Medical Baseline customers significantly increased from 78% in 2022 to 88% Pre-Season 2023, then dropped to 83% in the 2023 Post-Season wave.

Awareness of PSPS remains high overall. Nine out of ten AFN customers living in HFTD Tiers 2 & 3 were aware of PSPS prior to wildfire season and that it could result in de-energization.

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.

| 2022 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...? | | | | |
| | Post-Season 2022 | Pre-Season 2023 | Post-Season 2023 | Post-Season 2023 |
| | Nov/Dec | Aug/Sept | Nov/Dec | Unweighted Base Size |
| | T2B % | T2B % | T2B % | |
| Total Population | 71% | 72% | 72% | 2,635 |
| Total AFN | 71% | 72% | 73% | 2,059 |
| Non-English Speakers | 69% | 76% | 63% | 177 |
| Low-Income | 68% | 69% | 66% | 978 |
| Elderly | 75% | 75% | 76% | 1,050 |
| Has Disability (Net) | 69% | 71% | 73% | 843 |
| • Vision | 63% | 70% | 72% | 129 |
| • Hearing | 72% | 73% | 76% | 184 |
| • Mobility | 70% | 67% | 73% | 316 |
| • Other | 68% | 65% | 68% | 317 |
| Medical Equipment Needs | 69% | 73% | 71% | 629 |
| Medical Baseline Program | 71% | 75% | 71% | 295 |
| AFN Living in High Fire Districts | 85% | 84% | 87% | 640 |
| AFN Recaller (Recalled Communication) | 77% | 79% | 80% | 1,076 |
| | = 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. Nearly three out four of all AFN customers (72% Pre/73% Post) felt “somewhat” or “very” prepared to be without power for 24-48 hours, in-line with 71% one year earlier. A somewhat higher percentage of AFN Non-English speakers felt prepared (76%) in the Pre-Season wave but significantly declined in the Post-Season wave to 63%. Otherwise, there was minimal variation between the three waves. The level of preparedness ranges from 63%-87% overall, and 77%-80% among Recallers, suggesting that the outreach has had a positive impact.

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

| 2022 Wildfire Safety-PSPS Outreach Effectiveness Survey | | | | |
|---|----------------------------|-----------|-----------------|-----------|
| PQ1. Did you receive any PSPS alerts or notifications in the past few months? | | | | |
| | Post-Season 2023 (Nov/Dec) | | | |
| | AFN Population | | Null Population | |
| | % Yes | Base Size | % Yes | Base Size |
| Total Population | 22% | 2,635 | n/a | n/a |
| Total AFN | 23% | 2,059 | 18% | 576 |

Summary:

Nearly one in four (23%) AFN customers self-reported receiving PSPS alerts or notifications in 2023 versus 18% of Non-AFN customers. However, after matching against internal records, only 48 survey respondents in the Post-Season wave actually received a PSPS notification in 2023 (or about 1% of all respondents). There were three PSPS events between August 30 and December 15 whereby 11,651 customers received notifications and 4,940 were de-energized. Those who received a PSPS notification accounted for less than 0.5% of the total customer base.

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

| 2022 Wildfire Safety-PSPS Outreach Effectiveness Survey | | |
|---|---|--|
| Q13. In what ways could PG&E improve their communications about wildfire preparedness? | | |
| Non-English Speakers | <i>Provide information in several languages so that everyone in the community can comprehend and abide by the safety regulations.</i> | <i>Work together with local leaders and organizations to spread awareness of wildfire preparedness.</i> |
| Low-Income | <i>Provides an outage update mobile app with push notifications.</i> | <i>I would kind of like to see them come out with a list of the 5 biggest causes of fires and what people can do, what to do if you're caught in a sudden emergency.</i> |
| Elderly | <i>A little more specific to the community, where we live. The communications are more general, and I want to see more specific to our community.</i> | <i>[There] should be more local communication with meetings at schools, communities, or organization[s].</i> |
| Poor Vision | <i>Flyers not all people have cell phones or email addresses.</i> | <i>Information about resources for people with disabilities emergency preparedness.</i> |
| Poor Hearing | <i>Instead of linking to other websites use social media as platform to view posters and images to promote safety.</i> | <i>Send out more mail.</i> |
| Medical Baseline/ Medical Equipment Needs | <i>Information about resources for people with disabilities.</i> | <i>Use MORE local news --radio, TV, & new papers to provide this kind of information.</i> |

| | | |
|--------------|--|--|
| Other | <i>They could give a little bit more detailed information, they could say here is what you can do, they could run a commercial. They did send me a link on the flyer to take the quiz to find out if you are wildfire ready.</i> | <i>Putting emphasis on not to panic, respectful and to help neighbors when possible.</i> |
|--------------|--|--|

| 2022 Wildfire Safety-PSPS Outreach Effectiveness Survey | | |
|--|---|---|
| PQ19. In your opinion, what can PG&E do to improve their communications regarding Public Safety Power Shutoffs? | | |
| Non-English Speakers | <i>Utilize social media platforms to share real-time updates, evacuation routes, and safety tips during wildfire events.</i> | <i>Use a variety of communication channels, including community bulletin boards, local TV, and radio, to reach residents who may not have access to digital platforms.</i> |
| Low-Income | <i>Have more accurate and swifter notifications about power being turned on.</i> | <i>Get information in the mail and television more.</i> |
| Elderly | <i>It would be helpful to know how widespread the planned PSPS shutdowns are. A map of the outage would be helpful, so we know in what direction to find places with power. Texts are very helpful.</i> | <i>Clear warning ahead of time with an estimate of the duration of the power shut off and the reason for it.</i> |
| Poor Vision | <i>Use Text as primary form of contact.</i> | <i>Send more information for shelter, or where to get reimbursement for a hotel it would be helpful, possibly create an app to see the fire hazards and safety. track fire.</i> |
| Medical | <i>Just better communication,</i> | <i>Keep info coming, especially on</i> |

| | | |
|--|---|--|
| Baseline/ Medical Equipment Needs | <i>letting people know prior to power off especially those on PG&E medical baseline.</i> | <i>radio, TV, newspapers, social media, phone calls or texts.</i> |
| Other | <i>Our police dept wants us to install an app called Everbridge for disaster alerts but I don't know if PG&E uses it and haven't received any alerts from it yet.</i> | <i>Improve their estimates for when the power will be restored, we are shut off longer than what they tell us.</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 F – DDAR AND PBP RESEARCH RESULTS

Disability Disaster Access & Resources (DDAR) Evaluation Research

A short 4- minute online survey was conducted in December 2023 among Disability Disaster Access & Resources program applicants, resulting in 160 completed surveys.

53% of customers were satisfied with the overall DDAR program. And while only 30% of customers had experienced a PSPS event or other wildfire safety outage since joining the program, 52% felt more prepared for a future PSPS event or other wildfire safety outage as a result of being in the program.

Portable Battery Program (PBP) Evaluation Research

A short 4-minute online survey was conducted in November and December 2023 among income-qualified MBL customers and self-identified vulnerable customers at risk of wildfire safety outages enrolled in the Portable Battery Program, resulting in 359 completed surveys.

94% of customers were satisfied with the overall program. Approximately 37% of respondents experienced a PSPS event or other wildfire safety outage since participating in the program, and 87% of those customers used their battery during the outage. Among those who used their portable batteries during a PSPS event or other wildfire safety outage, 96% 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 91% indicated feeling more prepared for a future outage, and 92% were confident the medical device(s) would continue working during a future outage.

Beginning in 2022, the program expanded its offerings beyond just the portable battery that included an extension cord for the battery, mini fridge for medications and a cooler pack for insulin for qualified customers; data is not available for these offerings as few customers have received and used these products.

**APPENDIX G – PG&E’S QUARTERLY PROGRESS REPORT OF ACTIVITIES
BETWEEN OCTOBER 1, 2023, AND DECEMBER 31, 2023**

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

Quarterly Progress Report of Activities
between October 1, 2023 and December 31,
2023



February 1, 2024

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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 toward meeting our 2023 PSPS Access and Functional Needs (AFN) Plan and the impact of our efforts to support the AFN and vulnerable population during proactive de-energization (also known as Public Safety Power Shutoff (PSPS)). This update addresses our efforts between October 1, 2023 and December 30, 2023.

Since last reporting progress on PG&E's AFN activities on October 1, 2023, PG&E has achieved the following significant milestones to help serve our most vulnerable customers before, during, and after a PSPS:

- PG&E collaborated with the California Department of Rehabilitation (DOR) to provide a statewide webinar and local PG&E territory specific webinar to their constituents and partner agencies. Topics included PSPS Support Services, Medical Baseline Program participation, Customer Assistance programs and AFN Self-Identification/ Vulnerable programs.
- PG&E added an American Sign Language (ASL) Interpreter to our Daily Resource Partner call during PSPS activations.
- The Disability Disaster Access and Resources (DDAR) engaged with 14 AFN customers during the December 15 PSPS.
- CA Network of 211 engaged with 12 AFN customers during the December 15 PSPS.
- PG&E continued running MBL Program ads on TV in High Fire Risk Areas (HFRA).

1 CONCEPT OF OPERATIONS | HOW

1.1 Preparedness/Readiness (Before Power Shutoff)

1.1.1 Emergency Operations Center

In Q4, PG&E activated the Emergency Operations Center to support the PSPS on December 15. The Customer Care and AFN Liaison role were activated to support AFN individuals and CBOs.

1.1.1.1 Preparation Exercises

In Q4, PG&E did not conduct any PSPS preparation exercises.

1.1.1.2 Training

In Q4, PG&E did not hold any PSPS dedicated training for our AFN EOC team.

1.1.1.3 AFN Liaison

In Q4, the AFN Liaison role was activated to support the potential PSPS in December 15. This dedicated team, including the AFN Strategy Lead and AFN Advisor, maintained ongoing communications with CBOs leading up and during the potential PSPS.

1.1.1.4 Customer Care

In Q4, PG&E had one PSPS activations. PG&E's Customer Service Representatives (CSR) responded to customer inquiries leading up to and during the PSPS. CSRs were able to confirm contact information, assist customers with an application for the MBL Program, indicate language preference, self-identifying as vulnerable³⁵, and/or self-identifying that a person in their household has a disability³⁶.

1.2 AFN Identification Outreach

PG&E continues to plan outreach campaigns to customers who self-identified AFN. We completed our planned outreach in Q4 and will continue to reach this community in new ways in 2024.

See Section 1.5.2 for customer enrollments by month in the MBL program.

The CPUC Phase 3 PSPS Guidelines stipulate that “persons reliant on electricity to

³⁵ In accordance with D.12-03-054, customers that are not enrolled or do not qualify for the MBL 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 customer submits 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.

³⁶ 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, for 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).

maintain necessary life functions, including durable medical equipment (DME) and assistive technology (AT)” 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 Guidelines³⁷.

Table 1 provides the types and counts of customers identified above and beyond the MBL program as of September 30, 2023.

Table 1. Types and Counts of Customers Above and Beyond MBL Program³⁸

| Types of Customers Above and Beyond MBL Program | Number of Customers (through December 31, 2023) |
|---|--|
| Self-identify to receive an in-person visit before disconnection for non-payment (e.g., vulnerable)³⁹ | 3,043 |
| Self-identify as having a person with a disability in the household (e.g., “disabled”)⁴⁰ | 26,966 |
| Preference to receive utility communications in non-standard format (e.g., in Braille or large print) | 1,081 |
| Durable Medical Equipment (DME)⁴¹ | 47,130 |
| Assistive Technology (AT) | 8,049 |

³⁷ D.20-05-051, Appendix A.

³⁸ Counts of customers are not mutually exclusive. Customers may self-identify under multiple types.

³⁹ In accordance with D.12-03-054, customers that are not enrolled or do not qualify for the MBL 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 customer submits 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.

⁴⁰ 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, for 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).

⁴¹ Self-Identify as reliant on DME and AT

1.3 AFN Support Resources

To support and prepare 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. A progress update on PG&E's programs and available resources are below. For additional information about PG&E's programs and available resources, see the 2023 AFN Plan for PSPS Support.

1.3.1 California 211 Network Providers (211) Care Coordination & Referral Service

PG&E's partnership with 211 connects customers with approximately 11,000 CBOs and government agencies across PG&E's service area.

211 provides PSPS needs screening via incoming calls and texts, outbound efforts, and in-person visits to identify the needs of households before, during, and after PSPS activations. Needs screening efforts also help identify households with AFN who may need assistance preparing for emergencies. In addition to these calls and texts, 211 provides Care Coordination. Through the Care Coordination process, individuals will undergo an intake assessment with a 211 Care Coordinator, including their current household situation, electricity needs, and medication and/or assistive technology usage to determine their needs before and during a PSPS. Care Coordination provides a personalized safety plan that will list the individual's emergency contacts, local emergency or customer organizations' contact information, health, and medical information, etc. During a PSPS, 211 Care Coordinators will contact the individual customer to check whether they require additional support.

In Q4, PG&E continued to have regular working meetings with 211 to provide guidance and discuss program enhancements. PG&E worked directly with 211 to support AFN customers who were impacted during the December 15 PSPS.

1.3.2 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.

1.4 Customer Resiliency Programs and Continuous Power Solutions

PG&E offers solutions to reduce adverse impacts from PSPS on customers, including

those most vulnerable. In Q4 2023, PG&E continued to work with partner organizations to provide outreach and support to customers with AFN. Below is a progress update on our customer resiliency programs and continuous power solutions. For additional information about our customer resiliency programs and continuous power solutions, see our 2023 AFN Plan for PSPS Support.

1.4.1 Disability Disaster Access and Resources (DDAR) Program

In 2023, PG&E continued its partnership with the California Foundation for Independent Living Centers (CFILC) through the DDAR Program to deliver a readiness program that supports people with disabilities, older adults, and customers using durable medical equipment and assistive technology that is required to live independently.

In Q4, DDAR engaged with 14 AFN customers during the December 15 PSPS. Table 2 includes the number of customer energy assessments and resources provided to customers through DDAR. PG&E will continue to provide these resources to customers through DDAR before, during, and after future PSPS.

Table 2. 2023 DDAR Program Resources Provided to Customers

| Resources/Engagement with Customers Before, During, and After PSPS | Resources Provided to Customers | | | |
|--|---------------------------------|-----|-----|-----|
| | Q1 | Q2 | Q3 | Q4 |
| Customer Energy Assessments | 733 | 561 | 923 | 528 |
| Batteries Delivered | 272 | 170 | 68 | 323 |
| Food Vouchers | 0 | N/A | 56 | 0 |
| Hotel Stays | 0 | N/A | 15 | 0 |
| Gas Cards | 0 | N/A | 3 | 0 |
| Transportation | 0 | N/A | 0 | 0 |

1.4.2 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 and deliver 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 3 for an overview of relevant SGIP ERB application and interconnection metrics

as of December 31, 2023.

Table 3. SGIP ERB and Interconnection Metrics

| | |
|---|---|
| <p>Key Application Metrics</p> | <p>5,237 Equity Resiliency Budgets paid (\$210.7M) as of December 2023</p> <p>8,959 applications received inception to date since SGIP Equity Resiliency Budgets opened in May 2020, including submitted and cancelled applications.</p> <ul style="list-style-type: none"> • 4,306 MBL (including 0 waitlisted) • 3,951 well pump (including 0 waitlisted) • 177 commercial, educational, small business, and multi-family (including 0 waitlisted) • 0 waitlisted • 98% residential versus 2% commercial, educational, small business, and multi-family • Total allocated: \$86.6M MBL, \$67.1M well pumps, \$37M commercial and multi-family |
| <p>Key Interconnection Metrics</p> | <p>December 2023 inception-to-date 5,294 projects interconnected to grid:</p> <ul style="list-style-type: none"> • 2,945 MBL • 2,227 well pump |

1.4.3 Portable Battery Program (PBP)

The PBP offers direct-to-customer outreach, assessments, and battery deliveries. The program relaunched this year with a target population of MBL and SIV customers who have experienced at least one PSPS in 2021 or at least 5 EPSS outages in 2022. Contracts were signed in Q2, and the program ramped up in Q3 and Q4 2023.

Table 4. includes PG&E’s quarterly progress on outreach and batteries delivered to customers before, during, and after 2023 PPS.

Table 4. 2023 PBP Outreach

| Outreach and Batteries Delivered to Customers Before, During, and After PSPS | Q1 | Q2 | Q3 | Q4 |
|---|-----------|-----------|-----------|-----------|
| Customers Reached | 72 | 0 | 3,676 | 4,124 |
| Customers Assessed | 30 | 2 | 2,800 | 2,160 |
| Batteries Delivered | 143 | 13 | 1,348 | 2,380 |
| Mini Fridges Delivered | 17 | 1 | 281 | 208 |
| Insulin Cooler Wallets Delivered | 15 | 2 | 99 | 179 |
| Extension Cords delivered | 76 | 4 | 231 | 426 |

1.4.4 Generator and Battery Rebate Program (GBRP)

PG&E’s GBRP provides a \$300 rebate to customers located in Tiers 2 or 3 HFTDs or are serviced by an Enhanced Powerline Safety Settings (EPSS) circuit. Customers 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 31,2023, whichever date is sooner.

In 2021, PG&E launched the Backup Power Transfer Meter (BPTM) pilot to install BPTMs for customers who participated in the GBRP and had compatible generators. The BPTM device is a meter that is also a transfer switch that will automatically switch power to a connected generator when it detects the grid is offline and switch back to the utility once the grid is back on.

Table 5 includes PG&E’s quarterly progress on the number of rebates PG&E paid to customers and the number of customers with BPTM devices installed.

Table 5. 2023 GBRP Rebates and BPTM Devices Installed

| GBRP Rebates and BPTM Devices Provided to Customers Before, During, and After PSPS | Q1 | Q2 | Q3 | Q4 |
|---|-----------|-----------|-----------|-----------|
| Number of Rebates Paid to Customers | 535 | 825 | 826 | 774 |
| Number of Customers who had BPTM Devices Installed ⁴² | 288 | 1044 | 713 | 597 |

1.4.5 Residential Storage Initiative

In 2022, PG&E launched the Residential Storage Initiative (RSI), a home battery energy storage program to support vulnerable, low-income customers during wildfire safety outages. In 2023, the program was expanded to also include MBL customers. Since the program launched, PG&E provided permanent battery systems at no cost to 469 residential customers who had been frequently impacted by outages because of PG&E’s EPSS program, with dozens more scheduled for installation in Q1 2024. Eligible customers were enrolled in the California Alternate Rates for Energy (CARE) program or the Medical Baseline program; did not already have a customer resiliency solution (such as a battery or permanently installed generator); and had experienced the most frequent safety-related outages. PG&E anticipates scaling up the offering in 2024 and beyond to help ensure that the risks of PSPS and EPSS continue to be minimized for the most impacted customers.

1.5 Customer Assistance Programs

For general information about PG&E’s customer assistance programs, see our 2023 AFN Plan for PSPS Support.

1.5.1 Food Replacement Options and Other CBO Resources

Table 6 includes the quarterly update on our partnerships associated with food bank programs, meals on wheels providers, and other food resources. A full list of Food Bank

⁴² In 2023 PG&E processed and attempted to install 3,064 BPTM customer installs of which 2,633 were installed and 431 were cancelled due to customer installation issues.

Partners can be found in Appendix C, Meals on Wheels Providers in Appendix D, CBO Resource Partners with active agreements for PSPS Support in Appendix E, and Accessible Transportation Partners in Appendix F.

Table 6. Food Resource Partnerships Agreements Executed

| 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 | 25 | 2 | 25 | 0 | 7 | 0 |
| Q2 | 25 | 0 | 25 | 0 | 7 | 0 |
| Q3 | 25 | 0 | 25 | 0 | 7 | 0 |
| Q4 | | | | | | |

1.5.1.1 Community Food Bank Support

PG&E recognizes food replacement is a critical need for some individuals with AFN, particularly those with low income. PG&E has an existing relationship with the California Food Bank Association and provided resilience grants to various regional food banks in Q3. PG&E also continues to establish agreements with food banks throughout its service area to seek additional support for customers experiencing food loss resulting from PSPS.

PG&E continued to explore opportunities for additional partnerships. Additionally, PG&E will continue to offer grants to affected food banks within our service territory to provide critical services to vulnerable customers during emergencies, including wildfires, power outages, and PSPS. In Q4 2023, Community Food Bank providers did not provide services during the December 15 PSPS.

1.5.1.2 Meals on Wheels Partnerships

PG&E has partnered with Meals on Wheels providers throughout the service area to provide seniors 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 on additional resources available through PG&E. In Q4 2023, Meals on Wheels did not

provide services during the December 15 PSPS.

1.5.1.3 Grocery Delivery Services

Food for Thought, based in Sonoma County, provides groceries to customers impacted by a PSPS and homebound due to advanced medical conditions (e.g., COVID-19, congestive heart failure, HIV/AIDS). Groceries provide the participating individual with enough food for three meals a day for a week.

In Q4, grocery delivery services were not provided since Sonoma County was not in scope for the December 15 PSPS.

1.5.1.4 Family Resource Centers

In 2021, PG&E established partnerships with Cope Family Center, a family resource center, to provide families experiencing food loss with grocery gift cards depending on family size. Cope Family Center provides support in Napa County.

In Q4, the family resource centers did not provide gift cards during the December 15 PSPS since Napa County was not in scope.

PG&E continues to look for opportunities to expand agreements to additional family resource centers throughout the service area.

1.5.1.5 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 Q4, fresh produce was not provided since Plumas County was not in scope during the December 15 PSPS.

1.5.1.6 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 Q4, portable shower and laundry services were not provided during the December 15 PSPS due to limited scope in Butte County.

1.5.1.7 Accessible Transportation

PG&E provides accessible transportation for customers to Community Resource Centers (CRC) or hotels through the DDAR Program and 211. In addition, PG&E has established agreements with accessible transportation partners that allow customers to coordinate accessible transportation with the provider directly. Expanded accessible transportation is available in El Dorado, Fresno, Shasta, Solano, Sonoma, Marin, and San Francisco counties. PG&E continues to explore opportunities to expand these agreements to other providers.

In Q4, PG&E's accessible transportation providers did not provide services since El Dorado, Fresno, Shasta, Solano, Sonoma, Marin, and San Francisco counties were not in scope during the December 15 PSPS.

1.5.2 Medical Baseline Program

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 Program⁴³ (see Section 1.7.1, which describes the outreach we conducted to drive enrollment in the program). In Q4, PG&E had 3,736 Master Meter Tenants enrolled in the MBL Program, an increase of 0.1% since the last reporting enrollment in our Q3 2023. Table 7 shows the growth in enrollments by month of customers enrolled in the MBL Program.

⁴³ On September 23, 2021, the CPUC released the final resolution E-5169, "Implementing Improvements to MBL Programs and Affirming Compliance with SB 1338." Pursuant to this resolution, PG&E, SCE, and SDG&E will establish a goal to increase MBL 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.

Table 7. MBL Program Customer Enrollments (Jan 1 – December 31, 2023)

| | Jan | Feb | Mar | April | May | June | July | Aug | Sept | Oct | Nov | Dec | YTD |
|---|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|
| Total Start of Month MBL Customers | 274,355 | 275,221 | 275,765 | 277,078 | 279,043 | 279,993 | 280,528 | 281,787 | 282,711 | 281,608 | 281,283 | 282,323 | 282,323 |
| New MBL Customers | 2,588 | 2,390 | 3,677 | 3,864 | 3,672 | 2,950 | 3,536 | 3,913 | 1,702 | 2,141 | 3,913 | 2,787 | 37,133 |
| MBL Customers Removed | 1,722 | 1,846 | 2,364 | 1,899 | 2,722 | 2,415 | 2,277 | 2,989 | 2,805 | 2,466 | 2,873 | 2,184 | 28,562 |
| Total End of Month MBL Customers | 275,221 | 275,765 | 277,078 | 279,043 | 279,993 | 280,528 | 281,787 | 282,711 | 281,608 | 281,283 | 282,323 | 282,926 | 282,926 |

1.5.3 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 the service territory.

Through the end of Q4 2023, PG&E's ESA contractors continued to share information about emergency preparedness, PSPS, and other financial assistance programs with 64,542 customers through in-home educational activities, following all public safety protocols and some virtually due to health concerns.

Through the ESA Plus Program, PG&E has been 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. Through the end of Q4, ESA Program has provided 50 cold storages to customers.

1.5.4 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. About 1.4 million⁴⁴ customers are receiving bill discounts through these two programs. In 2023, PG&E held numerous CBO trainings. In Q4, a bi-annual CBO training on various bill assistance and supporting programs was held. Training also highlighted emergency preparedness programs and a PSPS overview to be used in holistic customer education about relevant PG&E programs during enrollment. Additionally, PG&E holds focused training highlighting specific programs. In Q4, we held a training on Electric Vehicle Programs.

1.6 PSPS Preparedness Outreach and Community Engagements

1.6.1 PG&E Advisory Boards/Councils

In 2023, PG&E was committed to ongoing engagement with external stakeholders, Public Safety Partners, and advisory boards/councils to gain feedback on its approaches to serving customers before, during, and after PSPS. The following section describes our Q4 2023 engagement, the feedback we received, and how PG&E plans to incorporate the feedback to enhance the customer experience.

⁴⁴ CARE: 1,432,409 million, FERA: 38,483

Table 8. Summary of Consultation with Advisory Boards and Councils

| People with Disabilities and Aging Advisory Council (PWDAAC) | |
|--|--|
| Meeting | <p>Date: December 12, 2023</p> <p>Location: Virtual</p> <p>Purpose: Bring organizations supporting AFN customers with PG&E’s leaders, to connect and collaborate, discuss relevant topics, highlight progress made, and identify areas for improvement in how PG&E’s programs support seniors and individuals with disabilities.</p> |
| Summary of Engagement | <ul style="list-style-type: none"> • Generator and Battery Safety • Financial Assistance Programs • Enhanced Community Support During Winter Storms <ul style="list-style-type: none"> ○ Support during Winter Storms versus Public Safety Power Shutoffs ○ AFN support during an emergency form an all-hazards response ○ Community-Based Organization (CBO) Partnership overview within service area • 2024 Planning <ul style="list-style-type: none"> ○ Expanded council leadership to include PG&E’s ADA Coordinator, Jennifer Nerida as co-sponsor |
| Feedback | <ul style="list-style-type: none"> • Extend PWDAAC quarterly meeting as far in advance as possible for scheduling accommodations. |
| Action Items Guided by Feedback | <p>Completed Actions This Quarter:</p> <ul style="list-style-type: none"> • Sent out survey to existing PWDAAC council members for feedback on enhancement opportunities <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"> • PG&E to re-elevate PWDAAC goals, cadence, and membership |

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| | <ul style="list-style-type: none"> • Survey to follow every meeting to solicit feedback from council participants |
| Future Meeting(s) | Q1 2024 (TBD) |

| Access and Functional Needs Collaborative Council Meeting⁴⁵ | |
|---|---|
| Meeting | <p>Date: November 13, 2023</p> <p>Location: CalOES 10370 Peter A McCuen Blvd, Mather, CA 95655 and Virtual</p> <p>Purpose: Provide a forum for open conversation and collaboration on developing a vision for the blueprint for sharing best practices, discussing potential resource expansion for customers with Access and Functional Needs and reviewing All-Hazards response plans.</p> |
| Summary of Engagement | <ul style="list-style-type: none"> ○ Blueprint for Sharing Best Practices <ul style="list-style-type: none"> ○ Collaborative Council aligned on developing core working group to lead development of blueprint for sharing best practices. <ul style="list-style-type: none"> ▪ Core working group will begin reviews in January and aim to finalize project in March/April. ▪ Core working group will consist of Vance Taylor (Cal OES), Tom Smith (PG&E), Ryan Bullard (SCE) and Danielle De Clercq (SDG&E). • Prepare for Power Down <ul style="list-style-type: none"> ○ Joint IOUs shared highlights of Prepare for Power Down Phase 2 features and development and outlined timeline for Phase 2 completion. ○ IOU-specific information and resources will be shared with webpage users who provide their zip code, |

⁴⁵ See Appendix A for the AFN Collaborative Council Participants.

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| | <p>streamlining information about customer programs and resources.</p> <ul style="list-style-type: none">○ Joint IOUs are beta testing the AFN user experience of PrepareforPowerDown.com and requested collaboration from CBO partners: DOR, the California Center for the Blind and 211.● PSPS Mitigation Resources● Joint IOUs provided overview of current PSPS mitigation resources and challenges and successes.● All Hazards Response<ul style="list-style-type: none">○ Joint IOUs shared resources considered and coordination procedures with agency leading emergency efforts during All-Hazards responses.<ul style="list-style-type: none">▪ In All-Hazards situations, the main priority for the IOUs is the safe restoration of gas and electric services.▪ The Joint IOUs look to the lead jurisdiction in these events and work primarily at their request to deploy appropriate resources and support.▪ The Joint IOUs communicate with customers about service outages throughout All-Hazard events.▪ Established that during an All-Hazards response, support begins after IOU EOC activation.● Q1 2024 Collaborative Council Planning<ul style="list-style-type: none">○ Collaborative Council aligned on the following goals and priorities for 2024:<ul style="list-style-type: none">▪ More clearly define and call out KPIs for tracking progress around AFN programs.▪ Develop blueprint for shared success and jointly share the blueprint with key stakeholders. |
|--|---|

| | |
|------------------------|---|
| | <ul style="list-style-type: none"> ▪ Continued improved coordination of Collaborative Council and proactive use of Collaborative Council while solving key issues. • Align on questions for Joint IOUs to utilize in post-PSPS season survey. |
| <p>Feedback</p> | <ul style="list-style-type: none"> • Prepare for Power Down Phase 2 <ul style="list-style-type: none"> ○ Collaborative Council discussed confirming if MBL criteria is consistent across the Joint IOUs and the recertification cadence for individuals with permanent disabilities. • PSPS Mitigation Resources <ul style="list-style-type: none"> ○ Collaborative Council suggested following expansions of PSPS mitigation resources: <ul style="list-style-type: none"> ▪ Improvement of availability and on-demand taxi services at no-cost for evacuees. ▪ Developing a designated, consistent phone number to be used for AFN needs during PSPS or other utility-caused events. ▪ Reviewing language options that pre-event messaging and notifications are shared through via social media – (e.g. adding an ASL link) ▪ Leaving MBL and Self ID Vulnerable customers with a list of resources to use after verifying they received the pre-notifications incase help is needed at a future time. ▪ Providing checklists and preparedness packages ahead of time that included mitigation lists. ○ Collaborative Council suggested that IOUs align on consistent list of PSPS mitigation resources to include in customer post-event surveys. • All-Hazards Response <p>Collaborative Council discussed how proactive preparedness messaging can be used in 2024 so</p> |

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| | <p>customers can understand when they should reach out for support ahead of time.</p> |
| <p>Action Items Guided by Feedback</p> | <p>Completed Actions This Quarter:</p> <ul style="list-style-type: none"> • Joint IOUs provided confirmation that the MBL criteria is consistent across the utilities. • Coordinated working group establishment for blueprint for sharing best practices. • SDG&E to provide Collaborative Council with list of PSPS services outlined in PSPS study. • Schedule working session to meet with CAL OES communications team regarding Prepare for Power Down soft launch planning. <p>On-Going Actions:</p> <ul style="list-style-type: none"> • CPUC representative to identify additional opportunities to jointly present the AFN/Joint IOU progress made to the CPUC. • Collaborative Council to coordinate potential guest speaking opportunity during respective upcoming meetings, including: <ul style="list-style-type: none"> ▪ Disability Rights California monthly staff meeting ▪ Statewide AFN Community Advisory Committee ▪ State Council on Developmental Disabilities meetings • Collaborative Council to provide names of statewide disability leaders with capacity and networks to connect with the IOUs. <p>Future Actions:</p> <ul style="list-style-type: none"> • Provide Medical Baseline Allowance Program materials to the Collaborative Council for amplification. |

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|------------------------------|--|
| | <ul style="list-style-type: none"> Facilitate coordination on developing a survey for understanding opportunities Access and Functional Needs resource expansion. |
| IOU Responsible Owner | Chris Zenner, Vice President Residential Services & Digital Channels |
| Future Meeting(s) | Q1 2024 |

| Statewide Joint IOU Advisory Council⁴⁶ | |
|--|--|
| Meeting | <p>Date: December 4, 2023</p> <p>Location: Virtual</p> <p>Purpose: Provide updates on the 2023 PSPS season, 2023 AFN Plan KPIs and share an update regarding the draft 2024 AFN plan.</p> |
| Summary of Engagement | <ul style="list-style-type: none"> PSPS Season Update <ul style="list-style-type: none"> Joint IOUs shared summary of 2023 PPS activations in each IOU service territory and shared key learnings. AFN Plan Update <ul style="list-style-type: none"> Joint IOUs reviewed the 2024 AFN Plan Timeline, shared status update and identified 2024 AFN Plan Core Objectives. 2023 AFN Plan KPIs Joint IOUs reviewed 2023 AFN Plan Key Performance Indicators. |
| Feedback | Joint IOUs to consider suggestion of adopting a uniform naming convention for PPS activations and corresponding reports. |
| Action Items Guided | <ul style="list-style-type: none"> Completed Actions This Quarter: |

⁴⁶ See Appendix B for the Joint IOU AFN Advisory Council List of Participants.

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| by Feedback | <ul style="list-style-type: none"> • SCE confirmed four PSPS events led to de-energization since December 4, 2023. • On-Going Actions: N/A • Future Actions: N/A |
| Future Meeting(s) | Q1 2024 |

| Local Government Advisory Councils and Working Groups | |
|--|---|
| Meeting | <p>Date: Thursday, December 14</p> <p>Location: Microsoft Teams</p> <p>Purpose: Collect feedback regarding proposed CWSP improvements from a subset of city, county, and tribal emergency managers.</p> |
| Summary of Engagement | <ul style="list-style-type: none"> • Provided an update regarding the Undergrounding program and requested feedback. <ul style="list-style-type: none"> ○ Shared an update about the 2023-2026 General Rate Case. • Reviewed the October Wind Event and requested feedback. <ul style="list-style-type: none"> ○ Shared the mitigations utilized to reduce wildfire risk. <p>Inquired about support needed from PG&E in Santa Clara County.</p> |
| Feedback | <ul style="list-style-type: none"> • A representative from Santa Clara County inquired about Undergrounding and Overhead Hardening criteria and workplans in their region. • A representative from Santa Clara County shared they feel appropriate support and noted the San Jose El Patio Feeder Swap Project was a substantial public safety and community added value. |

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| | <ul style="list-style-type: none"> A representative from Santa Clara County noted the hardening of the Hicks lines continues to be a priority for the region. <p>A representative from Santa Clara County suggested we cover Microgrids during a future meeting.</p> |
| Action Items Guided by Feedback | <p>Completed Actions This Quarter: N/A</p> <p>On-Going Actions: N/A</p> <p>Future Actions: N/A</p> |
| Future Meeting(s) | TBA |

| Communities of Color Advisory Group | |
|--|---|
| Meeting | <p>Date: December 6, 2023</p> <p>Location: Virtual meeting</p> <p>Purpose: 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</p> |
| Summary of Engagement | <ul style="list-style-type: none"> PG&E presented on Small Business Resources. PG&E shared the CBO Advocate Outreach Grant with the Advisory Group that supports outreach and education for financial assistance and support programs for customers. |
| Feedback | <ul style="list-style-type: none"> The advisory group requested a presentation on the Electric Vehicle Rebate programs and for updates from CBOs on the Advocate Outreach Grant. The Advisory Group requested at least two in-person meetings for 2024. |
| Action Items Guided by Feedback | <p>Completed Actions This Quarter: N/A</p> <p>On-Going Actions: N/A</p> <p>Future Actions: Presentation on EV Rebate Program at Q1 meeting.</p> |
| Future Meeting(s) | February 7, 2024 |

1.6.2 Statewide Website for AFN Solutions

PrepareforPowerDown.com (P4PD) is a Joint IOU website created as a centralized resource for statewide CBO and agencies serving AFN communities, providing easy access to IOU information on PSPS preparedness and resources. The website offers downloads, including the Joint IOU CBO training presentations, PSPS social media graphics, and utility-specific PSPS support materials. While those materials are still available for CBOs, P4PD is now a customer-facing website with additional user-friendly features and emergency preparedness tools.

In Q4 2023, the Joint IOUs conducted beta testing of the website prior to the implementation of the Phase 2 enhancements to ensure inclusive design. Community organizations and individuals with AFN, including a native screen reader user, participated in testing resulting in accessible and functional recommendations on the design. Programming and design implementation began in December, including weekly website reviews with the Vendor. In 2024, the Joint IOUs will continue Phase 2 enhancements, including website language translations, WCAG 2.2AA upgrade, and additional stakeholder testing. Site will officially launch 2024.

1.7 AFN Public Education and Outreach

PG&E utilizes a multi-pronged approach to communicate with its customers in the AFN community regarding PSPS awareness, preparedness education, and mitigation services through direct communications, paid media, CBO collaborations, and partnering with State agencies to jointly market solutions.

In Q4, PG&E held 10 regional webinars. Also, in Q4 PG&E sent a did not open email to 273k customers with information about local support during power outages including 211 and DDAR. Finally, in Q4 PG&E's AFN paid media campaign concluded.

1.7.1 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 prepare for PSPS and connect with relevant resources for support.

Table 9 summarizes the MBL acquisition campaign statistics as of September 30, 2023. The outreach campaign ended in Q3 2023.

Table 9. 2022 vs. 2023 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 | | Broad Cast TV & Radio | Digital Radio |
|-------------|---------------------|-------------------|-----------|-------------------|-----------|-----------------|-------------------|-----------|-------------------|----------------------------|-----------------------|-------------------|
| | | Customers Reached | # Touches | Customers Reached | # Touches | Avg. Click Rate | Customers Reached | # Touches | Total Impressions | Total Conversions (Clicks) | Total Impressions | Total Impressions |
| 2022 | 19 | 2,130,464 | 4 | 4,448,847 | 11 | 2 | 3,000,000 | 1 | 137,220,134 | 321,761 | 97,948,996 | 11,237,314 |
| 2023 | 10 | 108,678 | 3 | 1,423,042 | 2 | 2 | 3,000,000 | 1 | 145,690,262 | 634,905 | 10,736,800 | NA |

1.7.2 Health Care Industry Strategy

PG&E recognizes that ongoing engagement with health care practitioners, medical associations, and durable medical device suppliers in 2023 is a key opportunity to increase enrollment in the MBL Program and connect individuals with AFN to medical device resources if needed during PSPS.

In Q4, the Joint IOU's collaborated with the California Department of Rehabilitation (DOR) providing a statewide webinar to their constituents and partner agencies. Topics included PSPS Support Services, Medical Baseline Program participation, Customer Assistance programs and AFN Self-Identification/ Vulnerable programs. Three additional presentations with DOR were provided in each IOU service territory for a deeper dive into programs, and local resources. Regular conversations with the Statewide Councils and among the joint IOU team to look for opportunities to present on PSPS preparedness, AFN Self-Identification and MBL Allowance programs will continue through 2024.

1.7.3 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 Alerts⁴⁷.

PG&E continues to promote awareness of Address Alerts in training and webinars.

1.7.4 Accessibility of Communications

PG&E's online customer communications, including its website and PSPS customer notification emails, have been tested for usability and accessibility to meet Web Content Accessibility Guidelines (WCAG). As we launch new features and functionality to www.pge.com and <http://pgealerts.alerts.pge.com/> to ensure compliance with WCAG 2.1AA standards.

⁴⁷ PG&E Address Alerts is a tool designed to provide notifications about a potential PSPS for any address important to an individual, regardless of if they are a customer with PG&E or not. Address Alerts is available in 16 languages via phone or text.

In 2023, PG&E began mailing Braille and large print bill customers its PSPS related print outreach materials in their preferred alternative format. Braille and large print versions of the MBL Doorhangers were also produced for distribution to customers who receive their bills in these alternative formats.

PG&E has an agreement with Linguabee, a Deaf-owned and operated sign language interpreting agency, to provide PSPS support. In Q4, PG&E had Linguabee provide ASL interpreting during the December 15 PSPS CBO Daily Resource Partner call. PG&E also worked with the web team and communication leads to begin conversations on incorporating pre-recorded ASL videos into the One Day Watch, Two Day Watch, Warning, Weather All Clear, Delay, and Cancellation PSPS notifications.

1.7.5 Tribal Engagement

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

In Q4, PG&E hosted Tribal grant program review with Tribes (3) as well as distributed the quarterly Tribal Newsletter to all Tribes and Health Clinic in PG&E's service area.

1.7.6 Translations of Communications

PG&E translates Community Wildfire Safety Program (CWSP) and PSPS communications and notifications in 15 non-English languages.⁴⁸ 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 promotes its in-language options, encouraging customers to select their preferences using various channels including direct mail, email, social media, multi-media partners, and CBOs.

PG&E has a contract with 1 CBO to provide in-language communications to customers in a variety of Indigenous languages both for preparedness outreach and in-event communications during PSPS. This CBO provides in-language outreach using social media, in-person communications, and one-on-one phone calls in one or more of the following languages: Spanish and Nahuatl.

⁴⁸ These include Spanish, Chinese, Tagalog, Russian, Vietnamese, Korean, Farsi, Arabic, Hmong, Khmer, Punjabi, Japanese, Thai, Portuguese, and Hindi.

PG&E continues to offer in-language support through our Contact Center. The Contact Center is equipped to provide translation support in over 290 languages.

Further, PG&E partners with 39 multicultural media outlets throughout the year to promote safety initiatives, including PSPS, to monolingual or difficult-to-reach populations that may need access to mainstream television media and/or read/speak English. See Section 1.8.1.6.1 for more information on our multicultural media engagement.

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

PG&E hosts public webinars and town halls throughout the year to foster discussions on how it can better serve its communities while allowing customers to learn more about its wildfire safety efforts and the steps PG&E is taking to improve reliability. Additionally, PG&E participates in regular meetings and workshops with the California Public Utilities Commission (CPUC) and provides forums for tribal stakeholders, key agencies, and Public Safety Partners to provide feedback.

PG&E also hosts and participates in community events focused on AFN customers, including AFN-specific webinars and participation in virtual meetings hosted by CBOs and state agencies.

Table 10 summarizes PG&E’s targeted outreach with AFN and CBO partners. Table 11 summarizes our Wildfire Safety Webinars, Safety Town Halls, Regional Town Halls, Regional Working Group meetings, meetings with key stakeholders and meetings with the CPUC.

Table 10. Summary of AFN and CBO Targeted Outreach Conducted in Q4 2023

| Date | Event | Audience |
|----------|---|--------------------------------------|
| 12/12/23 | PWDAAC Meeting | PWDAAC |
| 10/25/23 | Department of Rehabilitation- Statewide Joint IOU Presentation | Statewide CBO and AFN Communities |
| 11/1/23 | Department of Rehabilitation- PG&E Territory Specific Training | PG&E CBO and AFN Communities |

Table 11. CPUC Meetings, PSPS Wildfire Safety Town Halls, and Regional Webinars in Q4 2023

| Date | Event | Audience |
|-------------|----------------------------------|--|
| 10/3/23 | Monthly CPUC Fire Season Meeting | CPUC, CAL FIRE |
| 10/9/23 | Tuolumne County In-Person Events | Customers in Sonora and Groveland |
| 10/24/23 | Regional Town Hall | Customers, Local Agencies, Tribes and CBOS in the North Valley/Sierra Region |
| 10/25/23 | Joint IOU Meeting | Department of Rehabilitation, IOUs |
| 10/26/23 | Regional Town Hall | Customers, Local Agencies, Tribes and CBOS in the Bay Area Region |
| 11/1/23 | Regional Town Hall | Customers, Local Agencies, Tribes and CBOS in the North Coast Region |
| 11/7/23 | Monthly CPUC Fire Season Meeting | CPUC, CAL FIRE |
| 11/14/23 | Regional Town Hall | Customers, Local Agencies, Tribes and CBOS in the Central Valley Region |
| 11/15/23 | Regional Town Hall | Customers, Local Agencies, Tribes and CBOS in the South Bay/Central Coast Region |
| 12/6/23 | Regional Working Group | Targeted Stakeholders in the Central Valley Region |
| 12/6/23 | Regional Working Group | Targeted Stakeholders in the North Valley/Sierra Region |
| 12/7/23 | Regional Working Group | Targeted Stakeholders in the North Coast Region |
| 12/7/23 | Regional Working Group | Targeted Stakeholders in the |

| Date | Event | Audience |
|---------|------------------------|--|
| | | South Bay/Central Coast Region |
| 12/8/23 | Regional Working Group | Targeted Stakeholders in the Bay Area Region |

1.8 PSPS Activation (During – Emergency Operation Center Activated)

1.8.1 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, supplemented by website, call-center support, media engagement (multicultural 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.

1.8.1.1 PSPS Notifications

PG&E aims to share what it knows about the weather and its equipment as soon as possible, keeping in mind weather conditions can be uncertain. Whenever the forecast will allow, PG&E’s goal 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 shut off. If de-energization is delayed due to changes in weather conditions, customers will receive a pending delay notification to communicate they are still at risk of de-energization. PG&E will provide updates once the weather has passed until power has been restored. PG&E detailed its automated notifications in the 2023-2025 Wildfire Mitigation Plan filed on March 27, 2023.

1.8.1.2 Doorbell Rings for MBL and Self-Identified Vulnerable (SIV) Customers

PG&E expanded its MBL and SIV Customer Notification Process to include electricity-dependent individuals who have identified as using Durable Medical Equipment and/or Assistive Technology through PG&E’s AFN Self-Identification survey. These customers will receive doorbell rings if they do not acknowledge notifications before PSPS. As of December 31, 2023, approximately 54,786 individuals have self-identified as electricity dependent and are not enrolled in MBL or SIV.

1.8.1.3 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 needing access to a CRC during PSPS. In Q4, PG&E did not have a PPS, therefore, did not provide provided notifications and ZIP Code information.

1.8.1.4 PG&E Contact Center Operations

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

Table 12 includes call center-related metrics associated with Q4 December 15, 2023 PPS.

Table 12. Call Center Support Services During Q4 2023 PPS

| PSPS Date | Total Calls Handled | PSPS Calls Handled | Average Speed of Answer for PSPS Calls | Number of Languages Supported by Call Center Translation Services |
|-------------------|----------------------------|---------------------------|---|--|
| December 15, 2023 | 64,110 | 8 | 1,056 | 290+ |

1.8.1.5 Website

PG&E remains committed to continuously improving its websites to meet the diverse needs of its customers. In Q4, PG&E continued work on our pge.com redesign and successfully launched the new site. Some key enhancements include updates to all of our PPS content. The PPS sections utilized usability testing to provide categorization and language outcomes to inform the design. The Outages & Safety pages are now available in sixteen languages, providing a path to navigate throughout the site through breadcrumbs and on-page links. Additionally, all pages were rebuilt in WCAG 2.1AA accessible templates and components. PG&E will continue to explore customer

testing of the redesigned pages to incorporate additional improvements for categorization and usability of pages within each section in 2024.

1.8.1.6 Media

PG&E engages with the media, including multicultural 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 radio, broadcast, tv, and online communications.

To serve non-English speaking customers, PG&E engages with over 80 multicultural media outlets throughout the year to promote safety initiatives, including PSPS, to monolingual or difficult-to-reach populations that may need 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 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, and event sponsorships).

PG&E also staffs bilingual and multilingual employees to serve in the EOC, supporting the Public Information Officer (PIO) multimedia engagement function. These employees provide urgent translation support, such as verifying and approving ad hoc written translations during emergencies. These staffs assist PG&E with avoiding delays when engaging outside vendors for translation needs during an PSPS.

1.8.1.6.1 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 partners with 39 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.

Table [13](#) summarizes our multi-cultural media engagement activities.

Table 13 Multi-Cultural Media Engagement Activities (by Month)

| Month | Summary of Multi-Cultural Media Engagement Activities |
|---------------|---|
| October 2023 | <ul style="list-style-type: none"> Processed 2nd invoices from participating media outlets |
| November 2023 | <ul style="list-style-type: none"> Completed a 26-week long AFN radio campaign on wildfire safety and preparedness |
| December 2023 | <ul style="list-style-type: none"> Conducted media outreach on a potential PSPS event in Barbara Counties Collected data from media partners to compile the Wildfire Safety and Preparedness Multicultural Media Engagement Year-end Report Confirmed budget for 2024 activities |

1.8.1.6.2 Social Media

PG&E regularly provides customer preparedness resources through its official social media channels, including Twitter, Facebook, Instagram, and Nextdoor. As of June 30, 2023, PG&E holds contracts with 39 multicultural media partners and 1 CBO to assist with in-language communications and share its social media posts before and during PSPS. In Q4, PG&E shared approximately 36 posts to help customers prepare.

1.8.1.6.3 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, and digital banners in English and multiple languages based on targeted ZIP Codes.

To enhance customer outreach efforts, PG&E will run paid media English and Spanish AFN radio ads with messages about PSPS awareness, MBL Program, and preparedness resources in 2023. In addition, paid media search and display ads, social media and pre-roll video ads. In Q4, PG&E continued to run a television ad promoting the DDAR program.

1.8.2 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.

To support CRC readiness for individuals who may be disabled, PG&E completed ADA reviews at all indoor CRC sites in coordination with local government agency partners and tribes to identify appropriate CRC locations. From these site reviews, PG&E selected ADA-friendly sites and invested in site improvements to comply with ADA requirements for not only CRC use but for the betterment of the community year-round. In 2024, PG&E will continue to monitor CRC location needs with local county government and tribes to ensure pre-identified CRC locations are well-situated to serve communities and adjust as needed. As of December 2023, PG&E has secured 407 event-ready sites, which include 116 indoor sites and 291 outdoor sites.

In accordance with D.21-06-034, PG&E filed an updated CRC plan as Appendix A within the 2024 Pre-Season Report.

Table 14 includes the number of CRCs, counties served, indoor vs. outdoor sites, and the total number of visitors for December 15 PSPS in Q4 2023.

Table 14. Q4 Community Resource Centers (by PSPS)

| 2023 PSPS Date | Total CRCs Deployed | Number of Counties Served | Total Indoor Sites | Total Outdoor Sites | Total Visitors |
|-------------------|---------------------|---------------------------|--------------------|---------------------|----------------|
| December 15, 2023 | 1 | 1 | 0 | 1 | 170 |

1.9 Recovery (After – Power has been restored)

1.9.1 After Action Reviews and Reports

The After-Action Reviews and Reports (AAR) process is described in detail in our 2023 AFN Plan. PG&E held an AAR for the December 15 PSPS. We did not receive any action items.

1.9.2 Lessons Learned and Feedback

Based on feedback from agencies, CBOs, critical facilities, and customers on the 2021 PSPS season, PG&E focused our efforts in 2023 on the following key initiatives to inform and enhance outreach efforts or prioritize improvements:

- Enhance education of resources and services
- Outreach and education by utilizing Self-Identification Campaigns

In addition to what we learned in 2022, PG&E will continue applying best practices and leveraging lessons from our 2023 customer outreach experience. PG&E supports a collaborative, data-driven process to define the most effective and appropriate outreach and in-language translation requirements.

1.9.3 Customer Surveys

PG&E concluded data collection for the 2023 Wildfire Safety-PSPS Outreach Survey (Pre-Season wave) on September 10, 2023. Results were reported in Q4'2023. The Post-Season survey began data collection on November 15 and ended on December 19, 2023. Results will be available in Q1'2024. In addition to the Pre/Post waves, PG&E also conducts post-event surveys immediately following a PSPS event. Results from these surveys are shared shortly after survey completion. In Q4, PG&E held one PSPS on December 15 that did not result any de-energizations Post-Event surveys were conducted. However, due to a low number of responses received results are statistically insignificant.

PG&E will continue research areas for improvement and leverage lessons learned.

CONCLUSION

PG&E will continue to provide a quarterly update regarding its progress towards meeting our 2023 AFN Plan and the impact of our efforts to support the AFN and vulnerable population during PSPS to help the CPUC understand where future gaps in addressing this population before, during, and after PSPS.

APPENDIX A.1 – AFN COLLABORATIVE COUNCIL

| Name | Organization | Title | Group |
|------------------|--|--|---|
| Aaron Carruthers | State Council on Developmental Disabilities (SCDD) | Executive Director | Collaborative Council |
| Ana Acton | Department of Rehabilitation (DOR) | Deputy Director Independent Living and Community Access Division | 2024 AFN Plan Core Planning Team |
| Andy Imperato | Disability Rights California (DRC) | Executive Director | Collaborative Council |
| Audrey Williams | California Public Utilities Commission (CPUC) | Project and Program Supervisor – SPD | Collaborative Council |
| Brett Eisenberg | California Foundation for Independent Living Centers (CFILC) | Executive Director | Collaborative Council |
| Brian Weisel | State Council on Developmental Disabilities (SCDD) | Legal Counsel | Collaborative Council 2024 AFN Plan Core Planning Team |
| Chris Alario | Liberty | President, California | Collaborative Council |
| Chris Garbarini | California Department of Development Services (DDS) | Senior Emergency Services Coordinator | 2024 AFN Plan Core Planning Team |
| Edward Jackson | Liberty | President | Collaborative Council |
| James Cho | California Public Utilities Commission (CPUC) | Program Manager | Collaborative Council |
| James Collins | California Council of the Blind (CCB) | Community Educator | 2024 AFN Plan Core Planning Team |

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| James Dui | California Public Utilities Commission (CPUC) | Safety Policy Division | Collaborative Council |
| Joe Nitti | Bear Valley Electric Services (BVES) | Supervisor, Customer Care and Operations Support | Collaborative Council |
| Jordan Davis | Disability Rights California (DRC) | Attorney | Collaborative Council |
| Junaid Rahman | California Public Utilities Commission (CPUC) | Senior Regulatory Analyst - SPD | Collaborative Council |
| June Isaacson Kailes | Disability Policy Consultant | Disability Policy Consultant | 2024 AFN Plan Core Planning Team |
| Karen Mercado | Disability Rights California (DRC) | Senior Administrative Assistant - Executive Unit | Collaborative Council |
| Kate Marrone | Liberty | Customer Care Manager | Collaborative Council 2024 AFN Plan Core Planning Team |
| Kay Chiodo | Deaf Link | CEO | 2024 AFN Plan Core Planning Team |
| Larry Grable | Service Center for Independent Living (SCIL) | Executive Director | 2024 AFN Plan Core Planning Team |
| Maria Jaya | California Public Utilities Commission (CPUC) | Public Utilities Regulatory Analyst - SPD | Collaborative Council |
| Matthew McVee | PacifiCorp | Vice President, Regulatory Policy and Operations | Collaborative Council |
| Moustafa Abou-taleb | California Public Utilities Commission (CPUC) | Safety Policy Division | Collaborative Council |

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| Nicholas Raft | Liberty | Regulatory Analyst | Collaborative Council |
| Paul Marconi | Bear Valley Electric Services (BVES) | President, Treasurer, & Secretary, Board Director | Collaborative Council |
| Pooja Kishore | PacifiCorp | Renewable Compliance Officer | Collaborative Council |
| Robert Hand | California Foundation for Independent Living Centers | Interim Executive Director | Collaborative Council |
| Ron Lee | Redwood Coast Regional Center | Emergency Management Coordinator | 2024 AFN Plan Core Planning Team |
| Sean Matlock | Bear Valley Electric Services (BVES) | Energy Resource Manager / Assistant Corporate Secretary | Collaborative Council |
| Susan Henderson | Disability Rights Education & Defense Fund (DREDF) | Executive Director | Collaborative Council |
| Tamara Rodriguez | California Department of Development Services (DDS) | Officer, Emergency Preparedness & Response | 2024 AFN Plan Core Planning Team |
| Tawny Re | Bear Valley Electric Services (BVES) | Customer Program Specialist | Collaborative Council |
| Vance Taylor | California Governor's Office of Emergency Services (CalOES) | Chief, Office of Access and Functional Needs | Collaborative Council |

APPENDIX B.1 – STATEWIDE COUNCIL PARTICIPANTS

| Name | Organization | Title |
|-----------------|--|--|
| Aaron Christian | California Department of Development Services (DDS) | Assistant Deputy Director of Office of Community Operations |
| Adam Willoughby | California Department of Aging (CDA) | Asst. Director of Legislation and Public Affairs |
| Alana Hitchcock | California 211 | Executive Director |
| Allyson Bartz | California Department of Social Services (DSS) | Manager, Staff Services |
| Alyson Feldmeir | California Foundation for Independent Living Centers (CFILC) | Disability Disaster Access and Resource Manager |
| Amanda Kirchner | County Welfare Directors Association of California (CWDA) | Legislative Director |
| Ana Acton | Department of Rehabilitation (DOR) | Deputy Director Independent Living and Community Access Division |
| Annabel Vera | California Department of Social Services (DSS) | Program Analyst |
| Beatrice Lavrov | California Department of Development Services (DDS) | Staff Service Manager |
| Brian Weisel | State Council on Developmental Disabilities | Legal Counsel |
| Carolyn Nava | Disability Action Center (DAC) | Executive Assistant |
| Chris Garbarini | California Department of Developmental Services (DDS) | Senior Emergency Services Coordinator |
| Dan Heller | Deaf Link | President |
| Dan Okenfuss | California Foundation for Independent Living Centers (CFILC) | Public Policy Manager |
| Dara Mikesell | San Gabriel Pomona Regional | CFO |

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| | Center (SGPRC) | |
| Eleonore Yotsov | PacifiCorp | Director, Emergency Management, PacifiCorp |
| Gabby Eshrati | North Los Angeles County Regional Center | Consumer Services Director |
| Gina Esparza | Eastern Los Angeles Regional Center (ELARC) | Emergency Management Coordinator |
| Greg Oliva | California Department of Social Services (DSS) | Assistant Deputy Director, Central Operations, Community Care Licensing Division |
| James Cho | California Public Utilities Commission (CPUC) | Program Manager |
| James Collins | California Council of the Blind (CCB) | Community Educator |
| James Dui | California Public Utilities Commission (CPUC) | Safety Policy Division |
| Jennifer Guenther | Liberty | Senior Regional Manager - West |
| Joe Xavier | Department of Rehabilitation (DOR) | Director |
| Jordan Davis | Disability Rights California (DRC) | Attorney |
| Jordan Parrillo | Liberty | Manager of Regulatory Affairs |
| Joseph Grounds | Kern Regional Center (KERNRC) | Emergency Services Officer |
| Josh Gleason | California Department of Social Services (DSS) | Unknown |
| JR Antablian | California Department of Social Services (DSS) | Chief, Disaster Services Branch |
| June Isaacson Kailes | Disability Policy Consultant | Disability Policy Consultant |
| Karey Morris | Kern Regional Center (KERNRC) | HR Manager |
| Kate Marrone | Liberty | Customer Care Manager |
| Kay Chiodo | Deaf Link | CEO |
| Kelly Brown | 211, Interface Children & | Community Information Officer |

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|-----------------------|---|---|
| | Family Services | |
| Kendall Skillicorn | California Department of Social Services Disaster Unit (DSS) | Bureau Chief, Department Operations Bureau |
| Larry Grable | Service Center for Independent Living (SCIL) | Executive Director |
| Lauren Giardina | Disability Rights California (DRC) | Executive Director Managing Attorney |
| Leora Filosena | California Department of Social Services Adult Program Division (DSS) | Deputy Director, Adult Programs Division |
| Malorie Lanthier | North Los Angeles County Regional Center | IT Director |
| Maria Aliferis-Gierde | Department of Rehabilitation (DOR) | Executive Officer, California Committee on Employment of People with Disabilities |
| Maria Jaya | California Public Utilities Commission (CPUC) | Public Utilities Regulatory Analyst - SPD |
| Matthew McVee | PacifiCorp | Vice President, Regulatory Policy |
| Melissa Kasnitz | The Center for Accessible Technology (C4AT) | Director, Legal |
| Michael Butier | California Department of Social Services Disaster Unit (DSS) | Functional Assessment Service Team Coordinator |
| Michael Costa | California Association of Area Agencies on Aging (C4A) | Executive Director |
| Miguel Larios | San Diego Regional Center (SDRC) | Director, Community Services |
| Molly Giguere | Disability Rights California (DRC) | Equal Justice Works Disaster Resilience Fellow |
| Moustafa Abou-taleb | California Public Utilities Commission (CPUC) | Safety Policy Division |
| Myisha Aban | San Gabriel Pomona Regional Center (SGPRC) | Emergency Management Coordinator |
| Nguyen Quan | Bear Valley Electric Services (BVES) | Regulatory Affairs |

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|--------------------|---|--|
| Nicole Pachaeco | California Council of the Blind (CCB) | Operations Manager |
| Paul Marconi | Bear Valley Electric Services (BVES) | President, Treasurer, & Secretary |
| Paula Villescaz | County Welfare Directors Association of California (CWDA) | Associate Director of Legislative Advocacy |
| Pooja Kishore | PacifiCorp | Renewable Compliance Officer |
| Rapone Anderson | California Department of Development Services (DDS) | Northern Region Manager, Career Executive Assignment (CEA) |
| Rachel Sweetnam | The Center for Accessible Technology (C4AT) | Legal Fellow |
| Rick Yrigoyen | California Department of Social Services Adult Program Division (DSS) | Staff Services Manager |
| Ron Lee | Redwood Coast Regional Center | Emergency Management Coordinator |
| Rose Samaniego | California Department of Development Services (DDS) | Community Program Specialist III-FHA Supervisor |
| Samuel Jain | Disability Rights California (DRC) | Senior Attorney |
| Scott O'Connell | Red Cross | Regional Disaster Officer |
| Sean Matlock | Bear Valley Electric Services (BVES) | Energy Resource Manager / Assistant Corporate Secretary |
| Seneca St. James | California Department of Development Services (DDS) | Community Program Specialist III |
| Serra Rea | California Foundation for Independent Living Centers (CFILC) | DDAR Manager |
| Sheri Farinha | NorCal Services for Deaf and Hard of Hearing | CEO |
| Sydney Schellinger | California Department of Aging (CDA) | Senior Emergency Services Coordinator |
| T. Abraham | Hospital Council | Regional Vice President |

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|------------------|---|---|
| Tamara Rodriguez | California Department of Development Services (DDS) | Officer, Emergency Preparedness & Response |
| Tawny Re | Bear Valley Electric Services (BVES) | Customer Program Specialist |
| Tiffany Swan | San Diego Regional Center (SDRC) | Community Services Home and Community Based Services Specialist |
| Yenter Tu | Deaf Link Inc. / No Barrier Communications (NOBACOMM) | National Deaf Liaison - Deaf/Deaf-Blind Community |

APPENDIX C.1 – FOOD BANK RESOURCE PARTNERS

Table 15 below includes a list of food banks with active agreements with PG&E for PSPS.

Table 15. 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 | Clear Lake Gleamers Food Bank |
| 5 | Community Action Agency of Butte County-North State Food Bank |
| 6 | Community Action Agency of Napa Valley |
| 7 | Community Food Bank of San Benito |
| 8 | Dignity Health Connected Living |
| 9 | Food Bank For Monterey County |
| 10 | Food Bank of Contra Costa & Solano |
| 11 | Food Bank of El Dorado County |
| 12 | Food For People |
| 13 | Interfaith Council of Amador |
| 14 | Kings Community Action Organization |
| 15 | Merced County Food Bank |
| 16 | Nevada County Food Bank |
| 17 | Placer Food Bank |
| 18 | Redwood Empire Food Bank |
| 19 | Second Harvest Food Bank of San Joaquin & Stanislaus |
| 20 | Second Harvest Food Bank of Santa Cruz County |
| 21 | Second Harvest Food of Silicon Valley |
| 22 | SF Marin Food Bank |
| 23 | The Resource Connection |
| 24 | Yolo Food Bank |
| 25 | Yuba-Sutter Food Bank |

APPENDIX D.1 – MEALS ON WHEELS PARTNER ORGANIZATIONS

Table 16 below includes a list of Meals on Wheels organizations with active agreements with PG&E for PSPS support.

Table 16. 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 | J-Sei |
| 11 | Lakeport Senior Center |
| 12 | Life ElderCare |
| 13 | Liveoak Senior Center |
| 14 | Meals on Wheels Diablo Region |
| 15 | Meals on Wheels Monterey Peninsula |
| 16 | Meals on Wheels Solano County |
| 17 | Middletown Senior Center |
| 18 | Passages |
| 19 | Peninsula Volunteers |
| 20 | Petaluma People Services |
| 21 | Senior Coastsiders |
| 22 | Service Opportunity for Seniors |
| 23 | Spectrum Community Services |
| 24 | Tehama County Community Action Agency |
| 25 | West Contra Costa Meals on Wheels |
| 26 | Agency on Aging, Area 4 (Yuba Sutter Meals on Wheels) |

APPENDIX E.1 – CBOS WITH ACTIVE AGREEMENTS FOR PSPS SUPPORT

Table 17 below lists CBOs with active agreements with PG&E for PSPS support.

Table 17. 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 | Lost Sierra Food Project |
| 7 | Open Heart Kitchen |

APPENDIX F.1 – ACCESSIBLE TRANSPORTATION PARTNERS

Table 18 below includes a list of accessible transportation providers with active agreements with PG&E for PSPS.

Table 18. Accessible Transportation Partnerships with PG&E

| Accessible Transportation Providers with Active Agreements for PSPS Support | |
|--|--|
| 1 | Dignity Health Connected Living |
| 2 | El Dorado Transit Authority |
| 3 | Fresno Economic Opportunities Commission |
| 4 | Vivalon |