

**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 2022 PLAN TO SUPPORT ACCESS AND FUNCTIONAL  
NEEDS POPULATIONS DURING PUBLIC SAFETY POWER SHUTOFFS**

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July 29, 2022

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Pursuant to Conclusion of Law 36 and Ordering Paragraph 1 of the California Public Utilities Commission's (Commission) Phase 3 De-Energization Decision (D.) 20-05-051, San Diego Gas & Electric Company (SDG&E) submits this quarterly update regarding its progress toward meeting its 2022 Access and Functional Needs (AFN) Plan and the impact of its efforts to address the AFN and vulnerable population during Public Safety Power Shutoff (PSPS). SDG&E's quarterly update is attached hereto as Attachment A.

Respectfully submitted,

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July 29, 2022

# **Attachment A**

**San Diego Gas & Electric Company's  
Quarterly Update to 2022 Plan to Support  
Populations with Access and Functional Needs During  
Public Safety Power Shutoffs**

July 29, 2022



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## Introduction

On January 31, 2022, San Diego Gas & Electric Company (SDG&E or Company) submitted its 2022 plan regarding its planned efforts to support populations with access and functional needs (AFN) during de-energization events (2022 AFN Plan) in accordance with California Public Utilities Commission (Commission or CPUC) Decision (D.) 20-05-051 Phase 3 OIR Decision Guidelines leveraging the Federal Management Administration's (FEMA) six step Comprehensive Preparedness Guide (CPG) process. SDG&E's 2022 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 2022 AFN Plan and the impact of its efforts to address the AFN and vulnerable population during de-energization events, also known as Public Safety Power Shutoff (PSPS). This update maps to and follows the sequencing of SDG&E's 2022 AFN Plan<sup>1</sup> for ease of reference and builds upon the efforts described therein. Specifically, rather than repeating the activities SDG&E describes in its 2022 AFN Plan that were already taken, this update provides the incremental efforts taken since April 29, 2022.

## CONCEPT OF OPERATIONS | HOW

### 1.1 Preparedness/ Readiness (Before Power Shutoff)

#### 1.1.1 Emergency Operations Center

Leading up to the PSPS season, the SDG&E Emergency Management Department meets with public safety partners to determine the best method of communication and to provide situational awareness during Emergency Operation Center (EOC) activations. Public safety partners are proactively informed through different forms of communication throughout the year. Impacted public safety partners from 2021 will be directed to the new SDG&E Public Safety Partner Portal to receive the latest situational updates. Impacted critical facility and infrastructure customers were

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<sup>1</sup>[https://www.sdge.com/sites/default/files/R1812005\\_SDGE%202022%20AFN%20Plan.pdf](https://www.sdge.com/sites/default/files/R1812005_SDGE%202022%20AFN%20Plan.pdf)

communicated to directly by their SDG&E account executive via phone and/or email communication. These impacted critical facility and infrastructure customers were provided a list of their potentially impacted meters and situational updates.

### **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:

- Conducted a PSPS Tabletop exercise on June 27 with over 100 attendees, including active participation from AFN partner organizations;
  - Conducted AFN CBO support partner process walk-through with 211 SD, 211 OC, FACT and Salvation Army on June 29
- Virtual 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 CBO services;
- Training on IOU programs and services to home workers, social service staff, CBOs, tribal orgs, and CERTS; and
- Held PSPS webinars for Safety and Community Partners.

### **1.1.3 EOC AFN Liaison Role**

An EOC AFN Liaison team has been confirmed and a roster has been created for the 2022 calendar year. Two internal review training sessions to prepare for the 2022 season have been conducted with the EOC AFN Liaison team. In addition to the State required trainings, each EOC AFN Liaison is required to complete training in SDG&E EOC process and procedures, specific position and role requirements and processes, and notification systems training. A series of functional and tabletop exercises leading up to PSPS and wildfire season are also scheduled. One exercise includes the AFN Community Based Organizations (CBO) who the EOC AFN Liaisons will be working closely with during an actual PSPS.



### 1.1.4 Customer Care Support

In 2022, SDG&E will continue to support individuals and households with AFN, before, during and after PSPS. When concerned customers and individuals call and speak with an Energy Service Specialist, they will be directed to the appropriate resource to receive support (e.g., 211, Customer Assistance AFN EOC role). 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 AFN for additional consideration of tools, programs, and services.

### 1.2 AFN Identification

SDG&E has continued enhancing its ability to identify Electricity Dependent individuals with AFN through defining, mapping, and enabling self-identification with the goal to mitigate the impacts of PSPS on individuals with AFN served by IOUs through improved outreach, education, assistance, programs, and services.

SDG&E has identified and flagged approximately 423,000, or roughly 34% of residential customers as AFN. Approximately 44,000<sup>2</sup> of these customers reside in the HFTD. SDG&E's Access and Functional Needs ID Types:

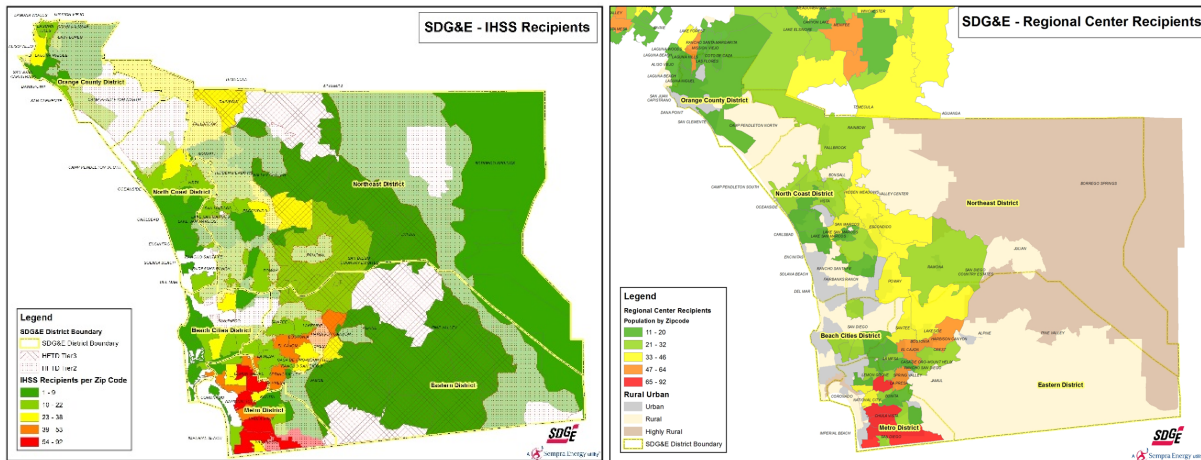
- AFN Self-Identified
- CARE
- FERA
- Medical Baseline (MBL)
- Life Support (subset of MBL)
- Temperature Sensitive (subset of MBL)
- Deaf/Hard of Hearing
- Blind/Low Vision
- Disabled
- Senior 62+

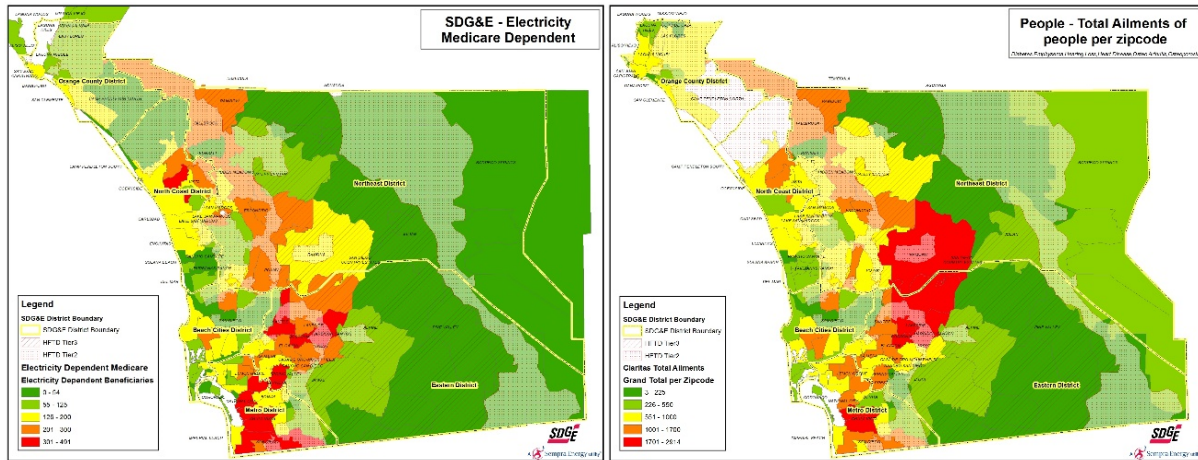
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<sup>2</sup> SDG&E's 2022 AFN Plan submitted on January 31, 2022, incorrectly noted 185,000 customers with AFN in the HFTD. The reference to 185,000 referred to the total number of customers with AFN identified, of which approximately 44,000 reside in the HFTD.

Large Font Bill  
 Braille Bill  
 Non-English Preferred

In response to feedback received from the AFN Collaborative Council, SDG&E enhanced its geographic map of AFN clusters throughout its service territory to include market research and available statewide data to capture individuals our database may be missing. This data is identified in the maps below and include In Home Supportive Services (IHSS), Regional Center San Diego and Imperial County, electricity dependent Medicare recipients and individuals with ailments located in the HFTD. Market researched ailments include asthma, diabetes, type 2 diabetes, hearing loss and hearing aids, contact lenses, emphysema, eye-glasses, heart disease, osteo arthritis, osteoporosis and rheumatoid arthritis. SDG&E is leveraging customer research and data analytics and creating an internal AFN dashboard to enhance SDG&E’s understanding of this key group of customers.





### 1.2.1 AFN Identification Outreach

In April 2022, SDG&E continued the staggered marketing campaign to better serve individuals with AFN via email and mail to customers identified as potentially having AFN through market research with disabilities and ailments that may align with access and functional needs for self-identification.

In May 2022, SDG&E shared the following AFN Identification outreach content with its 200+ CBO network to disseminate online and through social media:

#### **Article: SDG&E’s ACCESSIBLE INFORMATION, RESOURCES AND SERVICES**

SDG&E is committed to supporting its customers who have access and functional needs. Do you or does someone in your household have a disability or use an electronic medical device for health, safety, or independence? Do you prefer to receive information in a language other than English? SDG&E provides certain communications in over twenty languages including American Sign Language (ASL).

Billing statements are available in large font or Braille for those who are blind or have low vision. Depending on your needs, you may also qualify for bill discount programs at [sdge.com/assistance](https://www.sdge.com/assistance).

Visit [sdge.com/AFN](https://sdge.com/AFN) to learn more about SDG&E's accessible resources, programs and services.

## **Social posts: SDG&E's ACCESSIBLE INFORMATION, RESOURCES AND SERVICES**

SDG&E is committed to supporting its customers with various access and functional needs and making sure that everyone is offered equal access to information, resources and services. Get more information at

[sdge.com/AFN](https://sdge.com/AFN). #sdge #SDGEAssist

SDG&E is committed to providing all customers with accessible resources and services. To learn more, visit [sdge.com/AFN](https://sdge.com/AFN). #sdge #SDGEAssist

## **Translated article: INFORMACIÓN, RECURSOS Y SERVICIOS ACCESIBLES DE SDG&E**

SDG&E se compromete a apoyar a nuestros clientes que tienen necesidades funcionales y de acceso. ¿Usted o alguien en su hogar tiene una discapacidad o utiliza un dispositivo médico electrónico para mantener su salud, seguridad o su independencia? ¿Prefiere recibir información en español o en un idioma distinto del inglés? SDG&E proporciona mensajes e información en más de veinte idiomas, incluido la lengua de señas americana (ASL).

Facturas están disponibles en letra grande o Braille para las personas ciegas o con baja visión. Según sus necesidades, también puede calificar para programas que ofrecen un descuento en [sdge.com/asistencia](https://sdge.com/asistencia).

Para obtener más información sobre los recursos, programas y servicios accesibles de SDG&E, visite [sdge.com/AFN](https://sdge.com/AFN) o envíe un mensaje por correo electrónico a [AFNsupport@sdge.com](mailto:AFNsupport@sdge.com).

## Images: SDG&E's ACCESSIBLE INFORMATION, RESOURCES AND SERVICES



¿Usted o alguien en su hogar:

- tiene alguna discapacidad?
- usa un dispositivo médico que requiere electricidad?
- prefiere recibir información en español o en otro idioma?

Queremos saber para que podamos brindarle el mejor servicio posible. Háganos saber en [sdge.com/afn](https://sdge.com/afn).



Do you or someone in your home:

- Have a disability
- Use a medical device that requires electricity
- Prefer to receive information in a language other than English?

We want to know so we can better serve you. Let us know at [sdge.com/afn](https://sdge.com/afn).

### 1.3 AFN Support Resources

In 2022, SDG&E will continue its robust support services for individuals with AFN. SDG&E continues to identify organizations with quick response

capacity that can meet the needs of customers across the region during PSPS activations.

### **Centralized Resource Hub (211)**

SDG&E has extended its partnership with 211 San Diego and 211 Orange County into 2022 and has continued to expand and enhance that partnership as gaps and new opportunities are identified. 211 Orange County has modeled a Community Information Exchange after 211 San Diego as best practice and is in the process of sharing the new platform with stakeholder and training organizations within the network to leverage the new centralized platform.

### **Accessible Transportation (FACT)**

SDG&E will continue partnering with Facilitating Access to Coordinated Transportation (FACT) in 2022 to provide accessible transportation to any individual with AFN across the entire HFTD during PSPS. There are no eligibility criteria other than an individual seeking assistance. FACT is available 7 days a week from 5:30am-11pm during PSPS and has been able to facilitate all requests for transportation that have come in to 211 and SDG&E since the initiation of the partnership in 2020.

### **No-Cost Hotel Stays (Salvation Army)**

SDG&E will partnering and enhancing initiatives with Salvation Army to provide no-cost hotel stays to individuals with AFN during PSPS (as referred by 211 San Diego and 211 Orange County). These hotel stays are offered to any individual with AFN and are available for the duration of PSPS events.

## **Food Support (San Diego Food Bank, Feeding America, Meals on Wheels)**

SDG&E has strengthened the pipeline of local food resources for seniors, individuals, and families with AFN by partnering with the San Diego Food Bank, Feeding America, Meals on Wheels and other local food partners to support vulnerable, rural, and tribal communities year-round and during PSPS activations. Food support and gift cards are available for 2022.

For 2022, the San Diego Food Bank and Feeding America have mobile food pantries to support communities impacted by PSPS both with a rural and tribal focus. This is an area of continuous improvement, and SDG&E will explore additional vendors to include for food support.

## **Resiliency Items (CERTs, Regional Center, SCDD/American Red Cross)**

SDG&E established a new partnership with the San Diego Seniors Community Foundation to provide emergency preparedness support at 20 senior facilities helping approximately 500 seniors in the development of emergency preparedness plans.

The State Council on Developmental Disabilities (SCDD) San Diego & Imperial County, in partnership with the American Red Cross, provides emergency preparedness and resiliency items to individuals after the completion of an emergency preparedness training. Resiliency items in the emergency bags include flashlight, crank-powered flashlight/radio/cell-phone charger, emergency food bars, water pouches and an emergency whistle. In addition to emergency preparedness online training, Access to Independence distributes emergency back packs that include crank flashlight/radio, pill box, thermal blanket, light stick and emergency drinking water pouches. Through personalized assessments, additional items may be provided including solar phone charger, small cooler or fridge, braille dot stickers and a Vial of Life.

## **1.4 Customer Resiliency Programs and Continuous Power Solutions**

### **1.4.1 Back-Up Power**

SDG&E offers several backup battery and generator 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 power units to Medical Baseline (MBL) and Life Support customers in the HFTD with a high likelihood of PSPS, and has expanded to include a broader audience of customers with AFN in the following categories:

- Individuals with disabilities
- Temperature-sensitive
- AFN self-identified

To date, approximately 3,800 customers have received batteries, with 73% of the eligible population having participated. For the approximately 2,300 customers who participated in the 2021 GGP program, 98% reported they were “very” or “extremely” satisfied with their experience, and 94% reported they now feel “very” or “extremely” prepared for a future PSPS.

SDG&E is continuing its partnership with Indian Health Councils to support the direct distribution of backup power units to tribal communities in 2022 including reserved units. The program will also continue to deploy “emergency” backup power units to individuals with AFN who need them during PSPS activation and continue targeted outreach, including tribal communities that may be harder to reach.

### **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 to customers who reside in the HFTD and have experienced a recent PSPS-related outage. In addition, the program targets the low-income segment with an enhanced rebate of \$450 for all CARE customers. This enhanced rebate is equivalent to a 70– 90% discount on the average portable generator models for lower-income customers. The 2022 program targets customers in the HFTD who have experienced previous PSPS and will include enhanced rebates for low-income individuals with AFN on portable generators and portable power stations.

#### **1.4.4 Resiliency Surveys**

In Q2 2022, SDG&E focused on revamping the existing resiliency survey to condense questions, while continuing to provide informative resources, including guidance on ensuring both backup power and general safety preparedness during a PSPS, collateral on external partner offerings, and how to locate the nearest Community Resource Center. Customers who respond to AFN related questions will receive additional valuable information about SDG&E's support services and will be reminded to complete SDG&E's AFN Self-Identification webform. The survey will launch in Q3 2022 to all residential customers in the HTFD, and additional promotion will occur on SDG&E's AFN landing page and in other AFN outreach opportunities.

### **1.5 Customer Assistance Programs**

#### **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.

As of May 2022, SDG&E had approximately 66,000 customers enrolled in the Medical Baseline Allowance program. To help gain new enrollments, SDG&E expects to launch targeted marketing campaigns to potentially eligible MBL customers in Q3 and will leverage the AFN database.

### **1.5.2 California Alternate Rates for Energy Program (CARE)**

The CARE program provides a 30% or more 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.

### **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.

### **1.5.4 Energy Savings Assistance Program (ESA)**

The ESA program provides no-cost weatherization services to low-income households who meet the CARE income guidelines. Services provided include attic insulation, energy efficient refrigerators, energy efficient furnaces, weather stripping, caulking, low-flow showerheads, water heater blankets, and door and building envelope repairs which reduce air infiltration.

### **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.

### **1.5.6 Arrearage Management Plan (AMP)**

CARE customers may also be eligible for the 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.

### **1.5.7 Community Support**

The Fire Service Training Institute is a new grant recipient and AFN partner that will help expand the LISTOS Aware and Prepare program launched in 2019 by California Volunteers, throughout San Diego County. The program will target underserved population and is currently offered in 13 languages.

SDG&E is a sponsor of the 2022 Prepare in a Year Campaign facilitated by San Diego County Fire CERT to provide disaster preparedness planning, emergency awareness training, and operational response support to the San Diego County Fire Protection District for the residents in the unincorporated areas of San Diego County. Monthly tips include information how to prepare for emergencies and information about upcoming SDG&E Wildfire Safety Fairs and Public Safety Power Shutoff information.

## **1.6 PSPS Preparedness Outreach and Community Engagement**

### **1.6.1 AFN Collaborative Council (See Appendix A)**

SDG&E participated in the AFN Collaborative Council meeting on April 4, 2022 and June 15, 2022. The meeting goal was to provide a forum for the AFN executives and Joint IOU CEOs/leadership to convene for a progress update in advance of wildfire season.

## **Meeting Summary – April 4, 2022 (Special CEO Session/AFN Executives)**

Some key themes from this discussion included:

- PSPS is a solution to one public safety problem that created another public safety problem
- AFN leaders expressed concern about potential lack of a comprehensive and consistent plan statewide
- Identified need to build capacity in a way that provides consistency across the state for people with AFN before, during and after events
- AFN partners are willing and able to help IOUs build internal solutions to reach/serve the community with the IOU-funded resources
- Identified opportunity to think about overall customer engagement and the need to tell the complete story of how the IOUs are working with these communities
- Shared need of mapping of customer experience journey to identify current state, ideal state, gaps, and areas most critical to zero in on
- Noted that overall, great progress has been made with the advisory council group

### On-Going Actions

- Evaluate a universal landing page as a central hub for all utilities providing a customer evaluation tool; consider pairing with Prepare for Power Down website [started in Q1, continuous]
- Conduct market research to help identify and reach out to individuals and communities geographically who are categorized with AFN and provide necessary resources accordingly [Q3, continuous]
- Consider communication campaign and strategic partnerships with CBOs to provide awareness around AFN campaigns [started in Q1, continuous]

### Future Actions

- Committed to pursuing a uniform approach for people with disabilities and AFN across the state, taking into consideration regional needs and services
- Evaluate programs & communications along with resources to be provided

- Explore a combined central public facing website with a one-stop-shop for people to get information regardless of where they're served
- Make significant progress in the above efforts before the next wildfire season

## **Meeting Summary – June 15, 2022**

SDG&E participated in the AFN Collaborative Council meeting on June 15, 2022. The meeting goal is to provide AFN executives an update on outstanding action items to-date and receive feedback on the comms/notification plan in advance of wildfire season.

### Action Item Dashboard

- AFN executives received a preview of the action item dashboard and tracker the Joint IOUs had prepared for progress made to-date on commitments made-to-date on action items identified by the council.
- Several suggestions, including a written summary of completion and differentiating between utility-specific and statewide action items were provided for IOU consideration
- Aligned on quarterly updates to be provided on dashboard from IOUs to AFN executives

### IOU-Specific Action Item Updates

- Joint IOUs provided updates on data heat maps, AFN self-identification and medical device charging at CRCs. The following suggestions were provided by AFN executives:
  - Leverage AFN executives as partners in the process to ensure data being collected for heat maps and self-identification hits the correct groups
  - Ensure that expectations at CRCs are similar (if not the same) across all offerings across all IOUs in terms of charging capabilities, temperature control, accessibility spacing, etc.

### On-Going Actions

- Continue to review customer feedback and lessons learned from incidents such as winter-storms or other hazards to inform future actions
- Continue to leverage the AFN executives to obtain feedback

## **1.6.2 Statewide Joint IOU AFN Advisory Council (See Appendix B)**

SDG&E participated in the Statewide Joint IOU AFN Advisory Council meeting on June 22, 2022. The meeting goal was to provide the statewide council an update on outstanding action items to date and receive feedback on the communications and notification plan in advance of wildfire season.

### **Meeting Summary – June 22, 2022**

#### Future Meeting Format

- Reviewed combined meeting format for Q3 2022+ which incorporates a joint format with the Access and Functional Needs Advisory Council.
- The Access and Functional Needs Statewide Council will function as a working group and the Access and Functional Needs Leadership Council will function as a Steering Committee.

#### IOU-Specific Action Item Updates

- Joint IOUs provided updates on data heat maps, AFN self-identification and medical device charging at CRCs.
- IOUs went into further detail with team regarding the market research data they received compared to regional center and IHSS data

#### PSPS Comms/Notification Plan Feedback

- Statewide council members inquired about address alerts and who could sign up for them
- IOUs noted that any individual can sign up for an address alert for any address, regardless of if they are the account holder
- Statewide council recommended that ASL is considered when mentioning notifications available in multiple languages

#### Statewide Website

- IOUs shared that they are looking into a one-stop-shop website for individuals with Access and Functional Needs to be able to visit in order to see applicable programs from the IOU that serves them.
- IOUs requested feedback from council members regarding vanity URL suggestions
- Statewide council was in agreement with importance of this website and asked for search engine optimization to be considered for easy accessibility

### **1.6.3 Wildfire Safety Community Advisory Council (WSCAC)**

As part of SDG&E's wildfire management program, SDG&E conducted its 2022 second quarter Wildfire Safety Community Advisory Council meeting on May 6, 2022. The presentation and topics of discussion included the 2022 Weather and Drought Outlook, overview and tour of SDG&E's Aviation Services and wildfire safety updates including the launch of the AFN Self-Identification Campaign to better serve individuals with AFN, the completion of the zero-emissions microgrid in Ramona built in collaboration with two agencies aimed to keep essential resources powered during Public Safety Power Shutoffs (PSPS) and other emergency situations.

SDG&E's 2022 Wildfire Safety Community Advisory Council upcoming meetings will be held on August 19, and November 11.

### **1.6.4 Tribal Communities**

**Tribal Research (online survey and focus-group sessions)** were employed during Q2 to gauge PSPS support needs for the region. The online survey was sent to tribal first responders who partner with SDG&E during PSPS occurrences. Outcomes of this effort include a PSPS resource card that is in production for community members and first responders on tribal lands. The focus groups were held with 13 Tribal Leaders where they shared their thoughts around improving collaborations with SDG&E. As an outcome of this research, efforts are being planned for a tribal advisory group that is planned. Later this year, this group will meet with the SDG&E tribal outreach team on an ongoing basis and provide additional feedback based on identified needs.

SDG&E will enhance tribal communications to include customized, culturally sensitive messaging and imagery used for public education and outreach. An objective is to deepen tribal engagement by partnering with tribal councils and other tribal resources to develop a customized tribal communications and public education strategy that is meaningful and culturally appropriate.

SDG&E hosted the Southern California Emergency Managers Meeting on July 22, 2022, at SDG&E's Emergency Operations Center.

The La Jolla Band of Luiseño Indians will again host a Wildfire Safety Fair on August 19, 2022.

SDG&E will provide small grants to the less resourced tribes to assist with disseminating information about low-income programs.

### **1.6.5 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 June 2, 2022, and shared information related to community resource centers.<sup>3</sup> Additionally, the PSPSWG sought feedback for the annual CRC plan, PSPS communications & notifications, and accessible communications. SDG&E invited attendees to the SDG&E Wildfire Safety Fair on Saturday, June 18 from 9am to 1pm at the Ramona Outdoor Community Center. The next PSPSWG meeting will be on September 21, 2022.

## **1.7 AFN Public Education & Outreach**

The AFN public education began in Q2 and will run all year across the service territory. The campaign was expanded in 2022 to include Defensible-space messaging to align and augment CAL FIRE's messaging for 2022.

Direct communications to AFN customers, residing in the HFTD will continue to be deployed in Q2-Q3, including:

- Multi-family facility/AFN resiliency mailing – this campaign will go to property managers, owners and residents (on file) of residential multi-

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<sup>3</sup> SDG&E's PSPSWG Q2 report is available here:

<https://docs.cpuc.ca.gov/PublishedDocs/Efile/G000/M489/K140/489140864.PDF>



family facilities and focus on PSPS preparedness and available resources;

- Mobile Home Park/AFN resiliency mailing – directed to Mobile Home Park managers and residents and focus on PSPS preparedness and available resources;
- AFN Self-Identified/MBL mailing – direct communications about PSPS preparedness and available resources will be sent to Medical Baseline participants and customers who self-identified as AFN.
- Wildfire/PSPS Resiliency Survey – to all HFTD customers;
- Wildfire/PSPS Safety Newsletter – to all HFTD (residential) customers;
- Wildfire Safety/PSPS bill insert;
- Generator Assistance Program; and
- Generator Grant Program.

Additional communication refinements include:

**Promotion of the Wildfire Safety Fairs:** SDG&E sent promotional emails to residential customers in the HFTD. These events are a collaboration with multiple public safety partners and CBO's, with the purpose to inform on resiliency and safety information, with special emphasis on providing AFN resources to all participants, including AFN fact sheet, Medical Baseline Applications, 211 information and how to access additional information and resources. Public education materials are now available in all 21 prevalent languages in SDG&E's service territory.

**Technology communication enhancements** to the following: PSPS website by enhancing the website to improve the customer experience, site performance and reliability, as well as increase accessibility and translating all online wildfire safety and PSPS collateral (digital versions of printed materials) into all 21 prevalent languages; further refine and expand the SDGE Alerts (PSPS) mobile app to be more accessible including collaborating with the Center for Accessible Technology; refine the Public Safety Partner Portal communication platform

### 1.7.1 Statewide Website for AFN Solutions

In response to the AFN Collaborative Council's request for a Joint IOU one-stop shop website, the IOU's established a working group in Q1 and began identifying enhancements for [PrepareforPowerdown.com](https://www.prepareforpowerdown.com) based on the feedback received.

The Joint IOU working group benchmarked with other organizations to look for both short and long-term creative solutions. A potential vendor has been identified and a Proposal and Scope of Work was submitted to the Joint Utilities for review. While the Joint Utilities are reviewing to ensure the Proposal and Scope of Work will meet the AFN Collaborative Council's request, meetings are being scheduled with external stakeholders for engagement of design and phased deliverables. In addition, the Joint IOU working group is engaged with the Universal Application System (UAS) working group that explored an Income Qualified UAS to understand feasibility of developing a "one stop shop", and how efforts made by the Joint Utilities WG and the Qualified UAS Working Group could be aligned. The UAS Report<sup>4</sup> recommends pursuing integrations for resiliency programs that help customers mitigate the impacts of PSPS once CARE, FERA, and ESA applications are successfully integrated. The Joint Utilities Working Groups will continue to seek opportunities to work with the Qualified UAS Working Group.

SDG&E's dedicated landing page will continue to provide resources to assist individuals with AFN, particularly for PSPS ([sdge.com/AFN](https://sdge.com/AFN)). The page provides extensive information and resource links which include notification sign-up, emergency plan/kit checklists, generator safety, the Medical Baseline program and application, CARE, FERA and ESA, as a representative sample of some of the information available to the viewer.

### 1.7.2 Accessibility of Communications

SDG&E has prioritized accessibility for its websites and mobile apps and has conducted internal trainings across SDG&E focused on document

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<sup>4</sup> On July 1, 2022, the Joint Utilities, per D.21-06-015 OP 46, filed a report to Energy Division (ED) summarizing the Universal Application System's working group progress and recommendations.

accessibility, alternative text, reading order, headings, color contrast, font size etc. SDG&E has also increased the imagery in communications representing people with assistive devices and disabilities.

In Q2 SDG&E launched its Accessible Hazard Alert System (AHAS), which has been tested and is active and operational for any urgent customer messaging like power outages. Messages are texted and emailed to customers that include a URL for accessibility. The URL provides the message in a video format of an ASL Interpreter signing the message, English voice, and the transcript of the message that is screen reader and braille refresh reader accessible. Also included on the AHAS site are preparedness videos that include closed captioning and the addition of an ASL Interpreter. These customer messages also include a link to access the message in all 21 prevalent languages.

### **1.7.3 Community Based Organization Outreach**

SDG&E continued collaboration with its network of more than 200 community-based organizations (CBOs), known as its Energy Solutions Partner Network, to connect customers with programs and solutions related to Customer Assistance, Public Safety Power Shutoff resiliency, and wildfire preparedness. These organizations represent the diversity of SDG&E's customers with the majority being small, grassroots agencies serving customers with access and functional needs, including those that are multicultural, multilingual, low income, seniors, and Limited English Proficiency (LEP) audiences in communities of concern. These CBOs receive financial compensation and resources to help educate SDG&E customers utilizing a variety of tactics, including messaging through email and social media channels, posting information on their websites, and providing booth space at events.

In Q2, SDG&E provided training and resources to the approximately 45 CBO partners and provided compensation for reaching constituents with AFN in the HFTD to provide enhanced notification support before, during and after a PSPS. These select CBOs received informational training on what to expect when a Red Flag Warning or PSPS occurs, available support partner resources and pre-scripted social media toolkits to amplify messaging to their constituents through their respective social platforms.

These CBOs continue to serve as a critical channel to communicate with customers who may not utilize traditional channels. Examples of the CBOs that received this training include Deaf Community Services, ElderHelp of San Diego, Meals on Wheels, San Diego Oasis, Fallbrook Senior Center, San Diego Center for the Blind, Access to Independence and Alzheimer's Association.

SDG&E continued efforts in Q2 to strengthen existing partnerships and build new partnerships with organizations that represent customers with AFN. New CBOs added in Q2 include Backcountry Communities Thriving, and D'Vine Path who reach adults with developmental, intellectual and/or learning disabilities. Both new partners are in SDG&E's HFTD. Veterans with Pets and House of Peru are also new partners adding to our multicultural and veteran outreach.

SDG&E's Outreach team continues to expand its reach to customers with AFN providing ongoing education on Customer Assistance, Bill Debt Relief, PSPS and emergency preparedness programs and resources. In Q2, SDG&E provided presentations to organizations including the House of Italy, Southern California American Indian Resource Center and the North County Health Project, to name a few. These presentations also provide an opportunity to highlight support channels available to customers with AFN.

Additionally, in Q2 SDG&E provided targeted training and presentations on PSPS preparedness and resources to the Council on Access and Mobility, San Diego Senior Center Foundation Coalition, Voluntary Organizations Active in Disaster (VOAD), the Regional Center of San Diego and the Orange County Regional Center Emergency Managers, Casa de ls Campanas (CASDIC) Emergency Management, Poway Neighborhood Emergency Corp and representatives from the California Hospital Council who received a virtual Emergency Operations.

#### **1.7.4 Participation in Community Events**

To further reach and support customers with AFN in the HFTD, SDG&E hosts a series of Wildfire Safety Fairs (WSF) to disseminate PSPS, CRC, and emergency preparedness information to its customers, including customers with AFN in key communities of concern. At these WSFs,

customers can visit SDG&E SMEs and our participating partners including, 211, American Red Cross, CalFire, 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 emergencies. In Q2, SDG&E kicked off its series of four WSFs in some of the most impacted PSPS communities including Ramona, Alpine, Julian and Valley Center.

In addition to these large-scale WSFs, SDG&E launched a new initiative to further reach customers and engage CBOs within its Energy Solutions Partner network by hosting a series of approximately 45 mini safety fairs. These mini-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 those with AFN. Examples of CBOs that have supported this initiative include, Power Neighborhood Emergency Corps, Scripps Ranch Civic Association and Julian Cuyamaca Resource Center. The fairs will continue to take place throughout the year and will be hosted in several impacted communities while serving as a key channel to reach some of SDG&E's hardest-to-reach customers.

### **1.7.5 Collaboration with Partners and State Agencies**

The Joint IOUs will continue to collaborate to partner and deliver statewide training sessions on PSPS preparedness and available programs and services. This collaboration includes the California's Department of Social Services In-Home Health and Supportive Services (IHSS) Program Managers, the California Rural Indian Health Board (CRIHB) and the California Hospital Association/Hospital Council. The California Department of Developmental Services Regional Centers will be contacted within respective service territories partnering with new Emergency Manager staff for localized training.

On June 30, the joint IOUs developed a pre-recorded-on demand training video with the California Hospital Association/ California Hospital Council. The joint IOU video presentation featured wildfire safety, Public Safety Power Shutoff, Medical Baseline Allowance Program, back-up battery programs and other resources available to customers. The training video will be made available on the California Hospital Association's website for staff and members.

SDG&E worked in conjunction with PG&E and SCE on delivering Medical Baseline applications and AFN/PSPS collateral to the California Association of Health Facilities (CAHF) for localized distribution. On May 5, SDG&E sent 500 MBL applications and 500 of the AFN/PSPS materials in English and Spanish for distribution to patients upon discharge in the SDG&E service territory. CAHF is a statewide healthcare agency of skilled nursing facilities, health facilities and intermediate care facilities which are in-home residential care facilities consisting of 4-6 clients with developmental disabilities.

On May 11, as part of a joint utility Multifamily PSPS education and outreach effort, the IOUs provided a joint write-up for the California Apartment Association newsletter pointing to [PrepareforPowerdown.com](https://www.prepareforpowerdown.com) and the importance of updating contact information, alert notifications, and emergency planning.

#### Additional Key Segment Updates

Collaboration has begun with the Regional Center of San Diego and Imperial County and Orange County Regional Center for localized AFN program and support services trainings. Training was provided to the Emergency Managers on PSPS, support services, Medical Baseline Allowance Program and other offerings available. An online learning module of the presentation is under consideration as a preferred form of training for their staff.

SDG&E partnered with State Council on Developmental Disabilities San Diego and Imperial County to electronically share PSPS support services, programs, notification sign-up and other services to ~1,000 support organizations, agencies and individuals serving those with AFN throughout the community. The communication included the AFN/PSPS flyer in English and Spanish for distribution.

SDG&E is in production and preparing to send targeted AFN communications in the coming weeks in support of Multifamily and Mobile Home Park PSPS campaigns. This communication will include resiliency information and AFN resources for wildfire and PSPS. These direct communications will be reported in the Q3 update.

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

### 1.8.1 Communications During PSPS

In preparation for the 2022 peak wildfire and PSPS season, SDG&E has made the following enhancements to customer and public communications during a PSPS.

#### Video development - Customer journey during a PSPS through restoration

SDG&E produced a new video that walks customers through the different stages of a PSPS through restoration. This tool provides information about SDG&E's processes internally and in the field to re-energize affected customers. This will be useful during a PSPS and can help educate customers about what to expect as they are receiving notifications and other communications during a PSPS. The video was developed as response to solicited customer feedback during 2021 and can be viewed here: <https://www.youtube.com/watch?v=Sn0JYGpoldw>.

#### Simplification of PSPS website content

SDG&E staff are in the process of reviewing, refining and simplifying PSPS content on sdge.com based on customer research. AFN/accessibility features including:

Accessibility: SDG&E worked with the Center for Accessible Technology (C4AT) to build a best-in class accessible website and mobile app;  
 Google map links to Community Resource Centers have been added and font sizing has been addressed based on customer feedback from 2021;  
 Improved layout elements and font sizing were also incorporated to improve the experience when viewing the site on a mobile device;  
 The website now utilizes a Content Delivery Network (CDN) and Web Application Firewall (WAF) to ensure stability and performance; and  
 Additional coding was put in place to help low-bandwidth customers and the public view the site more effectively.

### Release of SDG&E Alexa Skill

The SDG&E Alexa skill was developed to provide real-time notifications and important information through voice assistants like Amazon Alexa, Apple Siri, and Google Assistant. Through 2022, the project team will be prioritizing weather and community safety, allowing staff and customers to ask questions and receive real-time information on forecasts, Red Flag Warnings, FPI, weather cameras, air quality, Community Resource Center locations, potential PSPS and Flex Alerts. This new resource will also benefit AFN communities as an additional communication source.

### Dedicated Spanish Communications Team

SDG&E's Spanish communications are vital before and during a PSPS because Spanish is the second most-prevalent language spoken in the territory (more than 1/3 of the service territory is Spanish speaking). SDG&E works with local Spanish media (TV and radio) before and during peak wildfire/PSPS season, and during a PSPS.

### Community Resource Center Resources

Onsite translation services, including American Sign Language, will now be available at Community Resource Centers (CRC) to assist AFN customers and the public. Additional enhanced offerings also available, if needed, including warm meals, power inverters and blankets and will be promoted during a PSPS.

## **1.8.2 PSPS Notifications**

The 2022 customer notifications were further refined and expanded based on customer, public safety and community partner feedback. Material changes include enhanced accessibility features and the addition of notification content advising recipients to multiple information points including SDG&E's outage webpage, SDG&E's PSPS webpage, SDG&E's PSPS app 'SDGE Alerts', and the SDG&E Customer Care Center to obtain the updated information related to estimated length of outage, estimated restoration times, and when power was turned back on.

PSPS notifications are also being simplified to drive to a central location ([sdge.com/ready](https://sdge.com/ready)) for real-time information and resources. That website landing page has also been updated and simplified for customers to easily get updated information including AFN resources, a heat map of areas



affected by PSPS, ability for customers and the public to look up and map the closest Community Resource Centers to their current location.

### **1.8.3 Accessible Media Engagement**

The accessibility of SDG&E's external web sites (SDGE.com, and SDGEnews.com) has been a priority, and comply with WCAG 2.1 AA guidelines. SDG&E has partnered with AudioEye to perform ongoing review to identify and correct new accessibility concerns that emerge. This system monitors what real users are doing and which parts of our websites they are visiting. Real-time Artificial Intelligence (AI) insights are gathered and remediations are performed. These remediations included defining headings, reading order, buttons, links, search field and more.

SDG&E's web development team is provided training, help desk support and accessibility resources throughout the year. Since these websites will be updated with new programs and current information, continuous monitoring, accessibility testing, discovery, remediation, and validation helps to keep these sites accessibility up to date. Implementation of updated web accessibility guidance, as it becomes available, is part of our accessibility strategy.

### **1.8.4 Community Resource Centers (CRCs)**

SDG&E has 11 customer-owned facilities located within the HFTD to serve as CRCs during adverse weather events and 3 mobile units.

Customers at CRCs are provided:

- Bottled water
- Light snacks
- Cell phone charging
- Seating
- Accessible Restrooms
- Ice
- Water trucks (for large animals)
- Up-to-date outage event information

CRCs will also have charging stations, seating, and accessible restrooms available on-site. SDG&E endeavors to provide cellular network services

and will collaborate with the telecommunication providers who support services in CRC areas.

SDG&E continues to coordinate with the CRC team on access and functional needs and 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 secluded area for sensitive activities like administering medications, breastfeeding, 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 Video Remote Interpreting (VRI) resource and training to all CRC staff, allowing for complex conversations and information sharing in ASL and non-English 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.

New in 2022, SDG&E plans to supplement priority medical device charging with the option to drop-off and pick-up items to be charged. SDG&E has expanded its CRC staffing pool to include a dedicated team of contract resources who will respond to CRC activations, along with SDG&E staff. 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’s Pre-Season PSPS customer survey will be issued in early Q3 prior to peak response season. The survey will be offered in the 22 languages prevalent within the SDG&E service territory. SDG&E has been utilizing quarterly customer opinion surveys to test PSPS messaging and communications channels customers prefer.

The data collected from the surveys will be 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 during a PSPS.

**AFN Power Panel.** The AFN Power Panel is a year-long, monthly survey, specifically for customers with AFN to serve as customer advocates for accessibility and accommodations. Topics include outage, communication, electric-powered device needs, and other areas of interest that help SDG&E identify and refine accommodations. The sample size of the AFN Power Panel is currently small, so results from these surveys should be interpreted with some caution.

Key results from the May and June surveys indicate:

- ~55% of panelists prefer text messages as a way of receiving wildfire safety information
- ~70% gravitate towards TV for news on a local emergency with 47% report using news websites or apps
- ~70% of panelists are aware that they can access most services on SDG&E's website with 44% aware of the SDG&E mobile app
- ~50% of AFN respondents say they have an emergency plan in place in the event of a loss of power
- ~75% of panelists want to know more of why an outage occurred and ~ 60% prefer an immediate update on restoration even if inaccurate.
- ~70% of AFN panelists report that someone in their household requires electricity for medical equipment or devices
- ~45% of AFN panelists say they would need a battery, mobile charger or generator to power medical equipment or a small medical device with 38% requiring refrigeration for medications

SDG&E will continue to adjust from customer insights as communications and services are implemented.

**Appendix A:**  
**AFN Collaborative Council Participants**

### AFN Collaborative Council Participants

<b>First</b>	<b>Last</b>	<b>Organization</b>	<b>Title</b>
Aaron	Carruthers	State Council on Developmental Disabilities (SCDD)	Executive Director
Andy	Imparato	Disability Rights California (DRC)	Executive Director
Anne	Kim	California Public Utility Commission (CPUC)	Public Utilities Regulatory Sr. Analyst
Robert	Hand	California Foundation for Independent Living Centers (CFLIC)	Interim Executive Director
James	Cho	CPUC	Public Utilities Regulatory Program Manager
Karen	Mercado	Disability Rights California (DRC)	Executive Assistant
Susan	Henderson	Disability Rights Education & Defense Fund	Executive Director
Vance	Taylor	California Office of Emergency Services (CalOES)	Chief, Office of Access and Functional Needs

**Appendix B:**  
**Statewide Joint IOU AFN Advisory Council**  
**Participants**

### Statewide Joint IOU AFN Advisory Council Participants

First	Last	Organization	Title
Kelly	Brown	211	Director, Interface 2-1-1
Hewitt	Matanari	Alta California Regional Center	Emergency Response Coordinator
Tracey	Singh	American Red Cross	Pacific Division Disability Integration Advisor
James	Collins	CA Council of the Blind	Community Educator
Rick	Yrigoyen	CA Department of Social Services Adult Program Division - CDSS	Staff Services Manager
Ally	Bartz	CA Department of Social Services Adult Program Division - CDSS	unknown
Mark	LaBeau	CA Indian Rural Health Board (CIRHB)	CEO
Sutep	Laohavanich	California Department of Aging (CDA)	Program Director
Adam	Willoughby	California Department of Aging (CDA)	Asst. Director of Legislation and Public Affairs
Melissa	Kasnitz	Center for Accessible Technology	Legal Director
Tamara	Rodriguez	California Department of	Officer, Emergency

<b>First</b>	<b>Last</b>	<b>Organization</b>	<b>Title</b>
		Development Services (DDS)	Preparedness & Response
Rose	Samaniego	California Department of Development Services (DDS)	Community Program Specialist III-FHA Supervisor
Seneca	St. James	California Department of Development Services (DDS)	Community Program Specialist III
John	Barnett	California Department of Social Services (DSS)	Manager, Response and Redirect Unit
Joanne	Brandani	California Department of Social Services (DSS)	Deputy Chief, Disaster Services Branch
Michael	Butier	California Department of Social Services Disaster Unit (DSS)	Functional Assessment Service Team Coordinator
Kendall	Skillicorn	California Department of Social Services Disaster Unit (DSS)	Bureau Chief, Department Operations Bureau
Bonny	Wolf	California Department of Social Services Disaster Unit (DSS)	Disaster Unit
Josh	Gleason	California Department of Social Services Disaster Unit (DSS)	



<b>First</b>	<b>Last</b>	<b>Organization</b>	<b>Title</b>
Michael	Butier	California Department of Social Services Disaster Unit (DSS)	
Dan	Okenfuss	California Foundation for Independent Living Centers (CFLIC)	Public Policy Manager
Elizabeth	Basnett	California Health & Human Services	Assistant Secretary
Annette	Rogers	Central Valley Regional Center (CVRC)	Fresno NVRC Representative
Kay	Chiodo	Deaf Link, Inc.	Chief Executive Officer
Dan	Heller	Deaf Link, Inc.	President
Ana	Acton	Department of Rehabilitation - (DOR)	Deputy Director Independent Living and Community Access Division
June	Isaacson Kailes	Disability Policy Consultant	Disability Policy Consultant
Lauren	Giardina	Disability Rights California (DRC)	Executive Director Managing Attorney
Desiree	Robedeaux	Disability Rights California (DRC)	Equal Justice Works Disaster Resilience Student Fellow
T.	Abraham	Hospital Council	Regional Vice President

<b>First</b>	<b>Last</b>	<b>Organization</b>	<b>Title</b>
Mary Ellen	Ittner	Keadjian	Senior Advisor
Joseph	Grounds	Kern Regional Center (KERNRC)	Emergency Response Coordinator
Yenter	Tu	No Barriers Communications	National Liaison
Gabby	Esharati	North Los Angeles County Regional Center	Consumer Services Director
Fred	Keplinger	Redwood Coast Regional Center	Emergency Management Coordinator
Larry	Grable	Service Center for Independent Living - SCIL	Executive Director
Brian	Weisel	State Council on Developmental Disabilities	Legal Counsel