

**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**

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Dated: January 31, 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 to implement the “Whole Community” approach to develop an overarching Joint IOU Statewide strategy to meet the diverse needs of individuals with AFN.

Respectfully submitted,

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January 31, 2023

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EXECUTIVE SUMMARY

During extreme weather conditions, utilities may temporarily turn off power to specific areas to protect the safety of our customers and communities, enacting a Public Safety Power Shutoff (PSPS), continues to be a necessary tool of last resort to mitigate the risk of wildfires. To support individuals with Access and Functional Needs (AFN) during a PSPS, each of the Joint Investor-Owned Utilities (IOUs)¹ developed its respective 2023 Annual AFN PSPS Plan (“AFN Plan” or “Plan”) with assistance from regional and statewide AFN stakeholders representing a broad spectrum of expertise. In 2023, that Plan leverages Federal Emergency Management Administration’s (FEMA) Developing and Maintaining Emergency Operations Plans Comprehensive Preparedness Guide (CPG) 101 6 Step Process².

The IOUs have established a partnership and will continue to work closely with the AFN Collaborative Council³ and the AFN Core Planning Team⁴ to seek guidance and address the “Why,” “Who,” “What,” and “How” to support individuals with AFN before, during and after a PSPS to mitigate risk. The IOUs are committed to addressing the needs of individuals with AFN before, during, and after a PSPS.

The IOUs acknowledge and give sincere thanks to the AFN Collaborative Council and AFN Core Planning Team for their guidance and commitment in developing the 2023 AFN plan.

WHY

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

A PSPS, although necessary, disrupts the everyday lives of impacted individuals, including those with AFN and/or may be electricity dependent, which will be

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

² For details on how to develop and maintain Emergency Operations Plans, visit: [Developing and Maintaining Emergency Operations Plans Comprehensive Preparedness Guide \(fema.gov\)](https://www.fema.gov/emergency-preparedness-response-recovery/operational-plan-development)

³ See Appendix A for members of the AFN Collaborative Council.

⁴ See Appendix A for members of the AFN Core Planning Team

discussed further in this report. The purpose of this Plan is to mitigate the impact of PSPS on individuals with AFN.

WHO

The Joint IOU Statewide AFN Advisory Council⁵ and AFN Core Planning Team developed a definition of Electricity Dependent individuals⁶ that this Plan seeks to support. That definition remains unchanged from 2022.

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

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

The IOUs have made progress in identifying the individuals with AFN across their respective service areas, collectively identifying approximately 3.8 million⁷ people across the state through program enrollments and enabling self-identification. The IOUs understand that there is more work to be done and will continue these efforts to identify these individuals in 2023.

WHAT & HOW

Working alongside the AFN Collaborative Council and AFN Core Planning Team, the IOUs worked to identify the goals, objectives, and potential opportunities for enhancements in 2023, outlined in this Plan.

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

⁵ Please see Appendix A for a list of the Joint IOU Statewide AFN Advisory Council members.

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

⁷ Represents total counts of AFN designations in each IOU's database not unique individuals or accounts.

INTRODUCTION

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

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

Subject Matter Experts (Engage the Whole Community) | WHO

According to FEMA Step 1: Engaging the Whole Community in the Planning. Engaging in community-based planning—planning that is for the whole community and involves the whole community—is crucial to the success of any plan.

On September 14, 2022, the IOUs introduced this effort at the broader Q3 Joint IOU Statewide AFN Advisory Council meeting, invited participation, and subsequently held a kick-off meeting with Core Planning Team⁸ members on October 14, 2022. The 2023 AFN Core Planning Team is comprised of 13 organizations representing the diverse needs of the AFN community. The table below reflects the organizations in the development of the 2023 AFN Plan.

Engaging the Whole Community

Planning Group	Participants/Stakeholders
AFN Collaborative	California Foundation for Independent Living Centers

⁸ See Appendix A

Council (per the Phase 3 OIR PSPS Decision):	(CFILC)
	California Health & Human Services (CHHS)
	California Office of Emergency Services (Cal OES)
	Disability Rights California (DRC)
	Disability Rights Education & Defense Fund (DREDF)
	State Council on Developmental Disabilities (SCDD)
AFN Core Planning Team	American Red Cross
	Bear Valley Electric Service, Inc.
	California Department of Developmental Services (CDDS)
	California Foundation for Independent Living Centers (CFILC)
	Center for Accessible Technology (C4AT)
	Deaf Link, Inc.
	Disability Action Center (DAC)
	Disability Policy Consultant
	Interface Children & Family Services 211
	Liberty Utilities
	North Los Angeles Regional Center (NLACRC)
	Redwood Coast Regional Center (RCRC)
	San Diego Regional Center (SDRC)
Joint IOUs	San Diego Gas & Electric
	Southern California Edison (SCE)
	Pacific Gas & Electric (PG&E)

As a key component to engaging the Whole Community in planning, the IOUs will

continue to solicit feedback from the AFN Collaborative Council, the Joint IOU Statewide AFN Advisory Council, each utility’s respective Regional PSPS Working Groups⁹ and other regional and statewide AFN experts such as Community-Based Organizations, healthcare partners, and durable medical equipment providers. These groups serve as a sounding board and offer insight, feedback, and input on the IOUs’ customer strategy, programs, and priorities. Regular meetings are scheduled to actively identify issues, opportunities and challenges related to the IOUs’ ability to mitigate the impacts of wildfire safety strategies, namely PSPS.

Outcomes from the planning process are outlined here and details are included in the specific IOU plans. Some of these topics include developing a “one-stop shop” statewide website, conducting outreach and education, expanding program eligibility, and exploring accessible transportation.

1 PURPOSE, SCOPE, SITUATION OVERVIEW, AND ASSUMPTIONS

1.1 Purpose/Background | WHY

The Plan focuses on mitigating the impacts of PSPS for individuals with AFN. The IOUs intend to build on this Plan and strive for continuous improvement based on insights from the experts and feedback channels outlined in this plan.

Each IOU’s respective 2023 AFN Plan addresses the following:

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

1.2 Scope | WHO

The Joint IOUs and the CPUC recognize the definition of AFN as defined by the California Government Code §8593.3: “individuals who have developmental disabilities, physical disabilities, chronic conditions, injuries, limited English proficiencies, who are non-English speakers, older adults, children, people living in institutional settings, or those who are low income, homeless, or transportation disadvantaged, including but not limited to, those who are

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

dependent on public transit and those who are pregnant.”¹⁰

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

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

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

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

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

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

¹⁰ D. 19-05-042

- eye gaze), alert systems
- Powered equipment for hearing or vision support

1.3 Situational Overview

1.3.1 Hazard Analysis Summary – Definition of Risk

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

“Understand the Situation” continues with identifying risks and hazards. This assessment helps a planning team decide what hazards or threats merit special attention, what actions must be planned for, and what resources are likely to be needed.

The Core Planning Team in 2022 identified a key risk of PSPS that continues in 2023:

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

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

1.3.2 AFN Population and Identification

The IOUs have made progress in identifying the Electricity Dependent individuals with AFN through program enrollment and enabling self-identification. Each IOU identifies the following customers in their respective databases as AFN:

Customers enrolled in the following programs:

- California Alternate Rates for Energy (CARE)
- Family Electric Rate Assistance (FERA)

- Medical Baseline (MBL)¹¹, including Life-Support (Critical Care)
- Customers with disabilities
- Customers who receive their utility bill in an alternate format (e.g., Braille, large print)
- Customers who prefer communications in a language other than English
- Older adults
- Customers who self-certify or self-identify

Table 1 below accounts for the number of customers identified as AFN in each utility service area, as well as those mostly likely to experience a PSPS.

Table 1. Joint IOU Access & Functional Needs Individuals¹²

Joint IOU	MBL Individuals	Customers with Language Preference	Individuals Identified as AFN	Percentage of Individuals Identified as AFN based of Total Residential Customer Base*
PG&E	Total: ~273,000	Total: ~382,900	Total: ~1.7M	30%
	PSPS-Likely: ~71,200	PSPS-Likely: ~17,300	PSPS-Likely: ~311,300	27%
SDG&E	Total: ~71,000	Total: ~67,000	Total: ~423,000	33%
	PSPS-Likely: ~13,000	PSPS-Likely: ~5,000	PSPS-Likely: ~44,000	25%
SCE	Total: ~116,000	Total: ~680,000	Total: ~1.7M	37%
	PSPS-Likely: ~40,000	PSPS-Likely: ~100,000	PSPS-Likely: ~300,000	29%

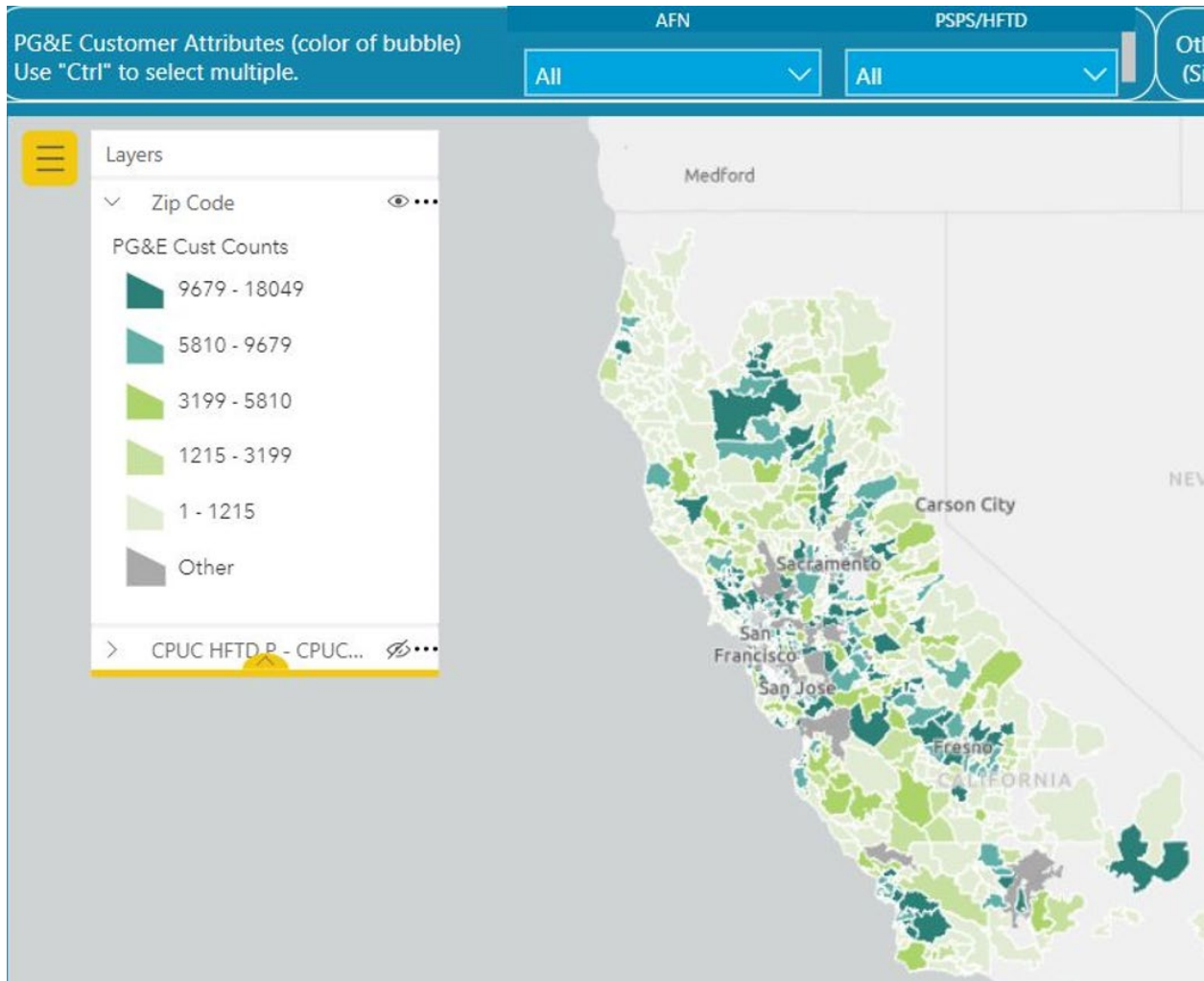
* Percentages are approximate.

¹¹ Per D. 21-06-034, identification efforts include also “persons reliant on electricity to maintain necessary life functions including for durable medical equipment as assistive technology”. Id at pp. A8-A9.

¹² Data pulled in November 2022. “PSPS-Likely” refers to customers who are most likely to experience a PSPS given their geographic location.

In 2022, the utilities developed an AFN density map which allows them to quickly identify geographical areas that have larger populations of AFN individuals.¹³ These maps enable the utilities to strategically allocate resources by geography such as staffing a support site or Customer Resource Center for individuals who are experiencing a PSPS. See **Table 2**.

Table 2
Service Area Map of Customers with AFN



¹³ See Section 2.2 for PG&E's definition

In 2023, the IOUs will continue identifying Electricity Dependent individuals above and beyond those enrolled in the Medical Baseline Allowance Program, through direct outreach to customers in each respective IOUs service area.

1.3.3 Capability Assessment

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

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

Continued Key Objectives from 2022:

- Continue to identify individuals who are Electricity Dependent
- Implement a communication plan that reaches all AFN segments
- Continuously improve tools to make them easy to understand and navigate for individuals and external organizations to access information
- Identify new enhancements to programs and resources needed to mitigate the impacts of PSPS
- Cultivate new partnerships and expand existing partnerships with the Whole Community
- Coordinate and integrate resources with state, community, utility to minimize duplication
- Establish measurable metrics and consistent service levels
- Effectively serve and adapt to the needs of individuals with AFN before, during, and after any PSPS

Additional Key Objectives identified for 2023:

- Provide overall preparedness resources for individuals with AFN regardless of emergency type
- Increase awareness of IOU programs and services available before, during and after a PSPS
- Implement tracking and metrics for escalations, programs and services offered and utilized by conducting surveys, Tabletop exercises, etc.

- Ensure customers with sensory disabilities¹⁴ can provide feedback, understand, and successfully operate provided equipment

According to FEMA: Step 4: Plan Development Develop and Analyze Courses of Action – This step is a process of generating, comparing, and selecting possible solutions for achieving the goals and objectives identified in Step 3.

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

Goals recommended to meet the Key Objectives for 2023:

Communications/Offerings

- Enhance American Sign Language (ASL) offerings in Community Resource Centers (CRC) by exploring services to aid individuals who may be deaf or deaf/blind
- Continue communications regarding differences between wildfire safety and other outage types (i.e., Enhanced Powerline Safety Setting vs. PSPS) and respective assistance offerings (i.e., discounted vs. no-cost hotel lodging)

Resources

- Partner to identify additional options outside of paratransit agencies to aid in improved response times and other potential customer limitations¹⁵
- Continue to gather information surrounding Community-Based Organizations (CBOs) resiliency offerings/community needs and ensure that partnerships are not taxing on CBOs due to resource constraints
- Continue to identify opportunities to enhance current resource allotments to programs supporting individuals with AFN

Metrics¹⁶

- Increase tracking of customer journey and escalations during PSPS event through different channels (i.e., CRCs, Disability Disaster Access and Resources (DDAR)).

14 Individuals with hearing and/or vision disabilities

15 Transportation through paratransit agencies often require advanced scheduling and pre-registration or placement on a list of eligible customers before being able to utilize certain transportation services, which is often a barrier to many customers with AFN.

16 Additional information to be found in IOU AFN Quarterly Progress Reports

- Provide clarity on status of planning process by including key targets and year-to-date performance against them

AFN Self-Identification

- Pursue identification of additional individuals who may identify as AFN and make improvements to offerings to meet their needs

Research and Surveys

In 2023, the IOUs will continue to collaborate and share best practices as they solicit feedback about PSPS resources offered to individuals with AFN through a variety of channels, including consultation with various advisory councils.

The IOUs will continue conducting listening sessions¹⁷ and working groups with local governments, tribes, and critical facilities; webinars for customers and communities; wildfire and PSPS awareness studies; feedback via digital channels; PSPS Table Top Exercises; and notification message testing.

As a result of feedback and research from CBOs, local governments and tribes who support AFN populations, the IOUs are committed to continuously reviewing the needs of individuals with AFN before, during and after PSPS to enhance support for those individuals who rely on electricity to maintain necessary life functions, including for durable medical equipment and assistive technology.

1.3.4 Success Measures and Metrics

In 2023, the Joint IOUs will continue to use the Key Performance Indicators (KPIs) that were developed with the AFN Core Planning Team for the 2022 AFN Plan. These KPIs seek to measure the impacts of PSPS on individuals with AFN, awareness of support programs, and satisfaction of services offered.

Key Performance Indicators:

1. The percentage of individuals with AFN who were aware of what support and resources were available to them during a PSPS
2. The percentage of individuals with AFN who were able to use necessary

¹⁷ Refer to Section 2.6.1 which discusses AFN working groups

medical equipment to maintain necessary life functions for the duration of any PSPS that affected them

3. The percentage of individuals who utilized mitigation services who reported they were satisfied with the level of support

While Section 1 is a high-level overview of the IOUs' shared vision, the details for each of the IOUs AFN Plans can be found in Sections 2-4. The 2022 pre- and post-season results can be found in the Appendix of this report. The IOUs will continue benchmarking to create a consistent response across the IOU service areas where possible, recognizing that resources may not be available consistently across the state.

1.4 Planning Assumptions

- The Joint IOUs strive for all notifications to be provided in advance of power shutoff
- Resources are available for individuals with AFN regardless of notification
- Effective support of individuals with AFN requires a Whole Community¹⁸ approach (e.g., utilities, CBOs, non-profits organizations, government agencies) approach
- PSPS may occur concurrently with unrelated emergencies (e.g., active wildfires, cyber-attacks, technological hazard incidents)
- The IOUs will continue working to create as consistent statewide response with our support services (e.g., food support, accessible transportation, Community Resource Centers, etc.) to PSPS as possible, acknowledging that there are different needs based on geographic areas
- The scope of PSPS can increase or decrease as weather conditions are monitored across the service area

1.4.1 Plan Preparation and Review

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

¹⁸ The term "Whole Community" refers to the FEMA six step emergency planning process

Prior to finalizing the 2023 AFN Plans, the Joint IOUs provided members of the AFN Collaborative Council and AFN Core Planning Team a draft plan for their review. As a result, each of the IOUs will file their respective 2023 AFN Plans with the CPUC by January 31, detailing its programs to support individuals and communities with AFN before, during and after PSPS.

1.4.2 Plan Implementation

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

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

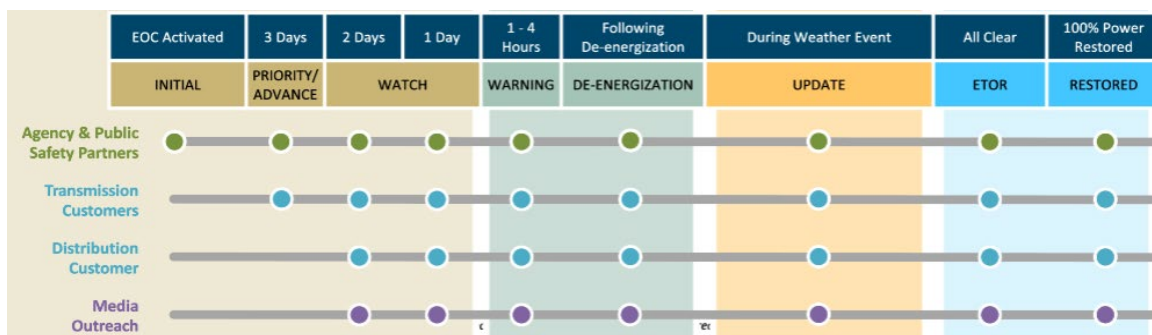
2 CONCEPT OF OPERATIONS | HOW

2.1 Preparedness/Readiness (Before Power Shutoff)

Community outreach and public awareness are key components of emergency planning and preparedness to ensure customers and communities are informed and adequately prepared prior to a wildfire or PSPS. PG&E strives to deliver effective communications before, during, and after PSPS.

Throughout PSPS, PG&E makes significant efforts to notify Public Safety Partners, Local/Tribal Governments, CBOs, and impacted customers, including those in the AFN community, in accordance with the minimum timelines set forth by the CPUC Phase 2 Guidelines (D.19-05-0142), weather and other factors permitting.

Figure 1. PG&E PSPS Timeline Example



2.1.1 Emergency Operations Center

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

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

PG&E and external partner organizations exercised a simulated PSPS event in the virtual EOC environment once before the PSPS season in 2022. They then applied learnings from those simulations during the actual PSPS.

The Situation Room is a segment of PG&E's EOC responsible for CBO communication and supporting customers with AFN.

2.1.1.1 Preparation Exercises

PG&E's Emergency Preparedness and Response (EP&R) department hosts PSPS exercise(s) where PG&E exercises our ability to communicate effectively with our partners during PSPS, gain efficiencies within roles, and identify possible areas of improvement that PG&E and our partners may undertake in advance of the 2023 fire season. Following the exercise(s), After Action Reviews (AAR) are completed to identify adjustments needed to procedures and/or where additional training is required. These PSPS exercises, seminars, and workshops are a continued best practice in 2023.

2.1.1.2 Training

A key finding from the 2019 PSPS was the need for PG&E teams working in the Emergency Operations Center (EOC) to receive more structured and consistent emergency management training. As a result, everyone who supports PSPS in PG&E's EOC is being trained in Standardized Emergency Management System (SEMS), National Incident Management System (NIMS), and Incident Command System (ICS). Since the state and local governments use SEMS to manage emergencies, this new training requirement will ensure PG&E's procedures are aligned with these agencies.

The specific training requirements included:

- IS-100.C – Introduction to Incident Command;
- IS-200.C – Basic ICS for Initial Response;
- IS-368- Access and Functional Needs

- IS-700.B – An Introduction to the National Incident Management System;
- IS-800.C – National Response Framework, an Introduction; and
- SEMS G606 – Standardized Emergency Management Introduction.

In Initiative 7.3.9.1 of our 2021 WMP, we explained a three-phase undertaking to train our EOC staff, with a targeted completion date of all four phases by 2022. We continue to make progress with training for all emergency response roles in each phase, ensuring all required personnel are prepared to support our improved PSPS execution.

Phase 1 consists of the foundational training to understand the basic structure and functional process associated with SEMS/ICS command. We targeted completing of the five web-based courses included in the Phase 1 training within 60 days of being assignment to the emergency response team.

Phase 2 is designed to ensure all Command and General staff (i.e., Officers and primary Assistants, Section Chiefs, and Deputies) complete the Integrating AFN training such as G197¹⁹ or equivalent courses. PG&E has incorporated IS-368²⁰ to meet the original requirements of G197.

Phase 3 training is targeted towards all Command & select roles in the General staff. Key EOC team members must complete the ICS 300 and 400 courses. These courses are expanded trainings which are encouraged certifications to respond in one of our EOC. These courses are recommended to build upon the basics of Incident Command System and how they fit into PG&E.

2.1.1.3 AFN Liaison

In 2020, PG&E developed a dedicated team, which included a CBO Liaison to maintain ongoing communications with CBOs before, during, and after PSPS. In 2021, to align with PG&E’s IOU counterparts and SEMS, the CBO Liaison role evolved into an AFN Strategy Lead and AFN Advisor. These roles will continue in

¹⁹ [Integrating Access & Functional Needs Into Emergency Management \(G197\)](#) is intended to provide Emergency Managers/Responders with the skills and knowledge to plan, prepare, and respond, and recover for those who have Disabilities and Access and Functional Needs during a disaster.

²⁰ [IS-368 Including People with Disabilities & Others With Access & Functional Needs in Disaster Operations](#) is to increase awareness and understanding of the need for full inclusion of disaster survivors and FEMA staff who are people with disabilities, and people with access and functional needs. The course provides an overview of disabilities and access and functional needs and explains how disaster staff can apply inclusive practices in their disaster assignments.

2023. During PSPS in 2022, this team engaged with Resource Partner CBOs (e.g., DDAR, food banks, Meals on Wheels, and CBOs that provide translations in Indigenous language), and information-based CBOs, to manage two-way communication leading up to and during each PSPS. This dedicated team also provides paratransit notifications and impacted ZIP Code lists to CBO resource partners and paratransit agencies.

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

2.1.1.4 Customer Care

In 2023, PG&E will continue to support individuals with AFN, including during PSPS. When concerned customers call and speak with an agent, they are directed to the appropriate resource to receive support (e.g., 211, AFN Strategy Lead EOC role, etc.). PG&E's Customer Contact Center representatives are trained to speak with customers experiencing challenges. If it is the customers' preference, flag them in PG&E's system as having a self-identified disability for additional consideration of tools, programs, and services.

2.2 AFN Identification Outreach

PG&E understands the importance of identifying AFN customers to ensure that such populations receive the education and notification they need to maximize resiliency during a PSPS. To identify and calculate specific customers and/or households that are considered AFN, PG&E uses the following categories for which data is available in our internal databases (e.g., CC&B and others):

- Customers enrolled in the MBL program;
- Customers enrolled in CARE or FERA;
- Customers that self-identify to receive an in-person visit before disconnection for non-payment (e.g., vulnerable);
- Customers that self-identify as having a person with a disability in the household (e.g., disabled);
- Customers who self-select to receive utility communications in non-

- standard format (e.g., in braille or large print); and
- Customers who indicate a non-English language preference;
 - Customers that self-identify as having a person in the household who uses durable medical equipment;
 - Customers that self-identify as having a person in the household who uses assistive technology;
 - Customers that self-identify as having a person in the household who has a hearing disability (e.g., Deaf or hard of hearing);
 - Customers that self-identify as having a person in the household who has a vision disability (e.g., low vision);
 - Customers that self-identify as having a person in the household who is blind;
 - Customers that self-identify as having a person in the household who is 65+ years old.

In 2022, PG&E began a Self-Identification Call Campaign pilot which allows customers to identify if a resident in the home is living with one or more of the following disabilities: blind, low vision, Deaf or hard of hearing, disabled (cognitive, physical, developmental), 65+ years old, and/or dependent on assistive technology and/or durable medical equipment. PG&E also conducted a Self-Identification direct mail and email pilot in 2022. In 2023, a broad outreach campaign will apply learnings identified during the pilots, as well as inclusion in general wildfire preparedness outreach campaigns throughout the year.

2.3 AFN Support Resources

To aid in the support and preparedness of customers with AFN, PG&E provides a broad range of programs and resources before, during, and after PSPS. PG&E is committed to continuously identifying improvements and new opportunities.

In accordance with D.20-05-051 and D.21-06-034, Pacific Gas and Electric Company (PG&E) provides a quarterly update on our activities so support customers with AFN between October 1, 2022, and December 31, 2022, in Appendix B – PG&E’s Quarterly Progress Report of Activities Between October 1, 2022, and December 31, 2022.

Data on participation in each program and/or utilization of each type of assistance, including free and/or subsidized backup batteries, the Self-Generation Incentive Program's (SGIP) Equity Resiliency Budget, Community Microgrid Incentive Program, hotel vouchers, transportation to CRCs, and any other applicable programs or pilots to support resiliency for persons with access and functional needs and vulnerable populations, by census tract²¹ for 2022, where available is provided in Appendix – Program/Assistance Participation Data By Census Tract.

2.3.1 211 Care Coordination & Referral Service

Through PG&E's charitable grant program, PG&E continues to provide grants to 211 so that 211 service providers refer individuals to social services available in their community. PG&E signed an agreement with the CA Network of 211 to provide customers with AFN, a single source of information and connection to available resources in their communities. This agreement will provide PSPS education, outreach, and emergency planning in advance of PSPS, connecting those with AFN to critical resources like transportation, food, batteries, and other social services during PSPS.

Outside of active PSPS, 211 will focus on outreach to at-risk customers, including those living in each IOU's high-fire-risk areas who are eligible for income-qualified assistance programs and rely on life-sustaining medical equipment. The focus during these periods will be to evaluate these customers' resiliency plans, connect them with existing programs that can help them prepare for outages, and assist them in completing applications for these programs. PG&E's partnership with 211 connects customers with approximately 11,000 CBOs and government agencies across our service area.

2.3.2 Resource Planning and Partnerships

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

²¹ D.21-06-034

2.4 Customer Resiliency Programs and Continuous Power Solutions

PG&E offers solutions to reduce the adverse impacts of PSPS on customers, including those most vulnerable. In advance of wildfire season and throughout 2023, PG&E will continue to work with partner organizations to provide outreach and support to customers with AFN through programs such as the ones described below.

2.4.1 Disability Disaster Access and Resources (DDAR) Program

In April 2020, PG&E and CFILC launched the DDAR Program, a joint effort to serve customers with AFN who have medical and independent living needs and older adults.

CFILC administers the program through partnerships with participating Disability Disaster Access & Resource Centers (DDARCs)²² in local communities throughout PG&E's service territory. DDAR enables local DDARCs to provide qualifying customers who use electrical medical devices, durable medical equipment, or assistive technologies with access to backup portable batteries through a grant, lease-to-own or the FreedomTech²³ low-interest financial loan program. DDAR focuses on understanding customer needs through a live intake process, discussing emergency plan preparedness, and assessing the best resiliency solution for each customer during a PSPS. PSPS resources provided by DDAR include accessible transportation, lodging, food vouchers, and gas cards for generator fuel. Throughout the year, DDAR assists customers with disabilities and independent living needs with emergency planning, education, and outreach about PG&E programs, such as the MBL Program.

In 2023, PG&E anticipates the DDAR Program will continue to offer a variety of resources to qualified customers in High Fire Threat Districts or who reside in areas that are likely to be impacted by PSPS. Resources will include batteries, hotel stays, food vouchers, gas cards, transportation, and other resources. The DDAR program plans to deliver at least 800 batteries to qualified customers in

22 The Find a DDARC tool lists participating DDARCs: https://www.pge.com/en_US/safety/emergency-preparedness/natural-disaster/wildfires/independent-living-centers.page?WT.mc_id=Vanity_disabilityandaging.

23 <https://freedomtech.org/>.

2023.

2.4.2 Self-Generation Incentive Program (SGIP)

SGIP provides incentives for permanent battery systems for backup power. Over the last several years, SGIP has evolved with an increased focus on vulnerable customer resiliency. Under SGIP's Equity Resiliency Budget category, incentives can cover up to 100 percent of funding, including battery cost, installation, and rewiring to eligible customers.

Since 2020, most SGIP funding has been reserved for customers who meet equity and/or equity resiliency criteria²⁴, with a focus on MBL customers and customers who rely on electric well pumps at their primary residence. Higher base incentives are reserved for those who are both vulnerable to PSPS outages and provide critical functions for customers during the outage(s).²⁵

PG&E also offers the SGIP Financial Assistance pilot. This pilot adjusts the timing of SGIP incentive payment structures to provide a fifty percent (50%) upfront payment to approved contractors installing SGIP-eligible measures for qualifying residential customers applying for equity and equity resiliency SGIP incentive funds. This payment structure removes cost barriers to enable vulnerable residential customers to improve their energy resiliency before PSPS and other emergencies.

The remaining funds for the residential General Market budget reserves fifty percent (50%) for customers living in Tiers 2 or 3 High Fire Threat Districts (HFTD) or who have been impacted by two or more discrete PPS but were unable to apply to the Equity Resiliency budget. This budget opened on November 16, 2021. PG&E recommends verifying with the selfgenca.com/home/program/metrics/ for up-to-date budget availability.

The SGIP program design is an ongoing effort led by the CPUC, and PG&E is

24 Commission D.19-09-027 established a new "equity resiliency budget" set aside for customers participating in one of two low-income solar generation programs or vulnerable households in Tier 2 and Tier 3 HFTD, for critical service facilities serving those areas. D.20-01-021 authorized statewide annual ratepayer collections of \$166 million annually through 2024 for the SGIP program. This decision prioritized allocating funds to benefit customers affected by PPS or located in areas with extreme wildfire risk, including adopting a resiliency adder and a renewable generation adder to promote critical resiliency needs during PPS.

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

actively shaping rules to benefit our AFN customers in the future and will work with stakeholders to evaluate the program's ability to support AFN customers.

In 2023, PG&E will continue to focus on the SGIP Program and expects significant, positive changes to be made to the program as the result of Assembly Bill 209, which should benefit vulnerable customers in PG&E territory by providing additional funding for energy storage.

2.4.3 Portable Battery Program (PBP)

Launched in August 2020, the PBP provides free portable backup battery solutions to MBL customers in Tier 2 and 3 HFTD areas to support resiliency during PSPS.

Five Low-Income Home Energy Assistance Program (LIHEAP) providers administer the PBP: Butte Community Action Agency, Central Coast Energy Services, Community Resource Project, North Coast Energy Services, and Redwood Community Action Agency. Richard Heath & Associates (RHA), a third-party energy program implementer focused on underserved communities, is also working with PG&E on the program. These PG&E partner organizations actively reach out to customers who meet eligibility criteria directly via mail and phone. The delivery partner then completes an assessment²⁶ of the customer's medical equipment power needs and provides a battery, if appropriate. Customers do not need to apply for the program. Like the DDAR Program, PBP focuses on understanding customers' needs through conversation, discussing emergency plan preparedness, and assessing the best resiliency solution for each customer during PSPS.

The PBP provides a range of batteries from smaller (500 Wh) lightweight batteries to larger (6,000 Wh) batteries to meet the power needs of various medical devices. The larger batteries are delivered to those with higher energy needs.

PG&E worked with each delivery organization to design the assessment and develop prioritization guidelines. PG&E provided a targeted list of customers and prioritized the list using historical PSPS, and outage data to ensure customers most likely impacted are contacted first. Once the PBP partner reached the customer and completed the energy assessment, the battery assignment was at

²⁶ The number of completed energy assessments and battery deliveries depend on customers who respond to outreach, are willing to participate, and have medical devices that are eligible to be supported by a battery.

the discretion of the local partner organization. This approach provides a simple, streamlined customer experience that meets local community needs and does not require capital outlay from participating customers.²⁷

In 2023, PG&E and partner organizations plan to continue delivering portable batteries to qualifying customers. Over the past 3 seasons, the PBP partners have delivered over 18,700 portable batteries to MBL customers at risk of being impacted by PSPS. In addition, more than 860 mini-fridges and 450 insulin coolers were provided in 2022. In 2023, PG&E will focus on serving frequently impacted MBL and Self-Identified Vulnerable (SIV)²⁸ customers that use durable medical equipment or assistive technology who have not previously participated in a resiliency program. PG&E defines frequently impacted as customers who experienced a PSPS in 2021 or who experienced 5 or more Enhanced Powerline Safety Setting (EPSS) outages in 2022. In addition to the batteries already delivered, PG&E plans to provide at least 4,700 portable batteries to qualified customers in 2023 and to continue offering mini-fridges and insulin coolers to keep medications cool during PSPS outages.

2.4.4 Generator and Battery Rebate Program (GBRP)

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

²⁷ Customers are responsible for the costs of charging the batteries, but all efforts are made to deliver the battery with a full charge whenever possible.

²⁸ Self-Identified Vulnerable (SIV) is inclusive of customers who have indicated they are "dependent on electricity for durable medical equipment or assistive technology" as well as customers that are not enrolled or qualify for the Medical Baseline program and "certify that they have a serious illness or condition that could become life-threatening if service is disconnected." In accordance with (D.) 21-06-034, PG&E includes customers who have indicated they are "dependent on electricity for durable medical equipment or assistive technology" to identify customers "above and beyond those in the medical baseline population" to include persons reliant on electricity to maintain necessary life functions including for durable medical equipment and assistive technology. This designation remains on their account indefinitely.

the rebate does not exceed the price of the product. In August 2022, PG&E removed the specific criteria and leveled the rebate structure and are offering \$300 rebates to customers who are either located in Tier 2 or 3 HFTD or on an EPSS-capable circuit, and experienced 2 or more PSPS events, and an additional \$200 to CARE/FERA customers.

In 2023, PG&E plans to remove the 2 or more PSPS event criteria to support additional customers.

2.4.5 Backup Power Transfer Meter (BPTM)

In 2021, PG&E also launched the Backup Power Transfer Meter (BPTM) pilot to install 50 BPTM devices for customers who participated in the GBRP and had compatible generators. The Backup Power Transfer meter device is a smart meter with the additional capability to function as a Transfer Switch for intelligent connectivity with backup power supplies. During an outage, the BPTM allows customers to connect their external power source (generator, batteries, etc.) directly to the home's meter via a 30 Amp cable. The BPTM will automatically sense the backup power and send the power to the home through the circuit breaker panel. Once grid power is restored, the BPTM will automatically switch the customer back to the Utility power. In 2022, PG&E deployed 1,800 devices to customers in high-fire threat districts.

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

2.5 Customer Assistance Programs

2.5.1 Food Replacement Options and Other CBO Resources

2.5.1.1 Community Food Bank Support

We recognize food replacement is a critical need for some individuals with AFN, particularly those with low income. While PG&E has an existing relationship with the California Food Bank Association and provides resilience grants to the various regional food banks, PG&E also continues to establish agreements with food banks throughout our service area to seek additional support for customers experiencing food loss resulting from PSPS. PG&E currently has agreements with 23 food banks covering 37 counties and will continue to look for opportunities to

enhance food bank agreements in 2023.

Additionally, PG&E will continue to offer grants to food banks²⁹ to provide critical services to vulnerable customers during emergencies, including wildfires, power outages, and PSPS.

2.5.1.2 Meals on Wheels Partnerships

PG&E has partnered with Meals on Wheels providers throughout our service area to provide seniors who a PSPS impacts with one or two additional meal(s) per day for the duration of the power shutoff. In addition to the meal, the provider completes an in-person wellness visit that includes messaging about the potential PSPS and guidance to additional resources available through PG&E. PG&E currently has agreements with 26 providers covering 22 counties and will explore opportunities for additional partnerships in 2023.

2.5.1.3 Grocery Delivery Services

Food for Thought, based in Sonoma County, provides groceries to customers impacted by a PSPS and are homebound due to advanced medical conditions (e.g., COVID-19, congestive heart failure, HIV/AIDS). Groceries provide the participating individual with enough food for three meals a day for a week. In 2023, PG&E will seek to identify similar resource providers in other regions of our service area.

2.5.1.4 Family Resource Centers

PG&E established partnerships with a family resource center to provide families experiencing food loss with grocery gift cards depending on family size. These family resource centers support Napa County. In 2023, PG&E will continue to look for opportunities to expand agreements to additional family resource centers throughout our service area.

2.5.1.5 Fresh Produce

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

experiencing food loss due to PSPS. In 2023, PG&E will continue this partnership.

2.5.1.6 Portable Shower and Laundry Services

Haven of Hope on Wheels in Butte County has partnered with PG&E to deploy portable showers and laundry services in Butte County when customers are without power due to PSPS. In 2023, PG&E will continue this partnership.

2.5.1.7 Accessible Transportation

PG&E provides accessible transportation for our customers to Community Resource Centers (CRC) or hotels through our DDAR Program and 211. In 2022, PG&E established four agreements with accessible transportation providers that allow customers to coordinate accessible transportation with the provider directly. As a result, expanded accessible transportation is available in El Dorado, Fresno, Marin, Shasta, Solano, Sonoma, and San Francisco counties.

In 2023, we will explore opportunities to expand access to accessible transportation.

2.5.2 Medical Baseline (MBL) Program

The MBL Program is an assistance program for residential customers with extra energy needs due to qualifying medical conditions. The program includes two different kinds of support for customers:

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

To enroll in the MBL, a qualified medical practitioner must certify that a full-time resident in the home has one or more of the following medical conditions:

- Dependent on life-support equipment used at home;
- A paraplegic, hemiplegic, quadriplegic, or multiple sclerosis patient with additional heating and/or air-conditioning needs;
- A scleroderma patient with additional heating needs;
- Being treated for a life-threatening illness, compromised immune system, or other medical condition with additional heating and/or air-conditioning requirements necessary to sustain the patient's life or prevent deterioration of the patient's medical condition.

In 2023, PG&E will continue its paid media display ads targeting Healthcare Providers to raise general MBL program awareness. PG&E will continue running its MBL radio ads to reach customers in rural areas who do not have internet access or rely on radio to receive information. In addition, PG&E also plans to increase MBL awareness through its social media ads targeting residential customers.

PG&E will continue to promote the MBL program within its PSPS and wildfire preparedness outreach efforts, such as IP Warming emails for safety, PSPS Alerts/references in bill packages, Address Alerts campaigns, etc. In terms of community outreach, PG&E will continue training IHSS providers and CBOs, and its Regional Safety Webinars to educate our communities about the MBL program and offerings. Annual third-party bill inserts will also be sent to all residential customers, encouraging them to apply for the MBL program if they think they are eligible. Master Meter tenants enrolled in MBL will receive direct mail with information about PSPS, other available safety resources, and helpful information.

In advance of the wildfire season, PG&E will send a general audience and those frequently impacted a version of a direct acquisition mail that includes a letter to customers who are more likely to be eligible for the MBL program based on its proprietary MBL Propensity Model. Customers with a valid email address on record will receive this acquisition letter in email format with links to PG&E's MBL webpage and online MBL application form. In addition, a follow-up email gets sent to those who did not open their initial email.

On August 3, 2022, the IOUs jointly filed a petition to modify D.02-04-026

(petition), to modify the requirements for customers currently enrolled in the Medical Baseline Program to remain in the program. The proposed modifications will allow the customers to stay enrolled in the program for a longer duration and allow the IOUs more time to educate the customers on program benefits and emergency preparedness.

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

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

Within 90 days after the issue date of this decision, each IOU will submit a Tier 2 Advice Letter containing their implementation plans, timelines, needed tariff revisions, and estimated incremental costs associated with implementing the modifications adopted by this decision.

On December 1, 2022, PG&E launched a new, E-ELEC (Home Electric) rate plan. E-ELEC is the first electric rate plan eligible for the D-MEDICAL 12% flat rate discount for eligible MBL customers. E-ELEC is currently available for non-NEM (Net Energy Metering) customers and is expected to be available for NEM customers later in 2023. PG&E will also be implementing D-MEDICAL for other rate plans without a baseline (i.e., EV2-A, E-TOU-D), and the timing is to be determined.

2.5.3 Energy Savings Assistance (ESA) Program

The ESA program provides free home weatherization, energy-efficient appliances, and energy education services to income-qualified PG&E customers throughout our service territory. The ESA program emphasizes long-term and enduring energy savings. It serves all willing and eligible low-income customer populations by providing program measures such as refrigerators, water heaters, furnaces, light-emitting diodes (LEDs), appliances, attic insulation, and other weatherization measures at no cost to the customer. The ESA program is available to homeowners and renters of all housing types.

PG&E's ESA program contractor network comprises private contractors and CBOs

with close ties to the communities in which they serve. We believe this will continue to be an important channel for PG&E's PSPS outreach. In addition to the program offerings to qualifying customers, PG&E includes emergency planning education as part of the onboarding and regular training with ESA contractors so that these contractors can share emergency preparedness and PSPS messaging with ESA program participants.

In 2023, PG&E will continue to provide and distribute coolers to eligible ESA participants who reside in Tier 3 HFTDs, allowing them to keep food cold for an extended duration and possibly prevent perishables spoilage during an outage.

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

The CARE and FERA are PG&E discount programs that help eligible customers afford their energy bills. Over 1.5 million customers are receiving 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. The training also highlights emergency preparedness programs and a PSPS overview to be used in holistic customer education about relevant PG&E programs during enrollment. In 2023, PG&E plans to continue focused training on specific programs PG&E offers to increase CBO awareness and knowledge of these programs in addition to the biannual CARE outreach training.

2.6 PSPS Preparedness Outreach and Community Engagement

2.6.1 PG&E Advisory Boards/Councils

In 2023, PG&E is committed to ongoing engagement with external stakeholders, Public Safety Partners, and advisory boards/councils to gain feedback on its approaches for serving customers before, during, and after PSPS, as discussed in more detail below.

2.6.1.1 People with Disabilities and Aging Advisory Council (PWDAAC)

PWDACC ("Council") provides a forum to gather insight into the needs of AFN populations related to emergency preparedness and to facilitate the co-creation of solutions and resources to serve customers reliant on power for medical needs in relation to PSPS. The PWDAAC is a diverse group of recognized CBO leaders supporting people with developmental or intellectual disabilities, physical disabilities, chronic conditions, injuries, and older adult communities, as well as

members and advocates from within these communities.

The Council provides independent expertise to help ensure that PG&E's customer programs, operations, and communications incorporate best practices to support these populations now and in the future. The Council:

- Actively identifies issues, opportunities, and challenges related to PG&E's ability to minimize the impacts of wildfire safety, including PSPS, and other emergencies, to Northern and Central California over the long term;
- Serves as a sounding board and offers insights, feedback, and direction on PG&E's customer strategy, programs, and priorities; and
- Shares experiences, perspectives, and best practices for improving PG&E's customer performance.

2.6.1.2 Access and Functional Needs Collaborative Council and Joint IOU AFN Statewide Advisory Council

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

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

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

2.6.1.3 Disadvantaged Communities Advisory Group (DAC-AG)

An advisory group that meets quarterly led by the CPUC and California Energy Commission (CEC), with representatives from disadvantaged communities. The purpose of this group is to review and advise on proposed clean energy and pollution reduction programs and determine whether those proposed programs will be effective and useful in disadvantaged communities. PG&E engages with this group to provide information and gain input about wildfire mitigation activities, including PSPS.

2.6.1.4 Low Income Oversight Board (LIOB)

A board was established to advise the CPUC on low-income electric and gas customer issues and programs. PG&E also engages with this group to provide information and gain input about wildfire mitigation activities, including PSPS.

2.6.1.5 Local Government Advisory Councils and Working Groups

PG&E includes representatives from the AFN community in the PSPS Regional Working Groups. Additionally, PG&E hosts CWSP Advisory Committee meetings with select county, city, and Tribal emergency management staff. PG&E plans to discuss AFN topics in these engagements as appropriate.

2.6.1.6 Communities of Color Advisory Group

PG&E will continue to solicit input from the Communities of Color Advisory Group which assists PG&E in crafting outreach and engagement with communities of color on a broad spectrum of issues impacting diverse communities.

2.7 AFN Public Education and Outreach

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

solutions. Some examples include:

1. Direct-to-customer preparedness outreach (bill inserts, direct mail, brochures, emails)
2. Multi-lingual direct notifications via calls, text, and or email for all account holders
3. Option to enroll in direct notifications for non-account holders
4. Mass media channels such as broadcast TV, radio, and print ads targeted to AFN and rural populations, and social media (including multi-cultural media partners)
5. AFN and PSPS preparedness web pages
6. Network of CBO partners to expand reach/amplify messaging
7. Emergency preparedness promotion and proactive identification of customers with AFN who require assistance from partners like DDAR and the CA Network of 211s

PG&E describes our customer preparedness outreach and community engagement below.

2.7.1 MBL Customer Outreach

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

PG&E plans to continue its direct-to-customer outreach tactics in 2023, such as sending emails and letters, Display and Search Engine Marketing (SEM) paid media campaigns, and MBL third-party bill inserts for MBL program acquisition. PG&E will also continue to send PSPS preparedness brochures, postcards, and emails to all MBL who have self-identified as vulnerable and disabled customers. These brochures feature resources and preparedness tips for PSPS.

In addition to the direct-to-customer mail and email campaigns, PG&E will continue to conduct outbound calls to customers who have self-identified as having a disability, use assistive technology or durable medical equipment, seniors, and other vulnerable populations to promote the MBL Program. This outreach also verifies contact information and communication preferences, reviews emergency preparedness plans, and promotes other programs and

services that could help during PSPS. This customer call campaign also promotes our Customer Programs, such as the DDAR Program, PBP, and SGIP.

Health Care industry providers and organizations are critical partners in connecting with our most vulnerable customers. In 2023 we will continue to leverage these relationships to promote the MBL program as described in our Health Care Industry Strategy in the section below. Health care providers and medical equipment manufacturers are critical partners in informing customers of the MBL Program and encouraging enrollment. In 2021, PG&E began engaging with various health care providers, medical associations, and durable medical equipment suppliers to build relationships and provide education about relevant programs helping the clients we mutually serve. In 2022 PG&E continued to expand the number of partnerships within the Health Care industry and provided these stakeholders with MBL Program application forms, fact sheets, and program training, including PSPS preparedness information and toolkits.

PG&E has joined health care industry conferences and meetings to present information about the MBL program and provided training to Health Care industry staff, including IHSS and the California Rural Indian Health Board. We are asking these partners to promote the MBL Program and encourage customer enrollment by adding a link to PG&E's MBL Program on their websites. In 2023, PG&E will continue to seek partnerships with Health Care and durable medical equipment providers to continue to promote and share information regarding the MBL Program.

2.7.2 Health Care Industry Strategy

PG&E recognizes that ongoing engagement with Health Care practitioners, medical associations, and durable medical device suppliers in 2022 is a key opportunity to increase enrollment in the MBL Program and connect individuals with AFN to medical device resources if needed during PSPS. PG&E's qualitative research indicates that Health Care Providers can play a key role in driving patient awareness and enrollment in the MBL Program.

In 2023, the Joint IOUs will continue to partner to deliver statewide training sessions to the California Department of Social Services, In-Home Health and Support Services (IHSS) Program Managers, the Department of Developmental Services' Regional Center staff, the California Rural Indian Health Board (CRIHB), and the California Hospital Association/California Hospital Council. The training

sessions will cover:

- Emergency preparedness and planning
- MBL Program and Self-Identified Vulnerable Customer Program
- DDAR Program
- 211 Support Services such as Care Coordination and direct support during PSPS
- Generator and back-up battery programs
- Other resources and offerings provided to customers during PSPS (e.g., CRCs, food replacement resources, etc.)

In 2023, the Joint IOUs will work to cultivate new partnerships to help amplify the IOU PSPS outreach efforts to increase preparedness and drive enrollment in the MBL Program.

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

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

In 2023, PG&E will continue to provide information on how tenants can sign up for direct PSPS notifications through Address Alerts, how to apply for the Medical Baseline Program, as well as the resources PG&E offers before, during, and after a PSPS.

2.7.4 Accessibility of Communications

To support customers who are Deaf or hard of hearing, PG&E has also published a video in ASL to explain the PSPS process. PG&E collaborates with NorCal Services for Deaf and hard of hearing to record PG&E's PSPS notifications in ASL and messaging directing customers to pge.com for a current list of affected counties. A PSPS overview video recorded in ASL also directs customers to PG&E's address look-up tool during PSPS. PG&E shares these PSPS ASL recordings on our social media channels (e.g., Facebook and Twitter). PG&E also includes NorCal Services for the Deaf and hard of hearing and other Deaf agencies in PSPS CBO

communications so that the information and links can be shared within the Deaf community.

Mailed customer correspondence includes a Johnson Box to inform the customer of the letter's subject and key information in bold and large print. PG&E also provides customers with alternate formats in braille, large print, or audio upon request.

PG&E policy requires that new developments for all customer-facing digital properties be tested for accessibility to ensure compliance. Working with independent, third-party expert resources like Level Access and testing in-house, PG&E reviews functionality developed for its digital properties to ensure that they are accessible to customers with cognitive, vision, hearing, and/or mobility disabilities. This review includes an assessment using the WCAG 2.0 AA³⁰ or WCAG 2.1 AA standards, depending on the platform being worked on. PG&E also aims to write copy at or below 9.9 reading level wherever possible for ease of comprehension. To aid in this effort, PG&E continued in 2021 to license the Level Access Accessibility Management Platform (AMP) Tool.

A primary focus for PG&E's Digital Strategy and IT Teams is to facilitate accessibility that conforms to WCAG 2.1 Level AA compliance for new development on new platforms, such as the redesign of pge.com expected to launch in 2023. WCAG 2.0 Level AA compliance remains the requirement for new development that must align with existing platforms. We remediate these standards when possible.

Since 2016, PG&E has contracted with Level Access to evaluate accessibility overall at its websites, using a three-part process that measures the following:

- Technical conformance via automated tool;
- Technical conformance using manual means; and
- Functional usability conformance (e.g., user testing.)

As new features are iterated for PG&E digital properties, they are tested for accessibility before deployment and must meet or exceed PG&E's standards for WCAG before being launched.

³⁰ The Web Content Accessibility Guidelines are part of a series of web accessibility guidelines published by the Web Accessibility Initiative of the World Wide Web Consortium, the main international standards organization for the Internet

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

Videos published online have also met WCAG 2.0 AA accessibility standards with audio descriptions, closed captioning, and written transcripts. Beginning in 2022, new videos published online were required to meet WCAG 2.1 AA accessibility standards.

In 2022, PG&E signed an agreement with Linguabee to expand ASL notifications. 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 2023, PG&E will implement Linguabee into active PSPS.

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

2.7.5 Translations of Communications

PG&E translates Community Wildfire Safety Program (CWSP) and PSPS communications and notifications in 15 non-English languages.³¹ This includes translating in-event PSPS notifications, PG&E's website and other critical wildfire safety and PSPS preparedness materials. PG&E will promote our in-language options, encouraging customers to select their preferences using various channels, including direct mail, email, social media, multi-media partners, and CBOs.

PG&E also has contracts with five CBOs to provide in-language communications to customers in a variety of Indigenous languages both for preparedness outreach and in-event communications during PSPS. These CBOs provide in-language outreach using social media, in-person communications, and one-on-one phone calls in one or more of the following languages: Mixteco, Tlapaneco, Triqui, Zapoteco, Maya, Nahuatl, Chatino, Chinanteca, and Katz el.

Another option for in-language support is PG&E's Contact Center. The Contact

³¹ These include: Spanish, Chinese, Tagalog, Russian, Vietnamese, Korean, Farsi, Arabic, Hmong, Khmer, Punjabi, Japanese, Thai, Portuguese, and Hindi.

Center is equipped to provide translation support in over 240 languages. Further, PG&E engages with multicultural media outlets throughout the year through both earned media (distribute news releases and conduct in-language media interviews) and paid media (in-language radio campaign) opportunities to promote safety initiatives, including PSPS, to monolingual or difficult-to-reach populations that may not have access to mainstream television media and/or read/speak English. PG&E shares news releases and coordinates interview opportunities with 38 media outlets to help educate non-English speaking customers on PG&E programs, including the CWSP, PSPS, emergency preparedness, public safety, consumer protections, and income-qualified programs, to name a few. PG&E also schedules media visits with these organizations to discuss other partnership opportunities (e.g., Public Service Announcements, advertising, and event sponsorships).

2.7.6 Tribal Engagement

PG&E assists Tribal governments throughout our service area to mitigate the impacts of PSPS on their Tribal members and other emergency situations such as the COVID-19 pandemic, extreme weather storms, wildfires, and rotating outages. PG&E provides grants to Tribes impacted by wildfires and COVID-19 and conducts outreach to Tribal leaders and staff to increase awareness of available assistance options. These assistance options include:

- Offering flexible payment plans;
- Supporting online bill payment while local offices are temporarily closed;
- Providing bill reductions for income-qualified customers through the CARE and FERA programs;
- Offering free energy-efficiency programs to help reduce home energy use;
- Providing online tools to assist Tribes in preparation for PSPS;
- Expanding PSPS Tribal outreach to include all 25 Tribal health facilities in our service area;
- Working with local and regional organizations to provide support for AFN community members during PSPS;
- Working with the California Rural Indian Health Board to provide program updates to Tribal leadership and Tribal health programs;
- Engaging Tribal governments to help them prepare their Tribal memberships for PSPS and other potential outages;

- Inclusion of Tribal governments in quarterly regional workgroups;
- Outreach to Tribal governments on CMEP and MIP program opportunities; and
- Providing a quarterly Tribal newsletter that includes tips for PSPS preparedness.

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

PG&E hosts interactive virtual safety town halls where customers can learn about our work to prevent wildfires, hear about emergency preparedness activities they can do, get answers to their questions, and provide feedback to PG&E executives on our wildfire prevention plans and PSPS initiatives. Additionally, PG&E holds webinars for our customers and communities to help them prepare for emergencies. PG&E hosts and/or participates in community events focused on AFN customers, including AFN targeted webinars and virtual meetings hosted by CBOs and state agencies (IHSS/Regional Centers).

In 2023, safety-focused events will continue. PG&E is planning various events based on community impacts from wildfire safety efforts. These events could include but are not limited to webinars, in-person open houses, safety fairs, and in-person answer centers. This flexibility will allow us to be targeted in our outreach approach so we can respond effectively to the particular needs of each community. PG&E is targeting 22 of these events. The format and timing of community events will depend on the public health safety protocols related to COVID-19.

2.8 PSPS Activation (During – Emergency Operation Center Activated)

2.8.1 In-Event PSPS Customer Communications

PG&E will continue to use all communication channels available during PSPS, including direct-to-customer notifications sent via phone, text, and email, supplemented by our website, call-center support, media engagement (multi-cultural news outlets, earned and paid media, social media), and collaboration with Public Safety Partners and CBOs. Using the multi-channel communication approach enables PG&E to notify and engage with potentially impacted public safety partners, critical facilities, MBL customers, SIV customers, all other customers, and the general public.

2.8.1.1 PSPS Notifications

PG&E aims to share what we know about the weather and our equipment as soon as possible, keeping in mind that weather conditions can be uncertain. Our goal, whenever the forecast allows, is to send automated notifications (i.e., calls, texts, and emails) to potentially impacted customers two days ahead, one day ahead, just before shutting off power and when power is shut off. PG&E provides updates once the weather has passed until power is restored. PG&E will provide our detailed plan for automated notifications in our 2023-2025 Wildfire Mitigation Plan to be filed on March 27, 2023.

2.8.1.2 Doorbell Rings for MBL, Self-Identified Vulnerable (SIV) Customers³² Durable Medical Equipment (DME and Assistive Technology (AT) Customers

During PSPS, MBL, SIV customers and those customers who have self-identified as using DME or AT will receive automated calls, texts, and emails at the same intervals as the general customer notifications. PG&E provides unique PSPS Watch and PSPS Warning notifications to MBL program³³ and SIV customers. These customer segments also receive additional calls and texts at hourly intervals until the customer acknowledges the automated notifications by either answering the phone, responding to the text, or opening the email. If an acknowledgment is not received, a PG&E representative attempts to visit the customer's home to ensure the customer is aware of the upcoming PSPS (referred to as the "doorbell ring" process) while hourly notification retries continue. During the doorbell ring visit, the PG&E field representative will request resources from the AFN Strategy Lead in the EOC if the customer requires assistance. If the customer does not answer the door, the representative leaves a door hanger at the home to indicate PG&E visited. The notification is considered successful if the customer is contacted in person or a door hanger is left. In some cases, PG&E may also make Live Agent phone calls parallel to the automated notifications and doorbell rings as an additional attempt to reach the customer before and/or after

32 In accordance with D.12-03-054, customers that are not enrolled or qualify for the MBL Program can "certify that they have a serious illness or condition that could become life-threatening if service is disconnected." PG&E uses this designation to make an in-person visit prior to disconnection. This designation remains on their account temporarily for 90 days and can be extended to 12 months if the customer submits an application. Customers can also self-identify with PG&E that they have a person in the household with a disability. This customer designation currently has no end date.

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

de-energization.

PG&E shares the lists of MBL and SIV customers who have not confirmed receipt of their notifications with appropriate county, city, and Tribal agencies via the PSPS Portal. PG&E notifies agencies that the data is available on the PSPS Portal, encouraging them to inform these customers of available resources. Please note that agencies are required to accept the PSPS Portal online agreement to receive confidential customer information. PG&E also only provides agencies with information to customers within their jurisdiction.

2.8.1.3 Engagement with Paratransit Agencies

In accordance with D.21-06-034, PG&E provides proactive notifications and impacted ZIP Code information to paratransit agencies that may serve all the known transit- or paratransit-dependent persons needing access to a CRC during PSPS. All notifications to paratransit agencies include a link to the PSPS emergency website event updates page, www.pge.com/pspsupdates, and a section called “Additional Resources” with a link to a map showing areas affected by a shutoff.

2.8.1.4 PG&E Contact Center Operations

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

2.8.1.5 Website

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

PG&E has begun redesigning pge.com to better help our customers self-serve while providing an improved experience to meet the diverse needs of our customers. The account-based transactions (bill pay, start service, appointments, usage, etc.) are being rebuilt in the new platform, and the content on the site in front of the login is also being redesigned. The work will happen in phases with,

the first release planned for Q4 2023. We will move our standard to WCAG 2.1 AA as part of the redesign.

2.8.1.5.1 PSPS AFN Focused Webpage

PG&E's PSPS AFN focused webpage is available in different languages and provides resources for those with accessibility, financial, language, and/or aging needs and may need assistance before, during, and after PSPS. This webpage includes a PSPS preparedness toolkit to help educate and inform our customers. Furthermore, the webpage includes a step-by-step guide to help customers update their contact information and provide information on language translation and ASL support, as well as non-account holder PSPS alerts and notifications. Customers can also sign up to receive financial assistance and support and/or learn about and enroll in PG&E's continuous power options. The webpage also features a local support search tool to help customers find nearby food, transportation, and hotel resources.

2.8.1.6 Media

PG&E engages with the media, including multicultural news organizations, issuing press releases, conducting live streaming news conferences with ASL translators, taking part in media interviews, and when available, running paid advertising on radio and digital channels. In turn, these media organizations may provide radio, broadcast, tv, and online communications. In 2023, PG&E plans to share more translated infographics with our media partners to post on their social media channels.

To serve non-English speaking customers, PG&E engages with approximately 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) multi-media engagement function. These employees provide urgent translation support, such as verification and approval of ad hoc written translations during emergencies. These staff assist PG&E with avoiding delays that can occur when engaging outside vendors for translation needs during a PSPS.

2.8.1.6.1 Multicultural Media Engagement

In addition to the general media engagement described above, PG&E is focused on enhancing coordination with multicultural media organizations. PG&E currently partners with 38 multicultural media organizations that provide information in languages through multiple outlets. PG&E plans to host in-language PSPS webinars with our multicultural media partners. In 2023, PG&E will extend our partnership with in-language radio outlets by implementing an AFN radio campaign to educate customers with limited-English proficiency in HFTDs on wildfire preparedness.

2.8.1.6.2 Social Media

PG&E regularly provides customer preparedness resources through our official social media channels, including Twitter, Facebook, Instagram, and Nextdoor. An “advisory” post in all 15 non-English languages³⁴ directs customers to our website so they can access important information in their preferred language³⁵. PG&E holds contracts with 38 multicultural media partners and one CBO to assist with in-language- communications and share our social media posts before and during PSPS. In 2023, PG&E plans to improve outreach for various emergencies and AFN customers. For example, PG&E plan additional in-language graphics and messaging and developing additional ASL videos for outages.

2.8.1.6.3 Paid Media/Advertising

To supplement PG&E’s outreach efforts before and during a PSPS, PG&E runs PSPS resources, preparedness, and emergency messages to reach customers via paid media channels when/where channels are available. PG&E purchases a combination of English and in-language radio ads, digital banners, and social

34 Spanish, Chinese (Mandarin and Cantonese), Vietnamese, Korean, Tagalog, Russian, Arabic, Farsi, Punjabi, Japanese, Khmer, Hmong, Thai, Hindi, and Portuguese

35 www.twitter.com/PGE4Me/status/1438924885728837633

media ads in English and multiple languages based on targeted ZIP Codes.

2.8.2 Community Resource Centers (CRCs)

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

PG&E developed the CRC strategy in consultation with regional, local, and Tribal governments, advisory councils, public safety partners, representatives of the disability and AFN communities, senior citizen groups, business owners, CBOs, and public health and Health Care providers. In accordance with D.21-06-034, PG&E will file an updated CRC plan (for both fixed facility and mobile locations) within its 2023 Pre-Season Report no later than July 1, 2023.

2.8.2.1 Resources

CRCs open the day PG&E de-energizes until the day electric service is restored to nearly all customers. CRC standard operating hours are from 8 a.m. – 10 p.m.

In 2023, PG&E will continue to use a combination of indoor and outdoor (open-air tents supported by mobile generators or vans) CRCs to accommodate physical distancing and COVID-19 guidelines. **Figure 3** outlines the different CRC types and resources available at PG&E's CRCs.

Figure 2. CRC Types and Resources

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

Details/Resources	Indoor	Outdoor
CRC Overview	Indoor site (i.e., library, school)	Open air tents at outdoor site
COVID-19 Health and Safety Measures	X	X
ADA-Accessible Restroom	X	X
Heating and Cooling	X	
Device Charging*	X	X
Wi-Fi Service	X	X
Bottled Water	X	X
Non-Perishable Snacks	X	X
“Grab and go” resource offerings**	X	X
Tables and Chairs	X	X
Bagged Ice	X	
Blankets (quantities limited)	X	X
Security Personnel	X	X
Cellular Coverage	X	X
Customer Service Staff	X	X
Wind/Weather-Resistant	X	
Privacy Screens	X	

To keep PG&E customers and communities safe, all CRCs reflect appropriate COVID-19 health considerations and federal, state, and county guidelines:

- Facial coverings are required regardless of vaccination status, and physical distancing is encouraged indoors;
- Supplies are handed out so customers may choose to “grab and go”;
- Surfaces are regularly sanitized; and
- For the health and safety of the community, we ask customers not to visit a center if they are exhibiting any symptoms of illness.

As the COVID-19 situation evolves, PG&E will modify these protocols as needed. The latest protocols are listed on PG&E’s CRC website, where customers find their closest CRC and on physical signs posted at each CRC.

2.8.2.2 Site Criteria/Locations

When identifying potential CRC locations, PG&E consults with regional, local, and Tribal governments, advisory councils, public safety partners, representatives of the disability and AFN communities, senior citizen groups, business owners, CBOs, and public health and Health Care providers.

PG&E's pre-identified indoor CRCs are locations known to the public and identified in coordination with local and Tribal agencies. Locations are buildings such as community centers, libraries, schools, churches, and senior centers. Outdoor CRCs (Tent, Micro and Mobile) are set up in local parking lots in similar locations.

PG&E takes into consideration the below criteria when identifying and reviewing potential CRC locations:

Indoor CRC Site Criteria:

- Compliant with safety requirements (i.e., earthquake/fire codes, occupancy limits, meets all local codes, possesses interior and exterior lighting);
- ADA-accessible, meeting all associated facility and parking guidelines;
- Has own back up generation or capable of receiving temporary back up generation;
- Outfitted with restroom(s) and indoor plumbing and able to accommodate portable ADA-compliant restroom(s);
- Able to accommodate off-street paved parking; and
- Equipped with a level-loading area for loading and unloading materials.

Outdoor CRC Site Criteria:

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

As of December 2022, PG&E has secured 115 indoor and 288 outdoor event-ready locations with site agreements executed between PG&E and landowners. PG&E will continue to partner with regional, local, and Tribal governments through annual targeted outreach to ensure pre-identified CRC locations are well-situated to serve communities. PG&E may add additional sites in 2023 in partnership with these and other stakeholders. A list of potential CRC sites is posted on PG&E's

PSPS preparedness website. All CRCs are PG&E-operated.

2.8.2.3 In-Event Coordination

During PSPS, PG&E's dedicated Agency Representatives coordinate with potentially impacted counties and Tribes to review the proposed scope of PSPS. Agreement on the selected locations for the CRCs is based on the anticipated areas of de-energization.

PG&E begins with CRC locations previously identified and vetted by counties and Tribes. In some cases, PG&E may procure additional locations during PSPS in close coordination with the county or Tribe due to county or Tribe preference or inability to use a pre-identified site.

PG&E may decide not to open a CRC or close one early due to agency requests, faster than anticipated restoration, safety concerns, or other factors.

During PSPS, PG&E completes ADA spot checks for indoor and outdoor CRC locations to ensure ADA compliance.

PG&E shares CRC site locations on our website, social media, and media press releases. These locations are also shared with state and county officials, DDARCs, and other CBOs to reach our AFN customers.

2.8.2.4 Disability and Aging/AFN Communities and MBL Considerations

To meet a variety of safety needs for disability and aging/AFN communities, as well as MBL customers, PG&E has taken the following steps:

- ADA-evaluation and remediation investment at indoor sites, along with compliance checklists for onsite personnel;
- Consultation with counties and Tribes via Local Public Affairs (LPA) Representatives, Public Safety Specialists, and Tribal Representatives regarding CRC locations based on county, Tribal, and/or local demographics;
- Public transit evaluation of distance and accessibility for indoor and outdoor sites;
- Partnered with accessible transportation providers to give customers additional transportation choices to CRC;
- Evaluation and/or provision of accessible parking either through restriping, signage, and/or cones; and

- Provision of:
 - ADA-compliant restroom(s) at all CRC sites;
 - Print and Braille Information cards with in-language resources available to be printed onsite;
 - Print and Braille Food Bank Fact Sheets listing resources by county;
 - Clear face shields for customers who cannot wear a face mask due to medical conditions, are hard of hearing and/or read lips for accessible communication;
 - Language Line technology for real-time Video Relay ASL Interpretation;
 - Personal whiteboards for communication with customers who are Deaf or hard of hearing and do not use ASL;
 - Signage that complies with ADA standards;
 - Medical equipment charging prioritization at all CRC sites; and
 - Privacy screens at indoor CRCs.

PG&E will continue site reviews and improvements at additional CRC sites as needed in 2023. In accordance with D.21-06-034, PG&E will file an updated CRC plan (for both fixed facility and mobile locations) within the 2023 Pre-Season Report no later than July 1, 2023.

2.9 Recovery (After – Power has been restored)

2.9.1 After Action Reviews and Reports

PG&E uses the After-Action Review (AAR) process to summarize observations and key takeaways following an exercise or an actual event that impacts the business and allows the organization to identify strengths as well as gaps in response plans and processes that will provide an opportunity to continue to improve response for the next emergency event. The AAR process will allow external agencies to improve coordination with external agencies during a PSPS or Wildfire incident.

The AFN Strategy Lead conducts the AAR process with CBOs after PSPS to identify gaps, areas for improvement, and best practices.

2.9.2 Lessons Learned and Feedback

Based on feedback from agencies, CBOs critical facilities, and customers, PG&E focused our efforts in 2022 on key initiatives to inform and enhance outreach efforts (or prioritize improvements). This includes, but is not limited to:

- PSPS In-Event Resources
 - PG&E expanded its Medical Baseline and Self-Certified Vulnerable Customer Notification Process to include electricity-dependent individuals who have identified as reliant on power for Durable Medical Equipment and/or Assistive Technology through PG&E's AFN Self-Identification survey. These customers receive doorbell rings if they do not acknowledge notifications before PSPS.
 - PG&E added new language to the CRC website to increase awareness of the accessible transportation resources available to customers to reach a CRC.
 - PG&E established a framework for a pilot program to run in the 2022 PSPS season where CRC visitors will be permitted to leave medical devices to charge unattended at CRCs during operating hours.
- AFN Customers and Communities Support
 - PG&E provides accessible transportation for our customers to Community Resource Centers (CRC) or hotels through our DDAR Program and 211. In 2022, PG&E established four agreements with accessible transportation providers that allow customers to coordinate accessible transportation with the provider directly. As a result, expanded accessible transportation is available in El Dorado, Fresno, Marin, Shasta, Solano, Sonoma, and San Francisco counties.
 - Partnering with the DDAR Program and other CBOs to conduct outreach, PG&E provides resources for individuals reliant on power for medical or independent living needs.
- PSPS Preparedness
 - PG&E created and launched paid media radio ads with messages about PSPS awareness and preparedness resources, including the promotion of DDAR and the MBL.

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

2.9.3 Customer Surveys

The 2022 Wildfire Safety-PSPS Outreach Effectiveness Surveys are 2,500+ interviews with the general public conducted online and by telephone. The surveys are representative of residential customers in PG&E's service territory. PG&E conducted two waves in 2022:

1. The Pre-PSPS (PRE): Conducted in August/September, just before peak wildfire season
2. Post-PSPS (POST): Conducted in November/December, immediately after peak wildfire season.

The surveys replicate the methodologies used in prior years. A third-party vendor administers the survey using a mixed-mode methodology. A minimum of 2,000 surveys are conducted, with roughly half conducted online and half conducted by telephone. Targeted sample quotas are set by the eight Designated Market Areas (DMAs) that cover all of PG&E's service territory. The survey is post-weighted by gender, age, and geography. The sample size is large enough to obtain results at the DMA level. The sample size is also large enough to evaluate results for the entire AFN population and specific sub-groups of AFN, e.g., non-English speakers, low-income, elderly, vulnerable, and those with disabilities. In addition, an adequate sample size exists for specific types of disabilities, including: vision, hearing, mobility, those enrolled in the MBL Program, and those with medical equipment needs.

The 2022 surveys used the questionnaire developed jointly with SCE and SDG&E in 2020, with some additional questions added to address the AFN segment. In 2022, the surveys were available in 19 prevalent languages, including English. In accordance with the Phase 3 PSPS Guidelines, survey results and metrics covering the prior calendar year 2022 are included in Appendix D – 2022 Wildfire Safety-PSPS Outreach Effectiveness Survey Results.

In addition to the required survey in the Phase 3 PSPS Guidelines, PG&E conducted evaluation research with DDAR program applicants and customers enrolled in PBP. Results from the evaluation research are included in Appendix G – DDAR and PBP Research Results.

In addition, PG&E began conducting online surveys among impacted customers immediately following a PSPS in 2022. This survey is used to get an immediate

read on PG&E’s handling of the just-completed PSPS, including:

- PG&E handling of the event;
- Satisfaction with notification clarity and accuracy;
- How they were impacted;
- Timeliness of restoration;
- Emotional response (angry, frustrated, prepared, protected, etc.);
- Level of improvement compared to past events;
- Awareness and use of resources; and
- Suggestions for improvement

There were no PSPS events in 2022, resulting in de-energization. However, one post-event survey was administered to those receiving notices prior to cancelation for the potential October 22nd PSPS.

The results of the PSPS post-event surveys are reported to multiple internal audiences, including PG&E leadership.

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

3 INFORMATION COLLECTION, ANALYSIS, AND DISSEMINATION

3.1 Customer Privacy

PG&E takes the privacy and security of your personal information seriously. This Privacy Policy describes how we collect, use, and disclose personal information relating to California residents under the California Consumer Privacy Act of 2018 (“CCPA”) and can be located on PG&E Privacy Policy Page.

4 AUTHORITIES AND REFERENCES

4.1 Annual Report and Emergency Response Plan in Compliance with General Order 166

PG&E updated the Company Emergency and Disaster Preparedness Plan was published on December 29, 2022. All updates are in compliance with GO 166.

4.2 Phase 3 OIR PSPS Guidelines: AFN Plan & Quarterly Updates

G.6. Each electric investor-owned utility's annual Access and Functional Needs plans and quarterly updates must incorporate, at minimum, the six steps outlined in the Federal Emergency Management Administration's Comprehensive Preparedness Guide³⁶:

- forming a collaborative planning team;
- understanding the situation;
- determining goals and objectives;
- developing the plan;
- plan preparation and approval; and
- plan implementation and maintenance

As part of forming a collaborative planning team, utility representatives at the Senior Vice President level, or with comparable decision-making power over the development and implementation of the AFN plans, must meet at least quarterly with representatives of state agencies and CBOs that serve and/or advocate on behalf of persons with AFN. The purpose of these meetings will be to develop, implement, and review each IOU's annual AFN plans in accordance with the Comprehensive Preparedness Guide.

³⁶ [https://urldefense.com/v3/https://www.ready.gov/sites/default/files/2019-06/comprehensive_preparedness_guide_developing_and_maintaining_emergency_operations_plans.pdf;!DHZoJIs!8sjlr8cVx62ls6sZ-fCLKGxnwFSEGlbl9qBZqvwKkEhyF7JnaPzWzJzoyTY\\$](https://urldefense.com/v3/https://www.ready.gov/sites/default/files/2019-06/comprehensive_preparedness_guide_developing_and_maintaining_emergency_operations_plans.pdf;!DHZoJIs!8sjlr8cVx62ls6sZ-fCLKGxnwFSEGlbl9qBZqvwKkEhyF7JnaPzWzJzoyTY$)

APPENDIX A – CORE PLANNING TEAM PARTICIPANTS

First	Last	Organization	Title
Kelly	Brown	211	Director, Interface 2-1-1
Tracey	Singh	American Red Cross	Pacific Division Disability Integration Advisor
Tawny	Re	Bear Valley Electric Services, Inc.	Unknown
Chris	Garbarini	California Department of Developmental Services (CDDS)	Senior Emergency Services Coordinator
Tamara	Rodriguez	California Department of Development Services (DDS)	Officer, Emergency Preparedness & Response
Dan	Okenfuss	California Department of Development Services (DDS)	Public Policy Manager
Dan	Heller	Deaf Link, Inc.	President
Kay	Chiodo	Deaf Link, Inc.	CEO
Carolyn	Nava	Disability Action Center (DAC)	Executive Assistant
June	Isaacson Kailes	Disability Policy Consultant	Disability Policy Consultant
Kate	Marrone	Customer Care Manager	Liberty Utilities
Malorie	Lanthier	North Los Angeles County Regional Center	IT Director
Fred	Keplinger	Redwood Coast Regional Center	Emergency Management Coordinator
Tiffany	Swan	San Diego Regional Center (SDRC)	Community Services Home and Community Based Services Specialist
Alexandra	Green	The Center for Accessible Technology (C4AT)	Legal Counsel
Melissa	Kasnitz	The Center for Accessible Technology (C4AT)	Legal Counsel

COLLABORATIVE COUNCIL PARTICIPANTS

Name	Organization	Title
Paul Marconi	Bear Valley Electric Services	President & Treasurer
Roseana Portillo	Bear Valley Electric Services	Senior Policy Advisor
Sean Matlock	Bear Valley Electric Services	Emergency Resource Manager
Tawny Re	Bear Valley Electric Services	Unknown
Robert Hand	California Foundation for Independent Living Centers (CFILC)	Interim Executive Director
Vance Taylor	California Governor's Office of Emergency Services (Cal OES)	Chief, Office of Access and Functional Needs
Anne Kim	California Public Utilities Commission (CPUC)	Regulatory Analyst
James Cho	California Public Utilities Commission (CPUC)	Program Manager
Moustafa Abou-Taleb	California Public Utilities Commission (CPUC)	Safety Policy Division
Andy Imparato	Disability Rights California (DRC)	Executive Director
Jordan Davis	Disability Rights California (DRC)	Attorney
Karen Mercado	Disability Rights California (DRC)	Senior Administrative Assistant
Susan Henderson	Disability Rights Education & Defense Fund (DREDF)	Executive Director
Chris Alario	Liberty Utilities	President, California
Edward Jackson	Liberty Utilities	President
Kate Marrone	Liberty Utilities	Customer Care Manager

Name	Organization	Title
Matthew McVee	PacifiCorp	Vice President, Regulatory Policy
Pooja Kishore	PacifiCorp	Renewable Compliance Officer
Aaron Carruthers	State Council on Developmental Disabilities (SCDD)	Executive Director
Brian Weisel	State Council on Developmental Disabilities (SCDD)	Legal Counsel

**APPENDIX B – PG&E’S QUARTERLY PROGRESS REPORT OF ACTIVITIES
BETWEEN OCTOBER 1, 2022, AND DECEMBER 31, 2022**

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

Quarterly Progress Report of Activities
between October 1, 2022, and December
31, 2022



January 31, 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 October 1, 2022, and December 31, 2022

Since last reporting progress on PG&E's AFN activities on September 30, 2022, PG&E has achieved the following significant milestones to help serve our most vulnerable customers before, during, and after a PSPS:

- 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 Medical Baseline (MBL) recertification and self-certification requirements are modified as follows:
 - 1) Customers certified as having a permanent disability will need to self-certify their eligibility every four years, in lieu of obtaining a physician's signature or authorization, to ensure (at a minimum) their continued residence at the service address, and 2) Those customers not having a permanent disability will need a doctor's certification every two years.
- PG&E signed an agreement with Linguabee in Q4. Linguabee will work with PG&E to provide ASL notifications before and during a PSPS. In 2023, PG&E will implement Linguabee during an active PSPS.
- In Q4, the Disability Disaster Access and Resources (DDAR) Program Centers provided 489 energy assessments in Q4 to individuals who are electricity-dependent
- Paid media online radio ads ran through November 2022 and had over 1 million impressions, 197 clicks and an audio completion rate of 96.24%. The social media ads had over 2 million impressions with 7,600 clicks. 3,066 English radio spots aired with 12.7 million impressions, and 651 Spanish radio spots aired with 7.4 million
- PG&E continues to make updates to its webpage. In Q4, 17 web pages were new or refreshed relevant to PSPS and translated in 15 languages. An additional 7 web pages are new or refreshed and translated into Spanish and Chinese.

1 CONCEPT OF OPERATIONS | HOW

1.1 Preparedness/Readiness (Before Power Shutoff)

1.1.1 Emergency Operations Center

In Q4, PG&E activated the Emergency Operations Center to support the potential PSPS on October 22nd. The Customer Care and AFN Liaison role were activated to support AFN individuals and Community-Based Organizations (CBOs).

Preparation Exercises

In Q4, PG&E did not conduct preparation exercises. Future exercise plans are being developed for 2023.

Training

In Q4, PG&E did not conduct any training for the EOC. Training is being developed for 2023.

AFN Liaison

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

Customer Care

In Q4, PG&E had a potential PSPS; however, it did not de-energize any customers. PG&E's Customer Service Representatives (CSR) responded to customer inquiries during the days leading up to the potential PSPS. CSRs also continue to confirm contact information, assist customers with an application for the Medical Baseline Program, indicate language preference, self-identifying as vulnerable³⁷, and/or self-identifying

³⁷ 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.

that a person in their household has a disability³⁸.

1.2 AFN Identification Outreach

In Q4, PG&E continued to track responses from the AFN Self-Identification mailer that went out in Q3. Over 142 thousand customers have responded, self-identifying with one or more characteristics.

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 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 Guidelines³⁹.

Table 1 provides the types and counts of customers identified above and beyond the MBL program as of December 31, 2022.

Table 1. Types and Counts of Customers Above and Beyond MBL Program⁴⁰

Types of Customers Above and Beyond MBL Program	Number of Customers (through December 31, 2022)
Self-identify to receive an in-person visit before disconnection for non-payment (e.g., vulnerable) ⁴¹	9,010
Self-identify as having a person with a disability in the	45,531

³⁸ 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).

³⁹ D.20-05-051, Appendix A.

⁴⁰ Counts of customers are not mutually exclusive. Customers may self-identify under multiple types.

⁴¹ 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.

Types of Customers Above and Beyond MBL Program	Number of Customers (through December 31, 2022)
household (e.g., “disabled”) ⁴²	
Preference to receive utility communications in non-standard format (e.g., in braille or large print)	1,289
Durable Medical Equipment (DME) ⁴³	54,350
Assistive Technology (AT)	9,435

1.3 AFN Support Resources

To aid in the support and preparedness of customers with AFN, PG&E provides a broad range of programs and resources before, during, and after PSPS. PG&E is committed to continuously identifying improvements and new opportunities. A progress update on our programs and available resources is below. For additional information about our programs and available resources, see our 2022 AFN Plan for PSPS Support.

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 in identifying 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 reach out to the individual

⁴² 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).

⁴³ Self-Identify as reliant on DME and AT

customer to check whether they require any additional support.

In Q4, PG&E continued to have regular working meetings with 211 to provide guidance and discuss program enhancements.

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 Q4, no additional partnerships were added.

1.4 Customer Resiliency Programs and Continuous Power Solutions

PG&E offers solutions to reduce adverse impacts from PSPS on customers, including those most vulnerable. In Q4 2022, 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 2022 AFN Plan for PSPS Support.

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 who use 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. In Q4, PSPS did not occur during the quarter, so food vouchers, hotel stays, gas cards, and transportation were not provided. PG&E will continue to provide these resources to customers through DDAR before, during, and after future PSPS.

Table 2. 2022 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	524	447	1,012	489
Batteries Delivered	282	306	598	481
Food Vouchers	0	0	0	0
Hotel Stays	0	0	0	0
Gas Cards	0	0	0	0
Transportation	0	0	0	0

Self-Generation Incentive Program (SGIP)

The CPUC’s statewide SGIP provides incentives for permanent battery systems that can provide whole-home backup power during PSPS and deliver grid and customer benefits. The SGIP Equity Resiliency Budget (ERB) provides incentives for MBL customers, well-pump, and critical non-residential customers in HFTDs. See Table 3 for an overview of relevant SGIP ERB application and interconnection metrics as of December 31, 2022.

Table 3. SGIP ERB and Interconnection Metrics

<p>Key Application Metrics</p>	<p>4,085 Equity Resiliency Budgets paid in 2022 (\$154.3M) as of September 2022</p> <p>5,758 applications received inception to date since SGIP Equity Resiliency Budgets opened in May 2020</p> <ul style="list-style-type: none"> • 3,018 MBL (including 17 waitlisted) • 2,413 well pump (including 0 waitlisted) • 166 commercial and multi-family (including 0 waitlisted) • 17 waitlisted • 97% residential versus 3% commercial and multi-family • Total allocated: \$76.3M MBL, \$69.2M well pumps, \$126.8M commercial and multi-family
<p>Key Interconnection Metrics</p>	<p>December 2022 inception-to-date 4,203 projects interconnected to grid:</p> <ul style="list-style-type: none"> • 2,078 MBL • 1,933 well pump

1.4.1 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 re-launched in June 2022 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 2022 PSPS.

Table 4. 2022 PBP Outreach

Outreach and Batteries Delivered to Customers Before, During, and After PSPS	Q1	Q2	Q3	Q4
Customers Reached	N/A	4,408	6,431	2,183
Customers Assessed	N/A	2,677	4,204	1,146
Batteries Delivered	0	60	5,602	2,356
Mini Fridges Delivered	N/A	1	647	221
Insulin Cooler Wallets Delivered	N/A	4	232	218

1.4.2 Generator and Battery Rebate Program (GBRP)

PG&E’s GBRP provides leveled rebates 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 are eligible for a \$200 additional rebate if the customer is on PG&E’s CARE or FERA program, so long as the rebate does not exceed the price of the product. Eligible customers must submit their rebate application within 12 months from their purchase date of the qualifying product or by December 31, 2022, whichever date is sooner.

In 2021, PG&E launched the Backup Power Transfer Meter (BPTM) pilot to install devices 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. 2022 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	612	188	619	847
Number of Customers who had BPTM Devices Installed	64	2	517	761

1.5 Customer Assistance Programs

For general information about our customer assistance programs, see our 2022 AFN Plan for PSPS Support.

1.5.1 Food Replacement Options and Other CBO Resources

Table 6 includes our 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.1, Meals on Wheels Providers in Appendix D.1, CBO Resource Partners with active agreements for PSPS Support in Appendix E.1, and Accessible Transportation Partners in Appendix F.1.

Table 6. Food Resource Partnerships

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	22	0	25	1	7	0
Q2	22	0	25	0	7	0
Q3	23	1	25	0	7	0
Q4	23	0	25	0	7	0

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 Q4 2022, PG&E continued 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.

Meals on Wheels Partnerships

PG&E has partnered with Meals on Wheels providers throughout our service area to provide seniors who are impacted by a PSPS with one or two additional meal(s) per day for the duration of the power shutoff. In addition to the meal, the provider completes an in-person wellness visit that includes messaging about the potential PSPS and guidance on additional resources available through PG&E. In Q4 2022, PG&E continued to explore opportunities for additional partnerships.

Grocery Delivery Services

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

In Q4, grocery delivery services were not provided since there was no de-energization.

Family Resource Centers

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

In Q4, the family resource centers did not provide gift cards 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.

Fresh Produce

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

loss due to PSPS.

In Q4, fresh produce was not provided since there was no de-energization.

Portable Shower and Laundry Services

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

In Q4, portable shower and laundry services were not provided since there was no de-energization.

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 Q4, 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 Program⁴⁴ (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 December 31, 2022, PG&E has 3,682 Master Meter Tenants enrolled in the MBL Program, an increase of 0.7% since the last reporting enrollment in our Q3 2022 AFN Progress Report.

⁴⁴ 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. As of June 2022, PG&E has surpassed its MBL enrollment targets for 2022.

As of December 31, 2022, 175,560 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.

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

Table 7. MBL Program Customer Enrollments (Jan 1 – December 31, 2022)

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	YTD
Total Start of Month MBL Customers	263,534	263,792	264,596	265,315	265,947	266,218	266,885	268,421	270,287	271,760	272,545	273,645	273,645
New MBL Customers	1,929	2,405	3,130	2,653	2,072	3,177	3,657	4,243	3,328	2,676	3,249	2,644	35,163
MBL Customers Removed ⁴⁵	1,671	1,601	2,411	2,021	1,801	2,510	2,121	2,377	1,855	1,891	2,149	1,934	24,342
Total End of Month MBL Customers	263,792	264,596	265,315	265,947	266,218	266,885	268,421	270,287	271,760	272,545	273,645	274,355	274,355

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.

Within 90 days after the issue date of this decision, each IOU will submit a Tier 2 Advice Letter containing their implementation plans, timelines, needed tariff revisions, and estimated incremental costs associated with implementing the modifications adopted by this decision.

On December 1, 2022, PG&E launched a new rate plan, E-ELEC (Home Electric). E-ELEC is the first-rate plan permitted for a D-MEDICAL 12% flat rate discount for eligible MBL customers. E-ELEC is currently available for non-NEM (Net Energy Metering) customers and is expected to be available for NEM customers later in 2023. PG&E will also be implementing D-MEDICAL for other rate plans without a baseline (i.e., EV2A, E-TOU-D), and the timing is to be determined.

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 end of Q4 2022, PG&E's ESA contractors continued to share information about emergency preparedness, PSPS, and other financial assistance programs with 67,040 customers through in-home educational activities, following all public safety protocols, and some virtually due to COVID-19 concerns.

Through the ESA Plus Program, PG&E will be 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 Q4, 51 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. Over 1.5 million⁴⁶ customers are receiving bill discounts through these two programs. Biannual CARE outreach training for contractors will be held in 2022 for new contractors and as a refresher for existing contractors. One of the bi-annual trainings was held in Q4.

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 Q4, the focused training was information on the ESA program.

1.6 PSPS Preparedness Outreach and Community Engagement

1.6.1 PG&E Advisory Boards/Councils

In 2022, PG&E was committed to ongoing engagement with external stakeholders, Public Safety Partners, and advisory boards/councils to gain feedback on its approaches to serving customers before, during, and after PSPS. The following section describes our Q4 2022 engagement and the feedback we received, and how PG&E plans to incorporate the feedback to enhance the customer experience.

⁴⁶ CARE: 1.469 million, FERA: 36,652

Table 8. Summary of Consultation with Advisory Boards and Councils

People with Disabilities and Aging Advisory Council (PWDAAC)	
Meeting	<p>Date: December 16, 2022</p> <p>Location: Virtual</p> <p>Purpose: Bring organizations supporting AFN customers with PG&E’s leaders, to connect and collaborate, discuss relevant topics, highlight progress made, and identify areas for improvement in how PG&E’s programs support seniors and individuals with disabilities.</p>
Summary of Engagement	<ul style="list-style-type: none"> • Medical Baseline Program Update <ul style="list-style-type: none"> • The Commission approved the Joint IOU proposal to modify the renewal process for customers currently enrolled in the Medical Baseline program • Share information regarding the program change with community-based organizations, newsletters, and via the mail • 2023 Access and Functional Needs (AFN) Plan Update <ul style="list-style-type: none"> • Review the 2023 AFN Plan Timeline • Discussed the new objectives for 2023 and the 2022 objectives that will be continued into 2023 • Continue to work with Independent Living Centers and Area Agency on Aging to reach the AFN Community • 2022 Accomplishments <ul style="list-style-type: none"> • Review the contributions of the council and what PG&E has been able to implement through the feedback • Community Based Organization (CBO) Survey <ul style="list-style-type: none"> • Share the link to the 2022 CBO Survey. Active till Tuesday, 12/20 • 2023 Vision for PWDAAC

	<ul style="list-style-type: none"> • Re-elevate PWDAAC goals, cadence, and membership • ADA Accessibility Coordinator • Introduce the new ADA Accessibility Coordinator
Feedback	<ul style="list-style-type: none"> • PG&E to share MBL recertification renewal process with organizations and agencies • PG&E continue to work with Independent Living Centers and Area Agency on Aging to share with AFN Communities • PG&E to re-elevate PWDAAC goals, cadence, and membership
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 <p>Future Actions:</p> <ul style="list-style-type: none"> • PG&E to re-elevate PWDAAC goals, cadence, and membership
Future Meeting(s)	TBD 2023 (Meeting cadence is quarterly.)

Access and Functional Needs Collaborative Council Meeting⁴⁷	
Meeting	<p>Date: November 16, 2022</p> <p>Location: Virtual</p> <p>Purpose: Provide a forum for the AFN executives and Joint IOU CEOs/leadership to convene for progress.</p>
Summary of Engagement	<ul style="list-style-type: none"> • Provided updates on: <ul style="list-style-type: none"> • 2023 AFN Plan timeline, bi-weekly working group meetings, and next steps

⁴⁷ See Appendix A.1 for the AFN Collaborative Council Participants.

	<ul style="list-style-type: none"> • Progress to date on various AFN-related metrics • Medical Baseline Program renewal process • Demonstrated Prepareforpowerdown website revamp, including: <ul style="list-style-type: none"> • The revamp will meet accessibility standards for customers with AFN • Explanation of Phase 1 (current status), Phase 2 (launch of the public website), and Phase 3 (enhanced marketing campaign to drive traffic)
<p style="text-align: center;">Feedback</p>	<ul style="list-style-type: none"> • Prepareforpowerdown website revamp: <ul style="list-style-type: none"> • Revise the language of the website to be more user-friendly and have an accessible interface design • Provide additional details on the three phases of the website launch and what each phase entails
<p style="text-align: center;">Action Items Guided by Feedback</p>	<p>Completed Actions This Quarter:</p> <ul style="list-style-type: none"> • Provide a short-language explanation of strategies in getting to the "who" from each IOU for the AFN communities to be shared externally by Collaborative Council members <p>On-Going Actions:</p> <ul style="list-style-type: none"> • Consider utilization of market research to identify gaps in current IOU outreach • Create a process for tier identification of individuals with AFN, outline where information already exists (i.e., MBL participants), and strategies for addressing changing conditions (i.e., new medical conditions, pregnancy, etc.) • Create a one-stop-shop Statewide website for individuals with AFN to aid in customer self-identification and promotion of IOU programs and services • Add written summary of completed items to quarterly summaries shared with the Collaborative Council <p>Future Actions:</p>

	<ul style="list-style-type: none"> • Joint IOUs to work alongside vendors to implement the feedback received from Collaborative Council into 2023 planning and website • Send out invites for 2023 quarterly meetings • Joint IOUs to provide deeper dive into AFN metrics, including identifying the number of individuals in need and frequently impacted customers to aid in the contact process
IOU Responsible Owner	Chris Zenner, Vice President of Residential Services and Digital Channels
Future Meeting(s)	Q1 of 2023

Statewide Joint IOU Advisory Council⁴⁸	
Meeting	<p>Date: November 16, 2022</p> <p>Location: Virtual</p> <p>Purpose: Provide the statewide council with an update on outstanding action items to date and receive feedback on the comms/notification plan in advance of the wildfire season.</p>
Summary of Engagement	<ul style="list-style-type: none"> • Provided updates on: <ul style="list-style-type: none"> • 2023 Access and Functional Needs Plan timeline, bi-weekly working group meetings, and next steps • Progress to date on various Access and Functional Needs-related metrics • Medical Baseline Program renewal process • Demonstrated Prepareforpowerdown website revamp, including: <ul style="list-style-type: none"> • Higher level of accessibility for customers with Access

⁴⁸ See Appendix B.1 for the Joint IOU AFN Advisory Council List of Participants.

	<p>and Functional Needs</p> <ul style="list-style-type: none"> • Explanation of Phase 1 (current status), Phase 2 (launch of the public website), and Phase 3 (enhanced marketing campaign to drive traffic)
<p>Feedback</p>	<ul style="list-style-type: none"> • 2023 Access and Functional Needs Plan: <ul style="list-style-type: none"> • Suggested objective for the 2023 plan included Joint IOUs providing overall preparedness messaging and resources rather than PSPS-related • Prepareforpowerdown website revamp: <ul style="list-style-type: none"> • Provide clarity on whether customers can sign up with a medical discount instead of the Medical Baseline Program if they have an un-tiered rate • Consider messaging on the difference between a PSPS and EPSS outage <ul style="list-style-type: none"> ○ As an alternative, focus instead on placing a stronger emphasis on communicating the different levels of support that are offered depending on the outage type ○ Have the IOUs take on a more significant role in distributing additional support information to CBOs to ensure that they are well-equipped to inform customers affected by an outage event • Revise the language of the website to be more accessible to customers • Provide additional testing with individuals who rely on screen readers
<p>Action Items Guided by Feedback</p>	<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"> • Consider communication campaigns and strategic partnerships with CBOs to provide awareness surrounding AFN work

	<ul style="list-style-type: none"> • Ensure that ASL notifications are considered in all facets of the 2023 customer outreach • Complete Prepareforpowerdown Phase 2 – Implement a questionnaire that helps individuals identify programs they are potentially eligible for <p>Future Actions:</p> <ul style="list-style-type: none"> • Joint IOUs to work alongside vendors to implement the feedback received from Advisory Council into 2023 planning and website refresh
Future Meeting(s)	Q1 of 2023

Local Government Advisory Councils and Working Groups	
Meeting	<p>Date: December 15, 2022</p> <p>Location: Virtual</p> <p>Purpose: Collect feedback regarding proposed Community Wildfire Safety Program (CWSP) improvements quarterly from a subset of the city, county, and tribal emergency managers</p>
Summary of Engagement	<ul style="list-style-type: none"> • Discuss and gather feedback from the 2022 PSPS exercises and trainings. • Begin planning for the 2023 PSPS exercises and trainings.
Feedback	<ul style="list-style-type: none"> • Participants shifted their focus from PSPS to emerging topics, such as Enhanced Powerline Safety Settings (EPSS) • Concerned about time commitments to help plan and participate in exercises • Recommended focusing more on tabletop exercises (TTX) than full-scale exercise. TTX allows for better an opportunity to coordinate PG&E’s PPS policies and procedures • Requested sending tabletop exercise invites a month in advance and include requests to participate in the planning process.

	<ul style="list-style-type: none"> • Open Discussion <ul style="list-style-type: none"> • Requested to provide feedback on Portal materials ahead of peak PSPS season. • Recommended providing more outage information on the Data Portals, such as rotating outages. • Inquired about PG&E’s EPSS response in a systemwide wind event.
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"> • 2023 exercise planning
Future Meeting(s)	TBD 2023 (Meeting cadence is quarterly.)

Communities of Color Advisory Group	
Meeting	<p>Date: December 7, 2022</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 of issues impacting diverse communities.</p>
Summary of Engagement	<ul style="list-style-type: none"> • PG&E met with the group and reviewed resources provided by PG&E to support small businesses in reducing energy. • PG&E also shared its upcoming program underdevelopment and sought input on factors to be considered for low-income customers.
Feedback	<ul style="list-style-type: none"> • Recommendation of partners to contact benchmark income verification strategies.
Action Items Guided	Completed Actions This Quarter:

<p>by Feedback</p>	<ul style="list-style-type: none"> • Improvements to Income Qualified Marketing materials <p>On-Going Actions:</p> <ul style="list-style-type: none"> • N/A <p>Future Actions:</p> <ul style="list-style-type: none"> • PG&E will incorporate ideas for income verifications as the program is developed
<p>Future Meeting(s)</p>	<p>March 1, 2023</p>

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 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 centralized website, the IOUs established a Joint IOU statewide website working group in Q1. 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. In Q4, the IOUs worked with the web developing vendor, Storefront Political Media, to refresh the website for ease of navigation and accessibility. PG&E provided a review of the website to the AFN Collaborative Council in Q4 (or November 16th). The IOUs plan to further develop the website in 2023.

In addition, the Joint IOU statewide website working group is engaged with the Universal Application System (UAS)⁴⁹ working group that explored an Income Qualified UAS to understand the feasibility of developing a “one-stop shop” and how efforts made by the Joint Utilities WG and the Qualified UAS Working Group could be aligned. The UAS Report⁵⁰ recommends pursuing integrations for resiliency programs that help customers mitigate the impacts of PSPS once CARE, FERA, and ESA applications are successfully integrated. The Joint Utilities Working Groups will continue to seek opportunities to work with the Qualified UAS Working Group.

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, mass media, CBO collaborations, and more recently partnering with State agencies to jointly market solutions.

⁴⁹ D.21-06-015

⁵⁰ Universal Application System (UAS) Report - Final, <https://pda.energydataweb.com/#!/documents/2626/view>

In Q4, PG&E provided a bill insert to all customers in their November bill package with tips to help you prepare for severe weather, along with mentions of updating contact information, how to get the latest outage information, and backup power options.

Additional customer preparedness outreach and community engagement conducted in Q4 2022 is described below.

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 December 31, 2022.

Table 9. 2021 vs. 2022 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
2021	23	2,463,629	8	2,317,955	11	1.42	11,016,000	4	128,745,568	317,645	N/A	N/A
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

1.7.2 Health Care Industry Strategy

PG&E recognizes that ongoing engagement with healthcare practitioners, medical associations, and durable medical device suppliers in 2022 is a key opportunity to increase enrollment in the MBL Program and connect individuals with AFN to medical device resources if needed during PSPS.

In Q4, the Joint IOUs provided an MBL presentation to the Regional Centers, fostering an interactive discussion between the IOUs and Regional Center representatives. In 2023, the Joint IOUs will continue to look for opportunities to partner with the Health Care segment.

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 Alerts⁵¹.

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

While no outreach was conducted in Q4, 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.

PSPS Customer notifications were enhanced in Q4 2022 to include the ability for customers to:

- Look up by address
- Add contact information

⁵¹ 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.

- Receive confirmation of updates made

In Q4, 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 2023, PG&E will implement Linguabee into active PSPS.

1.7.5 Tribal Engagement

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

In Q4, PG&E invited all Tribes in PG&E's service area to attend three meetings. Two of the meetings were to discuss the Tribal Grant Program Review and one meeting was the Tribal Health Care Outreach-Grant Announcement. PG&E also sent a Tribal Newsletter to all Tribes.

1.7.6 Translations of Communications

PG&E translates Community Wildfire Safety Program (CWSP) and PSPS communications and notifications in 15 non-English languages.⁵² 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 preference, 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.

In Q4, PG&E launched 17 new or refreshed web pages relevant to PSPS translated into 15 languages and had 7 new or refreshed web pages translated into Spanish and Chinese.

PG&E continues to offer in-language support through our Contact Center. The Contact

⁵² These include Spanish, Chinese, Tagalog, Russian, Vietnamese, Korean, Farsi, Arabic, Hmong, Khmer, Punjabi, Japanese, Thai, Portuguese, and Hindi.

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, 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 2022, 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 Q4 2022. Table 11 summarizes our PSPS Safety Webinars, Regional Working Meetings, and Wildfire Webinars in Q4 2022.

Table 10. Summary of Targeted Outreach Conducted in Q4 2022

Date	Summary of Outreach and Engagement	Audience/County
October 3, 2022	Food Services Access Conference	Food Service Professionals
October 5, 2022	Joint IOU AFN Leadership Council	Joint IOU AFN Leadership Council
October 7, 2022	Data Portals Training	Public Safety Partners and select CBOs
October 18, 2022	The National Association for Environmental, Health and	The National Association for Environmental, Health &

Date	Summary of Outreach and Engagement	Audience/County
	Safety, and Sustainability Management	Safety, and Sustainability Management
November 1, 2022	Alamo, Danville Communities Webinar	Community members of Alamo and Danville
December 12, 2022	Undergrounding Advisory Group	Key stakeholders and industry experts
December 15, 2022	PG&E and Telecommunications Providers End-of-Year Meeting	Telecommunications Providers Customers
December 15, 2022	CWSP Advisory Committee	Key tribal, local and agency stakeholders

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

Date	Event	Audience/County
October 4, 2022	CPUC Monthly Fire Season	CPUC
November 1, 2022	CPUC Monthly Fire Season	CPUC
November 8, 2022	CPUC Rule 20 Phase II Undergrounding Workshop	CPUC
November 9, 2022	Regional Town Hall: Bay Area	Customers, local agencies, Tribes, and CBOs in the Bay Area Region
November 10, 2022	Regional Town Hall: North Valley/Sierra	Customers, local agencies, Tribes, and CBOs in the North Valley/Sierra Region
November 15, 2022	Regional Town Hall: North Coast	Customers, local agencies, Tribes, and CBOs in the North Coast Region
November 16,	Regional Town Hall: South	Customers, local agencies,

Date	Event	Audience/County
2022	Bay/Central Coast	Tribes, and CBOs in the South Bay/Central Coast Region
November 17, 2022	Regional Town Hall: Central Valley	Customers, local agencies, Tribes, and CBOs in the Central Valley Region
December 6, 2022	CPUC Monthly Fire Season Meeting	CPUC
December 7, 2022	Regional Working Group: Central Valley	Targeted stakeholders in the Central Valley Region
December 7, 2022	Regional Working Group: North Valley/Sierra	Targeted stakeholders in the North Valley/Sierra Region
December 8, 2022	Regional Working Group: North Coast	Targeted stakeholders in the North Coast Region
December 8, 2022	Regional Working Group: South Bay/Central Coast	Targeted stakeholders in the South Bay/Central Coast Region
December 9, 2022	Regional Working Group: Bay Area	Targeted stakeholders in the Bay Area Region

1.8 PSPS Activation (During – Emergency Operation Center Activated)

1.8.1 In-Event PSPS Customer Communications

PG&E will continue to use all communication channels available during PSPS, including direct-to-customer notifications sent via phone, text, and email, supplemented by website, call-center support, media engagement (multicultural news outlets, earned and paid media, social media), and collaboration with Public Safety Partners and CBOs. Using the multi-channel communication approach enables PG&E to notify and engage with potentially impacted public safety partners, critical facilities, MBL customers, Self-Identified Vulnerable (SIV) customers, all other customers, and the general public.

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. Our goal, whenever the forecast will allow, is to send automated notifications (i.e., calls, texts, and emails) to potentially impacted customers two days ahead, one day ahead, just before shutting

off power and when power is shut off. PG&E will provide updates once the weather has passed until power has been restored. PG&E detailed our automated notifications in our 2022 Wildfire Mitigation Plan filed on February 25, 2022. Since filing the 2022 Wildfire Mitigation Plan, PG&E has removed the courtesy hours for all notifications except for Estimated Time of Restoration (ETOR) updates. PG&E has also deployed a new notification type, pending delay. The pending delay notification is for customers with a delayed de-energization time to communicate they are still at risk of de-energization.

Additionally, PG&E modified the “power off” notification message to clarify when power has been de-energized to the customer’s property.

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 December 31, 2022, approximately 56,535 individuals have self-identified as electricity dependent and are not enrolled in Medical Baseline Program or Self-Certified as Vulnerable.

Engagement with Paratransit Agencies

In accordance with D.21-06-034, PG&E provides proactive notifications and impacted ZIP Code information to paratransit agencies that may serve all the known transit- or paratransit-dependent persons needing access to a CRC during PSPS. In Q4, PG&E provided notifications and ZIP Code information for the potential October 22nd PSPS.

PG&E Contact Center Operations

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

Table 12 includes call center-related metrics associated with Q4 2022 PSPS.

Table 12. Call Center Support Services During Q 2022 PSPS

PSPS Event Date	Total Calls Handled	PSPS Calls Handled	Average Speed of Answer for PSPS Calls	Number of Languages Supported by Call Center Translation Services
October 22, 2022	68,340	795	7 seconds	32

Website

PG&E remains committed to the continuous improvement of its websites to better meet the diverse needs of our customers. In Q4 2022, PG&E completed the following PSPS-related improvements to our website:

- 17 new or refreshed web pages relevant to PSPS translated in 15 languages
- 7 new or refreshed web pages translated into Spanish and Chinese
- Content updated relevant to PG&E Partners, including the main landing page, events files, and planning resources

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. In 2022, PG&E shared translated infographics with our media partners to post on their social media channels.

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 that can occur when engaging outside vendors for translation needs during an PSPS.

1.8.1.1.1 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 13. Multi-Cultural Media Engagement Activities (by Month)

Month	Summary of Multi-Cultural Media Engagement Activities
October 2022	<ul style="list-style-type: none"> • Provided in-language infographics and communicated with multicultural media partners on a potential PSPS event on 10/22. The PSPS event did not materialize due to improved weather conditions. • Launched a Q4 radio campaign on PSPS customer support with 16 stations to cover Spanish, Chinese, Korean, Russian, Punjabi, Hmong, and indigenous languages in the HFTDs
November 2022	<ul style="list-style-type: none"> • An annual survey was sent to collect feedback from PG&E’s multicultural media partners on the support they received from PG&E in 2022 to educate their in-language audiences on PSPS. • Began planning on the 2023 PSPS multicultural media engagement campaign.
December 2022	<ul style="list-style-type: none"> • Requested 38 participating multicultural media partners to complete a year-end report summarizing their outreach data during the 2022 wildfire season. • During Q4, we conducted 7 proactive media on PSPS preparedness and customer resources in Spanish.

1.8.1.1.2 Social Media

PG&E regularly provides customer preparedness resources through our official social media channels, including Twitter, Facebook, Instagram, and Nextdoor. As of December 31, 2022, 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 Q4, PG&E shared 8 posts to help customers prepare for a potential PSPS outage.

1.8.1.1.3 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, as well as digital banners in English and multiple languages based on targeted ZIP Codes.

In Q4, PG&E updated video, digital, social, and Search Engine Marketing ads, promoting emergency preparedness and 211 planning support resources.

To enhance customer outreach efforts, PG&E runs paid media English and Spanish AFN radio ads with messages about PSPS awareness, Medical Baseline Program, and preparedness resources. In 2022 the paid media online radio ads ran through November and had over 1 million impressions, 197 clicks, and an audio completion rate of 96.24%. The social media ads had over 2 million impressions with 7,600 clicks. In addition, 3,066 English radio spots aired with 12.7 million impressions and 651 Spanish radio spots aired with 7.4 million impressions.

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 with 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 2022, PG&E continues to conduct site reviews on potential additional CRC locations identified by local county governments and tribes and make improvements as needed. PG&E completed all indoor CRC ADA reviews needed to satisfy recommendations from the county and tribal feedback by Q3 of 2022. As of December 31, 2022, PG&E has secured 403 event-ready sites, which include 115 indoor sites and 288 outdoor sites.

PG&E will continue site reviews and improvements at additional CRC sites as needed in 2022. In accordance with D.21-06-034, PG&E filed an updated CRC plan as Appendix A within the 2022 Pre-Season Report.

Table 14 includes the number of CRCs, counties served, indoor vs. outdoor sites, and the total number of visitors for PSPS in Q4 2022.

Table 14. Q4 Community Resource Centers (by PSPS Event)

2022 PSPS Event Date	Total CRCs Deployed	Number of Counties Served	Total Indoor Sites	Total Outdoor Sites	Total Visitors
October 22-24, 2022	5	3	0	5	575

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 2022 AFN Plan. Although PG&E did not de-energize customers in Q4 an AAR was held between AFN Liaison and the DDAR Program. Through this process it was identified that additional information regarding timing of shutoff and restoration is needed in the Watch, Watch, Warning notifications to CBOs.

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 2022 on the following key initiatives to inform and enhance outreach efforts or prioritize improvements:

- Accessible Transportation
- AFN Self-Identification Campaigns
- Outreach and Education

In addition to what we learned in 2021, PG&E will continue applying best practices and leveraging lessons from our 2022 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 the 2022 Post-Season Outreach Effectiveness Survey on December 12, 2022. Results from the Pre and Post-Season surveys will be reported in PG&E’s 2023 AFN Plan for PSPS Support filed on January 31, 2023.

Although no PSPS events in 2022 resulted in de-energization, one post-event survey

was administrated in Q4 to those receiving notices before canceling the potential PSPS. 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.1 – AFN COLLABORATIVE COUNCIL

First	Last	Organization	Title
Aaron	Carruthers	State Council on Developmental Disabilities (SCDD)	Executive Director
Andy	Imparato	Disabilities Rights California	Executive Director
Anne	Kim	CPUC	Public Utilities Regulatory Sr. Analyst
Christina	Mills	CFILC	Executive Director
Robert	Hand	CFILC	Interim Executive Director
James	Cho	CPUC	Public Utilities Regulatory Program Manager
Karen	Mercado	Disability Rights California	Executive Assistant
Susan	Henderson	Disabilities Rights Education & Defense Fund	Executive Director
Vance	Taylor	Cal OES	Chief, Office of Access and Functional Needs

APPENDIX B.1 – 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
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
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

First	Last	Organization	Title
			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
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
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

First	Last	Organization	Title
Larry	Grable	Service Center for Independent Living - SCIL	Executive Director
Brian	Weisel	State Council on Developmental Disabilities	Legal Counsel

APPENDIX C.1 – FOOD BANK RESOURCE PARTNERS

Table 14 below includes a list of food banks with active agreements with PG&E for PSPS.

Table 15. Food Bank Resource Partnerships with PG&E

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

APPENDIX D.1 – MEALS ON WHEELS PARTNER ORGANIZATIONS

Table 15 below includes a list of Meals on Wheels organizations with active agreements with PG&E for PSPS support.

Table 16. Meals on Wheels Partnerships with PG&E

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

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

Table 16 below lists CBOs with active agreements with PG&E for PSPS support.

Table 17. CBOs with Active Agreements for PSPS Support

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

APPENDIX F.1 – ACCESSIBLE TRANSPORTATION PARTNERS

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

Table 18. Accessible Transportation Partnerships with PG&E

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

APPENDIX C – PROGRAM/ASSISTANCE PARTICPATION DATA BY CENSUS TRACT

Data on participation in each program and/or utilization of each type of assistance, including free and/or subsidized backup batteries, the Self-Generation Incentive Program Equity Resiliency Budget, Community Microgrid Incentive Program, hotel vouchers, transportation to CRCs, and any other relevant programs or pilots to support resiliency for persons with access and functional needs and vulnerable populations, by census tract.⁵³

Data on participation in each program and/or utilization of each type of assistance, including free and/or subsidized backup batteries, the Self-Generation Incentive Program Equity Resiliency Budget, Community Microgrid Incentive Program, hotel vouchers, transportation to CRCs, and any other relevant programs or pilots to support resiliency for persons with access and functional needs and vulnerable populations, by census tract.⁵⁴

Self-Generation Incentive Program (SGIP)

Census Tract	Service Point IDs (SPIDs)	Percentage
06001400100	2	0.001976
06001404400	5	0.004941

53 D.21-06-034

54 D.21-06-034

06001404502	8	0.007905
06001404600	3	0.002964
06001404700	1	0.000988
06001406800	1	0.000988
06001408100	2	0.001976
06001408300	1	0.000988
06001409900	3	0.002964
06001410000	1	0.000988
06001421100	1	0.000988
06001421500	3	0.002964
06001421600	2	0.001976
06001423800	1	0.000988
06001426100	1	0.000988
06001430101	2	0.001976
06001430102	3	0.002964
06001430200	2	0.001976
06001430300	1	0.000988
06001430400	1	0.000988
06001430500	1	0.000988
06001435102	2	0.001976
06001435103	2	0.001976
06001436402	1	0.000988
06001450502	2	0.001976
06001450601	3	0.002964
06001451101	2	0.001976
06005000101	1	0.000988
06005000102	1	0.000988
06005000200	5	0.004941
06005000301	1	0.000988
06005000303	1	0.000988
06005000401	4	0.003953
06005000402	5	0.004941
06007001600	2	0.001976
06007001703	1	0.000988

06007001704	1	0.000988
06007002200	4	0.003953
06007002300	1	0.000988
06007002400	1	0.000988
06007002602	1	0.000988
06007002700	1	0.000988
06007003300	1	0.000988
06009000120	7	0.006917
06009000121	2	0.001976
06009000122	5	0.004941
06009000210	4	0.003953
06009000220	1	0.000988
06009000300	5	0.004941
06009000400	2	0.001976
06009000504	2	0.001976
06013345115	1	0.000988
06013345202	1	0.000988
06013345203	1	0.000988
06013346101	1	0.000988
06013347000	2	0.001976
06013348000	4	0.003953
06013350000	2	0.001976
06013351200	1	0.000988
06013352101	2	0.001976
06013352102	1	0.000988
06013352201	4	0.003953
06013352202	2	0.001976
06013353001	5	0.004941
06013353002	4	0.003953
06013354002	6	0.005929
06013355107	1	0.000988
06013355112	2	0.001976
06013355116	1	0.000988
06013356002	3	0.002964

06013360101	2	0.001976
06013385100	1	0.000988
06013390100	3	0.002964
06013390200	1	0.000988
06013391000	2	0.001976
06017030601	7	0.006917
06017030602	7	0.006917
06017030603	7	0.006917
06017030701	1	0.000988
06017030704	10	0.009881
06017030709	3	0.002964
06017030710	4	0.003953
06017030801	9	0.008893
06017030803	6	0.005929
06017030804	7	0.006917
06017030808	3	0.002964
06017030810	1	0.000988
06017030901	12	0.011858
06017030902	8	0.007905
06017031000	1	0.000988
06017031100	2	0.001976
06017031200	3	0.002964
06017031301	1	0.000988
06017031302	1	0.000988
06017031402	8	0.007905
06017031404	4	0.003953
06017031405	3	0.002964
06017031406	4	0.003953
06017031502	4	0.003953
06017031503	4	0.003953
06017031504	7	0.006917
06019006402	2	0.001976
06019006403	1	0.000988
06019006404	1	0.000988

06019006405	1	0.000988
06023000100	2	0.001976
06023000200	1	0.000988
06023000300	1	0.000988
06023000400	1	0.000988
06023000500	3	0.002964
06023000600	1	0.000988
06023000700	2	0.001976
06023000800	3	0.002964
06023000900	6	0.005929
06023001101	2	0.001976
06023001200	3	0.002964
06023010102	1	0.000988
06023010200	7	0.006917
06023010400	2	0.001976
06023010501	1	0.000988
06023010502	3	0.002964
06023010600	1	0.000988
06023010700	1	0.000988
06023010800	7	0.006917
06023010901	3	0.002964
06023011100	1	0.000988
06023011200	1	0.000988
06023011500	1	0.000988
06023011600	1	0.000988
06023940000	1	0.000988
06033000100	1	0.000988
06033000300	2	0.001976
06033000400	3	0.002964
06033000501	1	0.000988
06033000502	2	0.001976
06033000600	3	0.002964
06033000701	1	0.000988
06033000802	3	0.002964

06033000900	4	0.003953
06033001000	5	0.004941
06033001100	1	0.000988
06033001300	2	0.001976
06039000102	1	0.000988
06039000104	1	0.000988
06039000106	2	0.001976
06041103200	1	0.000988
06041104200	2	0.001976
06041110100	2	0.001976
06041112100	1	0.000988
06041113000	3	0.002964
06041114100	4	0.003953
06041115000	3	0.002964
06041117000	1	0.000988
06041118100	1	0.000988
06041119100	1	0.000988
06041119202	1	0.000988
06041120000	1	0.000988
06041121200	1	0.000988
06041124100	1	0.000988
06041124200	1	0.000988
06041126100	2	0.001976
06041127000	3	0.002964
06041128100	4	0.003953
06041128200	1	0.000988
06041131100	2	0.001976
06041132100	1	0.000988
06041132200	1	0.000988
06043000101	1	0.000988
06043000102	2	0.001976
06043000301	1	0.000988
06043000302	1	0.000988
06043000400	1	0.000988

06045010600	1	0.000988
06045010700	1	0.000988
06045010801	1	0.000988
06045011700	1	0.000988
06045011800	5	0.004941
06053010702	1	0.000988
06053011000	2	0.001976
06053011400	4	0.003953
06053011602	1	0.000988
06053013200	1	0.000988
06053014800	1	0.000988
06055201003	2	0.001976
06055201102	1	0.000988
06055201200	1	0.000988
06055201401	2	0.001976
06055201402	2	0.001976
06055201403	1	0.000988
06055201602	1	0.000988
06055201700	4	0.003953
06055201800	1	0.000988
06055201900	3	0.002964
06055202000	1	0.000988
06057000102	4	0.003953
06057000103	7	0.006917
06057000104	1	0.000988
06057000105	3	0.002964
06057000200	6	0.005929
06057000300	5	0.004941
06057000401	2	0.001976
06057000402	6	0.005929
06057000501	1	0.000988
06057000502	1	0.000988
06057000701	7	0.006917
06057000702	4	0.003953

06057000801	11	0.010870
06057000802	5	0.004941
06057000900	3	0.002964
06061020200	2	0.001976
06061020402	1	0.000988
06061020501	4	0.003953
06061020502	2	0.001976
06061020601	4	0.003953
06061020602	2	0.001976
06061021204	2	0.001976
06061021304	3	0.002964
06061021501	2	0.001976
06061021502	1	0.000988
06061021604	14	0.013834
06061021801	2	0.001976
06061021802	2	0.001976
06061021901	5	0.004941
06061021902	4	0.003953
06061022002	4	0.003953
06061022013	2	0.001976
06061023800	2	0.001976
06063000100	1	0.000988
06063000502	1	0.000988
06069000200	1	0.000988
06079010002	8	0.007905
06079010016	7	0.006917
06079010101	2	0.001976
06079010300	2	0.001976
06079010707	3	0.002964
06079011002	2	0.001976
06079011103	1	0.000988
06079011600	18	0.017787
06079011800	5	0.004941
06079012302	28	0.027668

06079012304	12	0.011858
06079012600	1	0.000988
06079012702	8	0.007905
06079012704	7	0.006917
06079012900	4	0.003953
06079013000	9	0.008893
06081603100	1	0.000988
06081606800	1	0.000988
06081608900	2	0.001976
06081609603	5	0.004941
06081609700	4	0.003953
06081613200	4	0.003953
06081613300	1	0.000988
06081613400	1	0.000988
06081613600	3	0.002964
06081613700	4	0.003953
06081613800	3	0.002964
06083001905	6	0.005929
06083002006	1	0.000988
06085503326	2	0.001976
06085507002	3	0.002964
06085507600	1	0.000988
06085511707	1	0.000988
06085511800	8	0.007905
06085511909	4	0.003953
06085511911	2	0.001976
06085512305	1	0.000988
06085512307	1	0.000988
06085512313	1	0.000988
06085512314	1	0.000988
06085512602	6	0.005929
06087100500	1	0.000988
06087120200	8	0.007905
06087120302	1	0.000988

06087120400	1	0.000988
06087120500	7	0.006917
06087120600	3	0.002964
06087120700	1	0.000988
06087120800	3	0.002964
06087120900	6	0.005929
06087121000	11	0.010870
06087121100	1	0.000988
06087121200	12	0.011858
06087122001	3	0.002964
06087122002	2	0.001976
06087122201	2	0.001976
06087122203	1	0.000988
06087122300	1	0.000988
06087122400	1	0.000988
06087123300	1	0.000988
06089011500	2	0.001976
06089011802	1	0.000988
06089011900	3	0.002964
06089012101	1	0.000988
06089012601	3	0.002964
06089012603	1	0.000988
06089012604	1	0.000988
06089012701	1	0.000988
06091010000	2	0.001976
06095251701	1	0.000988
06095252201	3	0.002964
06095252311	2	0.001976
06095252903	10	0.009881
06095252915	1	0.000988
06095253108	1	0.000988
06095253201	2	0.001976
06095253203	2	0.001976
06095253204	2	0.001976

06097150100	2	0.001976
06097150303	2	0.001976
06097150304	1	0.000988
06097150500	8	0.007905
06097150702	1	0.000988
06097150800	1	0.000988
06097151100	3	0.002964
06097151201	1	0.000988
06097151309	2	0.001976
06097151402	1	0.000988
06097151502	3	0.002964
06097151503	3	0.002964
06097151601	5	0.004941
06097151602	7	0.006917
06097152202	1	0.000988
06097152400	3	0.002964
06097152502	1	0.000988
06097152600	11	0.010870
06097152701	1	0.000988
06097153501	1	0.000988
06097153502	6	0.005929
06097153600	6	0.005929
06097153703	1	0.000988
06097153704	1	0.000988
06097153807	1	0.000988
06097153901	1	0.000988
06097154000	3	0.002964
06097154100	4	0.003953
06097154201	1	0.000988
06097154302	4	0.003953
06103000100	2	0.001976
06103000400	1	0.000988
06103000600	1	0.000988
06103000700	2	0.001976

06103000800	1	0.000988
06109002100	2	0.001976
06109002200	3	0.002964
06109003100	3	0.002964
06109003200	3	0.002964
06109004100	2	0.001976
06109004200	1	0.000988
06109005100	4	0.003953
06109005201	2	0.001976
06113011300	2	0.001976
06113011500	2	0.001976
06115041000	7	0.006917
06115041100	1	0.000988

Portable Battery Program (PBP)

Census Tract	Service Point IDs (SPIDs)	Percentage
06001400100	9	0.001487
06001404400	23	0.003800
06001404501	2	0.000330
06001404502	22	0.003635
06001404600	15	0.002479
06001404700	1	0.000165
06001404800	1	0.000165
06001404900	1	0.000165
06001406800	3	0.000496
06001407900	4	0.000661
06001408000	5	0.000826
06001408100	25	0.004131
06001408300	2	0.000330
06001409800	5	0.000826
06001409900	11	0.001818
06001410000	13	0.002148
06001410100	2	0.000330
06001421100	9	0.001487

06001421500	9	0.001487
06001421600	5	0.000826
06001422600	2	0.000330
06001423700	1	0.000165
06001426100	1	0.000165
06001430101	16	0.002644
06001430102	2	0.000330
06001430200	3	0.000496
06001430300	2	0.000330
06001430400	1	0.000165
06001430500	1	0.000165
06001430600	6	0.000991
06001432100	1	0.000165
06001432800	4	0.000661
06001435102	1	0.000165
06001435103	3	0.000496
06001436402	1	0.000165
06001438000	2	0.000330
06001450502	5	0.000826
06001450601	8	0.001322
06001450701	2	0.000330
06001450752	2	0.000330
06001451101	4	0.000661
06001451202	1	0.000165
06003010000	1	0.000165
06005000101	60	0.009914
06005000102	28	0.004627
06005000200	31	0.005122
06005000301	1	0.000165
06005000303	5	0.000826
06005000401	18	0.002974
06005000402	55	0.009088
06005000500	13	0.002148
06007001600	35	0.005783

06007001702	40	0.006609
06007001703	20	0.003305
06007001704	24	0.003966
06007001800	8	0.001322
06007001900	8	0.001322
06007002000	15	0.002479
06007002100	12	0.001983
06007002200	14	0.002313
06007002300	7	0.001157
06007002400	25	0.004131
06007002500	6	0.000991
06007002601	21	0.003470
06007002602	17	0.002809
06007002700	5	0.000826
06007002800	14	0.002313
06007002900	4	0.000661
06007003100	5	0.000826
06007003200	12	0.001983
06007003300	16	0.002644
06007003700	4	0.000661
06009000120	17	0.002809
06009000121	6	0.000991
06009000122	29	0.004792
06009000210	13	0.002148
06009000220	16	0.002644
06009000300	19	0.003139
06009000400	34	0.005618
06009000501	41	0.006775
06009000503	33	0.005453
06009000504	11	0.001818
06011000400	8	0.001322
06013321103	4	0.000661
06013345115	9	0.001487
06013345202	1	0.000165

06013345204	1	0.000165
06013346102	3	0.000496
06013346204	4	0.000661
06013347000	6	0.000991
06013348000	2	0.000330
06013349000	2	0.000330
06013350000	9	0.001487
06013351101	3	0.000496
06013351103	3	0.000496
06013351200	3	0.000496
06013352101	2	0.000330
06013352102	3	0.000496
06013352201	8	0.001322
06013352202	1	0.000165
06013353001	11	0.001818
06013353002	10	0.001652
06013354001	10	0.001652
06013354002	14	0.002313
06013355107	2	0.000330
06013355112	3	0.000496
06013355200	3	0.000496
06013355304	2	0.000330
06013355306	5	0.000826
06013356002	8	0.001322
06013357000	5	0.000826
06013359202	9	0.001487
06013359204	2	0.000330
06013360101	4	0.000661
06013360102	5	0.000826
06013361000	1	0.000165
06013362000	2	0.000330
06013385100	3	0.000496
06013390100	4	0.000661
06013391000	8	0.001322

06013392000	7	0.001157
06013392300	2	0.000330
06017030601	46	0.007601
06017030602	56	0.009253
06017030603	35	0.005783
06017030704	17	0.002809
06017030709	7	0.001157
06017030710	3	0.000496
06017030801	7	0.001157
06017030803	32	0.005288
06017030804	14	0.002313
06017030808	2	0.000330
06017030809	6	0.000991
06017030810	1	0.000165
06017030901	16	0.002644
06017030902	9	0.001487
06017031000	22	0.003635
06017031100	33	0.005453
06017031200	13	0.002148
06017031301	29	0.004792
06017031302	34	0.005618
06017031402	50	0.008262
06017031404	20	0.003305
06017031405	25	0.004131
06017031406	69	0.011401
06017031502	20	0.003305
06017031503	3	0.000496
06017031504	11	0.001818
06017031900	3	0.000496
06019005409	1	0.000165
06019006402	24	0.003966
06019006403	15	0.002479
06019006404	30	0.004957
06019006405	53	0.008757

06021010300	2	0.000330
06023000300	1	0.000165
06023000900	1	0.000165
06023010102	14	0.002313
06023010600	9	0.001487
06023010700	13	0.002148
06023010800	1	0.000165
06023010902	9	0.001487
06023011100	4	0.000661
06023011200	3	0.000496
06023011500	4	0.000661
06023011600	7	0.001157
06023940000	3	0.000496
06029003306	7	0.001157
06033000100	5	0.000826
06033000300	11	0.001818
06033000400	3	0.000496
06033000501	16	0.002644
06033000502	14	0.002313
06033000600	20	0.003305
06033000701	4	0.000661
06033000702	25	0.004131
06033000801	1	0.000165
06033000900	48	0.007931
06033001000	9	0.001487
06033001100	23	0.003800
06033001200	21	0.003470
06033001300	58	0.009584
06035040100	1	0.000165
06035040200	3	0.000496
06039000102	51	0.008427
06039000103	43	0.007105
06039000104	33	0.005453
06039000106	55	0.009088

06039000108	81	0.013384
06039000109	18	0.002974
06041101100	3	0.000496
06041103200	1	0.000165
06041104101	6	0.000991
06041104200	4	0.000661
06041106002	1	0.000165
06041107000	2	0.000330
06041108100	5	0.000826
06041109001	1	0.000165
06041109002	2	0.000330
06041110100	1	0.000165
06041113000	11	0.001818
06041114100	4	0.000661
06041114200	3	0.000496
06041115000	9	0.001487
06041116000	4	0.000661
06041117000	3	0.000496
06041118100	1	0.000165
06041119100	4	0.000661
06041119202	1	0.000165
06041120000	2	0.000330
06041121100	1	0.000165
06041126100	3	0.000496
06041126200	1	0.000165
06041127000	16	0.002644
06041128100	4	0.000661
06041128200	6	0.000991
06041132200	2	0.000330
06043000101	8	0.001322
06043000102	13	0.002148
06043000200	14	0.002313
06043000301	22	0.003635
06043000302	24	0.003966

06043000400	2	0.000330
06045010100	1	0.000165
06045010200	13	0.002148
06045010300	19	0.003139
06045010400	2	0.000330
06045010600	35	0.005783
06045010700	12	0.001983
06045010801	20	0.003305
06045010802	4	0.000661
06045010900	2	0.000330
06045011001	3	0.000496
06045011002	19	0.003139
06045011102	19	0.003139
06045011200	12	0.001983
06045011300	9	0.001487
06045011700	10	0.001652
06045011800	7	0.001157
06053010102	6	0.000991
06053010606	1	0.000165
06053010701	9	0.001487
06053010702	12	0.001983
06053011000	18	0.002974
06053011101	1	0.000165
06053011102	1	0.000165
06053011303	7	0.001157
06053011502	1	0.000165
06053011602	17	0.002809
06053011604	4	0.000661
06053011700	3	0.000496
06053011900	3	0.000496
06053012700	1	0.000165
06053012800	19	0.003139
06053013200	15	0.002479
06053014102	1	0.000165

06055201003	1	0.000165
06055201102	2	0.000330
06055201200	2	0.000330
06055201401	9	0.001487
06055201402	7	0.001157
06055201403	4	0.000661
06055201602	1	0.000165
06055201700	11	0.001818
06055201800	15	0.002479
06055201900	3	0.000496
06055202000	9	0.001487
06057000102	39	0.006444
06057000103	18	0.002974
06057000104	29	0.004792
06057000105	19	0.003139
06057000200	16	0.002644
06057000300	18	0.002974
06057000401	6	0.000991
06057000402	45	0.007436
06057000501	23	0.003800
06057000502	20	0.003305
06057000600	36	0.005948
06057000701	57	0.009418
06057000702	23	0.003800
06057000801	32	0.005288
06057000802	45	0.007436
06057000900	19	0.003139
06061020200	54	0.008923
06061020300	6	0.000991
06061020401	3	0.000496
06061020402	4	0.000661
06061020501	11	0.001818
06061020502	11	0.001818
06061020601	8	0.001322

06061020602	10	0.001652
06061021203	1	0.000165
06061021204	2	0.000330
06061021304	4	0.000661
06061021401	2	0.000330
06061021501	20	0.003305
06061021502	4	0.000661
06061021604	11	0.001818
06061021801	19	0.003139
06061021802	6	0.000991
06061021901	27	0.004461
06061021902	18	0.002974
06061022002	39	0.006444
06061022013	20	0.003305
06061022014	5	0.000826
06061023800	2	0.000330
06063000100	4	0.000661
06063000202	13	0.002148
06063000400	9	0.001487
06063000501	2	0.000330
06063000502	14	0.002313
06067008132	1	0.000165
06067008705	1	0.000165
06069000200	6	0.000991
06069000802	1	0.000165
06079010002	20	0.003305
06079010016	5	0.000826
06079010101	3	0.000496
06079010403	4	0.000661
06079010404	3	0.000496
06079010503	1	0.000165
06079010603	1	0.000165
06079010703	3	0.000496
06079011200	1	0.000165

06079011300	2	0.000330
06079011503	2	0.000330
06079011600	10	0.001652
06079011701	8	0.001322
06079011704	1	0.000165
06079011800	6	0.000991
06079012302	19	0.003139
06079012304	15	0.002479
06079012600	13	0.002148
06079012702	7	0.001157
06079012704	15	0.002479
06079012900	10	0.001652
06081603000	1	0.000165
06081603400	1	0.000165
06081603802	1	0.000165
06081605700	10	0.001652
06081606800	10	0.001652
06081606900	8	0.001322
06081608900	13	0.002148
06081609601	6	0.000991
06081609602	5	0.000826
06081609603	12	0.001983
06081609700	19	0.003139
06081609800	4	0.000661
06081611100	10	0.001652
06081613200	3	0.000496
06081613400	1	0.000165
06081613700	6	0.000991
06081613800	10	0.001652
06081614000	1	0.000165
06083001800	1	0.000165
06083001901	3	0.000496
06083001903	6	0.000991
06083001905	1	0.000165

06083002808	1	0.000165
06083002809	1	0.000165
06085503312	1	0.000165
06085503332	1	0.000165
06085504202	1	0.000165
06085506900	6	0.000991
06085507001	9	0.001487
06085507002	8	0.001322
06085507206	1	0.000165
06085507302	8	0.001322
06085507600	5	0.000826
06085511707	2	0.000330
06085511800	16	0.002644
06085511909	1	0.000165
06085511911	2	0.000330
06085512200	14	0.002313
06085512305	7	0.001157
06085512307	2	0.000330
06085512308	6	0.000991
06085512309	3	0.000496
06085512313	1	0.000165
06085512314	1	0.000165
06085512503	3	0.000496
06085512510	2	0.000330
06085512602	2	0.000330
06087100300	4	0.000661
06087120200	17	0.002809
06087120301	35	0.005783
06087120302	13	0.002148
06087120400	31	0.005122
06087120500	22	0.003635
06087120600	24	0.003966
06087120700	23	0.003800
06087120800	6	0.000991

06087120900	18	0.002974
06087121000	24	0.003966
06087121100	16	0.002644
06087121200	18	0.002974
06087121300	14	0.002313
06087121800	4	0.000661
06087122001	9	0.001487
06087122002	25	0.004131
06087122003	7	0.001157
06087122201	5	0.000826
06087122202	11	0.001818
06087122400	18	0.002974
06089010602	1	0.000165
06089010603	4	0.000661
06089010804	4	0.000661
06089010805	4	0.000661
06089010806	5	0.000826
06089010807	3	0.000496
06089011001	6	0.000991
06089011403	4	0.000661
06089011500	13	0.002148
06089011600	20	0.003305
06089011801	11	0.001818
06089011802	18	0.002974
06089011803	27	0.004461
06089011900	44	0.007270
06089012000	22	0.003635
06089012101	7	0.001157
06089012200	1	0.000165
06089012301	16	0.002644
06089012302	49	0.008096
06089012303	28	0.004627
06089012400	23	0.003800
06089012500	10	0.001652

06089012601	41	0.006775
06089012603	60	0.009914
06089012604	22	0.003635
06089012701	26	0.004296
06089012702	11	0.001818
06091010000	9	0.001487
06095252201	11	0.001818
06095252310	1	0.000165
06095252311	7	0.001157
06095252313	4	0.000661
06095252317	4	0.000661
06095252903	18	0.002974
06095253101	1	0.000165
06095253204	1	0.000165
06095253206	1	0.000165
06097150100	2	0.000330
06097150303	3	0.000496
06097150500	7	0.001157
06097150612	2	0.000330
06097150702	11	0.001818
06097150800	5	0.000826
06097151100	12	0.001983
06097151201	3	0.000496
06097151203	2	0.000330
06097151309	4	0.000661
06097151401	2	0.000330
06097151502	8	0.001322
06097151503	7	0.001157
06097151601	52	0.008592
06097151602	60	0.009914
06097152202	5	0.000826
06097152300	3	0.000496
06097152400	20	0.003305
06097152502	3	0.000496

06097152600	33	0.005453
06097152701	1	0.000165
06097153300	2	0.000330
06097153501	7	0.001157
06097153502	6	0.000991
06097153600	9	0.001487
06097153703	25	0.004131
06097153704	23	0.003800
06097153705	14	0.002313
06097153706	9	0.001487
06097153807	8	0.001322
06097153901	7	0.001157
06097154000	1	0.000165
06097154100	11	0.001818
06097154201	2	0.000330
06097154202	5	0.000826
06097154302	17	0.002809
06097154303	8	0.001322
06097154304	13	0.002148
06103000100	12	0.001983
06103000200	54	0.008923
06103000300	31	0.005122
06103000400	36	0.005948
06103000500	1	0.000165
06103000700	18	0.002974
06103000800	5	0.000826
06103000900	2	0.000330
06105000200	19	0.003139
06105000300	2	0.000330
06105000400	4	0.000661
06109001100	15	0.002479
06109001200	12	0.001983
06109002100	24	0.003966
06109002200	60	0.009914

06109003100	90	0.014871
06109003200	11	0.001818
06109004100	20	0.003305
06109004200	58	0.009584
06109005100	25	0.004131
06109005201	5	0.000826
06113011300	2	0.000330
06113011500	2	0.000330
06115040901	3	0.000496
06115041000	12	0.001983
06115041100	16	0.002644

Generator and Battery Rebate Program (GBRP)

Census Tract	Service Point IDs (SPIDs)	Percentage
06001400100	1	0.000476
06001404400	2	0.000951
06001404502	13	0.006182
06001404600	3	0.001427
06001404700	1	0.000476
06001404800	2	0.000951
06001406700	1	0.000476
06001408000	3	0.001427
06001408100	8	0.003804
06001409900	2	0.000951
06001410000	1	0.000476
06001421100	3	0.001427
06001421500	6	0.002853
06001430101	6	0.002853
06001430102	3	0.001427
06001430200	1	0.000476
06001430500	1	0.000476
06001432800	1	0.000476
06001435103	1	0.000476
06001436402	1	0.000476

06001450502	6	0.002853
06001450601	5	0.002378
06001451101	1	0.000476
06001451501	1	0.000476
06005000101	30	0.014265
06005000102	10	0.004755
06005000200	20	0.009510
06005000301	1	0.000476
06005000303	1	0.000476
06005000401	5	0.002378
06005000402	33	0.015692
06005000500	2	0.000951
06007000103	1	0.000476
06007001400	1	0.000476
06007001600	7	0.003329
06007001702	10	0.004755
06007001703	4	0.001902
06007001704	1	0.000476
06007001800	1	0.000476
06007002200	2	0.000951
06007002300	1	0.000476
06007002400	4	0.001902
06007002500	1	0.000476
06007002601	3	0.001427
06007002602	2	0.000951
06007003300	1	0.000476
06009000120	5	0.002378
06009000121	3	0.001427
06009000122	8	0.003804
06009000210	3	0.001427
06009000300	8	0.003804
06009000400	15	0.007133
06009000501	17	0.008084
06009000503	35	0.016643

06009000504	15	0.007133
06011000400	1	0.000476
06013345115	2	0.000951
06013345202	3	0.001427
06013347000	2	0.000951
06013348000	6	0.002853
06013349000	1	0.000476
06013350000	7	0.003329
06013351200	3	0.001427
06013352101	2	0.000951
06013352102	3	0.001427
06013352201	6	0.002853
06013352202	2	0.000951
06013353001	3	0.001427
06013353002	3	0.001427
06013354001	5	0.002378
06013354002	4	0.001902
06013355108	1	0.000476
06013357000	1	0.000476
06013359202	1	0.000476
06013360101	2	0.000951
06013391000	3	0.001427
06013392000	4	0.001902
06017030601	16	0.007608
06017030602	25	0.011888
06017030603	12	0.005706
06017030701	3	0.001427
06017030709	4	0.001902
06017030801	8	0.003804
06017030803	9	0.004280
06017030804	3	0.001427
06017030807	1	0.000476
06017030808	3	0.001427
06017030810	1	0.000476

06017030901	5	0.002378
06017030902	4	0.001902
06017031000	4	0.001902
06017031100	5	0.002378
06017031200	3	0.001427
06017031301	9	0.004280
06017031302	17	0.008084
06017031402	37	0.017594
06017031404	8	0.003804
06017031405	9	0.004280
06017031406	19	0.009035
06017031502	5	0.002378
06017031503	7	0.003329
06017031504	5	0.002378
06017031800	1	0.000476
06019006402	5	0.002378
06019006403	19	0.009035
06019006404	23	0.010937
06019006405	18	0.008559
06023000100	1	0.000476
06023000200	1	0.000476
06023000300	1	0.000476
06023000500	2	0.000951
06023000800	1	0.000476
06023010102	8	0.003804
06023010300	4	0.001902
06023010600	2	0.000951
06023010700	3	0.001427
06023010902	3	0.001427
06023011000	1	0.000476
06023011200	1	0.000476
06023011500	1	0.000476
06023011600	1	0.000476
06023940000	1	0.000476

06033000300	1	0.000476
06033000400	1	0.000476
06033000501	1	0.000476
06033000600	2	0.000951
06033000701	5	0.002378
06033000702	3	0.001427
06033000802	2	0.000951
06033000900	7	0.003329
06033001000	1	0.000476
06033001100	6	0.002853
06033001200	2	0.000951
06033001300	6	0.002853
06035040100	1	0.000476
06039000102	20	0.009510
06039000103	32	0.015216
06039000104	19	0.009035
06039000106	6	0.002853
06039000108	24	0.011412
06039000109	10	0.004755
06041113000	3	0.001427
06041114100	2	0.000951
06041114200	5	0.002378
06041115000	2	0.000951
06041117000	1	0.000476
06041127000	2	0.000951
06041128100	3	0.001427
06041128200	2	0.000951
06041130202	1	0.000476
06041131100	2	0.000951
06041132100	1	0.000476
06041132200	2	0.000951
06041133000	1	0.000476
06043000101	12	0.005706
06043000102	17	0.008084

06043000200	2	0.000951
06043000301	42	0.019971
06043000302	19	0.009035
06043000400	1	0.000476
06045010300	3	0.001427
06045010600	2	0.000951
06045010802	2	0.000951
06045010900	2	0.000951
06045011001	1	0.000476
06045011002	1	0.000476
06045011102	2	0.000951
06045011300	2	0.000951
06045011700	1	0.000476
06053010605	1	0.000476
06053010701	1	0.000476
06053010702	1	0.000476
06053011303	1	0.000476
06053011602	1	0.000476
06055201102	3	0.001427
06055201401	1	0.000476
06055201403	1	0.000476
06055201700	4	0.001902
06055201800	5	0.002378
06055202000	2	0.000951
06057000102	28	0.013314
06057000103	29	0.013790
06057000104	13	0.006182
06057000105	10	0.004755
06057000200	16	0.007608
06057000300	25	0.011888
06057000401	13	0.006182
06057000402	28	0.013314
06057000501	8	0.003804
06057000502	10	0.004755

06057000600	6	0.002853
06057000701	69	0.032810
06057000702	47	0.022349
06057000801	33	0.015692
06057000802	21	0.009986
06057000900	28	0.013314
06061020200	30	0.014265
06061020300	2	0.000951
06061020401	1	0.000476
06061020501	2	0.000951
06061020502	3	0.001427
06061020601	4	0.001902
06061020602	1	0.000476
06061021108	1	0.000476
06061021203	1	0.000476
06061021204	3	0.001427
06061021304	1	0.000476
06061021501	4	0.001902
06061021604	5	0.002378
06061021801	5	0.002378
06061021802	3	0.001427
06061021901	9	0.004280
06061021902	9	0.004280
06061022002	39	0.018545
06061022013	10	0.004755
06061022014	3	0.001427
06063000100	1	0.000476
06063000202	12	0.005706
06063000400	4	0.001902
06063000502	2	0.000951
06079010002	4	0.001902
06079010016	2	0.000951
06079010101	1	0.000476
06079010403	2	0.000951

06079011300	1	0.000476
06079012702	5	0.002378
06079012900	1	0.000476
06079013000	1	0.000476
06081608900	1	0.000476
06081613200	1	0.000476
06081613400	5	0.002378
06081613501	1	0.000476
06081613502	5	0.002378
06081613600	2	0.000951
06081613700	2	0.000951
06081613800	5	0.002378
06083002809	1	0.000476
06085500800	1	0.000476
06085503118	1	0.000476
06085503332	1	0.000476
06085504202	1	0.000476
06085504308	1	0.000476
06085504417	1	0.000476
06085507001	1	0.000476
06085507002	1	0.000476
06085507302	2	0.000951
06085507600	1	0.000476
06085511707	3	0.001427
06085511800	9	0.004280
06085511907	5	0.002378
06085511909	9	0.004280
06085511911	5	0.002378
06085511912	12	0.005706
06085512001	1	0.000476
06085512100	2	0.000951
06085512200	4	0.001902
06085512305	1	0.000476
06085512602	1	0.000476

06085513500	1	0.000476
06087100300	1	0.000476
06087100400	2	0.000951
06087120200	6	0.002853
06087120301	14	0.006657
06087120302	7	0.003329
06087120400	6	0.002853
06087120500	15	0.007133
06087120600	11	0.005231
06087120700	10	0.004755
06087120800	3	0.001427
06087120900	6	0.002853
06087121000	11	0.005231
06087121100	1	0.000476
06087121200	3	0.001427
06087121300	1	0.000476
06087122001	2	0.000951
06087122002	1	0.000476
06087122201	2	0.000951
06087122202	2	0.000951
06087122300	2	0.000951
06087122400	3	0.001427
06089010603	2	0.000951
06089010702	1	0.000476
06089010804	1	0.000476
06089011001	3	0.001427
06089011500	2	0.000951
06089011801	2	0.000951
06089011802	6	0.002853
06089011803	4	0.001902
06089011900	4	0.001902
06089012200	1	0.000476
06089012302	2	0.000951
06089012303	4	0.001902

06089012400	6	0.002853
06089012500	3	0.001427
06089012601	9	0.004280
06089012603	4	0.001902
06089012604	1	0.000476
06089012701	3	0.001427
06089012702	1	0.000476
06091010000	9	0.004280
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06095252903	1	0.000476
06095253201	2	0.000951
06095253204	1	0.000476
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06097150305	2	0.000951
06097150306	2	0.000951
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06097150612	1	0.000476
06097151100	1	0.000476
06097151201	1	0.000476
06097151309	1	0.000476
06097151502	2	0.000951
06097151503	2	0.000951
06097151601	1	0.000476
06097151602	5	0.002378
06097151700	3	0.001427
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06097152300	2	0.000951
06097152400	3	0.001427
06097152501	2	0.000951
06097152600	10	0.004755
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06097153703	7	0.003329

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06097153705	3	0.001427
06097153706	5	0.002378
06097153901	1	0.000476
06097154100	2	0.000951
06097154202	3	0.001427
06097154302	4	0.001902
06097154303	1	0.000476
06097154304	5	0.002378
06103000100	1	0.000476
06103000200	15	0.007133
06103000300	11	0.005231
06103000400	7	0.003329
06103000600	1	0.000476
06103000700	1	0.000476
06105000200	7	0.003329
06109001100	2	0.000951
06109001200	3	0.001427
06109002100	14	0.006657
06109002200	19	0.009035
06109003100	34	0.016167
06109003200	8	0.003804
06109004100	9	0.004280
06109004200	16	0.007608
06109005100	6	0.002853
06113011500	1	0.000476
06115040901	3	0.001427
06115041000	8	0.003804
06115041100	10	0.004755

Disability Disaster Access and Resources (DDAR) Program

Through PG&E's agreements with the CFILC, PG&E provided support to individuals with AFN throughout the entire service area in 2022.

Through our partnership, DDAR program enables qualifying customers who use

electrical medical devices to access resources that will lessen the impact of power loss. Support for customers with medical and independent living needs includes:

- Additional emergency preparedness outreach and education
- Backup portable batteries
- Accessible transportation resources
- Food Stipends during PSPS
- Improved access to the MBL Program
- Hotel stays during PSPS

PG&E does not track data on participation in the DDAR Program by census tract.

211 Care Coordination & Referral Service

PG&E is partnered with the CA Network of 211s to provide individuals with AFN with a single source of information and connection to available resources in their communities. This agreement provides PSPS education, outreach, and emergency planning in advance of PSPS and connect those with AFN needs to critical resources like transportation, food delivery, hotel accommodations, portable backup batteries, food replacement, and other social services during and after PSPS. CA Network of 211 provides both proactive and reactive outreach to customers, being the first point of contact for our AFN community before, during, and after PSPS. CA Network of 211 utilizes PG&E's existing resources, identifies, and develops their own resource partnerships and creates new partnerships to aid in response.

PG&E does not track data on participation for the services provided by CA Network of 211s by census tract.

Community Microgrid Incentive Program (CMIP)

In 2021, PG&E, SCE and SDG&E jointed filed a proposed Microgrid Incentive Program (MIP) Implementation Plan⁵⁵. The MIP will fund clean community microgrids that support the critical needs of the vulnerable population most likely to be impacted by outages. In combination with PG&E's existing Community Microgrid Enablement Program (CMEP), which provides technical and financial support to facilitate the development of front-of-the-meter, multi-customer microgrids, MIP will provide

⁵⁵ D.21-01-018

additional funding on a competitive basis to microgrid projects which have the greatest community, resilience, and environmental benefits.

Data on participation in CMIP is not available by census tract for 2022.

APPENDIX D – 2022 WILDFIRE SAFETY-PSPS OUTREACH EFFECTIVENESS SURVEY RESULTS

The percentage of customers with access and functional needs who were aware that their utility may de-energize their system as a wildfire mitigation measure.

2022 Wildfire Safety-PSPS Outreach Effectiveness Survey – AFN Population				
Q16. Public Safety Power Shutoff, or PSPS, is a precautionary safety measure where PG&E may proactively turn off power lines when extreme fire danger conditions are forecasted, in order to reduce the risk of wildfires. Before today, had you ever heard of the Public Safety Power Shutoff program?				
	Post-Season 2021	Pre-Season 2022	Post-Season 2022	Post-Season 2022
	Dec/Jan	Aug/Sept	Nov/Dec	Unweighted Base Size
	% Yes	% Yes	% Yes	
Total Population	80%	79%	77%	2,750
Total AFN	78%	78%	74%	2,129
Non-English Speakers	57%	70%	37%	127
Low-Income	71%	70%	65%	1,028
Elderly	85%	86%	83%	1,230
Has Disability (Net)	80%	81%	81%	852
• Vision	71%	67%	81%	122
• Hearing	84%	76%	86%	181
• Mobility	83%	82%	79%	356
• Other	80%	78%	75%	344
Medical Equipment Needs	82%	82%	81%	582
Medical Baseline Program	82%	83%	78%	227

AFN Living in High Fire Districts	94%	96%	90%	667
AFN Recaller (Recalled Communication)	88%	85%	80%	1,246
	= Significantly higher than the previous wave at the 95% level of confidence			
	= Significantly lower than the previous wave at the 95% level of confidence			
	Bold text = Significantly higher/lower Year-over-Year (YOY)			

Summary:

Nearly four in five AFN customers overall (79%) were familiar with Public Safety Power Shutoffs just prior to peak wildfire season. With a few exceptions, awareness of PSPS was generally unchanged from wave to wave.

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

- Overall AFN: from 78% Pre-Season to 74% Post-Season.
- Non-English Speakers: from 70% Pre-Season to 37% Post-Season
- Low-Income: from 70% Pre-Season to 65% Post-Season
- AFN living in High Fire Threat Districts: from 96% Pre to 90% Post-Season
- AFN Recallers: from 85% Pre-Season to 80% Post-Season.

Awareness of PSPS remains high overall. Nine out of ten AFN customers living in HFTD Tiers 2 & 3 are aware of PSPS and that it could result in de-energization. However, awareness of PSPS remains comparatively low among non-English speakers.

The percentage of customers with access and functional needs who were aware that their utility may de-energize their system as a wildfire mitigation measure.

2022 Wildfire Safety-PSPS Outreach Effectiveness Survey				
Q20. A Public Safety Power Shutoff event could last anywhere from 24-48 hours, or longer in some cases. How would you rate your level of preparedness for being without electricity for an extended period? Would you say you are...?				
	Post-Season 2021	Pre-Season 2022	Post-Season 2022	Post-Season 2022
	Dec/Jan	Aug/Sept	Nov/Dec	Unweighted Base Size
	T2B %	T2B %	T2B %	
Total Population	64%	65%	71%	2,750
Total AFN	63%	68%	71%	2,129
Non-English Speakers	50%	66%	69%	127
Low-Income	61%	64%	68%	1,028
Elderly	70%	72%	75%	1,230
Has Disability (Net)	63%	65%	69%	852
<ul style="list-style-type: none"> • Vision 	60%	63%	68%	122
<ul style="list-style-type: none"> • Hearing 	62%	59%	72%	181
<ul style="list-style-type: none"> • Mobility 	61%	60%	70%	356
<ul style="list-style-type: none"> • Other 	56%	57%	68%	344
Medical Equipment Needs	62%	65%	69%	582
Medical Baseline Program	64%	65%	71%	227
AFN Living in High Fire Districts	81%	84%	85%	667
AFN Recaller (Recalled	71%	73%	77%	1,246

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

Summary:

Preparedness for PSPS among individuals with AFN reflected that of the general population. More than two-thirds (68 Pre and 71% Post) felt “somewhat” or “very” prepared to be without power for 24-48 hours, up from 63% one year earlier. In the Pre-Season wave, a significantly higher percentage of AFN Non-English speakers felt prepared (66%) compared to last year’s Post-Season wave (50%) and rose to 69% in the 2022 Post-Season wave. The percentage of AFN customers with specific disabilities (vision, hearing, mobility, and other) who felt prepared increased significantly from the Pre-Season to the Post-Season wave, as well as Year-over-Year (YOY). Other AFN groups with significantly higher YOY improvement include Non-English speakers, Low-Income, and those who recalled the communications, all of which points to the success of the outreach in helping AFN customers prepare for PSPS.

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

2022 Wildfire Safety-PSPS Outreach Effectiveness Survey				
PQ1. Did you receive any PSPS alerts or notifications in the past few months?				
	Post-Season 2022 (Nov/Dec)			
	AFN Population		Null Population	
	% Yes	Base Size	% Yes	Base Size
Total Population	N/A	N/A	N/A	N/A
Total AFN	N/A	N/A	N/A	N/A

Summary:

There was only one (near) PSPS Event in 2022. Notifications were sent to 5,797 customers, however there were no de-energizations. As a result, there were too few customers to provide a statistically viable base size in a random selection of the general population. As a result, we are not able to provide results for this question in 2022 using this instrument.

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

2022 Wildfire Safety-PSPS Outreach Effectiveness Survey		
Q13. In what ways could PG&E improve their communications about wildfire preparedness?		
Non-English Speakers	<i>Communicate to us through social media and emails. Let us know what options we have to prepare ourselves for outages.</i>	<i>Get more involved in the media, such as partnering up with local radio stations.</i>
Low-Income	<i>Do what the Redwood Community Action Agency did and give everyone on HEAP and Medical Baseline huge batteries.</i>	<i>Show how PG&E is trying to be proactive rather than reactive. The public is aware that PG&E is in part responsible for the existing wildfire dangers. We are not aware of significant PG&E efforts to reduce those dangers.</i>
Elderly	<i>Communicate wildfire preparedness all year around and focus particularly on areas prone to wildfire events.</i>	<i>Along with alerting people to the fire hazard, provide the locations of where to evacuate to.</i>
Poor Vision	<i>They could do things better than just through the internet. Be available by</i>	<i>Make a free calendar with useful monthly tips and info to distribute</i>

	<i>phone. I have a disability and can't sit for periods of time to be on the internet.</i>	<i>to local communities.</i>
Poor Hearing	<i>Facebook and social media.</i>	<i>Put some program pamphlets in the bill.</i>
Medical Baseline/ Medical Equipment Needs	<i>Make sure that communications are accurate.</i>	<i>I think they're telling me all I need to know.</i>
Other	<i>Create an App for Wildfire locations or PSPS App from communications, requesting services, see updates, check on status.</i>	<i>I think showing us how to prepare things in case of an emergency, in the mail.</i>

2022 Wildfire Safety-PSPS Outreach Effectiveness Survey		
PQ19. In your opinion, what can PG&E do to improve their communications regarding Public Safety Power Shutoffs?		
Non-English Speakers	<i>More prompt communication regarding any outages via text.</i>	<i>Improve the map of outages also be more accurate and honest about when electricity would come back on again.</i>
Low-Income	<i>Text messages are best because sometimes the calls will show spam likely, so I wouldn't answer the phone.</i>	<i>Making sure to provide different forms of Emergency Alerts, such as on TV, radio, emails, phone calls, text message, mailings, and any other forms of communication since not everyone has computers</i>

		<i>or cell phones etc.</i>
Elderly	<i>I think that I've always gotten an alert as to when the power will be off. They usually provide an estimate as to when it will be back. What we really need is underground line but that's so costly.</i>	<i>Send little notes that are on good paper that have all of the available resources for PSPS events with phone numbers and other needed information of each.</i>
Poor Vision	<i>The web sites tend to slow down a great deal during an outage. Too many people are on it. It would help if they had the ability to let us know what is causing the outage.</i>	<i>A flyer or booklet with ALL information necessary and that encompasses answers to all of the questions in this survey would be extremely helpful!</i>
Medical Baseline/ Medical Equipment Needs	<i>They do good with their communications. For me, I have a landline they call and if I don't answer they call my cellphone and they leave messages and send me a text and I'm satisfied with the information they communicate to me.</i>	<i>They should put a pamphlet in the mail about resources/offers and information they have about wildfires.</i>
Other	<i>I'm actually very pleased with how well they work. I get texts and my elderly parents get programs.</i>	<i>More notice. Quicker repair. Quicker to turn back on. More accurate estimate of turning back on.</i>

Reasons why specific customers or customer segments did not confirm they received notification (irrespective of whether the utility provided them notification.

This information is not obtainable via the survey; however, reasons why specific customers or customer segments did not receive notifications is provided in PG&E's Post-Event 10-Day Report for each de-energization event.

To the extent possible and consistent with protecting customer privacy, the electric investor-owned utilities must track and report survey results according to specific access or functional needs, for instance the reasons why persons with a vision impairment did not receive notification as distinct from the reasons why persons with a developmental disability did not receive notification.

This information is not obtainable via the survey; however, reasons why specific customers or customer segments did not receive notifications is provided in PG&E's Post-Event 10-Day Report for each de-energization event. Consistent with protecting customer privacy, PG&E does not disclose these reasons according to specific access or functional needs, for instance persons with a vision impairment or persons with a developmental disability.

APPENDIX F – DDAR AND PBP RESEARCH RESULTS

Disability Disaster Access & Resources (DDAR) Evaluation Research

A short 4-minute online survey was conducted in December 2022 among Disability Disaster Access & Resources program applicants, resulting in 233 completed surveys.

71% of customers were satisfied with the overall DDAR program. And while only 29% of customers had experienced a PSPS event since joining the program, 67% felt more prepared for a future PSPS event as a result of being in the program.

Portable Battery Program (PBP) Evaluation Research

A short 4-minute online survey was conducted in December 2022 among income-qualified MBL customers enrolled in the Portable Battery Program, resulting in 1,667 completed surveys.

94% of customers were satisfied with the overall program. Approximately 35% of respondents experienced a PSPS event since participating in the program, and 99% of those customers used their battery during the event. Among those who used their portable batteries during a PSPS event, 91% indicated the battery powered their medical device(s) for the duration of the outage, and 93% were satisfied with their batteries during the outage. The portable battery also offered customers a greater sense of reassurance as 89% indicated feeling more prepared for a future PSPS event, and 92% were confident the medical device(s) would continue working during a future PSPS event.

Beginning in 2022, the program expanded its offerings beyond just the portable battery that included an extension cord for the battery, mini fridge for medications and a cooler pack for insulin for qualified customers.