

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

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

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

**SAN DIEGO GAS & ELECTRIC COMPANY (U 902-E)
QUARTERLY UPDATE TO 2024 PLAN TO SUPPORT ACCESS AND
FUNCTIONAL NEEDS POPULATIONS DURING
PUBLIC SAFETY POWER SHUTOFFS**

Laura M. Fulton
San Diego Gas & Electric Company
8330 Century Park Court, CP32D
San Diego, CA 92123
Telephone: (858) 654-1759
Fax: (619) 699-5027
Email: lfulton@sdge.com

Attorney for:
SAN DIEGO GAS & ELECTRIC COMPANY

April 30, 2024

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

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

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

**SAN DIEGO GAS & ELECTRIC COMPANY (U 902-E)
QUARTERLY UPDATE TO 2024 PLAN TO SUPPORT ACCESS AND
FUNCTIONAL NEEDS POPULATIONS DURING
PUBLIC SAFETY POWER SHUTOFFS**

Pursuant to Conclusion of Law 36 and Ordering Paragraph 1 of the California Public Utilities Commission's (Commission) Phase 2 De-Energization Decision (D.) 20-05-051 and Phase 3 De-Energization D. 21-06-034, San Diego Gas & Electric Company (SDG&E) submits this quarterly update regarding its progress towards meetings its 2024 Access and Functional Needs (AFN) Plan which describes its efforts to address the AFN and vulnerable population during Public Safety Power Shutoffs (PSPS). SDG&E's 2024 AFN Plan is attached hereto as Attachment A.

Respectfully submitted,

/s/ Laura M. Fulton

Laura M. Fulton
San Diego Gas & Electric Company
8330 Century Park Court, #CP32D
San Diego, CA 92123
Telephone: (858) 654-1759
Fax: (619) 699-5027
Email: lfulton@sdge.com

Attorney for:
SAN DIEGO GAS & ELECTRIC COMPANY

April 30, 2024

Attachment A

**San Diego Gas & Electric Company's Quarterly Update to 2024
Plan to Support Populations with Access and Functional
Needs During Public Safety Power Shutoffs**

April 30, 2024



TABLE OF CONTENTS

| | |
|--|----|
| Introduction | 1 |
| 1 CONCEPT OF OPERATIONS HOW | 2 |
| 1.1. Preparedness/ Readiness (Before Power Shutoff) | 2 |
| 1.1.1. Emergency Operations Center | 2 |
| 1.1.2. Preparation Exercises & Training | 3 |
| 1.1.3. EOC AFN Liaison Role | 3 |
| 1.1.4. Customer Care Support | 5 |
| 1.2. AFN Identification Outreach | 5 |
| 1.3. AFN Support Resources | 6 |
| 1.4. Customer Resiliency Programs and Continuous Power Solutions | 12 |
| 1.4.1. Back-Up Power | 12 |
| 1.4.2. Portable Battery Program (Generator Grant Program) | 13 |
| 1.4.3. Generator Rebate Program (Generator Assistance Program) | 13 |
| 1.4.4. Mobile Home Park Resilience Program | 14 |
| 1.4.5. Resiliency Surveys | 15 |
| 1.4.6. Self-Generation Incentive Program (SGIP) | 15 |
| 1.4.7. Microgrid Incentive Program | 15 |
| 1.5. Customer Assistance Programs | 16 |
| 1.5.1. Medical Baseline Allowance Program (MBL) | 17 |
| 1.5.2. California Alternate Rates for Energy Program (CARE) | 17 |
| 1.5.3. Family Electric Rate Assistance Program (FERA) | 17 |
| 1.5.4. Energy Savings Assistance Program (ESA) | 18 |
| 1.5.5. Low Income Energy Assistance Program (LIHEAP) | 18 |
| 1.5.6. Arrearage Management Plan (AMP) | 18 |
| 1.5.7. Community Support | 19 |
| 1.6. PSPS Preparedness Outreach and Community Engagement | 20 |
| 1.6.1. SDG&E Advisory Boards and Councils | 20 |
| 1.6.2. AFN Collaborative Council (See Appendix A) | 20 |
| 1.6.3. Statewide Joint IOU AFN Advisory Council | 23 |
| 1.6.4. Wildfire Safety Community Advisory Council (WSCAC) | 24 |

| | | |
|--------|--|----|
| 1.6.5. | Tribal Communities | 25 |
| 1.6.6. | PSPS Working Group | 26 |
| 1.7. | AFN Public Education & Outreach..... | 26 |
| 1.7.1. | Statewide Website for AFN Solutions | 27 |
| 1.7.2. | Accessibility of Communications..... | 28 |
| 1.7.3. | AFN Power Panel..... | 30 |
| 1.7.4. | Community Based Organization Outreach | 31 |
| 1.7.5. | Participation in Community Events | 33 |
| 1.7.6. | Collaboration with Partners and State Agencies | 34 |
| 1.8. | PSPS Activation (During – Emergency Operation Center Activated)..... | 35 |
| 1.8.1. | PSPS Communications..... | 35 |
| 1.8.2. | Accessible Media Engagement..... | 38 |
| 1.8.3. | Community Resource Centers (CRCs)..... | 39 |
| 1.9. | Recovery (After – Power has been restored)..... | 41 |
| 1.9.1. | Customer Research and Feedback | 41 |
| 1.9.2. | AFN Support..... | 41 |

APPENDIX A - F

Appendix A: Collaborative Council Members

Appendix B: Statewide Council Members

Appendix C: 2024 AFN Plan Objective Tracker

Introduction

On January 31, 2024, San Diego Gas & Electric Company (SDG&E or Company) submitted its 2024 plan regarding planned efforts to support populations with access and functional needs (AFN) during Public Safety Power Shutoff (PSPS) de-energization (2024 AFN Plan) in accordance with California Public Utilities Commission (Commission or CPUC) Decision (D.) 20-05-051 Phase 3 OIR Guidelines leveraging the Federal Management Administration's (FEMA) Six Step Comprehensive Preparedness Guide (CPG) process. SDG&E's 2024 AFN Plan outlined its approach for serving individuals with AFN and vulnerable customers before, during and after PSPS.

Per D.20-05-051, SDG&E provides this quarterly update regarding its progress toward meeting its 2024 AFN Plan and the impact of its efforts to address the needs of AFN and vulnerable populations during a PSPS. This update maps to and follows the sequencing of SDG&E's 2024 AFN Plan¹ for ease of reference and builds upon the efforts described therein. Specifically, rather than repeating the activities SDG&E describes in its 2024 AFN Plan that were already taken, this update provides the incremental efforts taken since January 31, 2024. See Appendix C for to-date and quarterly progress towards the key objectives outlined in the 2024 AFN Plan.

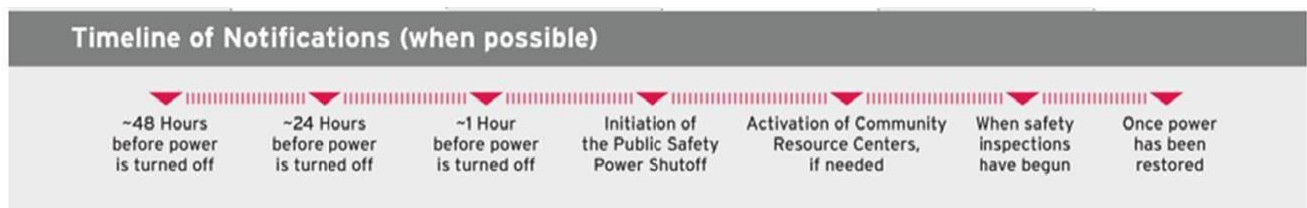
¹ <https://www.sdge.com/sites/default/files/R.18-12-005%20SDGE%202024%20AFN%20Plan.pdf>

1 CONCEPT OF OPERATIONS | HOW

During a PSPS, forecasts are subject to change swiftly and preparation timelines must adjust quickly as well.

This Concept of Operations is separated into preparedness, before, during and after phases to account for the unique operational requirements over the course of PSPS. **Table 1** shows a general example sequence for a potential PSPS.

Table 1: SDG&E PPS Timeline Example



1.1. Preparedness/ Readiness (Before Power Shutoff)

1.1.1. Emergency Operations Center

Leading up to the PPS season, SDG&E Emergency Management meets with public safety partners to determine the best method of communicating and providing situational awareness during Emergency Operation Center (EOC) activations. Public safety partners are proactively informed through different forms of communication throughout the year. In **2021**, public safety partners were directed to the new **SDG&E Public Safety Partner Portal (PSPP)** to receive the latest situational updates and a mobile application was added in 2022 to enhance the PSPP, ensuring that partners have information at their disposal on their mobile devices. In **2023**, enhancements were made to the portal to include all-hazard information and ensure compliance with the **Web Content Accessibility Guidelines (WCAG) 2.1 AA** success criteria for accessibility.

In 2024, the two-time award winning PSPP will expand to include gas hazards to ensure that partners are receiving timely and accurate information during gas related Emergency Operations Center (EOC) activations. Additionally, for the sake of resilience, we maintain two physical EOCs alongside a virtual EOC, enabling us

to respond either in-person, virtually, or through a hybrid approach depending on the situation and needs of response.

1.1.2. Preparation Exercises & Training

SDG&E's Emergency Response team conducts extensive preparation and training in collaboration with the AFN team to prepare for PSPS and supporting individuals with AFN. These include:

- Two annual PSPS exercises to occur in Q2, one tabletop & one operations-based, both of which will address AFN concerns during a PSPS with external partner participation including AFN partners
- New responders onboarded in the New EOC Member Orientation course
- New responders onboarded with required participation in NIMS, SEMS, and ICS training through FEMA course 100, FEMA course 200, FEMA course 700, and California's SEMS course
- Outreach and engagement with Public Safety Partners, Community Partners, and local jurisdictions, including tribes
- EOC tours for external stakeholders
- Joint planning with County OES, CalOES, CAL FIRE, emergency managers and Regional Fire Chiefs
- AFN Liaison Officer training on the process and protocols for communication and AFN support services

1.1.3. EOC AFN Liaison Role

To ensure individuals with AFN have support and resources available during all phases of a PSPS, SDG&E has established a dedicated AFN Liaison position, which includes a roster of ten responders who complete a series of yearly trainings to prepare and effectively respond to customer needs before, during, and after a PSPS.

Specifically dedicated to supporting individuals with AFN during EOC activations, the AFN Liaison Officer reports directly to and advises the Officer-in-Charge (OIC) regarding the support services, resources, and activities to support customers with AFN.

The AFN Liaison Officer collaborates with SDG&E's AFN Community Based Organization (CBO) support partners, including 211 San Diego, Orange County United Way (formerly 211 Orange County), Facilitating Access to Coordinated Transportation (FACT), Salvation Army, and local CBOs, to prepare customers for a potential power outage, provide up-to-date information on PSPS operations, and address the power outage related needs of customers requesting assistance. The AFN Liaison Officer also coordinates and facilitates the residential customer battery back-up generator program during PSPS EOC activations.

Additionally, to ensure ongoing support, the AFN Liaison Officer responder team has a dedicated 24/7 "on-call" representative, who is available to support specific customer needs that may arise outside of or before a PSPS. Training for this position has expanded to include a series of exercises to build the knowledge and skills needed to effectively serve customers with an AFN during an EOC activation. In addition to the general EOC training and exercises required by SDG&E's Emergency Management, position specific training on the processes and resources utilized during an EOC activation to support AFN customers were required. This additional AFN Liaison Officer training includes:

- Continually expanded AFN Liaison Check List and resource identification
- Accessible Hazard Alert System (AHAS) notification procedure
- AFN communication process and standards to AFN support and general partners

- Disability awareness and sensitivity
- Available internal and external resources

Training and exercises for EOC operations and specific AFN Liaison Officers' role have prepared this team to effectively manage EOC procedures and community support resources to benefit customers with AFN and will continue in 2024 to ensure ongoing awareness of changes and updates to procedures.

1.1.4. Customer Care Support

SDG&E continues to support individuals and households with AFN, including during a PSPS. When customers call or visit our branch office to speak with an agent regarding specific concerns related to an AFN, they will be directed to the appropriate resource to receive support (e.g., 211, AFN Liaison EOC responder, etc.).

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

1.2. AFN Identification Outreach

SDG&E recognizes the importance of continuing to identify individuals with AFN. As a result, SDG&E is committed to providing the education, resources, and notifications required to maximize resiliency during a PSPS. There are approximately 421,000 customer accounts associated with AFN, which accounts for 34% of the residential customer class. Of the 421,000, approximately 46,000 customers reside in the high-fire threat district (HFTD).

In 2022, a Self-Identification campaign was initiated to allow customers to identify individuals in their household who may identify as:

- Blind/low vision

- Deaf/hard of hearing
- Disabled (cognitive, physical, developmental)
- AFN

Customers who participate in the Medical Baseline Program and are electricity dependent are also captured through these campaigns. In 2023, two additional categories were added to the AFN Self-ID web form that customers can select: assistive technology and durable medical equipment.

These Self-Identification campaigns are planned to continue through 2024 and will further expand awareness of SDG&E's AFN landscape. In March, SDG&E launched the CBO AFN Self-Identification campaign by providing messaging to its network of approximately 200 CBOs, known as its Energy Solutions Partner Network (ESP) that can be amplified through their social media channels. The messaging drives customers to the AFN self-ID webform and SDG&E's AFN webpage.

SDG&E is also committed to ensuring inclusiveness through ease-of-access for customers with language and accessibility needs. This resource undergoes continuous improvement with participation and feedback from the AFN Collaborative Team and stakeholders to ensure customers can self-identify and receive communications in their preferred manner.

SDG&E will continue to partner and work with the AFN Collaborative Council to identify opportunities to enhance AFN identification.

1.3. AFN Support Resources

To support and prepare individuals who identify as AFN, SDG&E will continue to provide a comprehensive approach of programs and resources before, during, and

after PSPS. SDG&E is committed to seeking new opportunities to identify organizations with quick response capacity that can meet the needs of customers across the region during PSPS activations.

In Q4 2023, SDG&E launched a PSPS Customer Impact study to increase understanding of customer impacts during a PSPS de-energization, with a focus on individuals with AFN. The intent of the study is to identify areas where SDG&E can enhance and refine support services and resources to individuals with AFN who are impacted by a PSPS. This study utilized a comprehensive approach to gather factual data, including key findings from existing relevant studies, and direct survey feedback from SDG&E customers and employees, to inform how we target, support, and communicate with customers before, during and after a PSPS. In early 2024, SDG&E began socializing the observations and recommendations from this study with key internal stakeholders and provided a high-level update on progress with the study during the Q1 AFN Collaborative Council meeting. Throughout Q2, SDG&E plans to continue its rollout and socialization of the study with key internal and external stakeholders.

In late Q1, SDG&E's AFN and Customer Service Field teams initiated a planning meeting with the San Diego County Sheriff's Department to discuss their Blue Envelope program and identify opportunities to bring program awareness to SDG&E employees and customers. SDG&E plans to explore these opportunities in Q2 while strengthening its partnership with the San Diego County Sheriff's Department to drive awareness of this newly launched program, which focuses on "promoting inclusivity and serving as an enhanced communication awareness tool between law enforcement and community members diagnosed with a condition or disability such as Autism Spectrum Disorder, dementia, anxiety or other conditions that might require additional accommodations or awareness during a law enforcement interaction."

SDG&E will continue expanded food resource options with the San Diego Food Bank (a Community Information Exchange partner of 211 San Diego) and resiliency solutions as identified for those impacted in the HFTD during PSPS.

SDG&E will continue to leverage marketing and outreach campaigns to increase awareness of available support solutions to individuals with AFN via web and social media.

211 and United Way – Centralized Resource Hub

SDG&E's continued partnership with 211 San Diego and Orange County United Way (formerly 211 Orange County) has allowed us to build on these partnerships while enhancing services as new opportunities are identified. In addition to enhanced identification of customers with AFN, this collaboration also provides assessment of AFN population needs, hotel stays for those impacted by de-energization events, accessible transportation, food resources, and access to resiliency items.

In advance of a PSPS, 211 will provide support to at-risk customers, including those living in each IOU's high-fire-risk areas, who are eligible for income-qualified assistance programs, and rely on life-sustaining medical equipment. This provides opportunities for customers to prepare resiliency plans and connects them with existing programs for enhanced support. 211 also provides a comprehensive approach to assisting customers with completing applications for these programs and includes the exploration of Care Coordination screening outreach efforts.

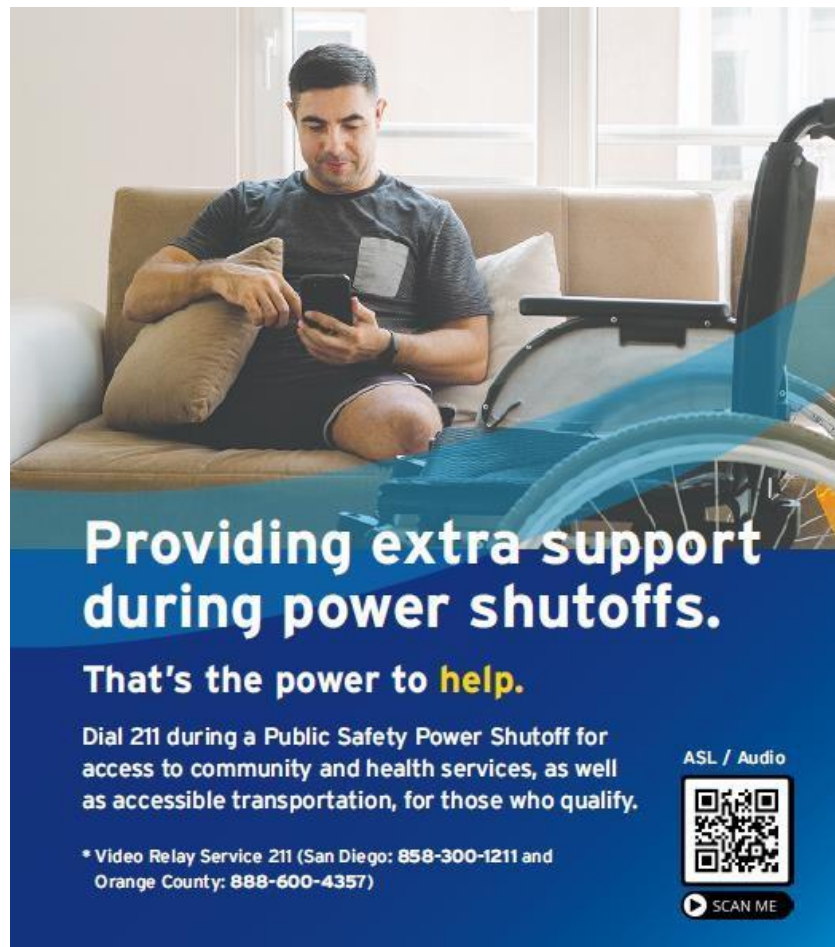
SDG&E is also exploring a proactive outreach campaign in partnership with 211 San Diego. The focus of the campaign is to proactively engage at-risk customers, living in the HFTD, who may be eligible for income-qualified and medical baseline bill assistance programs and/or rely on life- sustaining medical equipment. This campaign will support evaluation of customers' resiliency plans, connect them with existing programs and resources to prepare them for outages, and assist with direct enrollment support for eligible programs, including 211's Care Coordination screening.

During a PSPS, 211 San Diego and Orange County United Way serve as a resource hub to connect individuals with services directly provided by partners contracted with SDG&E, as well as more than 1,000 regional CBOs who provide support. These agencies provide several unique advantages in that their services are available statewide, 24/7, and connect individuals with well-established local partners who have long served the broader AFN community. Additionally, social workers are equipped to conduct needs assessments and escalate needs accordingly to higher tiers of support.

Below is SDG&E's support services flyer that is used for marketing and outreach campaigns to those residing in the HFTD.

Please see **Table 2** for a sample of the marketing materials used:

Table 2



Accessible Transportation

Facilitating Access to Coordinated Transportation (FACT) provides accessible transportation to individuals with AFN across the entire HFTD during PSPS. FACT receives EOC PSPS daily notifications and amplifies the information, including zip codes, to approximately ~160 paratransit service providers. There are no eligibility criteria other than an individual seeking assistance and the service is available 7 days a week from 5:30 a.m. - 11:00 p.m. during a PSPS.

SDG&E is continuing its partnership with FACT in 2024, as they have been able to facilitate all requests for transportation received and coordinated by 211 and United Way since the initiation of the collaboration in 2020. This consistency of meeting customers' needs when the utility experiences a de-energization has not necessitated identifying additional transportation partners.

In 2024, SDG&E plans to enhance marketing of this solution through targeted campaigns to individuals with AFN, as well as provide training and materials for CBOs within the Energy Solutions Partner Network that SDG&E works with. See section 1.7 AFN Public Education and Outreach for additional details.

No-Cost Hotel Stays

SDG&E is continuing its partnership with The Salvation Army in 2024, which provides no-cost hotel stays to individuals with AFN during PSPS. This is also available to individuals who would not normally be considered AFN, but due to circumstances (long duration, cold weather, living alone, etc.) request assistance. Hotel stays are arranged via The Salvation Army and 211/United Way, and do not require any payment up front or otherwise from individuals. Hotels are selected based on accessibility and proximity to a customer's residence or other requested location. The Salvation Army has facilitated all requests received since the partnership's initiation in 2020.

In 2024, SDG&E will continue marketing this solution through targeted campaigns to individuals with AFN through its network of CBOs. Additionally, SDG&E will work with The Salvation Army to explore enhanced screening for specific needs for individuals with AFN (e.g., accessibility, refrigeration).

Food Support

SDG&E has strengthened the pipeline of local food resources for older adults, individuals, and families with AFN by partnering with the San Diego Food Bank, Feeding America, Meals on Wheels, and other local food partners. These valued partnerships enable the support of vulnerable, rural, and tribal communities' year-round and during PSPS activations. Food support is available at many locations, including on tribal lands. Expanded San Diego Food Bank mobile food pantries ensure additional food support offerings during PSPS. As demonstrated, during previous PSPS de-energizations, this has proven to be a valuable resource and as such will continue to play an important role in supporting customers in need.

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

Wellness Checks

In 2022, SDG&E expanded its PSPS support services by partnering with service programs to perform in-home wellness checks when requests are made through 211 during a PSPS. PSPS educational resource flyers are distributed during wellness checks as part of their emergency preparedness efforts along with medical cooler organizers as needed. Additional support services can be provided through 211 as needed. The below partnerships will continue into 2024:

- **East County Community Emergency Response Team (CERT):** Educates people about disaster preparedness for hazards that may impact their area. Provides training in basic disaster response.
- **San Diego County Volunteer Sheriff Patrol - You Are Not Alone (YANA) Program:** A volunteer program designed to support older adults, people with disabilities or anyone who is otherwise homebound through weekly visits or by requests.

Resiliency Items

SDG&E will continue to distribute resiliency items at Community Resource Centers during a Public Safety Power Shutoff. These items may include portable solar cell phone charger, medical device charging, gift cards, solar power banks, cooler bags, 2.5-gallon water bags, bottled water, water for livestock and seasonal blankets and medical cooler organizer. Additional opportunities will be explored to provide targeted resiliency items as they are identified.

Continuing into 2024 are the distribution of medical cooler bags through CERTS and YANA during individual wellness checks in advance of a PSPS to those living in higher, PSPS risk areas.

SDG&E and the other IOUs have quarterly working group meetings, scheduled with the AFN Collaborative team to further identify opportunities to enhance support.

1.4. Customer Resiliency Programs and Continuous Power Solutions

1.4.1. Back-Up Power

SDG&E offers several back-up power programs to enhance resiliency for individuals, many of which are targeted to individuals with AFN during PSPS activations including no-cost and low-cost options.

1.4.2. Portable Battery Program (Generator Grant Program)

The Generator Grant Program (GGP) provides no-cost backup batteries to customers. In 2023, eligible customers included those residing in the HFTD who have experienced one or more PSPS outages and are enrolled in the Medical Baseline Program or flagged in SDG&E’s customer database as self-identified AFN or having a self-reported disability, including those that are blind/low vision, deaf/hard of hearing, and temperature sensitive. Just over 5,500 customers have received batteries to date, with approximately 77% of the eligible population having participated. In terms of customer feedback for this program, 71% of customers who participated in 2019 – 2022 experienced a PSPS, 94% reported using the battery unit during the outage, and of those, 98% replied that the battery unit helped power devices during the PSPS. Customers who participated in 2023 were sent an email survey at the end of the year. 36% of customers who responded to the survey stated that they experienced a power outage since receiving their battery and 79% of those customers who experienced an outage used their battery to power medical or assistive devices.

For 2024, the program will continue to prioritize MBL, Life Support, and qualifying AFN customers in the HFTD with a high likelihood of PSPS. SDG&E also plans to continue partnerships with Indian Health Councils to support tribal members with direct referrals to the program. The program will also continue to deploy “emergency” backup battery deliveries to individuals with AFN who need them during PSPS outages.

1.4.3. Generator Rebate Program (Generator Assistance Program)

SDG&E’s Generator Assistance Program offers a rebate incentive for customers to prepare with back-up power sources. The program offers a \$300 rebate on fuel generators and a \$50 on portable power stations to customers who reside in the HFTD and have experienced a PSPS-related outage. In addition, the program targets the low-income segment with an enhanced rebate of \$450 on fuel

generators and \$100 on portable power stations for all CARE/FERA customers. These higher rebate amounts are equivalent to a 70 – 90% discount on the average portable generator models for lower-income customers. To date, over 2,400 customers have received rebates from this program. The 2024 program will continue to target customers in the HFTD who have experienced previous PSPS events and provide enhanced rebates for low-income individuals including those with access and functional needs who elect to purchase portable generators and portable power stations. The program is expected to launch in the second quarter of 2024.

1.4.4. Mobile Home Park Resilience Program

The Standby Power Programs (SPP) target customers and communities that will not directly benefit from other grid hardening initiatives. These targeted customers reside in the backcountry and are generally located on circuits in communities that are most prone to PSPS exposure. One sub-program within the SPP umbrella that offers potential benefits to individuals with access and functional needs is referred to as the Mobile Home Resilience Program (MHRP). This program provides a clean backup power solution to enhance community resilience within their respective mobile home park. More specifically, solar panels coupled with a battery system help keep the mobile home park clubhouse powered during a power outage. The clubhouse tends to be a central location where residents can charge phones or laptops, keep medical devices powered, seek air conditioning, or refrigerate medicine in the community refrigerator. This program has completed three installations since its inception and will continue 1-2 installations annually (SPP budget permitting), with no-out of pocket expenses for the local residents.

SDG&E plans to identify mobile home park communities with an AFN population for potential inclusion in the 2024 program year.

1.4.5. Resiliency Surveys

SDG&E is in the process of restructuring the Personalized Preparedness Resource offering to reach specific vulnerable populations and provide qualifying customers with tangible resources to support their resiliency during power outages. The revamped program is expected to launch in late 2024.

1.4.6. Self-Generation Incentive Program (SGIP)

The Self Generation Incentive Program (SGIP) offers incentives for generation and battery storage technologies for residential and nonresidential customers. The SGIP has a variety of different budget categories for the current program cycle that started in 2020 and is expected to run until the end of 2025 or until all incentive funds are exhausted. In support of AFN customers, the program offers higher incentives for battery storage projects within the Equity Resiliency budget. Customers can be eligible for the Equity Resiliency budget if they are located in a Tier 2 or Tier 3 High Fire Threat Districts (HFTD), experienced Public Safety Power Shutoff (PSPS) events, are currently enrolled in a medical baseline program, and/or is a customer that has a serious illness or condition that could be life threatening if electricity is disconnected (2023 SGIP Handbook, PG 37). In 2023, the SGIP received 74 applications for the Equity Resiliency budget and paid out 409 applications totaling 13.14 MWh (CSE SGIP public data from CA DG Stats). This program is administrated by the Center for Sustainable Energy (CSE) in SDG&E's service territory and CSE will administrate SGIP until the end of the current program cycle [2020-2025].

1.4.7. Microgrid Incentive Program

SDG&E launched their Microgrid Incentive Program (MIP) in October 2023, and the application period will run between July 15, 2024, to August 14, 2024. Since

the launch of the program, SDG&E has been building awareness for the program through various workshops and one-on-one presentations to target customers.

SDG&E presented MIP at Semi-Annual Microgrid and Resiliency Workshop in December 2023. Starting Q1 2024, SDG&E opened the initial resiliency consultation phase. During this phase, customers have filled out initial resiliency consultation forms and scheduled time with SDG&E MIP team and SMEs to discuss MIP project proposals. MIP team has also been working closely with SDG&E Tribal Relations, Regional Public Affairs and Account Executive teams to reach out to potential customers and do one-on-one presentations. Additional information about MIP can be found at www.sdge.com/MIP.

1.5. Customer Assistance Programs

Through SDG&E's comprehensive, marketing, education, and outreach (ME&O) engagement strategy, relevant information on available programs and services is targeted to individuals with AFN to support emergency preparedness, cost savings and resiliency. These programs not only help low-income and disadvantaged communities but are also a critical way for SDG&E to reach a variety of customer demographics within the AFN population.

In 2023 the Joint IOU's conducted trainings to statewide AFN service and healthcare organizations on Medical Baseline Allowance (MBL) program, PSPS preparedness to help those with AFN to learn about the services available during a PSPS, and eligibility requirements for program enrollment. This initiative has continued into 2024 to ensure ongoing engagement. Additionally, the IOUs will continue to engage with community partners and provide a coordinated one-stop marketing and education outreach program for CARE, FERA, ESA, and bill payment programs to streamline the efforts and share best practices. SDG&E will also explore additional ways to expand promotion of these programs to customers identified as AFN.

1.5.1. Medical Baseline Allowance Program (MBL)

The MBL allowance program provides additional energy at a baseline rate (the lowest rate possible for residential customers) to customers with medical conditions that require heat, air conditioning, or have a qualifying medical device. To qualify for the Medical Baseline program, the applicant must have an eligible medical condition or medical device certified by a licensed Medical Doctor (M.D.), Doctor of Osteopathy (D.O.), Nurse Practitioner or Physician Assistant. The medical device must be for home use only.

Through the end of March 2024, SDG&E had 66,719 customers enrolled in the MBL Allowance program.² Communication and outreach continue to identify and enroll customers into the MBL program.

1.5.2. California Alternate Rates for Energy Program (CARE)

The CARE program provides a 30% or greater discount on natural gas and electricity bills to low-income residents, non-profit group living facilities, and agricultural housing facilities. Customers must meet eligibility guidelines to qualify for the CARE program. As of the end of Q1, 336,610³ customers were enrolled in CARE.

1.5.3. Family Electric Rate Assistance Program (FERA)

The FERA program provides qualified households with an 18% discount on electric usage every month. Households of 3 or more may qualify for the FERA program. Household size and total household income guidelines apply. As of the end of Q1, 10,022⁴ customers were enrolled in FERA.

² As reported in SDG&E's Disconnection Settlement Monthly Report for March 2024.

³ As reported in SDG&E's Low Income Monthly Report for March 2024, CARE Table 2.

⁴ As reported in SDG&E's Low Income Monthly Report for March 2024, FERA Table 2.

1.5.4. Energy Savings Assistance Program (ESA)

The ESA portfolio of programs offers no-cost weatherization services, energy efficient lighting, energy efficient appliances, energy education, and other services to income-qualified customers of single family, mobile homes and qualified Deed Restricted and Non-Deed Restricted multifamily buildings in support of reducing energy consumption and costs, while improving health, comfort, and safety of customers. ESA's portfolio consists of the Main ESA Program and the Multifamily Whole Building (MFWB) Program. In Q1, the ESA Main program treated 545 homes.

1.5.5. Low Income Energy Assistance Program (LIHEAP)

LIHEAP is federally funded and helps low-income households with weatherization services and one-time financial assistance to help balance an eligible household's utility bill. The program is overseen by the California Department of Community Services and Development (CSD) and administered by three local nonprofit agencies in SDG&E's service territory. SDG&E customers are referred to 211 San Diego (211sandiego.org) for information. SDG&E and Campesinos Unidos (CUI), which is one of the three agencies, have partnered in assisting customers with LIHEAP in the Northern County of San Diego. There were zero events during Q1. SDG&E will schedule 2-3 events that will take place at the SDG&E branch office in Escondido during Q2. In Q1 there were approximately 2,068 LIHEAP pledges totaling approximately \$2,032,675.

1.5.6. Arrearage Management Plan (AMP)

CARE and FERA customers may also be eligible for AMP, which is a 12-month payment plan that forgives 1/12 of a participant's debt after each on-time payment of the current month's bill. After twelve on-time payments of their current month's bills, the participant's debt will be fully forgiven up to a maximum of \$8,000. Enrolled participants are protected from disconnection while participating. As of the end of Q1 2024, there were nearly 22,000 customers enrolled in AMP with \$33.8M in total amount forgiven since the program started.

1.5.7. Community Support

In Q1 of 2024, shareholder funding was used to make charitable contributions to the local Community Emergency Response Teams (CERT), Tribal Emergency Response teams, and Fire Safe Councils. Funding is used to support participation in the San Diego County CERT Mutual Aid Plan and Neighborhood Evacuations Teams through the Office of Emergency Services and FEMA program. Funding was also provided to the San Diego County Fire Chiefs Association Training Officers Section to support a three-day training on Wildland Preparedness. Over 300 local fire fighters attend the event to learn best practices, and how to best engage with SDG&E clients and teams.

Additionally, in Q1, 39 local organizations were invited to apply for funding to support education, preparedness, and emergency response efforts. These include several organizations that specifically serve the AFN population including, Access to Independence, ARC of San Diego, Deaf Community Services, ElderHelp of San Diego, Home of Guiding Hands, Mama's Kitchen, Meals on Wheels, San Diego Oasis, and more. These organizations provide customized, often in-home, emergency preparedness and safety training for older adults, individuals with physical, intellectual, and developmental disabilities, those with vision or hearing impairments, individuals with chronic illness and many more.

Lastly, when SDG&E's territory was hit with unprecedented flooding on January 22, 2024, SDG&E provided monetary support as well as a significant donation of clothing, utility gloves that could be used for cleaning and debris removal, travel insulin kits, diapers and more to support the affected communities. SDG&E responded both charitably through our financial commitment and donation of items, as well as through our quick response from a utility functionality perspective.

1.6. PSPS Preparedness Outreach and Community Engagement

1.6.1. SDG&E Advisory Boards and Councils

SDG&E is committed to ongoing engagement with external stakeholders, public safety partners, tribal leadership, and advisory boards/councils to gain feedback on its approaches to serving customers before, during and after PSPS. The following section will outline Q1 2024 engagement, feedback received, and how SDG&E plans to incorporate the feedback to enhance the customer experience.

1.6.2. AFN Collaborative Council (See Appendix A)

SDG&E participated in the Q1 AFN Collaborative Council meeting on March 27, 2024. The meeting’s goal was for AFN executives and Joint IOU CEOs/leadership to convene and have meaningful discussion on resources and outreach provided to support individuals with AFN.

Table 3: Q1 Collaborative Council Meeting Information

| Access and Functional Needs Collaborative Council Meeting | |
|---|--|
| Meeting | <p>Date: March 27, 2024</p> <p>Location: Virtual</p> <p>Purpose: Collaborative discussion on Prepare for Power Down and the Best Practices Blueprint updates, understand awareness and utilization of PSPS Mitigation resources, and discuss DDAR and 211 IOU PSPS mitigation resources.</p> |
| Summary of Engagement | <ul style="list-style-type: none">• Best Practices Blueprint Outline<ul style="list-style-type: none">○ Joint IOUs shared a proposed outline, engagement strategy, and timeline for developing the Blueprint.<ul style="list-style-type: none">▪ Collaborative Council requested a process and timeline for reviewing the Blueprint draft. |

| | |
|--|--|
| | <ul style="list-style-type: none"> <ul style="list-style-type: none"> ▪ Draft is expected to be ready for review mid-April. • Prepare for Power Down Update <ul style="list-style-type: none"> ○ Joint IOUs shared that the site is nearing completion and invited the Collaborative Council to participate in beta testing. ○ Joint IOUs confirmed that the site has been tested with members of the AFN community and the CFILC and DDAR are available for further testing. • PSPS Mitigation Resources <ul style="list-style-type: none"> ○ SDG&E shared results from PSPS Impact Study. <ul style="list-style-type: none"> ▪ Discussed decline of PSPS resource awareness in areas that have not experienced de-energization in recent years. • DDAR and 211 Activations <ul style="list-style-type: none"> ○ Joint IOUs shared a breakdown of usage and fiscal expenditure on DDAR and 211 resources. |
| Feedback | <ul style="list-style-type: none"> • PSPS Mitigation Resources <ul style="list-style-type: none"> ○ Council members suggested to continue alignment of survey questions from all three IOUs to best identify customer needs. • DDAR and 211 Activations <ul style="list-style-type: none"> ○ Joint IOUs and Collaborative Council discussed specific strengths and resources of each contractor and agreed to meet separately for further discussion. |
| Action Items Guided by Feedback | <p>Completed Actions This Quarter:</p> <ul style="list-style-type: none"> • SDG&E provided Collaborative Council with list of PSPS services outlined in PSPS study. |

| | |
|------------------------------|--|
| | <ul style="list-style-type: none"> • Facilitate coordination on developing a survey for understanding opportunities Access and Functional Needs resource expansion. <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. • Provide Medical Baseline Allowance Program materials to the Collaborative Council for amplification. • Future Actions: <ul style="list-style-type: none"> • Joint IOUs to host a walkthrough session for Council members to review and provide feedback on the beta version of Prepare for Power Down website. • SCE to identify survey recently sent to SCDD regarding AFN support. • Joint IOUs to meet with Council members for follow-up discussion regarding utilization of DDAR/211. |
| IOU Responsible Owner | Dana Golan, Vice President of Customer Services |
| Future Meeting(s) | June 7, 2024 |

1.6.3. Statewide Joint IOU AFN Advisory Council

SDG&E participated in the Q1 Statewide Joint IOU AFN Advisory Council meeting on March 20, 2024. The meeting’s goal was to review key findings from the 2023 PSPS surveys, share updates regarding the Prepare for Power Down webpage, and discuss developments on the 2023 AFN Plan.

Table 4: Q4 Statewide Advisory Council Meeting Information

| Statewide Joint IOU Advisory Council | |
|--|--|
| Meeting | <p>Date: March 20, 2024</p> <p>Location: Virtual</p> <p>Purpose: Provide updates and key findings from 2023 PSPS surveys and share updates regarding the Prepare for Power Down webpage and 2024 AFN Plan.</p> |
| Summary of Engagement | <ul style="list-style-type: none"> • 2023 PSPS End of Season Update <ul style="list-style-type: none"> ○ Joint IOUs provided updates and key findings from 2023 PSPS surveys. • Prepare for Power Down Update <ul style="list-style-type: none"> ○ Joint IOUs shared status update of Prepare for Power Down website including a review of recent improvements and next steps. • 2024 AFN Plan Update <ul style="list-style-type: none"> ○ IOUs shared that the 2024 AFN Plan was filed with the CPUC on January 31, 2024, with quarterly updates due throughout the year. |
| Feedback | Joint IOUs to consider opportunities for language standardization in outage communications. |
| Action Items Guided by Feedback | <p>Completed Actions This Quarter: N/A</p> <p>On-Going Actions: N/A</p> <p>Future Actions:</p> |

| | |
|--------------------------|---|
| | <ul style="list-style-type: none"> • Statewide Council member organizations to send a list of support services offered before, during, and after a PSPS. • Interested Statewide Council members to participate in a live review of the Prepare for Power Down website. • Schedule meeting to review survey results in-depth with smaller group of Statewide Council members. |
| Future Meeting(s) | Q2 2024 |

1.6.4. Wildfire Safety Community Advisory Council (WSCAC)

The SDG&E Wildfire Safety Community Advisory Council (WSCAC) was established in 2019. WSCAC meetings are led by SDG&E’s Chief Operating Officer, Kevin Geraghty and are attended by members of the Safety Committee of the SDG&E Management Board.

The WSCAC provides direct input, feedback, recommendations, and support from community and business leaders to SDG&E senior management and the Safety Committee of SDG&E’s Board of Directors on how SDG&E can continue to help protect the region from wildfires and other disasters. This specialized group of 15 diverse and independent leaders from public safety, tribal government, business, nonprofit, and academic organizations in the San Diego region possess extensive experience in public safety, wildfire management, community-based services, and applied technology.

In Q1, the WSCAC met on February 2. Since this meeting occurred shortly after the unprecedented flooding that our region experienced on January 22, the meeting centered on the emergency response and recovery. SDG&E’s Climate Science and Meteorology teams presented trends they are seeing in 2024, and how El Nino has been developing and impacting the region. A robust discussion with community partners was held regarding how the disasters and hazards faced have expanded well beyond wildfires. Consideration given to floods, hurricanes,

and earthquakes, it is even more important for the utility to build resiliency and systems to support our most vulnerable customers.

In addition to the presentations and discussions, WSCAC members were given a tour of our new Emergency Operations Center (EOC). This state-of-the-art EOC was developed to take SDG&E well into the next 25 years of all-hazard preparedness, response, and recovery activities. The next generation technology is leveraging risk modeling, forecasting of weather patterns, tracking of outages, and preparing for, responding to, and recovering from all-hazards.

1.6.5. Tribal Communities

SDG&E has a Tribal Relations team that includes a dedicated manager to engage and coordinate with tribal leaders, staff, and community members to understand their greatest challenges with PSPS. Through these collaborations, tribes have expressed impacts to elders and vulnerable community members including the need for backup battery support and access to water sources. Additionally, food insecurity has been shared as a common concern as well as the need to integrate indigenous conversations around climate adaptation and ancestral wisdom. In response, SDG&E established support systems with Indian Health Councils to provide generators, resiliency items, information, and resources in advance of wildfire season and support with emergency food distribution during PSPS.

The Outreach team has been scheduling workshops and community resource fairs in remote tribal areas to provide one-on-one opportunities for tribal members to enroll in bill assistance programs, ESA, FERA, CARE, and MBL.

In Q1 of 2024, the Outreach and Tribal Relations team attended four Southern Indian Health Center Healthy Family Events. Additionally, the team has participated in a Campo Community Fair partnered with Mesa Grande Tribal Housing Department to provide a workshop and to sign up community members for bill assistance programs. Four tribes have requested assistance for their tribal

members facing disconnection due to nonpayment. All families were assisted with either re-enrollment in CARE, signed up for CARE and/or provided a payment plan. Due to the diversity among tribes and their varying priorities, SDG&E will continue to host year-round listening sessions with tribal leaders and staff to increase our reach to tribal members living on and off the reservations.

1.6.6. PSPS Working Group

SDG&E's PSPS Working Group (PSPSWG) includes representatives from small multi-jurisdictional electric utilities; CCAs; publicly owned electric utilities; communications providers; water service providers; the CPUC; tribes; local government entities; public safety partners; and agencies that serve community members with disabilities, aging, and access and functional needs (AFN) populations.

The PSPSWG met on March 13, 2024, and shared information related to the upcoming utility hosted PSPS exercises, spring wildfire safety fairs, and the San Diego County Sheriff's Blue Envelope program. The 2024 Community Resource Center (CRC) Plan was briefly reviewed, and feedback was provided from participants with questions addressed regarding contingency planning for wildfire outbreaks.

The next working group meeting is scheduled for June 12, 2024, 10:00 AM – 11:00 AM.

1.7. AFN Public Education & Outreach

The 2024 AFN Public Education campaign is in production for launch by the start of PSPS season later in the year during Q3. The paid campaign will utilize the refreshed creative from 2023 and will include enhanced messaging and imagery for AFN populations and continue to utilize tactics such as, but not limited to, streaming radio, print and digital advertising, paid social and paid search. The

campaign promotes 211 resources and customer offerings that are available during a Public Safety Power Shutoff.

The company is also reviewing the Wildfire Safety and PSPS sections of the website (sdge.com/wildfire-safety). Updates will include simplified language, updated information about SDG&E's PSPS protocols, and refreshed imagery.

The company will continue to promote customer resources such as generator safety and customer programs, the Wildfire Safety Fairs that are planned for the summer months, as well as direct communications about resources for AFN customers in the High Fire Threat District.

1.7.1. Statewide Website for AFN Solutions

PrepareForPowerDown.com (P4PD) is a Joint IOU website, created as a centralized resource for statewide CBOs 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, in response to the AFN Collaborative Council's request for a customer-facing website, the Joint IOUs embarked on a website refresh in 2022. In 2022, the Joint IOUs completed Phase 1 of the refresh, which focused on incorporating user-friendly accessibility features and making emergency preparedness tools, such as signing up for utility outage alerts, prominent on the homepage.

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 takes a step back to revamp the user journey through the website so that visitors will soon have a utility-customized view of program and resources, customized preparedness checklists, and be encouraged to sign up for outage alerts, enroll in

Medical Baseline Allowance if eligible, and engage with other utility customer support programs. In 2024, the Joint IOUs will continue with Phase 2 updates seeking to launch the new website in Q2 through Joint IOU and AFN Stakeholder Marketing and Communications.

In Q1 the Joint IOUs continued with adding enhanced P4PD features and beta testing with Statewide CBOs, agencies, and individual users of assistive technology. Stakeholder and Collaborative Council scheduling reviews continue into Q2. The Joint IOU Marketing and Communications strategy is under development in anticipation of a late Q2 statewide launch.

1.7.2. Accessibility of Communications

SDG&E is in the process of updating the Wildfire Safety and PSPS pages on the company website as described in the AFN Public Education & Outreach section above. These updates will continue to prioritize accessibility for this effort, including meeting the Americans with Disabilities Act (ADA) through conformance to the Web Content Accessibility Guidelines (WCAG) 2.2 AA success criteria for accessibility. Optimized Drupal (content management system) includes accessibility features such as search engine form and presentation, color contrast, heading structure, image handling and form labeling. Implementation of the AudioEye website accessibility services provide twice yearly manual accessibility audits in addition to continuous testing and remediation of accessibility issues automatically in real time. Reporting of issues found, and those accessibility fixes that must be conducted by human intervention are available weekly to our digital experience team. SDG&E also works with the Center for Accessible Technology (C4AT) on testing and remediation of the company's digital mobile application properties.

PSPS notifications have been updated for the 2024 season and are in the process of translation into the prevalent languages spoken in the territory. Additionally, a new notification system will be put in place later this year, and the PSPS

notifications are also being adapted for that system, including digital files for PSPS voice notifications.

Effective communication is important for the safety and well-being of customers of every ability and requires that they be accessible. Enhancing the accessibility of customer notifications is a top priority. SDG&E worked with stakeholders and experts to identify accessibility enhancement opportunities in our notifications to customers. These include:

- Implementing the Accessible Hazard Alert System (AHAS), that provides customized on-demand accessible alerts in real time (approx. 15 min) with the same accessibility as the current pre-recorded PSPS customer notifications providing accessible communications during unforeseen emergencies whenever they may occur. In addition to direct notifications to customers, these accessible notifications are shared on social media and web platforms
- Implementation of Video Remote Interpreting (VRI) resource and training to all CRC and Branch Office staff, allowing for complex conversations and information sharing in ASL and languages other than English. SDG&E employees may access the VRI resource by PC, tablet, or Smart Phone via the Boost Lingo platform. ASL interpreters via video chat, or language interpreters (voice only) are available 24/7 to equitably provide essential information and to engage in conversations with all customers. As a redundancy to the VRI platform SDG&E has contracts in place for in-person ASL interpretation services in case of a network failure during a CRC activation.

SDG&E continues to prioritize accessibility for its websites and mobile apps. As mentioned above, the company takes a proactive approach to meet the ADA Content Accessibility Guidelines (WCAG) 2.2 AA success criteria for accessibility. SDG&E continues to leverage an AFN landing page (sdge.com/AFN) to allow customers to self-identify, as well as get personalized resources for AFN needs.

Optimized Drupal (content management system) includes accessibility features such as search engine form and presentation, color contrast, heading structure, image handling and form labeling. Implementation of the AudioEye web site accessibility services provide twice yearly manual accessibility audits in addition to continuous testing and remediation of accessibility issues automatically in real time. Reporting of issues found, and those accessibility fixes that must be conducted by human intervention are available weekly to our digital experience team. SDG&E also works with the Center for Accessible Technology (C4AT) on testing and remediation of the company's digital mobile application properties.

- Reviewing customer program application processes and forms to identify opportunities to make it more accessible and easier for customers to navigate.
- Conducting readability reviews of web content and marketing materials to ensure information is conveyed in a simple language and easy to understand format. SDG&E is exploring training for marketing and web contact contributors in creating accessible documents.

1.7.3. AFN Power Panel

To better understand the needs of customers with AFN, the power panel surveys will continue into 2024. The AFN Power Panel are surveys specifically for customers with AFN to serve as customer advocates for accessibility and accommodations in relation to PSPS. Topics may include outage needs, communication channels, electric-powered device needs, and other areas of interest that help SDG&E identify and refine accommodations and communications to better serve this population. In 2024, the surveys may include various AFN related marketing materials and communications for understanding and effectiveness. While SDG&E deems the information from respondents as valuable to understanding customer segment, the sample size of the AFN Power Panel is typically small (n=~350), so results from these surveys are interpreted with caution.

The AFN Power Panel is a selection of customers self-identified as individuals or households with access and functional needs. Surveys will begin in Q2 through Q4.

1.7.4. Community Based Organization Outreach

CBOs continue to serve as a key channel and support network throughout SDG&E's service territory. These organizations are considered trusted partners in the communities they serve and provide valuable insight and engagement across various segments, including support to individuals with an AFN. Additionally, these partners amplify SDG&E's wildfire preparedness and notification messaging to hard- to-reach customers, with an emphasis on reaching those located in the HFTD.

SDG&E's Energy Solutions Partner Network, which consists of more than 200 CBOs, is leveraged to help prepare customers, with a focus on individuals with AFN, for wildfires and other emergency situations. These partners, who receive financial compensation for their year-round support, leverage critical information and notifications through a variety of outreach tactics including presentations, events, meetings, and the amplification of emergency preparedness information through their respective social media channels. SDG&E targets outreach to the diverse needs of individuals with AFN and will continue to seek opportunities to promote enrollment and awareness of support services available during a PSPS. In 2024 SDG&E will continue to strengthen existing partnerships while building new partnerships with organizations that represent the needs of customers with AFN, with a focus on the deaf and blind, those with assistive technology and durable medical equipment, and those who prefer a language other than English. We have identified these segments as areas of growth for outreach through feedback from council engagement and surveys.

In 2021, SDG&E developed an enhanced compensation structure for CBOs to provide enhanced notification support, focusing on those in the HFTD as well as

individuals with an AFN. To further reach these customers and amplify preparedness and active PSPS support, SDG&E strategically identified and leveraged support from CBOs within its Energy Solutions Partner (ESP) network. As part of this enhanced process, these CBOs, who reach a wide range of demographics including diverse, multicultural, multilingual, senior, disadvantaged and AFN communities, received comprehensive training and materials related to emergency preparedness and wildfire safety. Prior to a PSPS, SDG&E provides notifications and updates to these organizations, who then serve as a critical channel to amplify messaging and communicate with customers who may not utilize traditional channels. This PSPS messaging is then shared through the CBO's communication channels including social media platforms such as Facebook, X, and Instagram. Examples of these select CBOs include 1) Access to Independence; 2) San Diego Center for the Blind; 3) Adjoin; 4) Julian Cuyamaca Resource Center; 5) Meals on Wheels; and 6) Backcountry Communities Thriving.

SDG&E continues to expand the PSPS support network of CBOs and has since increased the number to roughly 50. In 2024, SDG&E plans to continue this enhanced engagement effort while adding additional CBOs to provide this PSPS notification support.

SDG&E also provides presentations to local CBOs that may not be part of the ESP network, focusing on organizations with disabled and aging population constituents. These presentations provide educational awareness of PSPS support services, emergency preparedness, customer assistance programs and collaboration opportunities to enhance outreach efforts. Examples of targeted organizations who receive presentations include Live Well Rural Collaborative, Rural Healthcare Collaborative and the Council on Access and Mobility.

As of late Q1, SDG&E has met with and awarded key AFN organizations with grants who provide additional PSPS preparedness. Presentations have been provided to Community Emergency Response Team (CERTS) on PSPS preparedness and AFN Self-ID opportunities. Additional trainings and collaborations for CERTS staff are planned for Q2-Q3. Panel Discussions on PSPS preparedness at the Live

Well Rural Collaborative is scheduled for August. Additionally, the Emergency Manager at SDG&E will continue to work with groups to identify PSPS support service educational trainings, shared AFN and PSPS materials, and other outreach opportunities as they are identified.

SDG&E recognizes there are additional opportunities to reach customers who are disabled and aging individuals with our preparedness and support services with accessible messaging. In 2024 SDG&E will continue working with a local communications firm to advise on strategic communication channels, effective collateral, and tactics to expand educational outreach to targeted AFN segments in the High Fire Threat District.

1.7.5. Participation in Community Events

To expand our reach and support customers with AFN in the HFTD, SDG&E is planning to continue hosting a series of Wildfire Safety Fairs (WSFs) throughout Q2 and Q3, to disseminate PSPS, CRC, and emergency preparedness information to its customers, including customers with AFN in key communities of concern, totaling four fairs in 2024 across the communities of Ramona, Alpine, Valley Center and one additional location that has not yet been identified. At these WSFs, customers can visit SDG&E subject matter experts and our participating partners including, 211, American Red Cross, CalFire, CERT, and others to learn more about ways they can better prepare themselves and their loved ones for the unexpected loss of power due to PSPS and other possible weather driven emergencies.

Additionally, SDG&E is continuing its Mini-Wildfire Safety Fair series in 2024. As of the end of Q1 SDG&E participated in 10 Mini-Wildfire Safety Fairs, which focus on providing enhanced support to customers while engaging CBOs within SDG&E's ESP network. These mini-wildfire fairs provide an opportunity to enhance coordination efforts with Fire Safe Councils, CERT Teams, Fire Departments, and Tribal Governments with a focus on educating and preparing customers for wildfires within rural communities, particularly individuals with AFN. Examples of

CBOs that have supported this initiative include, La Maestra, Poway Neighborhood Emergency Corps, and the Southern Indian Health Council.

As of March 2024, SDG&E has participated in over 150 community events to provide customer assistance program education, direct enrollment support, and connect impacted customers to available resources at the Local Assistance Centers and FEMA Disaster Recovery Centers for customers impacted by flooding in January and February. To enhance education about disaster preparedness and learn about basic disaster response, SDG&E Outreach event specialists have completed Community Emergency Response Team training.

1.7.6. Collaboration with Partners and State Agencies

Healthcare Industry and State Agencies

SDG&E recognizes that ongoing engagement with healthcare practitioners, medical associations, managed care program providers, and durable medical equipment suppliers is a key opportunity to increase enrollment in the Medical Baseline Program and connect individuals with AFN to programs and services that help our customers prepare for a PSPS.

In Q1, the Joint IOU AFN and MBL teams collaborated with the California Department of Social Services, In Home Support Services (IHSS) to provide a statewide training webinar to IHSS employees. Topics included Medical Baseline Program participation, PSPS Support Services, and AFN Self-Identification/Vulnerable programs. Two training courses were conducted with ~80 attendees.

Continued 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.

Paratransit Service Engagement

SDG&E continues to provide FACT, SDG&E's Paratransit Support Partner, with PSPS preparedness education and outreach information to share with their

transportation partners FACT is amplifying SDG&E's AFN PSPS collateral with their stakeholders, organizations, and drivers. Educational emails and board training will continue into Q2.

1.8. PSPS Activation (During – Emergency Operation Center Activated)

1.8.1. PSPS Communications

Before PSPS Paid Media/Advertising

Similar to the updated 2024 AFN Public Education Campaign described in the “AFN Public Education & Outreach” section above, the 2024 Wildfire Safety Community Awareness Campaign is in production and will be in market by summer. This paid campaign will also utilize the refreshed creative from 2023. Additionally, the campaign includes a PSPS public-education component. The main call-to-action of the campaign will continue to be updating their profile contact information, signing up for SDG&E notifications and downloading the Alerts by SDG&E mobile app (PSPS app). The final campaign may utilize communication tactics such as, but not limited to:

- Promotion of community engagement events, emergency preparedness workshops, safety fairs and public participation meetings
- General Market TV
- Streaming TV
- General Market Radio
- Streaming Radio
- Radio Sponsorships (Traffic, News, Weather)
- Out-Of-Home (Bulletins/Posters/Transit)

- Digital (Banner Ads, Mobile Phone Ads, Online Video, Paid Search, Paid Social)
- Print Advertising
- Community newspapers in the HFTD and the service territory (Back Country, Latino/Hispanic, Asian, African American, General Market)

In addition, the company will continue to promote customer offerings to High Fire Threat District customers via direct communications. Refreshed communications are being prepared for offerings such as the generator programs, AFN resources and outreach events described in previous sections.

Communications During PSPS

During a PSPS, SDG&E uses notifications, website updates, media updates, in-community signage and situational awareness postings across social media and shares social media kits with community partners to communicate real-time information to a broad audience. Additionally, SDG&E activates communications to provide affected customers and the public with the latest real-time updates during a PSPS. Key communications are available in 22 prevalent languages including ASL and digitally accessible text.

During a PSPS, SDG&E has a dedicated AFN liaison, who is responsible for conveying real-time updates and talking points to AFN community partners. SDG&E also uses communication platforms, including social media channels, broadcast and print media, and the WCAG 2.2 AA accessible, SDG&E NewsCenter and SDGE.com websites, to share enhanced support services available for individuals with AFN. SDG&E also produces and distributes a digital document that lists communities affected by a PSPS and shares it with local municipalities and agencies. This effort is intended to give additional context about PSPS events and help communities prepare.

In addition to mass media, SDG&E utilizes several communications channels geared towards individuals who may not be account holders (e.g., visitors, mobile home park residents, caretakers, etc.) these channels include SDG&E's mobile app, *Alerts by SDG&E* roadside electronic message signs placed in strategic, highly traveled locations, tribal casino marquees and flyers posted around impacted communities.

The company plans to continue customer-research efforts with PSPS-affected customers at the end of the 2024 season.

PSPS Notifications

SDG&E is reviewing 2024 notifications for clarity and making minor refinements to make messaging clearer and more accessible. These messages are currently being translated and will be available in the 22 prevalent languages spoken in the territory as well as ASL and digitally accessible text. Additionally, a new notification platform will replace the Enterprise Notification System and be put in place later this year. PSPS notifications are currently being adapted for the new platform, including digital files for PSPS voice notifications.

SDG&E sends PSPS notifications to all impacted individuals as soon as possible through its Enterprise Notification System (recorded voice message, email, and text message). The company also works with Deaf Link to convert all notifications into American Sign Language (ASL) video, English audio read-out and screen reader accessible transcript. SDG&E also enables address-level alerts for customers and the general public through its accessible Alerts by SDG&E app. For assigned Critical Facility and Infrastructure customers, their respective SDG&E account executive also contacts them via contact methods (such as phone call and/or email) that are preferred by the customer. The account executives then provide situational updates and lists of potentially impacted meters. Additionally, as part of SDG&E's PSPS notification process, all account holders including multi-family building account holders, receive notices prior to conducting a de-energization.

Annually, SDG&E evaluates the content library of PSPS email, text and voice notifications for customers and non-accountholders. SDG&E also uses feedback solicited from and provided by customers who have been notified and affected by PSPS events to simplify notification messaging and make content more representative of the conditions being experienced. Every year the SDG&E public-education campaign includes messaging about signing-up for notifications prior to the start of peak fire season.

For MBL and Life Support Customers, SDG&E reviews the results of each Enterprise Notification System campaign to determine if a positive confirmation for MBL customers was received through a voice contact (landline or cell phone, based on the customer's preferred contact number). For any MBL customers that SDG&E does not reach by voice contact, a list is provided to SDG&E's Customer Contact Center, who proactively call customers that have not been contacted. If they are unsuccessful in contacting the customer, SDG&E will then send a Customer Service Field representative to the customer's service address to notify them. SDG&E trains Customer Service Field representatives on the County of San Diego's First Responder AFN Training Series to promote an empathetic and supportive approach for customers with AFN.

1.8.2. Accessible Media Engagement

In 2024, SDG&E will continue to engage with local broadcast media and utilize various mediums to reach the public, including AFN communities, and Limited English Proficient residents, to provide them with wildfire safety and emergency preparedness information, PSPS awareness and PSPS education.

Per the U.S. Census Bureau, San Diego County is home to more than 3.3 million residents, approximately 1.1 million of whom are Hispanic and Latino. SDG&E's service territory also borders Baja California, México, and is home to one of the busiest land border crossings in the world. In addition to providing communications in language, SDG&E's dedicated Spanish communications manager produces wildfire safety and PSPS-related news releases, social media, and other communications pieces in Spanish for the public and local Spanish

broadcast media. SDG&E also continues to provide critical PSPS and wildfire safety information in all prevalent languages.

Prior to and during high fire risk conditions, SDG&E will engage local broadcast media, including local Spanish media and multicultural niche outlets, early and often to reach customers and notify them to amplify SDG&E's messaging during a wildfire or high fire risk weather conditions to keep our diverse customer base and the public informed.

1.8.3. Community Resource Centers (CRCs)

As a result of meetings held in communities in SDG&E's service area, SDG&E established a network of Community Resource Centers (CRCs) to help communities in real-time during Public Safety Power Shutoffs. Currently, SDG&E has identified eleven customer-owned facilities located within the HFTD to serve as CRCs during Public Safety Power Shutoffs and maintains three mobile units for deployment. SDG&E will maintain eleven CRCs in 2024 and does not have any plans to add additional locations. The CRC locations selected by SDG&E were identified through a rigorous process, which included input from fire and meteorological experts, as well as consideration of those areas most prone to adverse weather, as indicated by historical data.

Customers at CRCs are provided:

- Bottled water
- Light snacks
- Cell phone and medical device charging
- Seating
- Accessible Restrooms
- Ice
- Water trucks (for large animals)

- Up-to-date outage event information

SDG&E endeavors to provide cellular network services access where possible.

SDG&E has coordinated with each CRC site-facility owner on Americans with Disabilities Act (ADA) compliance and has provided additional accessibility and safety items in “AFN Go Kits.” These Go Kits include items to mitigate trip hazards, communication aids, additional accessibility and directional signage, and materials to expand accessible parking and provide safe paratransit loading zones. Privacy screens are available to provide a private area for sensitive activities like administering medications, breastfeeding, or establishing a calming area for sensory disabilities and other needs.

Additionally, SDG&E has leveraged key takeaways from Cal OES’s Inclusive Planning Blueprint for Addressing Access and Functional Needs at Mass Testing/Vaccination Sites. SDG&E has implemented the Video Remote Interpreting (VRI) resource and training to all CRC staff, allowing for complex conversations and information sharing in ASL and other languages. Each CRC will also have non-English visual translator boards for simple and casual conversations. SDG&E will ensure all CRC staff are familiar with possible reasonable accommodation requests and know to refer such requests to the EOC AFN Liaison Officer for solution support.

SDG&E established a medical device drop-off process for charging AFN individuals at the CRCs and will have medical cooler organizers available. More details about SDG&E’s CRCs, including siting and accessibility will be outlined in its forthcoming CRC plan as required by D.20-05-051.

1.9. Recovery (After – Power has been restored)

1.9.1. Customer Research and Feedback

SDG&E is preparing for the 2024 PSPS season communications. Part of that effort includes soliciting feedback from customers about SDG&E PSPS communications. The company conducts annual Pre-Season and Post-season Customer Research in Q3 and Q4. Customer surveys are offered in the 22 languages prevalent within the SDG&E service territory. SDG&E utilizes these surveys to test recall and comprehension of PSPS messaging, and communications channels customers prefer. The data collected from the surveys is used to make real time adjustments, where appropriate, to public education and communications strategies to ensure PSPS communications continue to provide information to be most helpful to customers before and during a PSPS. As SDG&E has not cut power due to PSPS in several years (2023 PSPS activation did not include any power outages), the company is reviewing Post-season surveys to solicit more feedback about awareness of AFN resources. Current survey tools were drafted to measure utilization of AFN resources offered during a PSPS, and the company sees an opportunity to further examine resource awareness this year.

1.9.2. AFN Support

After Action Reviews and Reports

SDG&E will continue to follow the established emergency management After Action Review (AAR) process for all events in 2024. This process includes bringing together key internal personnel that participated in the event in any way. Other AAR's are held with external partners and a joint report is then produced to combine all findings to understand our strengths, opportunities to improve and lessons learned into an AAR Improvement Plan for implementation.

Lessons Learned and Feedback

2023 required SDG&E to implement PSPS protocols during the October 29th through October 31st event. As a result, although there were 16 lessons learned in 2023, SDG&E used this as an opportunity to develop more robust strategies to support our customers and focus on sharpening our AFN subject matter expertise. SDG&E will continue to leverage lessons learned from previous events including

closer coordination and more advanced notice to AFN support model partners and vendors. The nature of a PSPS does not lend itself to extended advance notice, however, SDG&E will notify partners and vendors when there are early indications of weather conditions that may trigger a PSPS.

Customer Surveys

A post PSPS Wildfire Survey is conducted once a year at the end of Wildfire Season. Results of the 2023 Pre-season and Post-season surveys will also be used to evaluate and improve communications for 2024. The company plans to resume Pre-season and Post-season research efforts during 2024 as well.

APPENDIX A – C

Appendix A:
Collaborative Council Members

APPENDIX A – COLLABORATIVE COUNCIL MEMBERS*

| Name | Organization | Title | Group |
|------------------|--|--|-----------------------|
| Aaron Carruthers | State Council on Developmental Disabilities (SCDD) | Executive Director | Collaborative Council |
| Andy Imparato | 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 |

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

| | | | |
|---------------------|---|---|-----------------------|
| 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 Members

APPENDIX B – STATEWIDE COUNCIL MEMBERS*

| 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 |

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

| | | |
|-----------------------|--|--|
| 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 | Executive Director |

| | | |
|-----------------------|---|---|
| | Independent 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 Giguiere | Disability Rights California | Equal Justice Works Disaster Resilience |

| | | |
|------------------------|---|---|
| | (DRC) | 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 |

| | | |
|---------------------|---|---|
| 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 – 2024 AFN PLAN OBJECTIVE TRACKER

| 2024 Key Objectives | Team | Progress to Date | Q1 2024 Updates |
|---|-------------------|---------------------------------------|--|
| <p>§Increase awareness of IOU programs and services available before, during and after a PSPS</p> | <p>Joint IOUs</p> | <p>Prepare for Power Down Website</p> | <p>Feedback on P4PD messaging with CFLIC and IHSS, Braille Institute, 2-1-1</p> <p>Joint IOUs updated the Joint IOU PSPS Fact Sheet</p> <p>Coordinating and benchmarking with CalFresh for food support for individuals with AFN impacted by PSPS activations</p> <p>Joint IOU presentation to IHSS to increase awareness of PSPS and resources</p> |
| <p>§Increase awareness of IOU programs and services available before, during and after a PSPS</p> | <p>SDG&E</p> | | <p>Regional PSPS WG Survey to identify which utility resources are most valuable to stakeholders' constituents and the most effective medium to communicate resources offered. Identified organizations requesting a presentation by AFN team:</p> <ul style="list-style-type: none"> - Meeting with CERT 3/26/24 - T-Mobile presentation occurred with Emergency Management on 3/14/2024 <p>Partnered with Kaiser for customers to complete MBL.</p> <p>CBO Social Media packet shared in newsletter for AFN Preparedness and</p> |

| | | | |
|---|------------|---|---|
| | | | Self-ID. Distributed collateral at Emer. Prep |
| §Continue to identify individuals who are Electricity Dependent | Joint IOUs | Partnership with IHSS, Regional Centers, Department of Rehabilitation | Monitoring progress on MBL study |
| §Continue to identify individuals who are Electricity Dependent | SDG&E | | Social media packet to Energy Solutions Partner Network (200+ CBOs) |
| §Identify new enhancements to programs and resources needed to mitigate the impacts of PSPS | Joint IOUs | AFN Statewide and Collaborative Council AFN Plan Core Planning Team | Review results of the PSPS Pre/Post Survey |
| §Identify new enhancements to programs and resources needed to mitigate the impacts of PSPS | SDG&E | | Began planning the CBO survey to request feedback from CBO partners on items related to PSPS survey |
| §Coordinate and integrate resources with state, community, utility to minimize duplication | Joint IOUs | Joint IOU Blueprint Concurrent Application System (CAS), universal application Prepare for Power Down Website | Coordination with CalFresh regarding food support Phase 3 to include relaunch of Prepare for Power Down website in collaboration with Cal Fire, Cal OES, and other statewide organizations |
| §Coordinate and integrate resources with state, community, utility to | SDG&E | | Meeting with 2-1-1 to discuss gap analysis the organization provided and discuss contract related to current scope-of-work |

| | | | |
|----------------------|--|--|--|
| minimize duplication | | | |
|----------------------|--|--|--|

Note: Joint effort to focus on activities completed together vs. doing things are similar. Progress to date highlights complete actions and denotes if they are continuing to-date.