

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

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

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

**PACIFIC GAS AND ELECTRIC COMPANY'S (U 39 E)
2023 ACCESS AND FUNCTIONAL NEEDS (AFN) PLAN FOR
PUBLIC SAFETY POWER SHUTOFF (PSPS) SUPPORT
QUARTERLY PROGRESS REPORT
JANUARY 1, 2023 AND MARCH 31, 2023**

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Dated: April 27, 2023

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In accordance with the California Public Utilities Commission’s Decision (D.) 21-06-034 Phase 3 OIR Decision Guidelines, Pacific Gas and Electric Company (PG&E) respectfully submits this 2023 Access and Functional Needs Plan for Public Safety Power Shutoff Support regarding its efforts designed to support people and communities with access and functional needs (AFN) during Public Safety Power Shutoff (PSPS) de-energization events (AFN Plan).

Respectfully submitted,

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

Quarterly Progress Report of Activities
between January 1, 2023, and March 31,
2023



April 27, 2023

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INTRODUCTION

In accordance with D.20-05-051 and D.21-06-034, Pacific Gas and Electric Company (PG&E) provides this quarterly update regarding our progress toward meeting our 2021 PSPS Access and Functional Needs (AFN) Plan and the impact of our efforts to support the AFN and vulnerable population during proactive de-energization (also known as Public Safety Power Shutoff (PSPS)). This update addresses our efforts between January 1, 2023, and March 31, 2023

Since last reporting progress on PG&E's AFN activities on January 31, 2023, PG&E has achieved the following significant milestones to help serve our most vulnerable customers before, during, and after a PSPS:

- The Joint IOUs¹ delivered MBL and AFN program trainings to In-Home Supportive Services (IHSS). They also shared links to online MBL and AFN resources to be shared with the clients of the IHSS providers.
- PG&E updated the web page for PSPS resources for individuals with AFN to reduce the grade reading level. The page is available in 15 non-English languages.
- PG&E completed Regional Town Halls for customers, Local Agencies, Tribes, and Community Based Organizations in the North Coast Region

1 CONCEPT OF OPERATIONS | HOW

1.1 Preparedness/Readiness (Before Power Shutoff)

1.1.1 Emergency Operations Center

In Q1, PG&E did not activate our Emergency Operations Center for PSPS.

1.1.1.1 Preparation Exercises

In Q1, PG&E did not conduct preparation exercises. Future exercise plans are being developed for 2023.

1.1.1.2 Training

In Q1, PG&E conducted role-specific training for onboarding new EOC members to the

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

AFN Strategy Lead and AFN Advisor roles to support the AFN Liaison role. Additional training is being developed for 2023.

1.1.1.3 AFN Liaison

In Q1, the AFN Liaison role was not activated because PG&E did not experience a PSPS.

1.1.1.4 Customer Care

PG&E did not experience a PSPS in Q1. CSRs also continue to confirm contact information, assist customers with an application for the Medical Baseline Program, indicate language preference, self-identifying as vulnerable², and/or self-identifying that a person in their household has a disability³.

1.2 AFN Identification Outreach

In Q1, PG&E began planning outreach campaigns to customers who self-identified AFN as a result of the 2022 Self-Identification Pilot.

Two campaigns are planned for Q3 of this year targeting:

1. Customers who have self-identified as disabled; and
2. Customers who have identified as being reliant on durable medical equipment or assistive technology.

These campaigns will promote various programs and resources such as Medical Baseline, SIV, and 211.

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

The CPUC Phase 3 PSPS Guidelines stipulate that “persons reliant on electricity to maintain necessary life functions, including durable medical equipment (DME) and

² In accordance with D.12-03-054, customers who are not enrolled or do not qualify for the MBL Program can “self-identify that they have a serious illness or condition that could become life-threatening if service is disconnected” and enroll in PG&E’s Vulnerable Customer Status. PG&E uses this designation to make an in-person visit prior to disconnection for non-payment. This designation remains on their account temporarily for 90 days and can be extended to 12 months if the customer submits an application. The customer characteristic, vulnerable senior, is no longer included in the Disconnect OIR based on CPUC D. 20-06-003 (pg. 14) and therefore, not included in this metric.

³ Customers can self-identify with PG&E that they have a person in the household with a disability. This customer designation currently has no end date. In accordance with D.12-03-054, for customers who have previously been identified as disabled and who have identified a preferred form of communication, the utility shall provide all information concerning the risk of disconnection in the customer’s preferred format (e.g., phone, text, email, TDD/TTY).

assistive technology (AT)” must be included in each electric investor-owned utility’s identification efforts, in addition to the existing requirement for each utility from the CPUC Phase 2 PSPS Guidelines⁴.

Table 1 provides the types and counts of customers identified above and beyond the MBL program as of March 31, 2023.

Table 1. Types and Counts of Customers Above and Beyond MBL Program⁵

Types of Customers Above and Beyond MBL Program	Number of Customers (through March 31, 2023)
Self-identify to receive an in-person visit before disconnection for non-payment (e.g., vulnerable) ⁶	16,933
Self-identify as having a person with a disability in the household (e.g., “disabled”) ⁷	45,731
Preference to receive utility communications in non-standard format (e.g., in braille or large print)	1,124
Durable Medical Equipment (DME) ⁸	53,185
Assistive Technology (AT)	9,288

1.3 AFN Support Resources

To support and prepare customers with AFN, PG&E provides a broad range of programs and resources before, during, and after PSPS. PG&E is committed to continuously identifying improvements and new opportunities. A progress update on

⁴ D.20-05-051, Appendix A.

⁵ Counts of customers are not mutually exclusive. Customers may self-identify under multiple types.

⁶ In accordance with D.12-03-054, customers that are not enrolled or do not qualify for the MBL Program can “self-identify that they have a serious illness or condition that could become life-threatening if service is disconnected” and enroll in PG&E’s Vulnerable Customer Status. PG&E uses this designation to make an in-person visit prior to disconnection for non-payment. This designation remains on their account temporarily for 90 days and can be extended to 12 months if the customer submits an application. The customer characteristic, vulnerable senior, is no longer included in the Disconnect OIR based on CPUC D. 20-06-003 (pg. 14) and therefore, not included in this metric.

⁷ Customers can self-identify with PG&E that they have a person in the household with a disability. This customer designation currently has no end date. In accordance with D.12-03-054, for customers who have previously been identified as disabled and who have identified a preferred form of communication, the utility shall provide all information concerning the risk of disconnection in the customer’s preferred format (e.g., phone, text, email, TDD/TTY).

⁸ Self-Identify as reliant on DME and AT

our programs and available resources is below. For additional information about our programs and available resources, see our 2023 AFN Plan for PSPS Support.

1.3.1 211 Care Coordination & Referral Service

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

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

In Q1, PG&E continued to have regular working meetings with 211 to provide guidance and discuss program enhancements.

1.3.2 Resource Planning and Partnerships

PG&E has established a robust assistance model through agreements with several CBOs and will continue to explore opportunities to provide customer support before, during, and after PSPS. In Q1, PG&E added two food bank partnerships.

1.4 Customer Resiliency Programs and Continuous Power Solutions

PG&E offers solutions to reduce adverse impacts from PSPS on customers, including those most vulnerable. In Q1 2023, PG&E continued to work with partner organizations to provide outreach and support to customers with AFN. Below is a progress update on our customer resiliency programs and continuous power solutions. For additional information about our customer resiliency programs and continuous power solutions, see our 2023 AFN Plan for PSPS Support.

1.4.1 Disability Disaster Access and Resources (DDAR) Program

In 2022, PG&E continued our partnership with the California Foundation for

Independent Living Centers (CFILC) through the DDAR Program to deliver a readiness program that supports people with disabilities, older adults, and customers using durable medical equipment and assistive technology that is required to live independently. Table 2 includes the number of customer energy assessments and resources provided to customers through DDAR. A PSPS did not occur in Q1, therefore, no food vouchers, hotel stays, gas cards, and transportation were provided. PG&E will continue to provide these resources to customers through DDAR before, during, and after future PSPS.

Table 2. 2023 DDAR Program Resources Provided to Customers

Resources/Engagement with Customers Before, During, and After PSPS	Resources Provided to Customers			
	Q1	Q2	Q3	Q4
Customer Energy Assessments	733			
Batteries Delivered	272			
Food Vouchers	0			
Hotel Stays	0			
Gas Cards	0			
Transportation	0			

1.4.2 Self-Generation Incentive Program (SGIP)

The CPUC’s statewide SGIP provides incentives for permanent battery systems that can provide whole-home backup power during PSPS and deliver grid and customer benefits. The SGIP Equity Resiliency Budget (ERB) provides incentives for MBL customers, well-pump, and critical non-residential customers in HFTDs. See Table 3 for an overview of relevant SGIP ERB application and interconnection metrics as of March 31, 2023.

Table 3. SGIP ERB and Interconnection Metrics

<p>Key Application Metrics</p>	<p>4,014 Equity Resiliency Budgets paid (\$106.5M) as of December 2022</p> <p>8,516 applications received inception to date since SGIP Equity Resiliency Budgets opened in May 2020, including submitted and cancelled applications.</p> <ul style="list-style-type: none"> • 3,917 MBL (including 0 waitlisted) • 3,922 well pump (including 0 waitlisted) • 324 commercial, educational, small business, and multi-family (including 54 waitlisted) • 57 waitlisted • 96% residential versus 4% commercial, educational, small business, and multi-family • Total allocated: \$79.5M MBL, \$68.4M well pumps, \$56M commercial and multi-family
<p>Key Interconnection Metrics</p>	<p>March 2023 inception-to-date 7,480 projects interconnected to grid:</p> <ul style="list-style-type: none"> • 3,918 MBL • 3,922 well pump

1.4.3 Portable Battery Program (PBP)

The PBP provides free portable backup battery solutions to MBL customers in Tier 2 and 3 High Fire Threat Districts (HFTDs) or who have experienced two or more PSPS since 2020 to support resiliency during PSPS. The program will re-launch in May/June 2023 with direct-to-customer outreach, assessments, and battery deliveries. Battery deliveries ramped up in early July. Table 4 includes our quarterly progress on outreach and batteries delivered to customers before, during, and after 2023 PSPS.

Table 4. 2023 PBP Outreach

Outreach and Batteries Delivered to Customers Before, During, and After PSPS	Q1	Q2	Q3	Q4
Customers Reached	91			
Customers Assessed	30			
Batteries Delivered	143			
Mini Fridges Delivered	17			
Insulin Cooler Wallets Delivered	15			
Extension Cords delivered	76			

1.4.4 Generator and Battery Rebate Program (GBRP)

PG&E’s GBRP provides a \$300 to MBL customers, well-pump customers, and small and micro-sized business customers deemed essential but non-critical. Those located in Tiers 2 or 3 HFTDs or are serviced by an Enhanced Powerline Safety Settings (EPSS) circuit are eligible for a \$200 additional rebate if the customer is on PG&E’s CARE or FERA program, so long as the rebate does not exceed the price of the product. Eligible customers must submit their rebate application within 12 months from their purchase date of the qualifying product or by March 31, 2023, whichever date is sooner.

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

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

Table 5. 2023 GBRP Rebates and BPTM Devices Installed

GBRP Rebates and BPTM Devices Provided to Customers Before, During, and After PSPS	Q1	Q2	Q3	Q4
Number of Rebates Paid to Customers	534			
Number of Customers who had BPTM Devices Installed	288			

1.4.5 Residential Storage Initiative

In 2022, PG&E launched the Residential Storage Initiative, a home battery energy storage program to support vulnerable, low-income customers during power outages. In this pilot offering, PG&E provided permanent battery systems at no cost to approximately 70 residential customers who had been frequently impacted by outages because of PG&E’s Enhanced Powerline Safety Settings (EPSS). Eligible customers lived in El Dorado, Napa, and Nevada counties; were enrolled in the California Alternate Rates for Energy (CARE) program; did not already have a customer resiliency solution (such as a battery or permanently installed generator); and had experienced the most frequent safety-related outages. PG&E anticipates significantly scaling up the offering in 2023 and beyond to help ensure that the risks of PSPS and EPSS continue to be minimized for the most impacted customers.

1.5 Customer Assistance Programs

For general information about our customer assistance programs, see our 2023 AFN Plan for PSPS Support.

1.5.1 Food Replacement Options and Other CBO Resources

Table 6 includes the quarterly update on our partnerships associated with food bank programs, meals on wheels providers, and other food resources. A full list of Food Bank Partners can be found in Appendix C, Meals on Wheels Providers in Appendix D, CBO Resource Partners with active agreements for PSPS Support in Appendix E, and

Table 6. Food Resource Partnerships Agreements Executed

Quarter	Food Banks		Meals on Wheels		Other Food Replacement/Other	
	Number of Partnerships	Number of Agreements Executed	Number of Partnerships	Number of Agreements Executed	Number of Partnerships	Number of Agreements Executed
Q1	25	2	25	0	7	0
Q2						
Q3						
Q4						

1.5.1.1 Community Food Bank Support

PG&E recognizes food replacement is a critical need for some individuals with AFN, particularly those with low income. While PG&E has an existing relationship with the California Food Bank Association and provides resilience grants to the various regional food banks, PG&E also continues to establish agreements with food banks throughout our service area to seek additional support for customers experiencing food loss resulting from PSPS. In Q1 2023, PG&E added two food bank agreements and will continue to look for opportunities to enhance food bank agreements. Additionally, PG&E will continue to offer grants to affected food banks within our service territory to provide critical services to vulnerable customers during emergencies, including wildfires, power outages, and PSPS.

1.5.1.2 Meals on Wheels Partnerships

PG&E has partnered with Meals on Wheels providers throughout our service area to provide seniors impacted by a PSPS with one or two additional meal(s) per day for the duration of the power shutoff. In addition to the meal, the provider completes an in-person wellness visit that includes messaging about the potential PSPS and guidance on additional resources available through PG&E. In Q1 2023, PG&E continued to explore opportunities for additional partnerships.

1.5.1.3 Grocery Delivery Services

Food for Thought, based in Sonoma County, provides groceries to customers impacted by a PSPS and homebound due to advanced medical conditions (e.g., COVID-19,

congestive heart failure, HIV/AIDS). Groceries provide the participating individual with enough food for three meals a day for a week.

In Q1, grocery delivery services were not provided since there was no de-energization.

1.5.1.4 Family Resource Centers

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

In Q1, the family resource centers did not provide gift cards since there was no de-energization.

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

1.5.1.5 Fresh Produce

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

In Q1, fresh produce was not provided since there was no de-energization.

1.5.1.6 Portable Shower and Laundry Services

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

In Q1, portable shower and laundry services were not provided since there was no de-energization.

1.5.1.7 Accessible Transportation

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

In Q1, PG&E’s accessible transportation partners did not provide services since there was no de-energization.

1.5.2 Medical Baseline Program

The MBL Program is an assistance program for residential customers who have extra energy needs due to qualifying medical conditions. PG&E continued to encourage customer participation in the MBL Program⁹ (see Section 1.7.1, which describes the outreach we conducted to drive enrollment in the program). Table 7 shows the growth in enrollments by month of people eligible for the MBL Program.

As of March 31, 2023, PG&E has 3,739 Master Meter Tenants enrolled in the MBL Program, an increase of 1.5% since the last reporting enrollment in our Q4 2022 AFN Progress Report.

As of March 31, 2023, 177,712 MBL customers are designated “Life-Support” customers. “Life Support” is a sub-category under the MBL Program. During MBL certification, the qualified medical practitioner is required to specify if the customer (or the resident with medical needs) is dependent on a life support device and, therefore, belongs in the “Life Support” sub-category. A life support device is any medical device necessary to sustain life or relied upon for mobility. The term “life-support device” includes, but is not limited to, respirators, iron lungs, hemodialysis machines, suction machines, electric nerve stimulators, pressure pads and pumps, aerosol tents, electrostatic and ultrasonic nebulizers, compressors, Intermittent Positive Pressure Breathing (IPPB) machines, and motorized wheelchairs.

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

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

	Jan	Feb	Mar	YTD
Total Start of Month MBL Customers	274,355	275,221	275,765	275,765
New MBL Customers	2,588	2,390	3,677	9,195
MBL Customers Removed ¹⁰	1,722	1,846	2,364	5,932
Total End of Month MBL Customers	275,221	275,765	277,078	277,078

¹⁰. On November 17, 2022, the CPUC issued Decision (D.) 22-11-033, granting an unopposed petition for modification of D.02-04-026. This Decision orders that MBL recertification and self-certification requirements are modified as follows:

1) Customers certified as having a permanent disability will need to self-certify their eligibility every four years, in lieu of obtaining a physician’s signature or authorization, to ensure (at a minimum) their continued residence at the service address, and 2) Those customers not having a permanent disability will need a doctor’s certification every two years.

Pursuant to D.22-11-033, PG&E submitted a Tier 2 Advice Letter on February 21st, seeking CPUC approval for implementation plan, timeline, needed tariff revisions, and estimated incremental costs associated with implementing the modifications adopted by this decision. PG&E will kick off MBL renewal process implementation plan upon the receipt of approval to its Advice Letter.

On March 22nd and 23rd, the Joint IOUs delivered MBL and AFN program trainings to In-Home Supportive Services (IHSS). They also shared links to online MBL and AFN resources to be shared with the clients of the IHSS providers.

1.5.3 Energy Savings Assistance (ESA) Program

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

Through the end of Q1 2023, PG&E's ESA contractors continued to share information about emergency preparedness, PSPS, and other financial assistance programs with 17,989 customers through in-home educational activities, following all public safety protocols and some virtually due to health concerns.

Through the ESA Plus Program, PG&E has been providing and distributing coolers to eligible ESA participants who reside in Tier 3 HFTDs, allowing them to keep food cold for an extended duration and possibly prevent perishables spoilage during an outage. In Q1, 16 coolers were provided.

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

The CARE and FERA are PG&E discount programs that help eligible customers afford their energy bills. Approximately 1.5 million¹¹ customers receive bill discounts through these two programs. Biannual CARE outreach training for contractors will be held in 2023 for new contractors and as a refresher for existing contractors. One of the bi-annual trainings was held at the end of Q1.

In 2022, PG&E started a focused training series for CBOs. Throughout the year, PG&E highlights various programs with a special focus on programs that can help customers save money. The trainings are provided by a program a PG&E subject matter expert and designed to help CBOs understand each program so they can better educate customers on the options available to them. In Q1, the focused training was information on the MBL.

1.6 PSPS Preparedness Outreach and Community Engagement

1.6.1 PG&E Advisory Boards/Councils

In 2023, PG&E was committed to ongoing engagement with external stakeholders, Public Safety Partners, and advisory boards/councils to gain feedback on its

¹¹ CARE: 1.449,793 million, FERA: 37,198

approaches to serving customers before, during, and after PSPS. The following section describes our Q1 2023 engagement, the feedback we received, and how PG&E plans to incorporate the feedback to enhance the customer experience.

Table 8. Summary of Consultation with Advisory Boards and Councils

People with Disabilities and Aging Advisory Council (PWDAAC)	
Meeting	<p>Date: March 22, 2023</p> <p>Location: Virtual</p> <p>Purpose: Bring organizations supporting AFN customers together with PG&E’s leaders, to connect and collaborate, discuss relevant topics, highlight progress made, and identify areas for improvement in how PG&E’s programs support seniors and individuals with disabilities.</p>
Summary of Engagement	<ul style="list-style-type: none"> • 2022 Accomplishments <ul style="list-style-type: none"> • AFN Self Identification Campaign Pilot • Outreach and Resources • Community Resource Centers • 2023 Webinars and Townhalls • Web Redesign • Enhanced Powerline Safety Settings (EPSS)
Feedback	<ul style="list-style-type: none"> • For upcoming Townhalls and Webinars <ul style="list-style-type: none"> • Review programs for low-income customers to help reduce their bills; • For those with limited English proficiency; navigate the website to access low-income or programs available to reduce bill • More outreach around Back-up Power Transfer Meter • Provide council members with summary information on back-up power options to share
Action Items Guided by Feedback	<p>Completed Actions This Quarter:</p> <ul style="list-style-type: none"> • N/A <p>On-Going Actions:</p> <ul style="list-style-type: none"> • Continue utilizing the PWDAAC as a forum to receive input and feedback on a broad variety of PG&E programs affecting AFN customers

	Future Actions: <ul style="list-style-type: none"> PG&E to re-evaluate PWDAAC goals, cadence, and membership
Future Meeting(s)	June 2023

Access and Functional Needs Collaborative Council Meeting¹²

Meeting	Date: March 22, 2023 Location: Virtual Purpose: Provide overview of 2022 PSPS survey results and opportunity for feedback, align on status and status update on Prepare for Power Down website.
Summary of Engagement	<ul style="list-style-type: none"> 2022 PSPS Survey Results Update <ul style="list-style-type: none"> Joint IOU representatives provided updates and key findings from their 2022 PSPS surveys. Presenters responded to questions about specific research questions and shared other ways they are soliciting feedback from AFN customers. Topics of discussion included: how survey results are guiding future outreach to customers who are not already being reached, how results are helping to drive resource planning, allocation, and distribution. Prepare for Power Down Update <ul style="list-style-type: none"> Joint IOUs provided update that Prepare for Power Down website Phase 1 is nearing completion and should be live later in the week. <ul style="list-style-type: none"> Once live, customers will only need to put in the zip code where they are interested in obtaining PSPS resources and they will be directed to the appropriate utility resources.

¹² See Appendix A for the AFN Collaborative Council Participants.

	<ul style="list-style-type: none"> • In Phase 2 of website production, the Joint IOUs will work to build additional functionality, including a streamlined user experience to help customers apply for support. • PSPS Notification Plan <ul style="list-style-type: none"> • Joint IOUs explained their notification plan process and information shared during PSPS • All Hazard Support Update <ul style="list-style-type: none"> • PG&E provided update on how they have been responding to the 13 atmospheric rivers in 2023. • They have activated PSPS resources to support customers experiencing outages longer than 24 hours, including DDAR, 211 and food banks.
Feedback	<ul style="list-style-type: none"> • Suggestion for 2023 survey provided was: conducting survey during active PSPS or outage would provide more insight into customer experiences and show areas to expand.
Action Items Guided by Feedback	<p>Completed Actions This Quarter: N/A</p> <p>On-Going Actions: N/A</p> <p>Future Actions:</p> <ul style="list-style-type: none"> • SDG&E to provide full PSPS survey deck • Joint IOUs to host Q2 AFN/Joint IOU Collaborative Council meeting with additional room in agenda for feedback and collaboration.
IOU Responsible Owner	Chris Zenner, Vice President Residential Services & Digital Channels
Future Meeting(s)	June 2023

Statewide Joint IOU Advisory Council¹³	
Meeting	<p>Date: March 22, 2023</p> <p>Location: Virtual</p> <p>Purpose: Provide overview of 2022 PSPS survey results and feedback and review AFN notification plan.</p>
Summary of Engagement	<ul style="list-style-type: none"> • 2022 PSPS Survey Results Update <ul style="list-style-type: none"> • Joint IOU representatives provided updates and key findings from their 2022 PSPS surveys. • Presenters responded to questions about specific research questions and shared other ways they are soliciting feedback from AFN customers. • Joint IOUs shared specific research and resources for the Deaf community. • All Hazard Support Update <ul style="list-style-type: none"> • PG&E provided update on how they have been responding to the 13 atmospheric rivers in 2023. PG&E has activated PPS resources to support customers experiencing outages longer than 24 hours, including DDAR, 211 and food banks. • PPS Notification Plan <ul style="list-style-type: none"> • Joint IOUs explained their notification plan process and information shared during PPS
Feedback	<ul style="list-style-type: none"> • NA
Action Items Guided by Feedback	<ul style="list-style-type: none"> • Completed Actions This Quarter: N/A • On-Going Actions: N/A • Future Actions: N/A
Future Meeting(s)	June 2023

¹³ See Appendix B for the Joint IOU AFN Advisory Council List of Participants.

Local Government Advisory Councils and Working Groups	
Meeting	<p>Date: March 30, 2023</p> <p>Location: Virtual</p> <p>Purpose: Collect feedback regarding proposed Community Wildfire Safety Program (CWSP improvements quarterly from a subset of city, county, and Tribal emergency managers</p>
Summary of Engagement	<ul style="list-style-type: none"> • Discuss and gather feedback on 2023 EPSS improvements.
Feedback	<ul style="list-style-type: none"> • Requested updates on Undergrounding progress; asked for clarity on whether plans involve new development or existing development only. • Requested updates on Vegetation Management program changes.
Action Items Guided by Feedback	<p>Completed Actions This Quarter:</p> <ul style="list-style-type: none"> • N/A <p>On-Going Actions:</p> <ul style="list-style-type: none"> • N/A <p>Future Actions:</p> <ul style="list-style-type: none"> • Provide overview of any 2023 Vegetation Management program changes. • Provide an update on 2023 Undergrounding plans during Q2 Advisory Committee.
Future Meeting(s)	June 29, 2023

Communities of Color Advisory Group	
Meeting	<p>Date: Q1 meeting was canceled</p> <p>Location: Virtual</p> <p>Purpose: Solicit input from Communities of Color Advisory Group which assists PG&E in crafting outreach and engagement with communities of color on a broad spectrum</p>

	of issues impacting diverse communities
Summary of Engagement	<ul style="list-style-type: none"> • N/A
Feedback	<ul style="list-style-type: none"> • N/A
Action Items Guided by Feedback	<ul style="list-style-type: none"> • Completed Actions This Quarter: N/A • On-Going Actions: N/A • Future Actions: PG&E will share PSPS resources and program information at the next quarterly meeting.
Future Meeting(s)	June 7, 2023

1.6.2 Statewide Website for AFN Solutions

PrepareforPowerDown.com is a Joint IOU website created as a centralized resource for statewide CBO and agencies serving AFN communities, providing easy access to IOU information on PSPS preparedness and resources. The website offers downloads, including the Joint IOU CBO training presentations, PSPS social media graphics, and utility-specific PSPS support materials.

In response to the AFN Collaborative Council’s request for a Joint IOU centralized website, the IOUs established a Joint IOU statewide website working group in Q1 of 2022. They began identifying enhancements for [PrepareforPowerDown.com](https://www.prepareforpowerdown.com) based on the feedback received. The Joint IOU statewide website working group benchmarked with internal utility departments and external organizations to look for short and long-term solutions. The IOUs plan to further develop the website in 2023 so individuals with AFN can easily access and navigate utility-specific PSPS support services and programs.

In addition, the Joint IOU statewide website working group is engaged with the Concurrent Application Process System (CAS)¹⁴ working group that explored an Income Qualified CAS to understand the feasibility of developing a “one-stop shop” application and how efforts made by the Joint Utilities Working Group and the Qualified CAS Working Group could be aligned with duplication. The Joint IOU Working Groups benchmarked on expectations and next steps, agreeing that efforts to create a centralized application tool should remain within the Income Qualified Working group due to ongoing regulatory processes, legislative interests, high costs, and eliminating duplication. Once the CAS is ready for public use, PrepareForPowerDown.com will refer interested users to the CAS directly. The Working Groups will continue to seek opportunities to collaborate where possible.

1.7 AFN Public Education and Outreach

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

¹⁴ D.21-06-015

In Q1, PG&E conducted five regional virtual town halls, highlighting local progress on improvements to gas and electric service, and reviewing PG&E's EPSS program. PSPS will be discussed in upcoming county-level Wildfire Safety Webinars in Q2 & Q3. All customers in a given region/county are invited to these webinars.

Also, in Q1, PG&E sent a postcard and email to approximately 7,000 customers, including AFN, that had missing or invalid contact information asking them to update their information.

1.7.1 MBL Customer Outreach

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

Table 9 summarizes the MBL acquisition campaign statistics as of March 31, 2023.

Table 9. 2022 vs. 2023 MBL Program Acquisition Targeting Outcomes

Goal: Increase engagement with prospective MBL Program customers through multi-channel outreach and awareness campaigns

Year	Total Channel Count	Direct Mail		Email			Bill Insert		Digital Media		Broad Cast TV & Radio	Digital Radio
		Customers Reached	# Touches	Customers Reached	# Touches	Avg. Click Rate	Customers Reached	# Touches	Total Impressions	Total Conversions (Clicks)	Total Impressions	Total Impressions
2022	19	2,130,464	4	4,448,847	11	2	3,000,000	1	137,220,134	321,761	97,948,996	11,237,314
2023	3	4,978	1	1,423,042	2	2	NA	NA	NA	NA	NA	NA

1.7.2 Health Care Industry Strategy

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

In Q1, the Joint IOUs provided an MBL presentation to the Regional Centers, fostering an interactive discussion between the IOUs and Regional Center representatives. The Joint IOUs also provided two training sessions to In Home Supportive Services (IHSS) held on March 22nd and March 23rd.

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

PG&E conducts outreach to multi-unit dwelling account holders, property managers, and master-meter owners whose residents are not direct PG&E-metered customers that includes information about resiliency programs, PSPS preparedness and resources and reinforces the importance of tenants signing up for direct notifications prior to PSPS via Address Alerts¹⁵.

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

While no outreach was conducted in Q1, PG&E spent time preparing its 2023 outreach strategy to these groups, which is outlined in the 2023 AFN Plan.

1.7.4 Accessibility of Communications

PG&E's online customer communications, including our website and PSPS customer notification emails, have been tested for usability and accessibility to meet Web Content Accessibility Guidelines (WCAG) 2.0 AA accessibility standards and, in some cases, WCAG 2.1 AA accessibility standards.

In 2022, PG&E signed an agreement with Linguabee. Linguabee is a Deaf-owned and operated sign language interpreting agency. PG&E will be working with Linguabee to provide ASL notifications before and during a PSPS. In Q1, PG&E built a process for Linguabee to support live press conferences, if they were to occur, during a PSPS.

¹⁵ PG&E Address Alerts is a tool designed to provide notifications about a potential PSPS for any address important to an individual, regardless of if they are a customer with PG&E or not. Address Alerts is available in 16 languages via phone or text.

1.7.5 Tribal Engagement

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

In Q1, PG&E hosted a Tribal grant program review with all tribes as well as distributed the Tribal Newsletter to all Tribes in PG&E's service area.

1.7.6 Translations of Communications

PG&E translates Community Wildfire Safety Program (CWSP) and PSPS communications and notifications in 15 non-English languages.¹⁶ This includes the translation of in-event PSPS notifications, as well as PG&E's website and other critical wildfire safety and PSPS preparedness materials. PG&E promotes our in-language options, encouraging customers to select their preferences using various channels including direct mail, email, social media, multi-media partners, and CBOs.

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

PG&E continues to offer in-language support through our Contact Center. The Contact Center is equipped to provide translation support in over 240 languages.

Further, PG&E partners with 38 multicultural media outlets throughout the year to promote safety initiatives, including PSPS, to monolingual or difficult-to-reach populations that may need access to mainstream television media and/or read/speak English. See Section 1.8.1.6.1 for more information on our multicultural media engagement.

1.7.7 "Wildfire Safety Town Halls," Webinars and other Community Events

PG&E hosts interactive virtual safety town halls where customers can learn about PG&E's wildfire prevention efforts, including PSPS. These events aim to share information on wildfire safety, prevention efforts, utility service-related information,

¹⁶ These include Spanish, Chinese, Tagalog, Russian, Vietnamese, Korean, Farsi, Arabic, Hmong, Khmer, Punjabi, Japanese, Thai, Portuguese, and Hindi.

customer resources, and support offered, gather input, and respond to questions. Additionally, PG&E hosts and/or participates in community events focused on AFN, including AFN-targeted webinars and virtual meetings hosted by CBOs and state agencies (IHSS/Regional Centers). These events will continue in 2023, focusing on ensuring accessibility for all participants.

In 2023, the format and timing of community events depended on the public health safety protocols related to COVID-19 and generally remained virtual. When it becomes safe for our customers, communities, and employees to gather, PG&E will review the potential to resume in-person events based on state and local health guidance.

Table 10 summarizes our targeted outreach in Q1 2023. Table 11 summarizes our PSPS Safety Webinars, Regional Working Meetings, and Wildfire Webinars in Q1 2023.

Table 10. Summary of Targeted Outreach Conducted in Q1 2023

Date	Summary of Outreach and Engagement	Audience/County
2/16/23	Rural County Representatives of California Follow-Up Meeting	Rural County Representatives of California
2/16/23	Rural County Representatives of California Follow-Up Meeting	Rural County Representatives of California
03/29/23	COC/CBO Training	CARE/FERA Contractors
03/30/23	PG&E Community Wildfire Safety Program Advisory Committee	Key Tribal, Local, and Agency Stakeholders

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

Date	Event	Audience/County
02/21/23	Regional Town Hall: North Valley/Sierra	Customers, Local Agencies, Tribes, and Community Based Organizations in the North Valley/Sierra Region
02/22/23	Regional Town Hall: Bay Area	Customers, Local Agencies, Tribes, and Community Based Organizations in the Bay Area Region

Date	Event	Audience/County
03/08/23	Regional Town Hall: South Bay/Central Coast	Customers, Local Agencies, Tribes, and Community Based Organizations in the South Bay/Central Coast Region
03/09/23	Regional Town Hall: Central Valley	Customers, Local Agencies, Tribes, and CBOs in the Central Valley Region
03/14/23	Regional Town Hall: North Coast	Customers, Local Agencies, Tribes, and Community Based Organizations in the North Coast Region
03/22/23	Regional Working Group: North Valley/Sierra	Targeted Stakeholders in the North Valley/Sierra Region
03/22/23	Regional Working Group: Central Valley	Targeted Stakeholders in the North Valley/Sierra Region
03/23/23	Regional Working Group: North Coast	Targeted Stakeholders in the North Coast Region
03/23/23	Regional Working Group: South Bay/Central Coast	Targeted Stakeholders in the South Bay/Central Coast Region
03/24/23	Regional Working Group: Bay Area	Targeted Stakeholders in the Bay Area Region
03/30/23	CWSP Webinar: Napa and Marin County	Napa and Marin County

1.8 PSPS Activation (During – Emergency Operation Center Activated)

1.8.1 In-Event PSPS Customer Communications

PG&E will continue to use all communication channels available during PSPS, including direct-to-customer notifications sent via phone, text, and email, supplemented by website, call-center support, media engagement (multicultural news outlets, earned and paid media, social media), and collaboration with Public Safety Partners and CBOs. Using the multi-channel communication approach enables PG&E to notify and engage

with potentially impacted public safety partners, critical facilities, MBL customers, Self-Identified Vulnerable (SIV) customers, all other customers, and the general public.

1.8.1.1 PSPS Notifications

PG&E aims to share what we know about the weather and our equipment as soon as possible, keeping in mind weather conditions can be uncertain. Whenever the forecast will allow, our goal is to send automated notifications (i.e., calls, texts, and emails) to potentially impacted customers two days ahead, one day ahead, just before shutting off power and when power is shut off. If de-energization is delayed due to changes in weather conditions, customers will receive a pending delay notification to communicate they are still at risk of de-energization. PG&E will provide updates once the weather has passed until power has been restored. PG&E has removed the courtesy hours for all notifications except for Estimated Time of Restoration (ETOR) updates. PG&E detailed our automated notifications in our 2023-2025 Wildfire Mitigation Plan filed on March 27, 2023.

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

PG&E expanded its Medical Baseline and Self-Certified Vulnerable Customer Notification Process to include electricity-dependent individuals who have identified as using Durable Medical Equipment and/or Assistive Technology through PG&E's AFN Self-Identification survey. These customers will receive doorbell rings if they do not acknowledge notifications before PSPS. As of March 31, 2023, approximately 54,828 individuals have self-identified as electricity dependent and are not enrolled in Medical Baseline Program or Self-Certified as Vulnerable.

1.8.1.3 Engagement with Paratransit Agencies

In accordance with D.21-06-034, PG&E provides proactive notifications and impacted ZIP Code information to paratransit agencies that may serve all the known transit- or paratransit-dependent persons needing access to a CRC during PSPS. In Q1, PG&E did not have a PSPS, therefore, did not provide provided notifications and ZIP Code information.

1.8.1.4 PG&E Contact Center Operations

PG&E operates two contact centers that provide 24/7 emergency live agent service for customers to report emergencies and obtain PSPS-related updates as needed. As an option for in-language support, PG&E's PSPS webpage directs customers to call our

contact centers. PG&E's contact centers continue to be equipped to provide interpretation support in over 240 languages, including 10 Indigenous languages.

1.8.1.8 Website

PG&E remains committed to continuously improving its websites to meet the diverse needs of its customers. In Q1 2023, PG&E updated the web page for PSPS resources for individuals with AFN to reduce the grade reading level. The page is available in 15 non-English languages.

1.8.1.6 Media

PG&E engages with the media, including multicultural news organizations, issuing press releases, augmenting paid advertising, issuing radio advertisements, conducting live streaming news conferences with ASL translators, taking part in media interviews, and, when available, running paid advertising on radio and digital channels. In turn, these media organizations may provide radio, broadcast, tv, and online communications.

To serve non-English speaking customers, PG&E engages with over 120 multicultural media outlets throughout the year to promote safety initiatives, including PSPS, to monolingual or difficult-to-reach populations that may need access to mainstream television media and/or read/speak English.

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

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

1.8.1.6.1 Multicultural Media Engagement

In addition to the general media engagement described above, PG&E is focused on enhancing coordination with multi-cultural media organizations. PG&E currently

partners with 38 multi-cultural media organizations that provide information in-language through multiple outlets. PG&E plans to host in-language PSPS webinars with our multicultural media partners. Table 12 summarizes our multi-cultural media engagement activities.

Table 12. Multi-Cultural Media Engagement Activities (by Month)

Month	Summary of Multi-Cultural Media Engagement Activities
January 2023	<ul style="list-style-type: none"> Collected year-end data from 38 participating media partners in 2022
February 2023	<ul style="list-style-type: none"> Began budget planning for 2023 campaign
March 2023	<ul style="list-style-type: none"> Initiated discussion with potential multicultural media partners Scheduled information session in April and virtual training session in May

1.8.1.6.2 Social Media

PG&E regularly provides customer preparedness resources through our official social media channels, including Twitter, Facebook, Instagram, and Nextdoor. As of March 31, 2023, PG&E holds contracts with 38 multicultural media partners and 1 CBO to assist with in-language communications and share our social media posts before and during PSPS. In Q1, PG&E shared approximately 150 posts to help customers prepare.

1.8.1.6.3 Paid Media/Advertising

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

To enhance customer outreach efforts, PG&E will run paid media English and Spanish AFN radio ads with messages about PSPS awareness, Medical Baseline Program, and preparedness resources in 2023.

1.8.2 Community Resource Centers (CRCs)

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

To support CRC readiness for individuals who may be disabled, PG&E completed ADA reviews at all indoor CRC sites in coordination with local government agency partners and tribes to identify appropriate CRC locations. From these site reviews, PG&E selected ADA-friendly sites and invested in site improvements to comply with ADA requirements for not only CRC use but for the betterment of the community year-

round. In 2023, PG&E will continue to conduct site reviews on potential additional CRC locations identified by local county governments and tribes and make improvements as needed. As of March 31, 2023, PG&E has secured 402 event-ready sites, which include 116 indoor sites and 286 outdoor sites.

In accordance with D.21-06-034, PG&E filed an updated CRC plan as Appendix A within the 2022 Pre-Season Report.

1.9 Recovery (After – Power has been restored)

1.9.1 After Action Reviews and Reports

The After-Action Reviews and Reports (AAR) process is described in detail in our 2023 AFN Plan. PG&E did not have a PSPS in Q1, therefore did not hold an AAR.

1.9.2 Lessons Learned and Feedback

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

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

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

1.9.3 Customer Surveys

PG&E concluded data collection for the 2022 Post-Season Outreach Effectiveness Survey on December 12, 2022. Results from the Pre and Post-Season surveys were reported in PG&E's 2023 AFN Plan for PSPS Support filed on January 31, 2023.

No PSPS occurred in Q1 of 2022; no post-event survey was administered.

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

CONCLUSION

PG&E will continue to provide a quarterly update regarding its progress towards

meeting our 2023 AFN Plan and the impact of our efforts to support the AFN and vulnerable population during PSPS to help the CPUC understand where future gaps in addressing this population before, during, and after PSPS.

APPENDIX A – AFN COLLABORATIVE COUNCIL

First	Last	Organization	Title
Aaron	Carruthers	State Council on Developmental Disabilities (SCDD)	Executive Director
Andy	Imparato	Disabilities Rights California	Executive Director
Brian	Weisel	State Council on Developmental Disabilities (SCDD)	Legal Counsel
James	Cho	CPUC	Public Utilities Regulatory Program Manager
Jordan	Davis	Disability Rights California	Attorney
Karen	Mercado	Disability Rights California	Executive Assistant
Moustafa	Abou-taleb	CPUC	Safety Policy Division
Susan	Henderson	Disabilities Rights Education & Defense Fund	Executive Director
Vance	Taylor	Cal OES	Chief, Office of Access and Functional Needs

APPENDIX B – STATEWIDE JOINT IOU AFN ADVISORY COUNCIL PARTICIPANTS

First	Last	Organization	Title
Kelly	Brown	211	Director, Interface 2-1-1
Marisol	Gonzalez	211	Unknown
Teresa	Anderson	Arc of California	Public Policy Director
Michael	Costa	California Association of Area Agencies on Aging (C4A)	Executive Director
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
Sydney	Schellinger	California Department of Aging (CDA)	Unknown
Tamara	Rodriguez	California Department of Development Services (DDS)	Officer, Emergency Preparedness & Response
Rose	Samaniego	California Department of Development Services (DDS)	Community Program Specialist III-FHA Supervisor
Seneca	St. James	California Department of Development Services (DDS)	Community Program Specialist III

First	Last	Organization	Title
Beatrice	Lavrov	California Department of Social Services (DSS)	Unknown
Greg	Oliva	California Department of Social Services (DSS)	Assistant Deputy Director, Center for Chronic Disease Prevention & Health Promotion
Michael	Butier	California Department of Social Services Disaster Unit (DSS)	Functional Assessment Service Team Coordinator
Aaron	Christina	California Department of Social Services Disaster Unit (DSS)	Director of Client Services
Josh	Gleason	California Department of Social Services Disaster Unit (DSS)	Unknown
JR	Antablian	California Department of Social Services Disaster Unit (DSS)	Chief - Disaster Services Branch
Rapone	Anderson	California Department of Social Services Disaster Unit (DSS)	Northern Region Manager, CEA
Leora	Filosena	California Department of Social Services Disaster Unit (DSS)	Chief, Adult Programs Division
Dan	Okenfuss	California Foundation for Independent Living Centers (CFLIC)	Public Policy Manager
Alyson	Feldmeir	California Foundation for Independent Living Centers (CFLIC)	Program Manager
Elizabeth	Basnett	California Health & Human Services	Assistant Secretary
Alexandra	Green	Center for Accessible Technology (C4AT)	Legal Counsel
Melissa	Kasnitz	Center for Accessible Technology (C4AT)	Director, Legal
Annette	Rogers	Central Valley Regional Center (CVRC)	Fresno NVRC Representative

First	Last	Organization	Title
Amanda	Kirchner	County Welfare Directors Association of California	Legislative Director
Paula	Villescaz	County Welfare Directors Association of California	Associate Director of Legislative Advocacy
James	Cho	California Public Utilities Commission (CPUC)	Program Manager
Nicole	Pacheco	California Public Utilities Commission (CPUC)	Office Manager
Moustafa	Abou-taleb	California Public Utilities Commission (CPUC)	Safety Policy Division
Carolyn	Nava	Disability Action Center (DAC)	Executive Assistant
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
Joe	Xaiver	Department of Rehabilitation - DOR	Director
Maria	Aliferis-Gierde	Department of Rehabilitation - DOR	Executive Officer
June	Isaacson Kailes	Disability Policy Consultant	Disability Policy Consultant
Lauren	Giardina	Disability Rights California (DRC)	Executive Director Managing Attorney
Jordan	Davis	Disability Rights California (DRC)	Attorney
Lauren	Giardina	Disability Rights California (DRC)	Executive Director Managing Attorney
Samuel	Jain	Disability Rights California (DRC)	Senior Attorney
Gina	Esparza	Eastern Los Angeles Regional Center (ELARC)	Emergency Coordinator

First	Last	Organization	Title
T	Abraham	Hospital Council	Regional Vice President
Mary Ellen	Ittner	Keadjian	Senior Advisor
Joseph	Grounds	Kern Regional Center (KERNRC)	Emergency Response Coordinator
Karey	Morris	Kern Regional Center (KERNRC)	HR Manager
Susan	Snapp	Nor Cal Services for Deaf and Hard of Hearing	Program Manager
Sheri	Farinha	Nor Cal Services for Deaf and Hard of Hearing	CEO
Gabby	Esharati	North Los Angeles County Regional Center	Consumer Services Director
Malorie	Lanthier	North Los Angeles County Regional Center	IT Director
Scott	O'Connell	Red Cross	Regional Disaster Office
Fred	Keplinger	Redwood Coast Regional Center	Emergency Management Coordinator
Tiffany	Swan	San Diego Regional Center (SDRC)	Community Services Home and Community Based Services Specialist
Miguel	Larios	San Diego Regional Center (SDRC)	Community Services Director
Dara	Mikesell	San Gabriel Pomona Regional Center (SGPRC)	Associate Director of Community Services
Edwin	Gamino	San Gabriel Pomona Regional Center (SGPRC)	LMS Administrator
Larry	Grable	Service Center for Independent Living - SCIL	Executive Director
Brian	Weisel	State Council on Developmental Disabilities	Legal Counsel

APPENDIX C – FOOD BANK RESOURCE PARTNERS

Table 13 below includes a list of food banks with active agreements with PG&E for PSPS.

Table 13. Food Bank Resource Partnerships with PG&E

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

APPENDIX D – MEALS ON WHEELS PARTNER ORGANIZATIONS

Table 14 below includes a list of Meals on Wheels organizations with active agreements with PG&E for PSPS support.

Table 14. Meals on Wheels Partnerships with PG&E

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

APPENDIX E – CBOS WITH ACTIVE AGREEMENTS FOR PSPS SUPPORT

Table 15 below lists CBOs with active agreements with PG&E for PSPS support.

Table 15. CBOs with Active Agreements for PSPS Support

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

APPENDIX F – ACCESSIBLE TRANSPORTATION PARTNERS

Table 16 below includes a list of accessible transportation providers with active agreements with PG&E for PSPS.

Table 16. Accessible Transportation Partnerships with PG&E

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