

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

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

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

**PACIFIC GAS AND ELECTRIC COMPANY'S ACCESS  
AND FUNCTIONAL NEEDS (AFN) PLAN FOR PUBLIC  
SAFETY POWER SHUTOFF (PSPS) SUPPORT  
QUARTERLY PROGRESS REPORT OF ACTIVITIES BETWEEN  
SEPTEMBER 1, 2020 AND DECEMBER 1, 2020**

ANN H. KIM  
KENNETH LEE

Pacific Gas and Electric Company  
77 Beale Street, B30A  
San Francisco, CA 94105  
Telephone: (415) 973-5035  
Facsimile: (415) 973-5520  
E-Mail: [Kenneth.Lee@pge.com](mailto:Kenneth.Lee@pge.com)

Dated: December 1, 2020

Attorneys for  
PACIFIC GAS AND ELECTRIC COMPANY



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

Quarterly Progress Report of Activities Between  
September 1, 2020 and December 1, 2020



December 1, 2020

# Table of Contents

- 1 Introduction..... 1**
- 2 External Feedback and Consultation..... 3**
  - 2.1 Consultation with Interested Parties and Advisory Councils..... 3
    - 2.1.1 PG&E People With Disabilities and Aging Advisory Council..... 3
    - 2.1.2 Statewide IOU AFN Advisory Council..... 4
    - 2.1.3 Other Advisory Groups ..... 5
  - 2.2 Customer Feedback and Research..... 5
- 3 Customer Programs and Available Resources..... 6**
  - 3.1 Disability Disaster Access and Resources Program ..... 6
  - 3.2 Portable Battery Program (PBP)..... 7
  - 3.3 Self-Generation Incentive Program (SGIP) ..... 9
  - 3.4 Well Pump Generator Rebate Pilot Program..... 10
  - 3.5 Food Bank Programs..... 10
    - 3.5.1 Food Bank Resource Partnerships ..... 10
    - 3.5.2 Community Food Bank Grants ..... 11
  - 3.6 Meals on Wheels Partnerships..... 11
  - 3.7 Grocery Delivery Services..... 11
  - 3.8 Medical Baseline Program ..... 12
    - 3.8.1 Identification and Support for Disabled and Vulnerable Customers Not Enrolled in the Medical Baseline Program..... 12
  - 3.9 Energy Savings Assistance (ESA) Program..... 13
  - 3.10 Community Resource Centers (CRCs) ..... 14
  - 3.11 2-1-1 Referral Service..... 15
- 4 Customer Preparedness Outreach & Community Engagement ..... 15**
  - 4.1 Medical Baseline Customer Outreach..... 15
    - 4.1.1 Medical Baseline Program Acquisition..... 15
    - 4.1.2 Healthcare Industry Engagement Strategy..... 17
  - 4.2 Tribal Community Engagement ..... 18
  - 4.3 CBO Engagement and Resource Partnerships ..... 19
  - 4.4 PG&E Participation in Community Events..... 19
  - 4.5 Accessibility of Communications ..... 20
  - 4.6 Translations of Communications ..... 20
  - 4.7 PSPS and Wildfire Preparedness Regional Open Houses (Webinars) ..... 21
- 5 In-Event PSPS Customer Communications..... 22**
  - 5.1 PSPS Event Notifications to Impacted Medical Baseline Customers ..... 22
  - 5.2 Website..... 22
  - 5.3 Media Engagement ..... 23
    - 5.3.1 Multicultural Media Engagement ..... 23
    - 5.3.2 Social Media ..... 25
    - 5.3.3 Paid Media / Advertising ..... 25
  - 5.4 In-Event Call Center Support ..... 26
  - 5.5 In-Event CBO Engagement and Community Partnerships..... 26
- Appendix A: Food Bank Resource Partners..... 28**
- Appendix B: Food Bank Fact Sheet..... 29**

<b>Appendix C: Meals on Wheels Partner Organizations.....</b>	<b>31</b>
<b>Appendix D: CWSP &amp; PSPS "Critical" Translated Webpages .....</b>	<b>32</b>
<b>Appendix E: Multicultural Media Partner Organizations .....</b>	<b>33</b>
<b>Appendix F: PSPS TV Program Schedule.....</b>	<b>34</b>

## List of Tables

Table 1: Overview of Customer Programs and Resources.....	6
Table 2: Disability Disaster Access and Resource Program.....	7
Table 3: DDAR Program Resources Provided to Customers .....	7
Table 4: Portable Battery Program Overview .....	7
Table 5: PBP Approximate Metrics as of November 18, 2020 .....	9
Table 6: SGIP Application and Interconnection Metrics .....	10
Table 7: PG&E Medical Baseline Program Customer Enrollments (Jan 1 - Nov. 17, 2020 YTD).....	12
Table 8: Types and Counts of Customers Above and Beyond Medical Baseline Program.....	13
Table 9: 2020 Community Resource Centers (by PSPS Event) .....	14
Table 10: CRC Sites Secured .....	15
Table 11: 2019 vs. 2020 Medical Baseline Program Acquisition Targeting Outcomes.....	16
Table 12: Targeted Outreach in 2020 to Self-Identify Vulnerable and/or Disabled Customers .....	16
Table 13: Summary of Healthcare Industry Outreach .....	17
Table 14: PSPS AFN-Related Community Event Participation.....	19
Table 15: Summary of Translation Progress by Channel and Language .....	21
Table 16: Multicultural Media Engagement Activities (by Month).....	24
Table 17: Call Center Support Services During 2020 PSPS Events .....	26
Table 18: Summary of CBO Outreach During PSPS Events .....	27
Table 19: Food Bank Resource Partnerships with PG&E.....	28
Table 20: Meals on Wheels Partner Organizations with Establish Agreements in 2020.....	31
Table 21: List of Translated "Critical" Wildfire and PSPS Preparedness Webpages .....	32
Table 22: Names of Multicultural Media Partner Organizations .....	33
Table 23: PSPS TV Video Broadcast Schedule.....	34

## List of Figures

Figure 1: PBP Program Model.....	8
Figure 2: Food Bank Fact Sheet (Front Side).....	29
Figure 3: Food Bank Fact Sheet (Back Side) .....	30

# 1 Introduction

In accordance with the Conclusion of Law 36 in Decision (D.) 20-05-051, Pacific Gas and Electric Company (PG&E) provides this quarterly update regarding its progress towards meeting our 2020 PSPS Access and Functional Needs (AFN) Plan and the impact of our efforts to support the AFN and vulnerable population during de-energization events (also known as Public Safety Power Shutoff (PSPS) events). Rather than re-describe the past activities covered in PG&E's 2020 AFN Plan, this update addresses our efforts since September 1, 2020.

Since last reporting progress on PG&E's 2020 AFN plan on September 1, 2020, PG&E has achieved the following significant milestones to help serve our most vulnerable customers before, during, and after a PSPS event:

- **Expanded the quantity and quality of relationships with key Community-Based Organizations (CBOs) and other third party resource partners that serve customers with access and functional needs.**
  - We established formal agreements with 97 partners to provide resources and services to members of our community before, during, and after a PSPS event. These partnerships include 36 multicultural media organizations, 21 food banks, 18 Meals on Wheels organizations, 16 Independent Living Centers, 5 in-language CBOs and 1 grocery delivery organization.
  - Through CBO and other third party resource partnerships, PG&E provided nearly 30,000 food boxes through the food bank partnerships during PG&E's five PSPS events in 2020, conducted approximately 9,450 customer energy assessments for backup power support, delivered approximately 4,000 batteries to qualifying customers via both the Portable Battery Program and Disability Disaster Access and Resources (DDAR) Program, and served approximately 4,500 customers with various resources and services provided during events, including food replacements and gas vouchers, hotel stays, and accessible transportation.
- **Improved operational engagement with Resource Partner CBOs during PSPS events.** For the 2020 PSPS events, PG&E established a CBO Liaison to maintain ongoing communications with these organizations throughout a PSPS event. Following feedback from PG&E's AFN-focused advisory council, People with Disabilities and Aging Advisory Council (PWDAAC), PG&E established daily coordination calls with CBO resource partners supporting PSPS events to provide an open forum to answer questions, offer suggestions regarding how they can best support their consumers, and facilitate more localized coordination among the partners. These occurred throughout three of our October 2020 PSPS events.
- **Increased enrollment in the Medical Baseline Program by 26% since the beginning of 2020.** PG&E's data-driven propensity model for program targeting, simplified online application process, and temporary removal of the medical practitioner certification requirements for the duration of COVID-19-related Consumer Protections, coupled with expanded partnerships with CBOs and the health care industry help enable PG&E to drive adoption of the medical baseline program. Customers enrolled in the medical baseline program receive additional PSPS event notifications,

an allotment of energy every month at the lowest price available on their rate, and pre-qualification for other resiliency programs (e.g., SGIP, portable battery program).

- **Operated 106 Community Resource Centers (CRCs) during PG&E’s largest PSPS event from October 25 – 27, 2020.** These CRCs reflected appropriate COVID-19 health considerations and state and county guidelines and ultimately served approximately 29,500 visitors, providing information, grab-and-go bags of snacks, phone chargers, water, and other benefits for visiting customers.
- **Performed Americans with Disability Act (ADA) accessibility site reviews at proposed CRC locations.** These assessments were performed in coordination with local government agency partners and tribes to secure a total of 336 sites, 253 outdoor sites, and 83 indoor sites. All of the CRC sites that we operated were ADA-compliant and followed safe COVID hygiene protocols.
- **Reduced the scale and duration of the events to limit the number of customers impacted, especially our most vulnerable customers.** Of the five PSPS events implemented in the Fall of 2020, PG&E was able to reduce the scale of the impact between 46% and 82% for each event relative to the impact of comparable weather conditions in 2019, thanks to improvements in PG&E’s weather modeling, system enhancements, improved electric system scoping tools, “off-grid” islanding, and temporary generation and microgrids. PG&E also used pre-positioned patrol crews and helicopters to conduct aerial patrols to expedite inspection, repairs, and restoration and shorten total customer outage duration.
- **Translated 16 critical wildfire preparedness and PSPS event information webpages into 16 languages,** including a new webpage dedicated to PSPS-related language resources.
- **Engaged with 38 multicultural media organizations during PSPS events** to provide translated event information through in-language media channels in 14 languages.
- **Leveraged informal arrangements with over 250 CBOs to amplify PG&E’s preparedness messaging and event updates with their constituents.** PG&E shared courtesy notification updates, press releases, fact sheets, and other relevant information that CBOs could share with their constituents to expand our reach of communications, including infographic videos with relevant PSPS updates in 16 languages and American Sign Language (ASL) that the organizations could download and distribute.

PG&E continues to listen to our customers and representatives from the AFN community to identify opportunities to refine our programs, services, and communications for customers with access and functional needs impacted by PSPS events. The details of these programs, outreach, and overall achievements between September 1, 2020, and December 1, 2020, are more fully described in the report below. PG&E will provide a 2021 PSPS AFN Plan on February 1, 2021.

## 2 External Feedback and Consultation

This section summarizes PG&E's approaches to solicit feedback on its PSPS AFN-related programs, services, and communications.

### 2.1 Consultation with Interested Parties and Advisory Councils

PG&E continues to engage with interested parties and advisory councils to gain feedback on our approaches for serving customers before, during, and after PSPS events. See below for information on how we coordinate with the People With Disabilities And Aging Advisory Council (PWDAAC), Statewide Investor Owned Utility (IOU) AFN Advisory Council, and other advisory groups.

#### 2.1.1 PG&E People With Disabilities and Aging Advisory Council

Since the last reporting progress on September 1, 2020, PG&E's PWDAAC convened three times virtually for ad hoc post-PSPS event discussions. These discussions exceeded the quarterly meeting schedule agreed to by the PWDAAC Advisory Council when it was originally formed.

The additional PWDAAC Advisory Council meetings focused on the following topics:

- **September 18, 2020:** The Council provided post-PSPS event feedback for the September 7 PSPS event.
- **October 5, 2020:** PG&E reviewed PSPS events to date and identified opportunities for improvement for future PSPS events.
- **November 2, 2020:** PG&E reviewed year-to-date PSPS events and identified opportunities to improve in future PSPS events.<sup>1</sup>

PWDAAC feedback is guiding these past and future PG&E actions:

- PG&E will develop a "decision tree" in 2021 to describe the coordination of the various CBO resources for customers and circulate the first draft for input from the PWDAAC Advisory Council Members.
- CBO partners directed to PG&E Partners section of [pge.com/PSPS](https://pge.com/PSPS) to access event-specific PDF, Shape, and KMZ files and reviewed how to access on CBO Resource Partner Coordination call during each event.
- Adjusted location of CRC signage as advised and confirmed adequate signage with partners during subsequent events.
- PG&E will coordinate battery resource allocation and distribution with CBO partners and will evaluate process changes to execute resources more efficiently.
- Starting on October 12, PG&E implemented daily CBO Resource Partner Coordination Calls at 12:30 p.m. during PSPS events to improve overall coordination of resources during PSPS events, connect various resource partners, and share best practices.

---

<sup>1</sup> As of this writing, PG&E's last 2020 PSPS event occurred over the October 25-28, 2020 period. The PWDAAC feedback will inform our planning for 2021 PSPS events.



- Overall coordination of CBO resources during PSPS event is needed. PG&E will host regional CBO Resource Partner Strategy calls in 2021 to connect various resource partners and share best practices.

For more information about the PWDAAC, including the meeting charter and participating organizations, see Appendix A: PG&E People with Disabilities & Aging Advisory Council (PDWAAC) Mission and Scope in PG&E's September 1, PSPS AFN Progress report.

Future Meetings: PG&E's next PWDAAC Meeting is scheduled for Friday, December 18, 2020. The meetings will continue in 2021. PG&E will provide a schedule in the 2021 PSPS AFN Plan due on February 1, 2021.

### 2.1.2 Statewide IOU AFN Advisory Council

Since PG&E's Q3 PSPS AFN Progress Report, the Statewide IOU Advisory Council has held two meetings focused on the following topics:

- **September 18, 2020**: The IOUs provided preliminary updates of the September PSPS events and recognized the importance of meeting with the Council to get real-time feedback so that additional actions can be implemented quickly. The pilots and partnerships with the Council members and local CBOs were important aspects of the response to the events. The IOUs applied learnings from 2019 but recognize that there is still more work to be done. This meeting focused on listening to Advisory Council members on "what worked" and "what did not."
- **November 6, 2020**: This meeting focused on working to address improvement opportunities for PSPS event implementation. Each IOU shared a deep dive into their current backup power programs.

Based on the feedback we received from the Council, PG&E's responsive actions include:

- Adding an additional dedicated AFN-focused resource to complement the current ADA Coordinator's work within the AFN community.
- Improving customer outreach materials by leveraging the internal and external expert review of PSPS communications.
- Enhancing the existing partnership with 2-1-1 to create a consistent statewide response to provide social services resources during a PSPS event.
- Continue improving Community Resource Centers to support the AFN community, including accessibility, signage, charging, and privacy screens.
- Adding AFN Statewide Council members to the early PSPS notification distribution.

PG&E will continue incorporating feedback from representatives of the AFN community. For more information about the Statewide IOU AFN Council, including the meeting charter and participating organizations, see PG&E's Q3 PSPS AFN Progress report (See Appendix B: Joint IOU AFN Advisory Council Mission and Scope).

Future Meetings: The next Statewide IOU AFN Advisory Council meeting is scheduled for Friday, December 11, 2020. Focused topics include solicitation of feedback from participants regarding key areas of focus for 2021, which will inform agendas and cadence for future meetings. The meetings will

continue in 2021 and PG&E will provide a schedule in the 2021 PSPS AFN Plan.

### **2.1.3 Other Advisory Groups**

PG&E continues to engage with other advisory groups to solicit input on our PSPS-related programs and services. For example, we met with the Communities of Color Advisory Group to present our plans to support vulnerable customers and requested feedback on our Portable Battery Program (PBP) and PSPS customer notification strategy. The group provided positive feedback in support of these efforts.

We have included AFN-associated CBOs as participants in the Regional Working Groups to provide AFN specific feedback in concert with regional Public Safety Partners.

## **2.2 Customer Feedback and Research**













Following *Administrative Law Judge's Ruling Regarding Compliance Filings Submitted in Response to Decision 20-03-004 Related to In-Language Outreach Before, During and After a Wildfire and Surveys of Effectiveness of Outreach (ALJ Ruling)* issued on August 21, 2020, PG&E submitted our 2020 Wildfire Preparedness and PSPS Outreach Evaluation Plan (Outreach Evaluation Plan) on September 4, 2020. The plan outlined plans to assess the engagement and effectiveness of PG&E's preparedness outreach conducted before wildfire season, and of communications provided to customers during PSPS events.

As described in the Outreach Evaluation Plan, by December 31, 2020, PG&E will submit our final outreach evaluation results, addressing: quantitative metrics that capture customer impact and engagement outcomes, outcomes of the PSPS website surveys available on the PSPS updates emergency webpage, outcomes of the feedback provided by customers on the wildfire safety and PSPS preparedness open house webinars conducted by PG&E, results of the general population and community-based organization surveys, and summary of outcomes of the large critical customer listening sessions completed.

### 3 Customer Programs and Available Resources

We provide customers who may have access and functional needs with a suite of programs, products, and services to offer support before, during, and after PSPS events as outlined in Table 1 below.

**Table 1: Overview of Customer Programs and Resources**

Program	Description
 <b>Disability Disaster Access and Resource Program</b>	Enables ILCs to provide qualifying customers who use electric medical devices with access to portable batteries
 <b>Portable Battery Program</b>	Leverage Low Income Home Energy Assistance Program (LIHEAP) providers and Richard Health and Associates (RHA) to support targeted residential customers
 <b>Self-Generation Incentive Program</b>	Financial Incentives for targeted customers to install permanent battery storage
 <b>Well Pump Generator Rebate Program</b>	Rebate program for low-income residential customers who have well water for their water service
 <b>Food Bank Resource Partnership</b>	Provide customers experiencing food loss with food replacements
 <b>Community Food Bank Grants</b>	Provide grant funds to Food Banks to support the services they provide during emergencies
 <b>Meals on Wheels Partnerships</b>	Additional meal to impacted PSPS seniors per day of shutoff
 <b>Grocery Delivery Services</b>	Grocery bag for homebound individuals due to medical conditions
 <b>Medical Baseline Program</b>	Additional notifications before and during PSPS events and pre-qualification to resiliency programs
 <b>Energy Savings Assistance Program</b>	Free home weatherization, energy-efficient appliances, and energy education services to income-qualified PG&E customers
 <b>Community Resource Center</b>	Location where community members can access basic resources, including charging stations
 <b>211</b>	Informational services to assist customers in locating resources

#### 3.1 Disability Disaster Access and Resources Program

In April 2020, PG&E launched the Disability Disaster Access and Resources (DDAR) Program in collaboration with the California Foundation for Independent Living Centers (CFILC). CFILC administers the program through partnerships with Independent Living Centers (ILCs) in local communities throughout PG&E's territory. The DDAR Program enables local ILCs to provide qualifying customers who use electrical medical devices with access to backup portable batteries through a grant, lease-to-own, or the FreedomTech low-interest financial loan program. The DDAR Program also provides transportation resources, lodging, food and gas vouchers, emergency planning, education, and outreach about our programs, such as the Medical Baseline Program. See Table 2 below for detailed information about the program.

**Table 2: Disability Disaster Access and Resource Program**

 <p><b>Targeted Customers</b> People with disabilities, medical and independent living needs, and older adults</p>	 <p><b>Available Resources</b></p> <ul style="list-style-type: none"> <li>~1,500 batteries of various sizes</li> <li>Transportation, hotel, gas and food vouchers</li> </ul>
 <p><b>Launch Date</b> Program went live in April 2020</p>	 <p><b>Funding</b> \$5.0M for batteries and labor</p>

CFILC is committed to delivering approximately 1,000 batteries total by the end of 2020, and the remaining (500) batteries in 2021. Before, during and after the five 2020 PSPS events, the DDAR program (through PG&E’s partnership with CFILC) has provided over 900 batteries to customers (90% of the year-end target). Table 3 below includes the number of customer energy assessments and resources provided to customers through DDAR.

**Table 3: DDAR Program Resources Provided to Customers**

Resources / Engagement with Customers Before, During and After 2020 PSPS Events	Approximate Resources Provided to Customers
Customer Energy Assessments	1,650
Batteries Delivered	900
Food Vouchers	900
Hotel Stays	550
Gas Cards	50
Transportation	30

### 3.2 Portable Battery Program (PBP)

The PBP provides free portable backup battery solutions to low-income, Medical Baseline customers in Tier 2 and 3 High Fire Threat Districts (HFTDs) to support resiliency during PSPS events. Table 4 summarizes the PBP.

**Table 4: Portable Battery Program Overview**

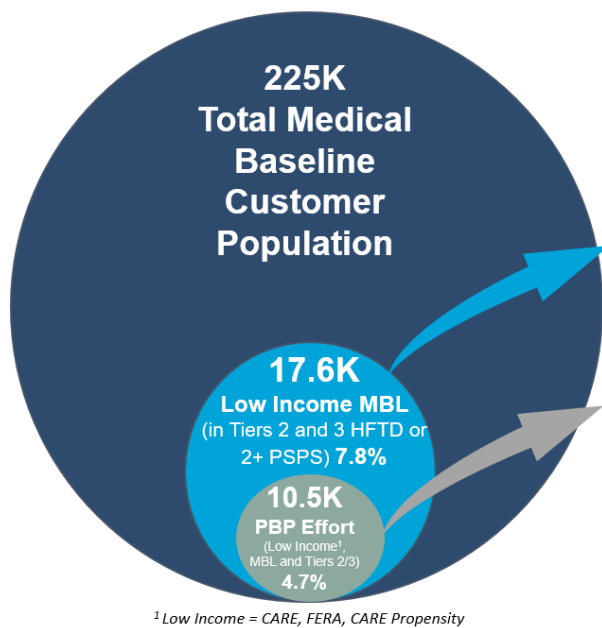
<p><b>Targeted Customers</b></p> <ul style="list-style-type: none"> <li>~17,600 low income, Medical Baseline customers in HFTD or customers who experienced 2+ PSPS events</li> <li>~10,500 low income, Medical Baseline customers in HFTD targeted for energy assessments and battery deliveries</li> </ul>	<p><b>Available Resources</b> ~8,000 batteries of various sizes</p>
<p><b>Launch Date</b> August 2020 (with plans to extend through 2022)</p>	<p><b>Funding</b> \$19.1M for labor and equipment</p>

The PBP is a three-year program (2020–2022). The initial spend of approximately \$19 million is focused on procuring battery inventory, setting up resource partners, promoting the program to customers, completing customer energy assessments, and delivering various portable backup power batteries to qualifying customers who regularly depend on medical devices and would be vulnerable to power shut-offs. The program has acquired approximately 8,000 batteries in 2020 and expects to deliver roughly 4,000 of the inventory to eligible customers by the end of the year, pending customer demand. The remaining ~4,000 batteries will be properly stored and distributed to eligible customers in future years (2021-2022).

PBP is delivered by five Low-Income Home Energy Assistance Program (LIHEAP) providers: Butte Community Action Agency, Central Coast Energy Services, Community Resource Project, North Coast Energy Services, and Redwood Community Action Agency. Richard Heath & Associates, 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 via mail and phone to customers who meet the criteria to qualify for the Portable Battery Program. Customers do not need to apply for the program.

Figure 1 below describes the PBP program model, which includes customer prioritization, outreach, and energy assessment approaches.

**Figure 1: PBP Program Model**



**Customer prioritization** is based on data driven analytics (30-year historical weather data, Medical Baseline (MBL), Tier 2/3 HFTD and PSPS events, income eligibility, energy needs and emergency plan assessments).

**Customer Outreach**

Deployment Partners will perform outreach to this targeted group to educate customers on PSPS events, emergency preparedness, and services available to assist during PSPS events.

**Customer Outreach and Assessment**

Deployment Partners will complete both Outreach and Assessment on medical equipment used in home and determine whether customer qualifies for a battery using a scoring system. Deployment Partners will then deploy batteries to qualified customers in advance of PSPS.

The PBP focuses on understanding customer need through conversation, discussing emergency plan preparedness, and assessing the best resiliency solution for each customer during a power shutoff. PBP partners conduct outreach, assess the customers’ energy needs for medical devices and the household’s overall preparedness for a PSPS event, and deliver a right-sized battery to qualified customers. Customer prioritization is at the discretion of the organization in consultation with PG&E. This approach provides a simple, streamlined customer experience with no up-front costs for the

customer. 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.

As of November 18, 2020, the delivery partners conducted outreach via direct mail, phone calls, emails, and texts to over 18,500 customers and have contacted approximately 10,800 customers. Of those contacted customers, approximately 7,800 assessments were completed with the remaining 3,000 customers stating they were not interested in the program. Approximately 4,800 customers were deemed eligible for the program after completing the assessment and approximately 3,100 batteries have been delivered. An additional 1,000 batteries are anticipated to be delivered by the end of 2020. See Table 5 below.

**Table 5: PBP Approximate Metrics as of November 18, 2020**

PBP Metrics	Count
Outreach Conducted	18,500
# Customers Contacted	10,800
# Customers Assessed	7,800
# Customers Eligible for PBP	4,800
# Customers Not Interested In PBP	3,000
# Batteries Delivered	3,100

### 3.3 Self-Generation Incentive Program (SGIP)

The Self-Generation Incentive Program (SGIP) provides incentives to eligible customers to install permanent battery storage systems through the program’s equity budget (EB) and/or equity resiliency budget (ERB) offerings.<sup>2</sup> PG&E’s SGIP offerings helped to mitigate PSPS disruption for targeted, eligible customers by covering up to 100% of the funding needed to acquire a permanent home battery system for backup power, including battery cost, installation, and rewiring.

See Table 6 for an overview of relevant SGIP application and interconnection metrics through October 31, 2020.

---

<sup>2</sup> Customer eligibility for the SGIP program equity resiliency budget is more fully described in D.19-09-027 and further clarified in D.20-01-021. Some subgroups of the AFN population are eligible for the highest incentives through SGIP’s ERB, including medical baseline customers, customers that notified PG&E of a medical condition that could be life-threatening if power is lost, and low-income customers.

**Table 6: SGIP Application and Interconnection Metrics**

<p style="text-align: center;"><b>KEY APPLICATION METRICS</b></p>	<p><b>5,780 applications received since program reopening:</b></p> <ul style="list-style-type: none"> <li>▪ <b>1,959</b> MBL</li> <li>▪ <b>3,384</b> well pump</li> <li>▪ <b>205</b> commercial and multifamily</li> <li>▪ <b>1,027</b> Waitlisted (435 MBL, 411 well pump, 37 commercial and multifamily)</li> </ul> <p><b>100% of \$270M 2020-24 funds already allocated:</b></p> <ul style="list-style-type: none"> <li>▪ <b>49%</b> residential vs. <b>51%</b> commercial and multifamily</li> <li>▪ <b>\$52.0M</b> MBL, <b>\$89.1M</b> well pumps, <b>\$138.8M</b> commercial and multifamily</li> <li>▪ <b>\$50.9M</b> Waitlisted (\$11.1M MBL, \$117M well pump, \$24.1M commercial and multifamily)</li> </ul>
<p style="text-align: center;"><b>KEY INTERCONNECTION METRICS</b></p>	<p><b>October YTD 405 projects interconnected to grid:</b></p> <ul style="list-style-type: none"> <li>▪ <b>157</b> MBL</li> <li>▪ <b>249</b> well pump</li> <li>▪ <b>299 of the 405</b> ERB interconnected projects are in HFTD</li> <li>▪ <b>571 of the 2,767</b> Large/Small Storage are in HFTD</li> <li>▪ <b>Sept/October:</b> New interconnections ramping up 219 and 392 new interconnection applications</li> </ul>

### 3.4 Well Pump Generator Rebate Pilot Program

In October 2020, PG&E launched the Well Pump Generator Rebate Pilot Program, which included an outreach campaign on October 14, 2020 to residential customers who rely on well water for their water service. Low-income residential customers on PG&E’s CARE/FERA program who rely on pumped wells for water service and reside in a Tier 2 or 3 HFTD can receive a \$500 rebate for qualifying backup generators. Customers that are not enrolled in the CARE/FERA program can qualify for a \$300 rebate. The current eligible purchase period is May 1, 2020 through December 31, 2020. Customers may submit for the rebate up to 60 days after purchase and can be submitted through March 1, 2021. To date, PG&E has received over 250 applications for the program.

### 3.5 Food Bank Programs

Food replacement is a recognized need for some individuals who have access and function needs, particularly those who are low income. While PG&E has an existing relationship with the California Food Bank Association and provides resilience grants to various regional food banks, the combination of PSPS, wildfires, and COVID-19 has drastically increased the number of individuals seeking support from the food banks.

#### 3.5.1 Food Bank Resource Partnerships

PG&E has established agreements with 21 food banks throughout our service area to provide food replacement to customers who experience food loss as the result of a PSPS event. Beginning in August 2020, PG&E started approaching food banks with a proposed Scope of Work that allowed for reimbursement for food provided to replace food loss resulting from PSPS or a wildfire.

During PG&E’s first PSPS event on September 7, PG&E had 5 agreements executed with foodbanks. By the last PSPS event on October 25, PG&E had a total of 21 agreements with food banks (listed in

Appendix A: Food Bank Resource Partners). Through this program, PG&E funds local food banks to provide food replacement to families during the event and three days following service restoration. We promoted our food bank partnerships by creating a food bank fact sheet (see Appendix B: Food Bank Fact Sheet) that could be distributed at CRC locations and shared with our network of resource and informational CBOs.

Through this program during the five PSPS events implemented in 2020, PG&E provided almost 30,400 food boxes to people impacted by PSPS event. PG&E is working to execute agreements with two additional foodbanks and will continue to explore opportunities for additional partnerships in 2021.

### **3.5.2 Community Food Bank Grants**

PG&E's Community Resilience Fund provided a total of \$675,000 to 37 food banks in 2020<sup>3</sup> to provide critical services to vulnerable customers during emergencies, including wildfires, power outages, and PSPS. Additionally, we provided the California Food Bank Association with approximately \$50,000 to support its Rapid Response Fund (for a total of \$200,000 of support year to date).

These grants are designed to assist the food banks to prepare for any emergency and are separate from PG&E's PSPS Food Bank Resource Partnerships as described above in *Section 3.5.1 Food Bank Resource Partnerships*.

### **3.6 Meals on Wheels Partnerships**

PG&E has partnered with 18 Meals on Wheels providers throughout our service area (see Appendix C: Meals on Wheels Partner Organizations) to provide seniors who are impacted by a PSPS event with one additional meal (or two) 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 a potential PSPS event and guidance to additional resources available through PG&E.

During the five PSPS events executed in 2020, PG&E served almost 2,900 seniors with an additional meal (or two) and wellness check through these Meals on Wheels organizations throughout the territory. PG&E will explore opportunities for additional partnerships in 2021.

### **3.7 Grocery Delivery Services**

PG&E has partnered with Food For Thought in Sonoma County. Food For Thought provides groceries to customers who are impacted by a PSPS event and are homebound due to advanced medical conditions (e.g., COVID-19, congestive heart failure, HIV/AIDS). Groceries provide the participating individual enough food for 3 meals a day for a week.

Through this program during the five PSPS events implemented in 2020, PG&E provided food delivery to over 100 customers in Sonoma County. In 2021, PG&E will seek to identify similar resource providers in other regions of our service area.

---

<sup>3</sup> Approximately \$220,000 of the \$675,000 total was provided in Q4 2020.



### 3.8 Medical Baseline Program

PG&E continued to encourage customer participation in the Medical Baseline Program (see *Section 4.1 Medical Baseline Customer Outreach*, which describes the outreach we conducted to drive enrollment in the program). Enrollment in the program increased by approximately 26% since the start of 2020, by approximately 23% since we initiated our Medical Baseline Program acquisition campaign in June, and by another 5% since our September 1, 2020 report.

Table 7 shows the growth in customer enrollments by month in the Medical Baseline Program through November 17, 2020.

**Table 7: PG&E Medical Baseline Program Customer Enrollments (Jan 1 - Nov. 17, 2020 YTD)**

	Jan.	Feb.	Mar.	Apr.	May	June	July	Aug.	Sept.	Oct.	Nov. YTD <sup>4</sup>
Total Start of Month MBL Program Customers	193,430	193,779	192,626	194,143	194,527	198,532	206,423	224,62	230,93	239,174	242,433
New MBL Program Customers	2,186	2,223	3,529	1,597	5,454	8,989	19,926	7,975	10,263	4,738	1,708
MBL Program Customers Removed <sup>5</sup>	(1,837)	(3,376)	(2,012)	(1,213)	(1,449)	(1,098)	(1,729)	(1,656)	(2,028)	(1,479)	(777)
<b>Total End of Month MBL Program Customers</b>	<b>193,779</b>	<b>192,626</b>	<b>194,143</b>	<b>194,527</b>	<b>198,532</b>	<b>206,423</b>	<b>224,620</b>	<b>230,939</b>	<b>239,174</b>	<b>242,433</b>	<b>243,364</b>

As of November 17, 2020, we have 3,328 Master Meter Tenants enrolled in Medical Baseline Program, which is an increase of 24, since last reporting enrollment in our September 2020 AFN Program Report. The outreach that we conducted to drive enrollment is detailed in *Section 4.1 Medical Baseline Customer Outreach*.

#### 3.8.1 Identification and Support for Disabled and Vulnerable Customers Not Enrolled in the Medical Baseline Program

Following CPUC Phase 2 PSPS Ruling, “each electric investor-owned utility shall identify, above and beyond those in the medical baseline population, households that self-identify to receive an in-person visit before disconnection for nonpayment or receive utility communications in a non-standard format or self-identify as having a person with a disability in the household, to help provide support for those with medical needs during a de-energization event.”

Table 8 provides the types and counts of customers that meet these designations as of November 17, 2020.

<sup>4</sup> November 2020 YTD is as of November 17, 2020.

<sup>5</sup> Through the end of February 2020, customers removed from the Medical Baseline Program include those that did not respond to request for self-certification or re-certification, stopped service, or indicated they no longer qualify for the program. Starting in March 2020, when COVID-19-related consumer protections were in place, customers removed include those that stopped service or indicated they no longer qualify.

**Table 8: Types and Counts of Customers Above and Beyond Medical Baseline Program**

Types of Customers Above and Beyond Medical Baseline Program	Number of Customers (through Nov. 17, 2020)
Self-identify to receive an in-person visit before disconnection for non-payment (e.g., vulnerable) <sup>6</sup>	176
Self-identify as having a person with a disability in the household (e.g., “disabled”) <sup>7</sup>	20,793
Preference to receive utility communications in non-standard format (e.g., in braille or large print)	896

Throughout 2020, PG&E included customers that self-identify as having a vulnerable and/or disabled person in their household in our medical baseline acquisition outreach efforts. See *Section 4.1.1 Medical Baseline Program Acquisition* for more information about the outreach provided.

During a PSPS event, customers who self-identify to receive an in-person visit before disconnection for non-payment, receive utility communications in a non-standard format, or self-identify as having a person with a disability in the household are notified with the general customers impacted (unless enrolled in the Medical Baseline Program). All notifications include a reference to resources available to customers including a link to [www.pge.com/disabilityandaging](http://www.pge.com/disabilityandaging). These customers are also eligible for assistance as part of CFILC’s DDAR program, as enrollment in the medical baseline program is not a requirement to obtain resources.

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

PG&E’s ESA program provides free home weatherization, energy-efficient appliances, and energy education services to income-qualified PG&E customers<sup>8</sup> throughout our service territory. In Q4 2020, PG&E’s ESA contractors continued to share information about emergency preparedness, PSPS, and the Medical Baseline Program. We have completed over 65,000 education sessions through October 31, 2020. Some of these sessions were done virtually due to COVID-19. Others were done through in-home educational activities, following all public safety protocols.

---

<sup>6</sup> In accordance with D.12-03-054, customers that are not enrolled or qualify for the Medical Baseline Program can “self-identify 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 customers 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.

<sup>7</sup> 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, 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).

<sup>8</sup> To qualify for the ESA program, a residential customer’s household income must be at or below 200% of Federal Poverty Guidelines (FPG), as required in D.05-10-044.

### 3.10 Community Resource Centers (CRCs)

Following PG&E’s PSPS CRC Plan provided in response to Phase 2 OIR De-energization Guidelines,<sup>9</sup> below is a summary of the CRC support provided to customers during the five PSPS events implemented in 2020. Table 9 below includes the number of CRCs, counties served, indoor vs. outdoor sites, and the total number of visitors for each PSPS event in 2020.

**Table 9: 2020 Community Resource Centers (by PSPS Event)**

2020 PSPS Event Date	Total CRCs Deployed	Number of Counties Served	Total Indoor Sites	Total Outdoor Sites	Total Visitors
September 7	50	18	5	45	9,100
September 27	29	13	10	19	4,100
October 14	40	19	13	27	5,500
October 21	19	7	1	18	1,500
October 25	106	33	33	73	29,500

During each PSPS event, PG&E operated the CRCs between 08:00 PDT and 22:00 PDT from the time power was shut off until the time electric service was restored. CRCs provided customers with access to PSPS event information from dedicated staff, ADA-compliant restrooms/hand-washing stations, physically distanced tables and chairs, power strips to meet basic charging needs (including charging for cell phones, laptops, and small medical devices), and wi-fi and cellular service access. Also, customers received supplies such as water, non-perishable snacks, bagged ice, batteries, and blankets. PG&E increased awareness of CRCs on our website and social media, as well as through contacts with state and county officials, news media, and CFILC. In light of COVID-19, customers were requested to wear masks when visiting a CRC, however, PG&E had face shields on hand for customers unable to wear a mask due to a medical condition, so that they could safely access the resources at the CRC. Following the September events, PG&E worked to ensure directional signage was prominent to allow for quick accessibility as suggested by our AFN partners (PWDAAC and Statewide IOU AFN Council).

To support CRC readiness for customers with disabilities, PG&E completed ADA reviews at all CRC sites in coordination with local government agency partners and tribes to identify appropriate CRC locations. From these site reviews, we 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. We will continue with site reviews and make improvements as new CRC sites are needed. To date, PG&E has secured 336 indoor and outdoor event-ready locations, including county, tribal and PG&E-identified sites. See Table 10 for a list of secured CRCs during 2020 PSPS events split by outdoor and indoor sites.

<sup>9</sup> See PG&E’s first PSPS Phase 2 Progress Report filed on August 4, 2020 (Appendix B – CRC Plan)

**Table 10: CRC Sites Secured**

Site Type	Number of Sites
Outdoor Sites	253
Indoor Sites	83
<b>Total Sites</b>	<b>336</b>

### **3.11 2-1-1 Referral Service**

PG&E has a long standing relationship with 2-1-1 through our charitable grant program. In addition, 2-1-1 is a participant with the Statewide IOU AFN Advisory Council and they have been an active partner during the 2020 PSPS events by referring individuals to social services available in their community to help minimize the hardships associated with PSPS. PG&E continues to explore opportunities to expand its partnership with 2-1-1 service providers as a follow up to feedback received from the Joint IOU AFN Statewide Council identifying the need for a consistent referral service statewide. Using SDG&E's existing partnership with 2-1-1 as a benchmark, PG&E and SCE have engaged in several conversations with 2-1-1 on their proposal to support the entire state holistically.

## **4 Customer Preparedness Outreach & Community Engagement**

PG&E provides customer outreach and community engagement on PSPS and emergency preparedness activities through multi-channel campaigns to various communities. PG&E describes these efforts focused on serving customers with access and functional needs in further detail below.

### **4.1 Medical Baseline Customer Outreach**

Since last reporting progress on September 1, 2020, PG&E continued to drive enrollment in the medical baseline program through direct-to-customer outreach, CBO promotion, and through building stronger relationships with the health care industry to drive awareness of and enrollment in the Medical Baseline Program.

#### **4.1.1 Medical Baseline Program Acquisition**

PG&E deployed direct outreach to individuals with access and functional needs via digital media, direct mail, email and a bill insert on nine separate occasions through November 2020. This outreach aimed to help individuals with access and functional needs prepare for PSPS and help connect them to relevant resources for support. In 2020, PG&E implemented the following direct-to-customer outreach tactics to encourage awareness and adoption of the Medical Baseline Program:

- In June 2020, we launched our Medical Baseline acquisition campaign using our propensity model as described in our 2020 PSPS AFN Plan.<sup>10</sup> We sent 842,000 letters with a program application and pre-paid return envelope to prospective Medical Baseline Program customers, and sent nearly 1.4 million emails to the top 70% of customers forecasted to be eligible. One week later, we re-sent the email to 940,000 customers who did not open the first email. We also included a Medical Baseline Program bill insert in all customers' bill packages (~4 million) and included a

---

<sup>10</sup> pp. 15 - 16

Medical Baseline Program promotional message in the monthly residential email newsletter we send to approximately 3.3 million customers.

- In July 2020, we sent approximately 62,000 PSPS preparedness brochures to all Medical Baseline, self-certified vulnerable and disabled customers. The brochure featured focused resources and preparedness tips for access and functional needs.
- In August 2020, we sent approximately 15,000 PSPS notification reminder and resources postcards, and approximately 28,000 notification reminder and resource emails to medical baseline, self-certified vulnerable or disabled customers in areas likely to experience PSPS events. Postcards and emails included focused information and tips for individuals with access and functional needs.
- In August 2020, we sent an email to approximately 93,000 Small and Medium Business (SMB) customers about PSPS resources including Medical Baseline information for them to share with their employees and tenants.

Table 11 provides an overview of key outcomes associated with these outreach activities.

**Table 11: 2019 vs. 2020 Medical Baseline Program Acquisition Targeting Outcomes**

Goal: Increase engagement with prospective Medical Baseline Program customers through multi-channel outreach and awareness campaigns										
Year	Total Channel Count	Direct Mail		Email			Bill Insert		Digital Media	
		Customers Reached	# Touches	Customers Reached	# Touches	Avg. Click Rate	Customers Reached	# Touches	Total Impressions	Total Conversions (Clicks)
2019	2	N/A		2,242,989	2	3.06%	N/A		57,990,787	84,134
2020 (YTD)*	9	919,000	3	5,761,000	5	2.20%	3,978,00	1	159,293,210	2,459,243

\*2020 YTD data is as of November 22, 2020 (when 2020 outreach campaigns were complete).

Customers that self-identified as having a person in the household that is vulnerable and/or disabled were included in a number of the outreach campaigns described above, including two emails and two brochures and postcards sent via direct mail. Table 12 details the outcomes of the targeted outreach to these customers.

**Table 12: Targeted Outreach in 2020 to Self-Identify Vulnerable and/or Disabled Customers**

Direct Mail	Email		
Number of Touches	Number of Touches	Avg. Open Rate	Avg. Click Rate
2	2	23.5%	1.5%

In addition to the direct-to-customer mail and email campaigns, PG&E employees on our Customer Service Offices (CSO) team continue to proactively contact customers who have self-identified as having a disability, seniors, and other vulnerable populations to promote the Medical Baseline Program, verify contact information and communication preferences, review emergency preparedness plans, and promote other programs and services that could help them during a PSPS event. CSO employees are performing these same proactive outreach calls to our Medical Baseline Program customers. This

customer call campaign also promotes SGIP and the DDAR Program. Year-to-date through November 13, 2020, PG&E staff have conducted over 34,000 customer calls and reached over 9,120 customers with a success rate of 27%.

In July and November 2020, PG&E also sent more than 300 emails to CBO partners with information about PSPS resources, including the Medical Baseline Program.

Since launching our enrollment acquisition campaign in June 2020, creating the online application, and temporarily removing the requirement of the medical practitioners' signature on applications for the duration of the COVID-19-related consumer protections, enrollments in the Medical Baseline Program have continued to increase. Specifically, from June 1, 2020, through November 17, 2020, PG&E received approximately 45,000 new applications. As of November 17, 2020, PG&E has ~243,000 customers on the program – the highest enrollment in the program to date. This is a 23% increase over the June 2020 customer total of approximately 198,500, and a 26% increase over the January 2020 enrollment of approximately 193,400 customers.

#### 4.1.2 Healthcare Industry Engagement Strategy

One of the main outcomes of the early 2020 medical baseline customer research was to engage directly with the health care industry to enlist health care providers' assistance in growing customer awareness of and drive enrollment in the medical baseline program. PG&E continues engaging with a variety of healthcare providers, medical associations, and durable medical equipment suppliers to build relationships and provide education and awareness about the relevant programs that can help the clients whom we mutually serve. We are providing these stakeholders with PSPS preparedness information/toolkits, including medical baseline program applications and PG&E's medical baseline program fact sheet. PG&E has joined Healthcare Industry conferences and meetings to present information about the program and provided training on the program to health care industry staff. We are asking these partners to promote the medical baseline program and encourage customer enrollment, including by linking to PG&E's medical baseline program through partner websites so patients can access PG&E's application. Table 13 summarizes our healthcare industry outreach since last reporting progress in our September 2020 Quarterly PSPS AFN Progress Report.

**Table 13: Summary of Healthcare Industry Outreach**

Name of HealthCare Group / Durable Medical Equipment Company	Summary of Outreach and Engagement	Date
California Hospital Council	Presentation on PSPS, which included resources on Medical Baseline Program and the Disability Disaster Access and Resources	8/27/2020
Adventist Health Group	Ongoing discussions to partner through their Home @ Health Network	9/1/2020
California Association of Health Facilities (CAHF)	Agreement reached to provide patients with Medical Baseline Application and Fact Sheet in their home network channels	9/16/2020
California In-Home Supportive Services Consumer Alliance (CICA)	Presented at their Statewide Meeting, which included the Medical Baseline Program and Fact Sheet. Agreement reached to distribute application and program information through their network.	9/16/2020
Stanford Medicine	Presentation at Stanford Abilities Coalition	10/8/2020
Sutter Health Systems	Ongoing discussions to partner through their patient channels	10/11/2020

Name of HealthCare Group / Durable Medical Equipment Company	Summary of Outreach and Engagement	Date
California Association of Medical Product Suppliers (CAMPS)	Presentation at State-wide Fall Conference	10/20/2020
California Village Movement (Seniors)	Ongoing discussions to partner through senior villages (24) in PG&E service territory	10/26/2020
Prime HealthCare Group	Ongoing discussions to partner through patient channels	11/2/2020
St. Agnes Medical Group	Ongoing discussions to partner through patient channels	11/2/2020
Apria HealthCare	Agreement reached with Greater Sacramento Area General Manager to provide patients with Medical Baseline Application and Fact Sheet during medical device delivery. Extending to other areas in PG&E service territory	11/4/2020
Partnership HealthPlan of California	Ongoing discussions to partner through patient channels	11/5/2020
Kaiser Permanente	Ongoing discussions to partner through patient channels	11/5/2020
DaVita Kidney Care	Ongoing discussions to partner through patient channels	11/5/2020
Alameda Health System	Ongoing discussions to partner through patient channels	11/6/2020

## 4.2 Tribal Community Engagement

PG&E has continued assisting tribal members throughout our service area to mitigate the impacts of fires, one rolling blackout, two flex alerts, five PSPS events, and the ongoing COVID-19 pandemic in 2020. PG&E has provided grants to tribes impacted by wildfires and COVID-19 and conducted e-mail outreach to tribal leaders and staff to increase awareness of available assistance options, such as:

- Suspending disconnections for non-payment for all residential and small business customers;
- Offering flexible payment plans;
- Supporting online bill payment while local offices are temporarily closed;
- Providing bill reductions for income-qualified customers through the California Alternate Rates for Energy (CARE) and Family Electric Rate Assistance (FERA) programs;
- Offering free energy-efficiency programs to help reduce home energy use; and
- Suspending medical baseline re-certifications.

PG&E continued to refine our customer database for tribal lands to facilitate real-time reporting of tribe-specific impacts. For example, PG&E added the Pit River Tribe, Montgomery Creek Reservation, Roaring Creek Reservation, and Burney Reservation to our customer database. We have noted tribe-specific impacts in PSPS Daily Cooperator calls, State agency calls, and daily briefings and provided liaison services to Tribal leaders during PSPS events.

### 4.3 CBO Engagement and Resource Partnerships

PG&E continues to expand coordination with CBOs for PSPS preparedness and event coordination. As mentioned above in *Section 3* above, PG&E has established agreements with 21 food banks,<sup>11</sup> 18 Meals on Wheels organizations, CFILC and 15 local Independent Living Centers (ILCs), five CBOs that will provide in-language support,<sup>12</sup> and one grocery delivery organization. These organizations help meet the needs of our shared customers before during and after PSPS events through their implementation of many of the programs described in *Section 3* Customer Programs and Available Resources. More information about CBO support during a PSPS event is provided below in *Section 5.5 In-Event CBO Engagement and Community Partnerships*. We will continue to explore opportunities to expand our CBO partnerships and resource offerings.

PG&E has developed an informal engagement process with over 250 CBOs to help amplify our wildfire and PSPS preparedness messaging and to provide event updates with their constituents. As described above in *Section 4.1.1 Medical Baseline Program Acquisition*, in July and November 2020, PG&E sent more than 300 emails to CBO partners with information about PSPS resources including the Medical Baseline Program. During events, PG&E shared courtesy notification updates, press releases, fact sheets, and other relevant information that our partners could share with their constituents, including infographic videos with relevant PSPS updates in 16 languages and ASL that the organizations had access to download.

### 4.4 PG&E Participation in Community Events

Since last reporting progress on September 1, 2020, PG&E participated in three community events. See Table 14 below.

**Table 14: PSPS AFN-Related Community Event Participation**

DATE	SUBJECT(S)	EVENT/AUDIENCE
October 6, 2020	CWSP, PSPS, AFN	Stanford Health Care Abilities Coalition Virtual Conference
October 22, 2020	AFN	State Council on Developmental Disabilities (SCDD) Virtual Conference: Quality Service in a Time of Emergency
November 6, 2020	AFN	Drive-Thru Senior Information Fair

We will seek additional outreach opportunities as shelter-in-place orders are lifted and it becomes safe for PG&E employees and customers to gather at these events. As part of the State Council on Developmental Disabilities (SCDD) Virtual Conference, PG&E produced a 3-minute video starring Christina Mills, CFILC Executive Director that highlights available resources for the AFN population including DDAR and Medical Baseline. The video is posted on PG&E's YouTube channel.<sup>13</sup>

<sup>11</sup> Two additional food banks are on target for executing agreements in 2020.

<sup>12</sup> 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.

<sup>13</sup> <https://www.youtube.com/watch?v=uvukoac8cYg>



## 4.5 Accessibility of Communications

PG&E's online customer communications, including our website and PSPS customer notification emails, are tested for usability and accessibility to meet Web Content Accessibility Guidelines (WCAG) 2.0 AA accessibility standards. Before any new feature is introduced or code change is made to an existing feature, the communications content is tested by our accessibility partner, Level Access. They test the email and page(s) for functional usability and technical conformance using both automated tools and a manual process, including:

- Running the site through their automated Accessibility Management Platform (AMP) tool to identify defects; and
- Testing using Job Access With Speech (JAWS), a popular computer screen reader program that allows visually impaired or blind users to ensure key tasks can be completed using prevalent accessibility technology (e.g., text-to-speech output or a refreshable Braille display).

Any severe defects found are fixed and the updated code is resubmitted for testing to ensure there are no severe defects when the code is deployed to production.

Videos published online also meet WCAG 2.0 AA accessibility standards, with audio description, closed captioning, and written transcripts.

To support customers that are deaf or hard of hearing, we published a video in ASL to explain the PSPS process. On October 1, 2020, PG&E collaborated with NorCal Services for Deaf and Hard of Hearing to record PG&E's PSPS event notifications (Watch, Warning, Cancellation, and Restoration Update) in ASL and messaging directing customers to pge.com for a current list of affected counties. A PSPS overview recorded in ASL also directed customers to PG&E's address look-up tool during PSPS events. These PSPS ASL recordings were also shared on PG&E's social media channels (Facebook and Twitter). PG&E also included NorCal Services for Deaf and Hearing and other Deaf agencies in PSPS CBO communications so that the information and links could be shared within the Deaf community.

As reported in *Section 3.8.1 Identification and Support for Disabled and Vulnerable Customers Not Enrolled in the Medical Baseline Program*, approximately 900 customers have reported to PG&E their preference to receive utility communications in non-standard format (e.g., in braille or large print). These customers receive their energy bill in Braille or large print, and upon request, we will provide other communications in their preferred format, including our Community Wildfire Safety Program (CWSP) and PSPS-related information and materials. PG&E also provided PSPS contact cards in braille at the CRCs.

## 4.6 Translations of Communications

PG&E describes the translated supported provided to customers during 2020 PSPS events in each ESRB-8 PSPS event report (see section 6 – Customer Notifications – Communications to Customers with Limited English Proficiency).

During PSPS events, PG&E provided translated customer support through its customer notifications, website, call center, social media and engagement with CBOs and multicultural media partnerships. During events, notifications were provided to customers in English with information on how to get event information in twelve non-English languages. Customers with their language preference set received in-language (translated) notifications. See *Sections 5.3.1 Multicultural Media Engagement* and *5.5 In-*

*Event CBO Engagement and Community Partnerships* for more information about our engagement with in-language resource partners.

Additionally, in accordance with *Administrative Law Judge’s Ruling Regarding Compliance Filings Submitted in Response to Decision 20-03-004 Related to In-Language Outreach Before, During and After a Wildfire and Surveys of Effectiveness of Outreach* (ALJ’s In-Language Ruling) and as committed in our 2020 CWSP Outreach Plan (filed May 15, 2020), and September 2020 PSPS AFN Progress Report, PG&E expanded its list of languages available to customers from six non-English languages to 15 non-English-languages before the end of Q4 2020. On October 7, 2020, PG&E filed a status update on its Community Awareness and Public Outreach Workplan – primarily focused on the status of the translated communications. PG&E is pleased to report that our PSPS customer notifications and “critical”<sup>14</sup> wildfire and PSPS-related pages on our website are now available in the following 16 languages in accordance with the ALJ In-Language Ruling: English, Spanish, Chinese (Mandarin and Cantonese), Vietnamese, Korean, Tagalog, Russian, Arabic, Farsi, Punjabi, Japanese, Khmer, Hmong, Thai, Hindi, and Portuguese.

Table 15 provides the status of our efforts to translate communications provided to customers before, during, and after a wildfire and/or PSPS event.

**Table 15: Summary of Translation Progress by Channel and Language**

<b>Notification Channel</b>	<b>Original 6 Languages: Spanish, Chinese, Vietnamese, Korean, Tagalog, Russian. Commitment date: June 1, 2020</b>	<b>Expanded List of Languages: Arabic, Farsi, Punjabi, Japanese, Khmer, Hmong. Commitment Date: September 30, 2020</b>	<b>Additional 3 New Languages: Thai, Hindi, Portuguese. Commitment Date: October 31, 2020</b>
<b>Text</b>	Complete	Complete	Complete
<b>E-mail</b>	Complete	Complete	Complete
<b>Automated Calls</b>	Complete	Complete	Complete
<b>Web (pge.com)</b>	Complete	Complete	Complete
<b>Web (Emergency web)</b>	Complete	Complete	Complete

#### **4.7 PSPS and Wildfire Preparedness Regional Open Houses (Webinars)**

In addition to the 15 open house regional webinars previously reported in our September 2020 AFN Progress report, on August 31 and September 2, 2020, we provided two in-language customer-focused wildfire and PSPS preparedness webinars in Chinese and Spanish, respectively. We promoted these webinars through existing multi-cultural media relationships and sent communications to customers that attended these open houses to share the opportunity for them to have their language preference set to Spanish or Chinese. Approximately 40 people attended the in-language Spanish webinar, and over 120

---

<sup>14</sup> PG&E describes its approaches for translating various types of materials in its print media and web content in its 2020 Outreach Workplan (e.g., clarifying instances when full translations are made available vs. tagline translations) (pp. 11-12).

people attended the in-language Chinese webinar.

The presentation portion of the webinar was recorded in 16 languages, including ASL, and is available on PG&E's website at [www.pge.com/openhouse](http://www.pge.com/openhouse).

## 5 In-Event PSPS Customer Communications

Below summarizes progress made to AFN-related PSPS customer communications since filing its AFN Progress Reports on September 1, 2020.

### 5.1 PSPS Event Notifications to Impacted Medical Baseline Customers

As described in PG&E 2020 ESRB-8 reports, we provide unique messaging in our advanced PSPS notifications to Medical Baseline customers and additional calls and texts at hourly intervals until the customer confirms receipt of the automated notifications by either answering the phone, responding to the text, or opening the email. If confirmation is not received, a PG&E representative visits the customer's home to check on the customer (referred to as the "door knock" process) while hourly notifications retries continue. If the customer does not answer, the representative leaves a door hanger at the home to indicate PG&E has visited. In each case, the notification is considered successful. PG&E may also make live agent phone calls in parallel to the automated notifications and door knocks as an additional attempt to reach the customer before and/or after de-energization.

All customers who are not enrolled in the medical baseline program, but may have additional needs for support during PSPS events, are provided with several different links to relevant resources, including backup power information and PG&E's disability and aging website ([www.pge.com/disabilityandaging](http://www.pge.com/disabilityandaging)).

### 5.2 Website

We have made significant improvements to our website's content and user experience, including stability and capacity. The website (including mobile view) has also been tested for usability and accessibility to meet WCAG 2.0 AA accessibility standards (see *Section 4.6 Accessibility of Communications*). These improvements are detailed in our August 2020 Progress Report on Phase 2 OIR De-energization Guidelines,<sup>15</sup> September 2020 PSPS AFN Quarterly Progress Report,<sup>16</sup> as well as in each 2020 PSPS ESRB-8 event report (Section 6 – Customer Notifications). Key highlights beyond what was reported in these plans that are relevant to the AFN community include:

- Launched Thai, Hindi, and Portuguese languages on the emergency site used during PSPS events for a total of 16 languages;
- Launched preparedness content in 16 languages on [pge.com](http://pge.com), including PSPS landing page, how to prepare for a PSPS, PSPS support, medical baseline, People with Disabilities, and Aging. See Appendix D: CWSP & PSPS "Critical" Translated Webpages for a list of all webpages translated in the 16 languages;

---

<sup>15</sup> pp. 6 - 12

<sup>16</sup> pp. 20 - 21

- Launched a new webpage available in 16 languages dedicated to describing our language support services for customers and help customers get in-language notifications and PSPS information ([www.pge.com/pspslanguagehelp](http://www.pge.com/pspslanguagehelp));
- Provided details of CRCs made available as soon as sites were confirmed (up to two days before de-energization for some locations), including locations listed by county, resources available at each center, type of CRC (e.g., indoor, outdoor), and operating hours. CRC locations were also indicated on the PSPS impact map;
- Provided links to additional resources for customers, including links to PG&E's EV charging locator map, videos in ASL, locations of Independent Living Centers, resources for customers with accessibility, financial, language and aging needs, backup power safety tips, Medical Baseline program information, and more; and
- Updated content and navigation of the AFN-targeted web page, [www.pge.com/disabilityandaging](http://www.pge.com/disabilityandaging), based on feedback received by members of the PWDAAC during the August 28, 2020 meeting. The page now includes resources available during a PSPS event and make the page more intuitive for customers seeking information. We organized the webpage by four categories of need, with applicable resources for each category. The categories include: (1) If you rely on power for medical/and or independent living needs; (2) If you need financial assistance; (3) If you are disabled or an older adult; and (4) If you need language support. We updated this webpage during each PSPS event as new resource partners were added.

### **5.3 Media Engagement**

Before and during PSPS events, PG&E engages with the media, including multi-cultural news organizations to issue press releases, augment paid advertising, issue radio spot advertisements, conduct live streaming news conferences with ASL translators, and participate in media interviews. In turn, these media organizations may provide communications on the radio, broadcast, TV, and online.

#### **5.3.1 Multicultural Media Engagement**

In addition to the general media engagement described above, we are also focused on enhancing and formalizing its coordination with multi-cultural media organizations for preparedness outreach and in-event communications. See Table 16 for more information.

**Table 16: Multicultural Media Engagement Activities (by Month)**

Month	Summary of Multicultural Media Engagement Activities
September 2020	<ul style="list-style-type: none"> <li>Hosted two Wildfire Safety and PSPS-preparedness webinars in Spanish and Chinese. The general webinar presentation was made available on <a href="http://www.pge.com/openhouse">www.pge.com/openhouse</a> for listening and reading options in 12 non-English languages in accordance with the ALJ In-Language Ruling: Spanish, Chinese, Vietnamese, Korean, Tagalog, Russian, Arabic, Farsi, Punjabi, Japanese, Khmer, Hmong.</li> <li>Invited multicultural media partners to participate in our PSPS outreach effectiveness survey (pre-campaign).</li> <li>Launched the PSPS Multicultural Media Engagement Campaign with 38<sup>17</sup> media outlets to help share translated and culturally sensitive CWSP/PSPS preparedness and/or event information with diverse communities using various communications channels including radio and TV programming, e-newsletter, and social media (see Appendix E: Multicultural Media Partner Organizations for a list of these organizations)</li> <li>Created a secure online resource site for partnering media outlets to view and download translated materials for use during PSPS events.</li> </ul>
October 2020	<ul style="list-style-type: none"> <li>Added the translated webinar presentations in three additional languages: Hindi, Portuguese, and Thai on <a href="http://www.pge.com/openhouse">www.pge.com/openhouse</a>.</li> <li>Collaborated with multicultural media partners to share PSPS updates, customer resources, and important safety information during the three PSPS events in October.</li> <li>During the last PSPS event in October, we developed daily situational update videos in English, Spanish and Chinese, and shared them with our multicultural media partners.</li> <li>Identified and participated in several in-language media interviews to talk about PSPS preparedness and wildfire safety in Spanish, Chinese, Taglish (English/Tagalog), Korean, and Hmong. For example, a TV interview in Taglish on ABS-CBN, a radio interview in Korean with KSJZ-Korean American Radio, a TV interview in Hmong with KBTW-Crossings TV.</li> </ul>
November 2020	<ul style="list-style-type: none"> <li>Added more translated infographics on the online resource site for partnering media outlets to use during PSPS events.</li> <li>Identified and participated in several in-language media interviews in Vietnamese, Punjabi, and Russian, including a radio interview in Vietnamese with Saigon Radio, a radio interview in Punjabi with KBIF Radio, and a feature story in Russian on Russian American Media.</li> <li>Continue to collaborate with multicultural media partners to share PSPS updates, customer resources, and important safety information.</li> </ul>
December 2020	<ul style="list-style-type: none"> <li>Continue work with multicultural media partners to develop year-end reports.</li> <li>Invite multicultural media partners to participate in our PSPS outreach effectiveness survey (post-campaign).</li> <li>Continue evaluating the effort in 2020 and plan for the 2021 wildfire season.</li> </ul>

As of October 31, 2020, we have secured at least 133 in-language news stories on wildfire safety and education.

---

<sup>17</sup> Two of these 38 partners are no longer participating. As of November 2020, we have 36 active agreements with multicultural media partners.

### 5.3.2 Social Media

We continue to enhance our social media communications to AFN communities. These communications are currently conducted via Facebook, YouTube, Instagram, Nextdoor, and Twitter. During 2020 PSPS events, PG&E provided translated event update videos on our social media platforms in ASL, Spanish, and Chinese.<sup>18</sup> We also developed a three-minute YouTube video on safety tips for those with medical needs. We continue to work with 36 multi-cultural media organizations and five CBOs to assist with in-language communications and share our social media posts before and during PSPS events. Our social media posts are translated into up to 15 languages.

### 5.3.3 Paid Media / Advertising

Leading up to and during PSPS events, PG&E continued to promote PSPS awareness and preparedness on TV, radio, pre-roll video (advertising videos that play before watching a featured video), and digital banner ads in Spanish, Cantonese, and Mandarin. Advertising highlights in Q4 2020 include:

- Creating and airing a 30-minute program providing details of our Community Wildfire Safety Program and sharing ways customers and communities can plan and prepare for Public Safety Power Shutoff (PSPS) events. The program aired between September and November 2020 with 25 television placements throughout our Northern and Central California service territory. We placed some of these buys to coincide with PSPS events to provide the right information at the right time in affected communities. See Appendix F: PSPS TV Program Schedule for broadcast dates and locations of the program.
- Creating a radio podcast with the same content of the 30-minute program, based on input from our advisory councils that podcasts are one of the preferred channels to obtain information by people with disabilities. We promoted it actively via paid media buys and email outreach targeting approximately 100,000 visually-impaired residents.
- Actively promoting the [www.safetyactioncenter.pge.com](http://www.safetyactioncenter.pge.com) site across all media channels and developing content, such as “Emergency Planning for Seniors”<sup>19</sup> to address the needs of seniors and the AFN community.
- Running TV and pre-roll video, “Create an Emergency Plan for Medical Needs,”<sup>20</sup> in English, Spanish, Mandarin, and Cantonese.

---

<sup>18</sup> See examples of translated social media posts:

- **PSPS Alert Banner:** <https://twitter.com/PGE4Me/status/1321169776014667779/photo/1>
- **PSPS Event Update in Chinese:** <https://twitter.com/PGE4Me/status/1321220048791334912?s=20>
- **PSPS Update in Spanish:** <https://twitter.com/PGE4Me/status/1321219692392968193?s=20>
- **PSPS Warning Alert in ASL:** <https://twitter.com/PGE4Me/status/1320423102866542593?s=20>

<sup>19</sup> <https://www.safetyactioncenter.pge.com/articles/57-emergency-planning-seniors>

<sup>20</sup> <https://www.youtube.com/watch?v=jlewJZmXfSk>

## 5.4 In-Event Call Center Support

PG&E operates four contact centers in the state of California and provides 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 event webpage directs customers to call our contact centers. PG&E’s call centers continue to be equipped to provide translation support in over 250 languages. During the 2020 PSPS events, PG&E call centers handled over 23,000 PSPS related calls with an average wait time of approximately 5 seconds. PG&E’s call center provided translation services to customers in up to 31 different languages during one PSPS event. See

Table 17 below that includes call center related metrics associated with the 2020 PSPS events.

**Table 17: Call Center Support Services During 2020 PSPS Events**

2020 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
September 7	78,125	7,380	7 seconds	26
September 27	74,831	2,688	5 seconds	28
October 14	88,587	2,635	4 seconds	31
October 21*	85,188	2,907	5 seconds	29
October 25* <sup>21</sup>	91,923	7,590	4 seconds	26

More information can be found in PG&E’s 2020 ESRB-8 PSPS event reports (Section 6 – Customer Notifications).

## 5.5 In-Event CBO Engagement and Community Partnerships

PG&E developed a dedicated team during PSPS events to engage with resource CBOs (e.g., CFILC, food banks, meals on wheels, and CBOs that provide translations in indigenous languages), as well as information-only CBOs, to manage two-way communication leading up to and during each PSPS event. Specifically, we coordinated with CBOs in the following ways during PSPS events:

- Invited all partner CBOs to a once-daily Cooperator Call provided by EOC staff that shared PSPS situational updates for Public Safety Partners and other key partners;
- Implemented a CBO Resource Partner call which allowed CBOs supporting PSPS events to ask questions and share best practices;
- Provided our CBO Resource Partners with advance notifications of potential PSPS events so they could prepare resources for deployment;
- Provided our network of informational CBOs with Watch and Warning Notifications, as well as information during the event, including press releases. We shared patrolling and restoration information as it became available in the EOC;

---

<sup>21</sup> \*Data reported includes overlap in October 21 and October 25 event. Some customers impacted by the October 21 event were restored on October 23, and new customers were notified of the October 25 event on October 23, as well.

- Shared informational links with all partner CBOs including the link of infographics in 13 languages and pre-recorded ASL notifications in the CBO courtesy email notifications to our network of CBOs;
- Shared links to maps of impacted counties, the number of all customers and medical baseline customers impacted with all CBO partners;
- Shared a list of impacts by zip code with CBO Resource Partners based as requested;
- Referred Medical Baseline request for resources from the PG&E Call Center to participating regional ILCs to coordinate the appropriate support through the DDAR Program; and
- Partnered with food banks, Meals on Wheels and a grocery delivery organization to provide support to customers as described in *Sections 3.5.1, 3.6, and 3.7*, respectively.

Table 18 below summarizes the numbers of CBO partners that helped serve our customers during each of the five PSPS events implemented in 2020.

**Table 18: Summary of CBO Outreach During PSPS Events**

Event Date	CBO Partnerships	Meals on Wheels	ILCs	Food Banks	Grocery Delivery
<b>September 7</b>	11	1	5	5	0
<b>September 27</b>	20	2	9	8	1
<b>October 14</b>	42	17	11	11	1
<b>October 21</b>	14	2	9	3	0
<b>October 25</b>	50	17	12	19	1

After events, we held After Action Review (AAR) meetings with our CBO Partners to solicit input and feedback about the event. Some of the feedback we received from our partners we were able to implement immediately. For example, the CBO Resource Partner Call described above was direct feedback from the PWDAAAC Council. Other feedback is being reviewed for application to the 2021 season, including hosting virtual meet-and-greets by region to facilitate better coordination between CBOs.



## Appendix A: Food Bank Resource Partners

Table 19 below includes a list of food banks with active agreements with PG&E for PSPS event support.


**Table 19: Food Bank Resource Partnerships with PG&E**

Food Banks with Active Agreements for PSPS Event 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	Interfaith Council of Amador
10	Kings Community Action Organization
11	Mendocino Food & Nutrition Program- The Fort Bragg Food Bank
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	Yolo Food Bank
21	Yuba-Sutter Food Bank

## Appendix B: Food Bank Fact Sheet

Below is an image of the two-sided food bank program fact sheet that PG&E provided at CRCs during PSPS events in 2020.


Figure 2: Food Bank Fact Sheet (Front Side)



### Community Wildfire Safety Program

Food Bank Support During a Public Safety Power Shutoff (PSPS)

October 2020



We recognize that losing power can greatly impact you and your family. That is why PG&E has joined forces with local food banks to provide food replacement options in the event the power is turned off for severe weather to prevent wildfires.

If a PSPS event impacts your community, one of the following food bank partners may offer support:

FOOD BANK	COUNTIES SERVED	WEBSITE	PHONE	INCOME RESTRICTIONS
Alameda County Community Food Bank	Alameda	<a href="http://www.accfb.org">www.accfb.org</a>	510-635-3663	No
ATCAA Food Bank	Tuolumne	<a href="http://www.atcaa.org/food-bank">www.atcaa.org/food-bank</a>	209-984-3960	Yes
Central California Food Bank	Fresno, Madera, Kings, Tulare and Kern	<a href="http://www.ccfoodbank.org">www.ccfoodbank.org</a>	559-237-3663	No
Community Action Agency of Butte County-North State Food Bank	Butte, Colusa, Glenn, Plumas, Sierra and Tehama	<a href="http://www.buttecaa.com">www.buttecaa.com</a>	530-712-2600	No
Community Action Agency of Napa Valley Food Bank	Napa	<a href="http://www.canv.org/food-nutrition/food-bank">www.canv.org/food-nutrition/food-bank</a>	707-253-6128	No
Community Food Bank of San Benito County	San Benito	<a href="http://www.communityfoodbankofsbc.org">www.communityfoodbankofsbc.org</a>	831-637-0340	Yes
Dignity Health Connected Living	Shasta	<a href="http://www.connectedlivingnorthstate.org">www.connectedlivingnorthstate.org</a>	530-226-3071	No
Food Bank of Contra Costa and Solano	Contra Costa and Solano	<a href="http://www.foodbankccs.org">www.foodbankccs.org</a>	925-676-7543	No
Food Bank of El Dorado County	El Dorado and Alpine	<a href="http://www.foodbankedc.org">www.foodbankedc.org</a>	530-621-9950	No
Interfaith Council of Amador	Amador	<a href="http://www.feedamador.org">www.feedamador.org</a>	209-267-9006	No
Kings Community Action Organization	Kings	<a href="http://www.kcao.org">www.kcao.org</a>	559-582-4386	No
Mendocino Food and Nutrition Program (Fort Bragg Food Bank)	Mendocino	<a href="http://www.fortbraggfoodbank.org">www.fortbraggfoodbank.org</a>	707-964-9404	No

CONTINUED →

**Figure 3: Food Bank Fact Sheet (Back Side)**

If a PSPS event impacts your community, one of the following food bank partners may offer support:

FOOD BANK	COUNTIES SERVED	WEBSITE	PHONE	INCOME RESTRICTIONS
Merced County Food Bank	Mariposa and Merced	<a href="http://www.mmcfb.org">www.mmcfb.org</a>	209-726-3663	No
Nevada County Food Bank	Nevada	<a href="http://www.foodbankofnc.org">www.foodbankofnc.org</a>	530-272-3796	No
Placer Food Bank	El Dorado, Nevada and Placer	<a href="http://www.placerfoodbank.org">www.placerfoodbank.org</a>	916-783-0481	No
Redwood Empire Food Bank	Sonoma, Lake, Mendocino, Humboldt and Del Norte	<a href="http://www.refb.org">www.refb.org</a>	707-523-7900	No
Second Harvest Food Bank of San Joaquin and Stanislaus	San Joaquin and Stanislaus	<a href="http://www.localfoodbank.org">www.localfoodbank.org</a>	209-239-2091	No
Second Harvest Food Bank Santa Cruz County	Santa Cruz	<a href="http://www.thefoodbank.org">www.thefoodbank.org</a>	831-662-0991	No
Second Harvest of Silicon Valley	Santa Clara and San Mateo	<a href="http://www.shfb.org">www.shfb.org</a>	800-984-3663	Yes
SF Marin Food Bank	San Francisco and Marin	<a href="http://www.sfmfoodbank.org/find-food/">www.sfmfoodbank.org/find-food/</a>	628-272-8430	No
SLO Food Bank	San Luis Obispo	<a href="http://www.slofoodbank.org">www.slofoodbank.org</a>	805-238-4664	Yes
Yolo Food Bank	Yolo	<a href="http://www.yolofoodbank.org">www.yolofoodbank.org</a>	530-668-0690	No
Yuba-Sutter Food Bank	Yuba and Sutter	<a href="http://www.feedinys.org">www.feedinys.org</a>	530-673-3834	No

**ADDITIONAL INFORMATION**

**What resources can I get from a food bank during a PSPS event?** Food bank partners will offer perishable and/or nonperishable food replacements for families impacted by a PSPS.

**Are there income restrictions?** Some food banks offer food replacement to low-income customers only, while others do not have income restrictions. Please reference the table above to see which food banks have income restrictions.

**When can I visit the food bank?** This program offers food replacement for the duration of a PSPS event and for three days after power is restored.



For translated support in over 200 additional languages, contact PG&E at: **1-866-743-6589**.



**LEARN MORE:** For the latest on PG&E's wildfire safety efforts, please visit [pge.com/wildfiresafety](http://pge.com/wildfiresafety).

Some of the measures included in this document are contemplated as additional precautionary measures intended to further reduce the risk of wildfires. "PG&E" refers to Pacific Gas and Electric Company, a subsidiary of PG&E Corporation. © 2020 Pacific Gas and Electric Company. All rights reserved. CCC-0920-2863. 10/13/2020

## Appendix C: Meals on Wheels Partner Organizations

Table 20 below includes a list of Meals on Wheels organizations with active agreements with PG&E for PSPS event support.

**Table 20: Meals on Wheels Partner Organizations with Establish Agreements in 2020**

Meals on Wheels Organizations with Active Agreements for PSPS Event Support	
1	Ceres Community Project
2	Chico Meals on Wheels
3	Coastal Seniors
4	Common Ground Senior Services
5	Community Action Agency of Napa Valley
6	Community Bridges
7	Dignity Health Connected Living
8	Gold Country Community Services
9	Life ElderCare
10	Meals on Wheels Diablo Region
11	Meals on Wheels Monterey Peninsula
12	Meals on Wheels Solano County
13	Peninsula Volunteers
14	Petaluma People Services
15	Senior Coastsiders
16	Service Opportunity for Seniors
17	Spectrum Community Services
18	Tehama County Community Action Agency

## Appendix D: CWSP & PSPS "Critical" Translated Webpages

In alignment with PG&E's 2020 CWSP Outreach Plan and the ALJ In-Language Ruling, PG&E translated 16 "critical" wildfire and PSPS preparedness-related webpages.<sup>22</sup> Table 21 includes a list of the critical webpages that were translated into 16 languages in 2020:

**Table 21: List of Translated "Critical" Wildfire and PSPS Preparedness Webpages**

Webpage Name	Webpage Link	Languages Available
<b>PSPS Landing Page</b>	<a href="http://www.pge.com/psps">www.pge.com/psps</a>	16
<b>PSPS Event Updates Page</b> (Emergency Website)	<a href="http://www.pge.com/pspsupdates">www.pge.com/pspsupdates</a>	16
<b>Wildfire Safety Landing Page</b>	<a href="http://www.pge.com/wildfiresafety">www.pge.com/wildfiresafety</a>	16
<b>PSPS Language Resources Page</b>	<a href="http://www.pge.com/pspslangaugehelp">www.pge.com/pspslangaugehelp</a>	16
<b>Medical Baseline Program</b>	<a href="http://www.pge.com/medicalbaseline">www.pge.com/medicalbaseline</a>	16
<b>PSPS Updates and Alerts</b>	<a href="http://www.pge.com/pspsnotifications">www.pge.com/pspsnotifications</a>	16
<b>PSPS Address Alert Signup</b>	<a href="http://www.pge.com/pspsalerts">www.pge.com/pspsalerts</a>	16
<b>PG&amp;E Disability and Aging (AFN) Page</b>	<a href="http://www.pge.com/disabilityandaging">www.pge.com/disabilityandaging</a>	16 + ASL
<b>Open House Webinar Schedule &amp; Presentations</b>	<a href="http://www.pge.com/openhouse">www.pge.com/openhouse</a>	16 + ASL
<b>PSPS Support</b>	<a href="https://www.pge.com/en_US/residential/outages/public-safety-power-shutoff/psps-support.page">https://www.pge.com/en_US/residential/outages/public-safety-power-shutoff/psps-support.page</a>	16
<b>Prepare for PSPS</b>	<a href="https://www.pge.com/en_US/residential/outages/public-safety-power-shutoff/prepare/prepare-for-psps.page">https://www.pge.com/en_US/residential/outages/public-safety-power-shutoff/prepare/prepare-for-psps.page</a>	16
<b>Why PSPS Events Occur</b>	<a href="https://www.pge.com/en_US/residential/outages/public-safety-power-shutoff/why-psps-events-occur.page">https://www.pge.com/en_US/residential/outages/public-safety-power-shutoff/why-psps-events-occur.page</a>	16
<b>Minimizing PSPS Events</b>	<a href="https://www.pge.com/en_US/residential/outages/public-safety-power-shutoff/minimizing-psps-events.page">https://www.pge.com/en_US/residential/outages/public-safety-power-shutoff/minimizing-psps-events.page</a>	16
<b>Wildfire Recovery &amp; Support</b>	<a href="https://www.pge.com/en_US/residential/outages/public-safety-power-shutoff/psps-support.page">https://www.pge.com/en_US/residential/outages/public-safety-power-shutoff/psps-support.page</a>	16
<b>Consumer Protections</b>	<a href="http://www.pge.com/consumerprotections">www.pge.com/consumerprotections</a>	16
<b>PSPS Event Reports</b>	<a href="http://www.pge.com/pspsreports">www.pge.com/pspsreports</a>	16

<sup>22</sup> PG&E describes its approaches for translating various types of materials in its print media and web content in its 2020 Outreach Workplan (e.g., clarifying instances when full translations are made available vs. tagline translations) (pp. 11-12)

## Appendix E: Multicultural Media Partner Organizations

Table 22 includes the names of the 36 multicultural media partner organizations that have active agreements with PG&E to provide culturally relevant and translated communications through their channels before, during and after 2020 PSPS events.

**Table 22: Names of Multicultural Media Partner Organizations**

Media Organization	Channel	Language(s)
KRON4.2-Skylink TV	TV	Chinese (Mandarin and Cantonese)
KTVO-Sing Tao Radio	Radio	Chinese (Mandarin and Cantonese)
Sound of Hope Radio Network	Radio	Chinese (Mandarin and Cantonese)
KDTV Univision	TV	Spanish
KUVS Univision	TV	Spanish
KSTS Telemundo	TV	Spanish
KFTV Univision	TV	Spanish
KNSO Telemundo	TV	Spanish
KCSO Telemundo	TV	Spanish
Radio Lazer Sacramento	Radio	Spanish
Lotus Radio Bakersfield	Radio	Spanish
Lotus Radio Fresno	Radio	Spanish
Lotus Radio Sacramento	Radio	Spanish
Radio Lazer SJ	Radio	Spanish
Radio Bilingue (Non-Profit)	Radio	Spanish, Mixteco
KBBF Radio (Non-profit)	Radio	Spanish, Mixteco
Radio Campesina (Non-Profit)	Radio	Spanish
Alianza News	Print	Spanish
D'Primeramano (Non-profit)	Print	Spanish
El Popular News	Print	Spanish
La Voz	Print	Spanish
Wine Country Radio	Radio	Spanish
KTSF-TV	TV	Chinese (Mandarin/Cantonese), Filipino, Vietnamese
KBIF Radio	Radio	M-F: Hmong; Sat-Sun: Punjabi
KSJZ-Korean American Radio	Radio	Korean
Saigon Radio	Radio	Vietnamese
Hmong TV Network	TV	Hmong
Russian American Media	Digital	Russian
KBTB-Crossings TV	TV	Mandarin, Cantonese, Tagalog, Vietnamese, Japanese, Russian, Punjabi, Hmong and Hindi
KSFN-News for Chinese Radio	Radio	Mandarin
ONME Network	TV/Online	English (Black community)
California Black Media/Sac Cultural Hub	Digital	English (Black community)
ABS-CNB	TV/Online	Tagalog/English
KZSF and KIQI Radio	Radio	Spanish
KLBS Portuguese Radio	Radio	Portuguese
PAMA One Radio	Radio	Portuguese

## Appendix F: PSPS TV Program Schedule

Table 23 includes the broadcast markets, stations, dates and times that aired PG&E’s 30-minute PSPS program, “Preparing for Public Safety Power Shutoffs.”

**Table 23: PSPS TV Video Broadcast Schedule**

Market	TV Station	Date	Time
Bakersfield Area	KGET	Saturday, September 19, 2020	9:00 – 9:30 p.m.
	KERO	Sunday, September 20, 2020	3:00 – 3:30 p.m.
	KBFX	Sunday, November 8, 2020	10:30 – 11:30 a.m.
Chico Area	KRCR	Sunday, September 27, 2020	8:00 – 8:30 p.m.
	KRCR	Saturday, October 10, 2020	2:00 – 2:30 p.m.
	KNVN	Wednesday, October 21, 2020	2:00 – 2:30 p.m.
	KHSL	Wednesday, October 21, 2020	7:00 – 7:30 p.m.
Eureka Area	KBVU	Saturday, October 10, 2020	9:00 – 9:30 p.m.
	KAEF	Sunday, October 11, 2020	2:00 – 2:30 p.m.
	KVIQ	Saturday, October 31, 2020	10:00 – 10:30 a.m.
Fresno Area	KFRE	Saturday, September 19, 2020	3:00 – 3:30 p.m.
	KGPE	Saturday, September 26, 2020	4:30 – 5:00 p.m.
	KGPE	Saturday, October 19, 2020	4:00 – 4:30 p.m.
Monterey Area	NSBW	Sunday, September 27, 2020	10:30 – 11:00 a.m.
	NSBW	Sunday, September 27, 2020	5:00 – 5:30 p.m.
	KION	Thursday, October 22, 2020	12:00 – 12:30 p.m.
Sacramento Area	KTXL	Sunday, September 20, 2020	4:00 – 4:30 p.m.
	KMAX	Saturday, September 26, 2020	4:00 – 4:30 p.m.
	KMAX	Sunday, November 1, 2020	2:00 – 2:30 p.m.
San Francisco Bay Area	KICU	Sunday, September 20, 2020	10:00 – 10:30 a.m.
	KRON	Saturday, September 26, 2020	12:00 – 12:30 p.m.
	KOFY	Wednesday, October 12, 2020	8:00 – 8:30 a.m.
	KOFY	Sunday, October 21, 2020	8:00 – 8:30 a.m.
	KOFY	Sunday, October 21, 2020	11:00 – 11:30 a.m.
	KRON	Friday, October 23, 2020	12:30 – 1:00 p.m.