

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

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

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

**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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October 31, 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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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**

October 31, 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 Plan¹ 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 July 31, 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 and Portal Mobile Application to receive the latest situational updates. Impacted critical facility and infrastructure customers were communicated to directly by their SDG&E

¹https://www.sdge.com/sites/default/files/R1812005_SDGE%202022%20AFN%20Plan.pdf

account executive via phone and/or email communication with a newly developed webpage with specific information related to their needs. 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 functional and tabletop exercises leading up to PSPS and wildfire season have been completed. One exercise included 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 events. 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.

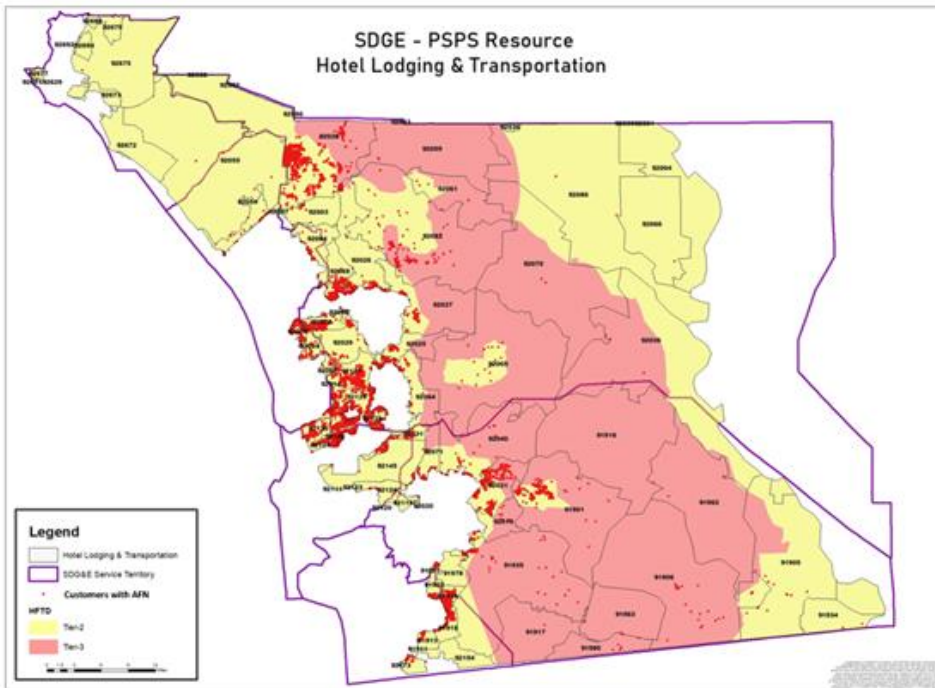
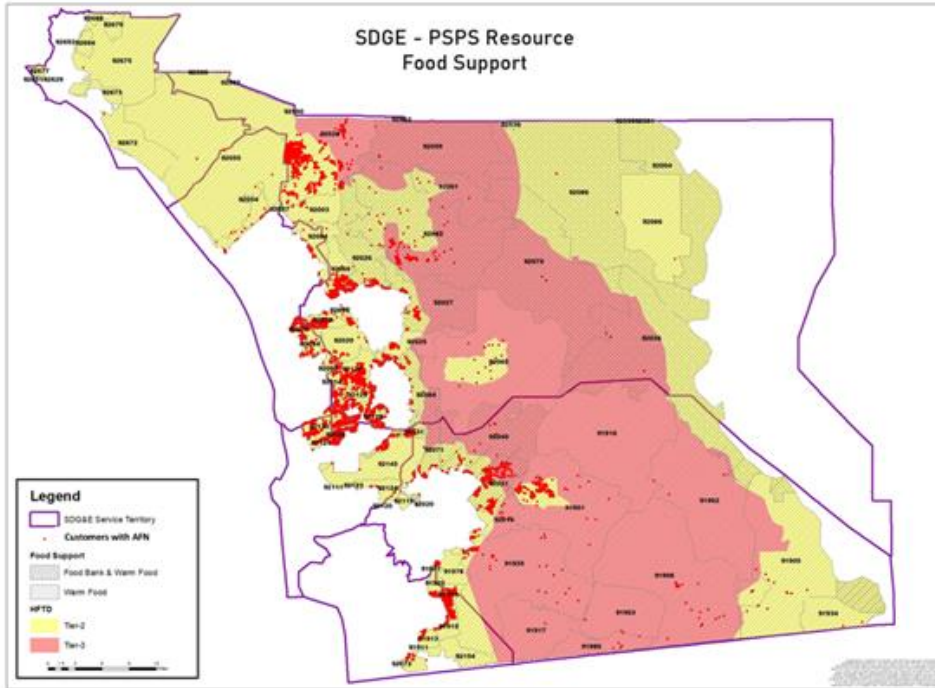
SDG&E has identified and flagged approximately 423,000, or roughly 34% of residential customers as AFN. Approximately 44,000² of these customers reside in the HFTD. SDG&E's Access and Functional Needs ID Types:

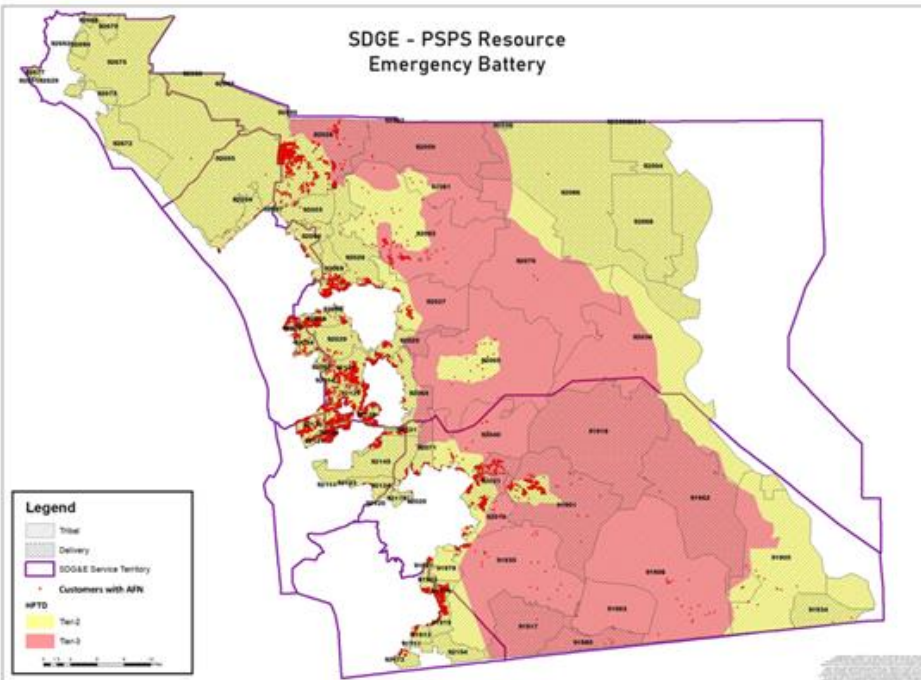
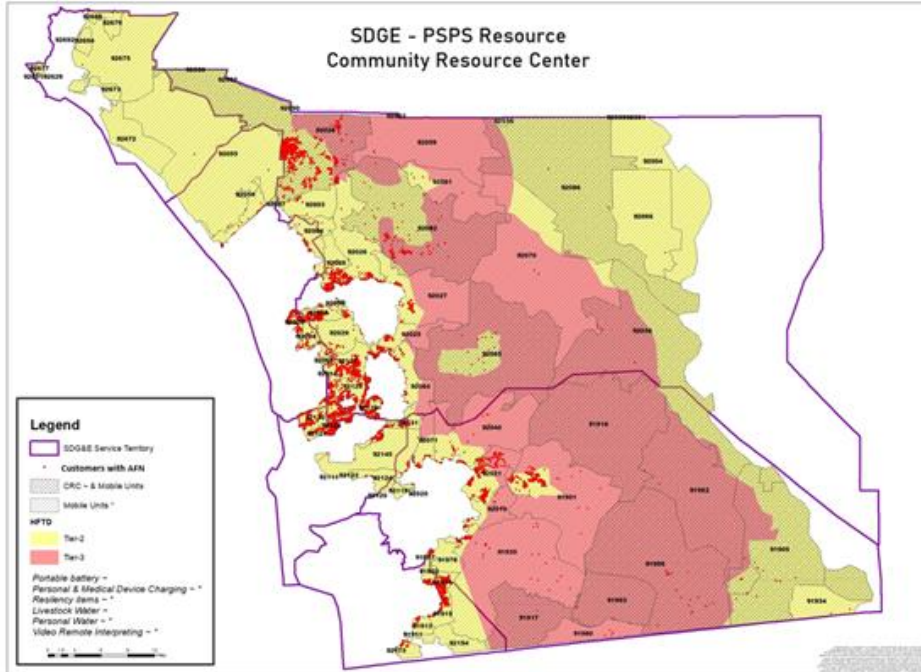
- AFN Self-Identified
- CARE
- FERA
- Medical Baseline (MBL)
- Life Support (subset of MBL)
- Temperature Sensitive (subset of MBL)
- Deaf/Hard of Hearing
- Blind/Low Vision

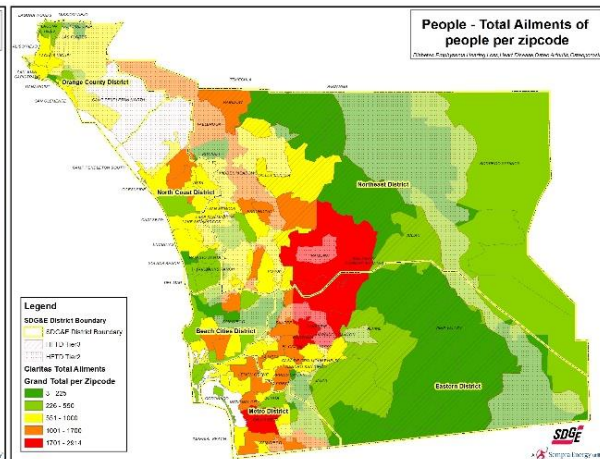
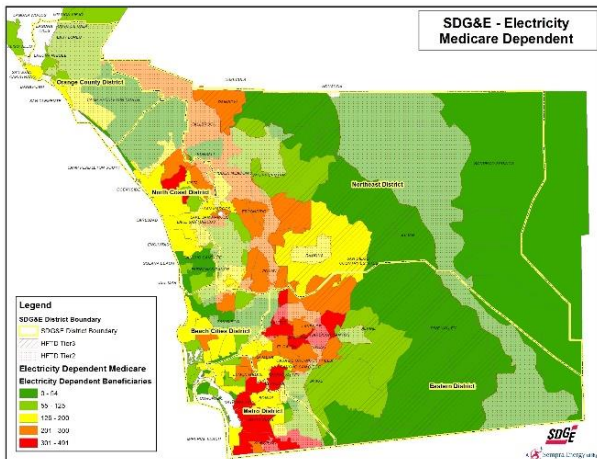
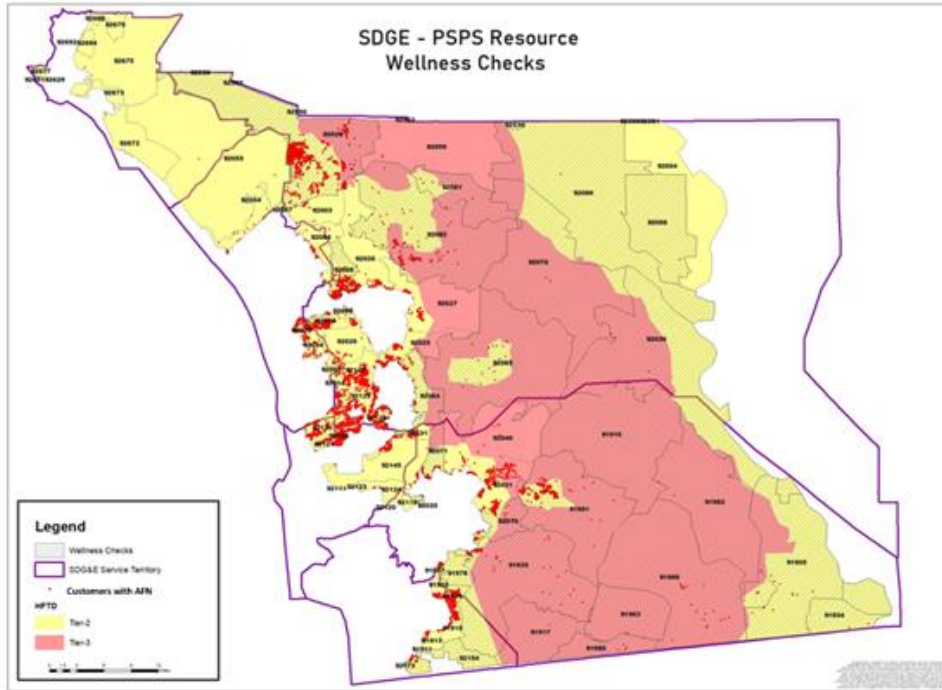
² SDG&E's 2022 AFN Plan submitted on January 31, 2022, incorrectly noted 185,000 customers with AFN in the HFTD. The reference to 185,000 referred to the total number of customers with AFN identified, of which approximately 44,000 reside in the HFTD.

Disabled
Senior 62+
Large Font Bill
Braille Bill
Non-English Preferred

In response to feedback received from the AFN Collaborative Council, SDG&E continues to enhance its geographic map of AFN clusters throughout its service territory to include AFN customers in HFTD and the resources available such as, CRCs, wellness checks, hotel & transportation, emergency battery program and food support. SDG&E is leveraging customer research and data analytics and capturing this data on an internal AFN dashboard to enhance SDG&E's understanding of this key group of customers.







1.2.1 AFN Identification Outreach

In Q3 SDG&E continued to promote the ability to self-identify through various channels including web form and Customer Contact Center and communications campaigns, which included mail in forms to reply.

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.

Visit 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. #sdge #SDGEAssist

SDG&E is committed to providing all customers with accessible resources and services. To learn more, visit 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.

Para obtener más información sobre los recursos, programas y servicios accesibles de SDG&E, visite sdge.com/AFN o envíe un mensaje por correo electrónico a 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.



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.

1.3 AFN Support Resources

In 2022, SDG&E continued 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) and extended their contract to 2023 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 continues to partner and enhance 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 education at 20 senior facilities helping approximately 500 seniors in the development of emergency preparedness plans. Presentations to seniors at the Centers will continue into Q4.

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 4,000 customers have received batteries, with ~70% of the eligible population participating. Based on the 2021 customer satisfaction survey for this program, 98% of respondents 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 includes enhanced rebates for low-income individuals with AFN on portable generators and portable power stations.

1.4.4 Resiliency Surveys

Throughout 2022, SDG&E continues to focus on enhancing the resiliency survey to streamline questions, highlight informative resources, provide guidance on backup power and general safety preparedness during a PSPS, share collateral on external partner offerings, and describe how to locate the nearest Community Resource Center. The survey launched in Q3 2022 to all residential customers in the HTFD, and additional promotion was included on SDG&E's AFN landing page and in other AFN outreach opportunities.

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.

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 September 2022, SDG&E had approximately 69,000 customers enrolled in the Medical Baseline Allowance program. A direct-mail campaign was executed in September and communications were sent to ~11,000 current MBL participants and ~25,000 additional customers who self-identified as AFN. The campaign recipients all reside in the HFTD, and the primary messaging of these communications encouraged recipients to update their contact information and to sign up for PSPS/outage notifications. AFN materials were also provided that included information about the Medical Baseline program for any eligible customers who have not enrolled.

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.

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 October 5, 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 – October 5, 2022 (Special CEO Session/AFN Executives)

Meeting Goal: Review the proposed 2023 AFN Plan timeline and receive additional feedback from leadership council on 2023 priorities.

Meeting Summary

- 2023 AFN Plan Review
 - Reviewed the 2023 AFN Plan timeline, discussed AFN Executive priorities for 2023 and provided insight into progress made on 2022 priorities

- The following suggestions were provided as focus areas for the Joint IOUs in 2023 AFN planning:
 - Adding resource links for individuals with Access and Functional needs in bill ready notification email communications
 - Expanding the services and resources that are offered to continue meeting the needs of energy-dependent Californians
 - Exploring the possibility of offering additional assisted technology and devices

- Hiring more individuals with Access and Functional Needs by the Joint IOUs to better shape the understanding of needs
- Developing an easily consumable dashboard that provides high level tracking and reporting for external progress-sharing purposes

Action Items

- **Joint IOUs** to host 2023 AFN Plan Working Group kickoff meeting on October 14
- **Joint IOUs** to consider the below suggestions in build out of 2023 AFN Plan

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 September 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 – September 22, 2022

Action Items Guided by Feedback

- Sent out a request for participation in the 2023 AFN plan

On-Going Actions:

- Consider utilization of market research to identify gaps in current outreach
- Ensure offerings are explicitly stated regarding services at CRCs (i.e., charging, privacy screens, temperature control, accessibility, etc.)
- Consider communication campaign and strategic partnerships with CBOs to provide awareness surrounding AFN work
- Phase 1 - Prepare for Power Down
- Ensure that ASL notifications are being considered
- Create one-stop-shop Statewide website for individuals with AFN to aid in customer self-identification and promotion of IOU programs and services

- Work on implementing a way to make it easier to find highlighted progress related to AFN Advisory Council and other important updates to be shared

Future Actions:

- Incorporate AFN Collaborative council feedback
- With the working group, begin the 2023 AFN Plan process
- Q4 PSPS Joint IOU Statewide Access and Functional Needs Advisory Council Meeting November 16,2022

1.6.3 Wildfire Safety Community Advisory Council (WSCAC)

As part of SDG&E’s wildfire management program, SDG&E conducted its 2022 third quarter Wildfire Safety Community Advisory Council meeting on August 19, 2022. The presentation and topics of discussion included the 2022 Fire Season Update, Summer Energy Support, and **Public Safety Power Shutoff 2022: What’s New** including notifications and communications, Public Safety Partner PSPS Mobile App, and Critical Facilities Infrastructure meetings and feedback.

SDG&E’s 2022 Wildfire Safety Community Advisory Council fourth quarter meeting will be held on 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 hosted 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 September 21, 2022, and shared information related to³ wildfire mitigation enhancements, outlook for the upcoming wildfire season and the generator grant and assistance programs. The PSPSWG sought feedback on 2023 AFN Plan and topics for the next working group meeting. The next PSPSWG meeting will be on December 7, 2022.

³ SDG&E's PSPSWG Q2 report is available here:

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

1.7 AFN Public Education & Outreach

The AFN Public Education campaign continued through Q3. In addition to utilizing mainstream communication and outreach tactics, such as TV, radio, print, social media, mailers, community partners & CBO's, the campaign enlisted targeted communications including, but not limited to:

- Streaming radio
- Wildfire safety fairs and in-community events
- In-community newsletters and newspapers,
- Local community social media pages & Nextdoor
- In-community bulletins, community stores, supermarkets, laundromats, barber shops
- Airport, train and bus depot video message monitors
- Athletic event stadium ads,
- Eldercare directories and ethnic publications.

Digital advertising, and social media were also targeted to HFTD. Campaign messaging promoted assistance offerings during PSPS to customers and the general public with a focus on AFN, including assistance offered through SDG&E's 211 partnership and promoted through diverse communication channels. The Public Education campaign will continue through the end of the year and forecasted to achieve about 26 million impressions (or number of opportunities customers and the public have to view campaign tactics).

The following direct customer communications were issued in Q3

- Multi-family facility/AFN resiliency mailing – this campaign went to property managers, owners and residents of residential multi-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 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.

Tribal communication continued in Q3. SDG&E partnered with a tribal agency to customize communications in a manner that is culturally appropriate and meaningful for tribal communities. Development of a customized tribal webpage began in Q3 and will inform on gas and electric safety, wildfire/PSPS preparedness and resources available, along with other diverse energy related information.

Educational materials including but not limited to HFTD Wildfire/PSPS newsletter, AFN resource flyer, PSPS resource card and multiple fact sheets were customized for tribal outreach. . These materials will be added to the tribal webpage and printed for outreach use.

Additionally, the HFTD newsletter, AFN resource flyer, and PSPS resource card will be available in the 21 prevalent languages spoken in the region. These materials will be added to sdge.com.

Additional communication refinements include:

- SDG&E's no cost PSPS mobile application (Alerts by SDG&E) is now available entirely in Spanish, including PSPS updates and alerts. Additionally, SDG&E collaborated with C4AT to build a best-in-class accessible website and mobile app, also implementing an AudioEye tool.

1.7.1 Statewide Website for AFN Solutions

Prepareforpowerdown.com is a Joint IOU website, created as a centralized resource for statewide CBO's and agencies serving individuals with AFN, providing easy access to IOU information on PSPS preparedness and resources. The website offers downloads, including the 2021 Joint IOU Medical Baseline flyer in 11 languages, the Joint IOU CBO training presentations, PSPS social media graphics and utility-specific PSPS support materials.

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 solutions. In Q3, the IOUs, and the identified vendor, provided a demo on a tool for the "one-stop-shop" application that will be integrated on the website. This included an accessibility etiquette training for the vendor. The Joint IOUs will be working collaboratively with the vendor to review design, phased deliverables, and schedule demonstrations for Q4.

SDG&E's dedicated access and functional needs landing page will continue to provide resources to assist individuals with AFN, particularly for PSPS (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 has continued its focus on document accessibility. SDG&E has also increased the imagery in communications to be inclusive of 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.

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. As of the end of Q3, SDG&E in partnership with its network of CBOs, hosted nearly 275 events, 75 presentations, and has shared more than 3,500 social media messages to educate customers, particularly those with AFN, on available programs and resources related to these programs. Examples of these events include the Barona Pow Wow, hosted by the Southern California American Indian Resource Center (SCAIR), which reached more than 350 customers, and the Taste of Oasis, hosted by San Diego Oasis, which focused on providing more than 150 seniors with lifelong learning and wellness skills.

In Q3, SDG&E collaborated with approximately 45 CBO partners that were trained and compensated for PSPS notification support to reach constituents with AFN in the HFTD. 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.

SDG&E continued efforts in Q3 to strengthen existing partnerships and build new partnerships with organizations that represent customers with AFN. New CBOs added in Q3 include Mission Edge San Diego (MAKE Projects), Multicultural Health Foundation and San Diego Seniors Community Foundation. All of these CBOs reach key customer segments within the AFN population.

Additionally, in Q3 SDG&E provided targeted training and presentations on PSPS preparedness and resources to the Rural Healthcare Collaborative Group (Grossmont Hospital Healthcare) and LiveWell Rural Collaborative. These presentations led to an increase in the distribution of PSPS preparedness flyers including through 33 of the San Diego County Libraries with many located in the HFTD.

1.7.4 Participation in Community Events

To further reach and support customers with AFN in the HFTD, SDG&E hosted a series of Wildfire Safety Fairs (WSF) throughout Q2 and Q3, to disseminate PSPS, CRC, and emergency preparedness information to its customers, including customers with AFN in key communities of concern. At these WSFs, customers were able to 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 Q3, SDG&E wrapped up the series of four WSFs in Ramona, Alpine, Julian and Valley Center, which resulted in engaging with more than 2,200 residents in some of the most impacted PSPS communities.

In addition, SDG&E is continuing this year's newly launched initiative consisting of more than 45 mini-wildfire safety fairs, focusing on reaching AFN customers and engaging CBOs within SDG&E's Energy Solutions Partner 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

those with AFN. Examples of CBOs that have supported this initiative include, Warner Springs Community Resource Center, Backcountry Communities Thriving and the Southern California Tribal Chairmen's Association (SCTCA). As of Q3, SDG&E has hosted a total of 35 mini-fairs reaching more than 1,600 customers, and additional fairs will continue to take place throughout the year focusing on impacted communities, while serving as a key channel to educate and prepare some of SDG&E's hardest-to-reach customers.

1.7.5 Collaboration with Partners and State Agencies

The Joint IOUs continue to collaborate to partner and deliver statewide training sessions. In Q3 these presentations focused on wildfire safety, PSPS, and several other resources available to customers. Specific examples include a presentation to the California Rural Indian Health Board (CRIHB) was conducted on July 12 and the In-Home Supportive Services (IHSS) presentations were completed on August 9 and 10.

Additional Key Segment Updates

SDG&E completed the Multifamily Dwelling with elevators and Mobile Home Park PSPS preparedness campaigns, and the MBL /AFN segment campaign in Q3. More information on these campaigns are reported above in section 1.7 and

1.8 PSPS Activation (During – Emergency Operation Center Activated)

1.8.1 Communications During PSPS

Primary Information Channels

During a PSPS, SDG&E leverages more than 20+ diverse communication platforms, including but not limited to, SDG&E's PSPS page (sdge.com/Ready), SDG&E's NewsCenter, PSPS mobile app (Alerts by SDGE), social media, hyper-local targeting via the social media platform of NextDoor, radio PSAs, broadcast media including the emergency broadcast radio station (KOGO), in-community & roadside signage,

including flyer distribution, message amplification by CBO's and partners, and direct customer notification via call, text and email. SDG&E is laser focused on using clearer, simplified language in delivering snackable sized messages that are quickly digested by customers and the public, especially during a PSPS.

SDG&E continuously audits the Wildfire Safety and PSPS webpages to simplify website content and provide additional information about a PSPS, what to expect and resources/offering available and where they are offered. Based on customer feedback, multiple informational videos have been developed with snackable size preparedness messages. Driven by customer feedback, in Q3 an animated PSPS video was made available to explain the PSPS customer journey beginning with the decision-making process through restoration (<https://www.youtube.com/watch?v=Sn0JYGpoldw>). This new tool will be promoted during PSPS activations through diverse communication platforms to help customers understand what a PSPS is, why it's done, how to prepare and build resiliency, and what to expect through the various phases of the event.

Shared Customer Messaging

During Q3 SDG&E continued to collaborate with the other two IOUs to develop protocols and messaging for shared customers amongst the three utilities. SDG&E shares some customers that are served by Southern California Edison's (SCE) distribution system. During a PSPS that is initiated by SCE, SDG&E will notify affected customers and will refer them to SCE's website and other communication channels for the latest real time updates including AFN support.

1.8.2 PSPS Notifications

Based on customer feedback and notification message testing with customers prior to PSPS season, in Q3, customer notifications were streamlined and modified with clearer language regarding where updated information can be found and what type of information they will find.

24/7 notifications

Going into the peak PSPS season, SDG&E will no longer observe the traditional 'courtesy hours' of 9pm to 6am. Notifications will be sent to

customers 24 hours a day as needed. This allows customers to receive the latest updates and obtain information on available AFN support.

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 was issued in Q3 prior to peak response season. The survey was 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 (n=~350), so results from these surveys should be interpreted with some caution.

Key results from the September AFN Power Panel survey:

- ~25% of respondents say they are very prepared for a 24- hour power outage while ~50% say they are somewhat prepared.
- ~35% of respondents rated batteries or mobile chargers, refrigeration for medicine and backup power for medical equipment as equal in need if power were to go out today.
- ~90% of respondents would like to be notified between the hours of 10pm and 6am for important updates from SDG&E during a PSPS.
- ~70% of respondents selected text message as the best way to be notified about a PSPS between the hours of 10pm and 6am.

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			
First	Last	Organization	Title
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

First	Last	Organization	Title
		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)	

First	Last	Organization	Title
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

First	Last	Organization	Title
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