

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

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

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

**PACIFIC GAS AND ELECTRIC COMPANY'S (U 39 E)  
2024 ACCESS AND FUNCTIONAL NEEDS (AFN) PLAN FOR  
PUBLIC SAFETY POWER SHUTOFF (PSPS) SUPPORT  
QUARTERLY PROGRESS REPORT  
JULY 1, 2024 AND SEPTEMBER 30, 2024**

KENNETH LEE  
Pacific Gas and Electric Company  
Law Department, 19<sup>th</sup> Floor  
300 Lakeside Drive, Suite 210  
Oakland, CA 94612  
Telephone: (415) 310-4687  
Facsimile: (415) 973-5520  
E-Mail: [Kenneth.Lee@pge.com](mailto:Kenneth.Lee@pge.com)

Dated: October 30, 2024

Attorney for:  
PACIFIC GAS AND ELECTRIC COMPANY

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In accordance with the California Public Utilities Commission’s Decision (D.) 21-06-034 Phase 3 OIR Decision Guidelines, Pacific Gas and Electric Company (PG&E) respectfully submits this 2024 Access and Functional Needs Plan for Public Safety Power Shutoff Support regarding its efforts designed to support people and communities with access and functional needs (AFN) during Public Safety Power Shutoff (PSPS) de-energization events (AFN Plan).

Respectfully submitted,

By: /s/ Kenneth Lee  
KENNETH LEE

Pacific Gas and Electric Company  
Law Department, 19<sup>th</sup> Floor  
300 Lakeside Drive, Suite 210  
Oakland, CA 94612  
Telephone: (415) 310-4687  
Facsimile: (415) 973-5520  
E-Mail: [Kenneth.Lee@pge.com](mailto:Kenneth.Lee@pge.com)

Attorney for:  
PACIFIC GAS AND ELECTRIC COMPANY

Dated: October 30, 2024

**PACIFIC GAS AND ELECTRIC COMPANY**  
**ATTACHMENT A**

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

Quarterly Progress Report of Activities  
between July 1, 2024 and September 30,  
2024



October 31, 2024

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## INTRODUCTION

In accordance with D.20-05-051 and D.21-06-034, Pacific Gas and Electric Company (PG&E) provides this quarterly update regarding our progress toward meeting our 2024 PSPS Access and Functional Needs (AFN) Plan and the impact of our efforts to support the AFN and vulnerable population during proactive de-energization (also known as Public Safety Power Shutoff (PSPS)). This update addresses our efforts between July 1, 2024 and September 30, 2024.

Since last reporting progress on PG&E's AFN activities on July 31, 2024 PG&E has achieved the following significant milestones to help serve our most vulnerable customers before, during, and after a PSPS.

- PG&E hosted Regional Community Wildfire Safety Program (CWSP), AFN Customer, and Community Based Organizations (CBO) Webinars to update customers and CBOs on various AFN programs throughout PG&E's service area
- PG&E hosted a table at the 2024 California Hospital association and presented information on our Prepare for Power Down website and PSPS CBO partnership opportunities.
- PG&E sponsored and presented at the inaugural Government and Disability Summit in Ventura California on September 24th through 27th.
- The Disability Disaster Access and Resources (DDAR) engaged with 768 AFN customers during the July 2, July 5, July 20, and September 30 PSPS activations.
- CA Network of 211 engaged with 247 AFN customers during the July 2, July 5, July 20, and September 30 PSPS activations.
- Produced pre-recorded segment on PSPS resources for AFN customers for our multi-cultural media partners.
- Translated our Food Bank Support and Transportation Services Fact Sheet into 15 languages and shared with our 39 multi-cultural media partners.

For a full list of PG&E's accomplishments towards meeting the Key Objectives identified in the 2024 AFN Plan please see [Appendix H.1](#).



## **1 CONCEPT OF OPERATIONS | HOW**

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

#### **1.1.1 Emergency Operations Center**

In Q3, PG&E activated the Emergency Operations Center to support the PSPS on July 2, July 5, July 20 and September 30. The Customer Care and AFN Liaison role were activated to support AFN individuals and Community Based Organizations (CBO).

##### **1.1.1.1 Preparation Exercises**

In Q3, PG&E did not conduct any PSPS preparation exercises that included the AFN Liaison role or CBO partners. On July 31, 2024, PG&E conducted a PSPS communications drill utilizing Message Broadcast to send exercise notifications to external and internal participants. This drill is to comply with the CPUC directive given to all IOUs. Previously, these drills were conducted during PG&E's annual PSPS functional exercise. This was the first standalone PSPS communications drill PG&E has performed for PSPS.

##### **1.1.1.2 Training**

In Q3, PG&E held a second robust training for our EOC staff in August, as well as role-specific training for each team in the Customer Care organization. PG&E held a dedicated training for the AFN Liaison team on August 16, 2024.

##### **1.1.1.3 AFN Liaison**

In Q3, the AFN Liaison role was activated to support the potential PSPS on July 2, July 5, July 20 and September 30. This dedicated team, including the AFN Strategy Lead and AFN Advisor, maintained ongoing communications with CBOs leading up and during the potential PSPS.

##### **1.1.1.4 Customer Care**

In Q3, PG&E had four PSPS activations. PG&E's Customer Service Representatives (CSR) responded to customer inquiries leading up to and during the PSPS. CSRs were able to confirm contact information, assist customers with an application for the Medical Baseline (MBL) Program, indicate language preference, self-identifying as vulnerable<sup>1</sup>,

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<sup>1</sup> In accordance with D.12-03-054, customers that are not enrolled or do not qualify for the MBL Program can "self-identify that they have a serious illness or condition that could become life-threatening if service is disconnected" and enroll in PG&E's Self Identified Vulnerable Program. PG&E uses this designation to make an in-person visit prior to disconnection for non-payment. This designation remains on their account temporarily for 90 days and can be extended to 12 months if the customer submits an application. The customer characteristic, vulnerable senior, is no longer included in the Disconnect OIR based on CPUC D. 20-06-003 (pg. 14) and therefore, not included in this metric.

and/or self-identifying that a person in their household has a disability<sup>2</sup>.

## 1.2 AFN Identification Outreach

PG&E continues to conduct outreach campaigns to customers who self-identified as AFN in 2024. This outreach includes an enhanced version of our CBO toolkit, direct mail and email campaigns to the AFN Community, as well as a paid media campaign. In Q3, PG&E sent a Notification and Resources reminder email and direct mail to customers who could be impacted by a PSPS.

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

The CPUC Phase 3 PSPS Guidelines stipulate that “persons reliant on electricity to maintain necessary life functions, including durable medical equipment (DME) and assistive technology (AT)” must be included in each electric investor-owned utility’s identification efforts, in addition to the existing requirement for each utility from the CPUC Phase 2 PSPS Guidelines<sup>3</sup>.

Table 1. provides the types and counts of customers identified above and beyond the MBL program as of September 30, 2024.

**Table 1. Types and Counts of Customers Above and Beyond MBL Program<sup>4</sup>**

Types of Customers Above and Beyond MBL Program	Number of Customers (through September 30, 2024)
Self-identify to receive an in-person visit before disconnection for non-payment (e.g., vulnerable) <sup>5</sup>	61,446
Self-identify as having a person with a disability in the household (e.g., “disabled”) <sup>6</sup>	41,888

<sup>2</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, for customers who have previously been identified as disabled and who have identified a preferred form of communication, the utility shall provide all information concerning the risk of disconnection in the customer’s preferred format (e.g., phone, text, email, TDD/TTY).

<sup>3</sup> D.20-05-051, Appendix A.

<sup>4</sup> Counts of customers are not mutually exclusive. Customers may self-identify under multiple types.

<sup>5</sup> In accordance with D.12-03-054, customers that are not enrolled or do not qualify for the MBL Program can “self-identify that they have a serious illness or condition that could become life-threatening if service is disconnected” and enroll in PG&E’s Self-Identified Vulnerable Program. PG&E uses this designation to make an in-person visit prior to disconnection for non-payment. This designation remains on their account temporarily for 90 days and can be extended to 12 months if the customer submits an application. The customer characteristic, vulnerable senior, is no longer included in the Disconnect OIR based on CPUC D. 20-06-003 (pg. 14) and therefore, not included in this metric.

<sup>6</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, for customers who have previously been identified as disabled and who have identified a preferred form of communication, the utility shall provide all information concerning the risk of disconnection in the customer’s preferred format (e.g., phone, text, email, TDD/TTY).

Types of Customers Above and Beyond MBL Program	Number of Customers (through September 30, 2024)
Preference to receive utility communications in non-standard format (e.g., in Braille or large print)	1,185
Durable Medical Equipment (DME) <sup>7</sup>	52,352
Assistive Technology (AT)	8,437

### 1.3 AFN Support Resources

To support and prepare customers with AFN, PG&E provides a broad range of programs and resources before, during, and after PSPS. PG&E is committed to continuously identifying improvements and new opportunities. A progress update on PG&E’s programs and available resources are below. For additional information about PG&E’s programs and available resources, see the 2024 AFN Plan for PSPS Support.

#### 1.3.1 California 211 Providers Network (211) Care Coordination & Referral Service

PG&E’s partnership with 211 connects customers with approximately 11,000 CBOs and government agencies across PG&E’s service area. 211 provides PSPS needs screening via incoming calls and texts, outbound efforts, and in-person visits to identify the needs of households before, during, and after PSPS activations. Needs screening efforts also help identify households with AFN who may need assistance preparing for emergencies. In addition to these calls and texts, 211 provides Care Coordination.

Through the Care Coordination process, individuals will undergo an intake assessment with a 211 Care Coordinator, including their current household situation, electricity needs, and medication and/or assistive technology usage to determine their needs before and during a PSPS. Care Coordination provides a personalized safety plan that will list the individual’s emergency contacts, local emergency or customer organizations’ contact information, health, and medical information, etc. During a PSPS, 211 Care Coordinators will contact the individual customer to check whether they require additional support.

In Q3, PG&E continued to have regular working meetings with 211 to provide guidance, review quarterly reports, and discuss program enhancements. We also continue to hold a bi-weekly meeting with 211 and Southern California Edison to align on offerings and program support. PG&E worked directly with 211 to support 271 AFN

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<sup>7</sup> Self-Identify as reliant on DME and AT

customers who were impacted during the July 2, July 5, July 20, and September 30 PSPS.

Table 2 includes the number of Care Coordination assessments and resources provided to customers through 211. PG&E will continue to provide these resources to customers through 211 before, during, and after future PPS.

### **1.3.2 Resource Planning and Partnerships**

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

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

PG&E offers solutions to reduce adverse impacts from PPS on customers, including those most vulnerable. In Q3 2024, PG&E continued to work with partner organizations to provide outreach and support to customers with AFN. Below is a progress update on our customer resiliency programs and continuous power solutions. For additional information about our customer resiliency programs and continuous power solutions, see our 2024 AFN Plan for PPS Support.

#### **1.4.1 Disability Disaster Access and Resources (DDAR) Program**

In 2024, PG&E continued its partnership with the California Foundation for Independent Living Centers (CFILC) through the DDAR Program to deliver a readiness program that supports people with disabilities, older adults, and customers using durable medical equipment and assistive technology that is required to live independently.

The DDAR Program will continue to offer a variety of resources to qualified customers in High Fire Threat Districts or who reside in areas that are likely to be impacted by PPS. Resources will include batteries, hotel stays, food vouchers, gas cards, transportation, and other resources. The DDAR program plans to deliver at least 500 batteries to qualified customers in 2024.

In Q3, PG&E began working with the CFILC to develop a PPS guidebook for their participating DDAR centers to utilize while activated. PG&E worked with CFILC and their DDAR centers who engaged with 768 AFN customers impacted during the July 2, July 5, July 20, and September 30 PPS.

Table 2. includes the number of customer energy assessments and resources provided to customers through DDAR. PG&E will continue to provide these resources to customers through DDAR before, during, and after future PPS.

**Table 2. 2024 DDAR Program Resources Provided to Customers**

Resources/Engagement with Customers Before, During, and After PSPS	Resources Provided to Customers			
	Q1	Q2	Q3	Q4
Customer Energy Assessments	476	318	383	
Batteries Delivered	82	80	137	
Food Vouchers*	0	0	20	
Hotel Stays*	0	0	10	
Gas Cards*	0	0	1	
Transportation*	0	0	0	

**1.4.2 Self-Generation Incentive Program (SGIP)**

The CPUC’s statewide SGIP provides incentives for permanent battery systems that can provide whole-home backup power during PSPS and deliver grid and customer benefits. The SGIP Equity Resiliency Budget (ERB) provides incentives for MBL customers, well-pump, and critical non-residential customers in HFTDs.

In 2024, PG&E will continue to focus on the SGIP Program and expects significant, positive changes to be made to the program as the result of Assembly Bill 209, which should benefit vulnerable customers in PG&E territory by providing additional funding for energy storage and solar.

See Table 3. for an overview of relevant SGIP ERB application and interconnection metrics as of September 30, 2024.

**Table 3. SGIP ERB and Interconnection Metrics**

<b>Key Application Metrics</b>	<p>5,934 Equity Resiliency Budgets paid \$248M as of September 2024</p> <p>10,055 applications received inception to date since SGIP Equity Resiliency Budgets opened in May 2020, including submitted and cancelled applications.</p> <ul style="list-style-type: none"> <li>• 5,217 MBL (including 82 waitlisted)</li> <li>• 4,108 well pump (including 12 waitlisted)</li> <li>• 183 commercial, educational, small business, and multi-family (including 0 waitlisted)</li> <li>• 95 waitlisted</li> </ul>
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	<ul style="list-style-type: none"> <li>• 98% residential versus 2% commercial, educational, small business, and multi-family</li> <li>• Total allocated: \$104.8M MBL, \$68.4M well pumps, \$36M commercial and multi-family</li> </ul>
<b>Key Interconnection Metrics</b>	September 2024 inception-to-date 6,070 projects interconnected to grid: <ul style="list-style-type: none"> <li>• 3,525 MBL</li> <li>• 2,311 well pump</li> </ul>

### 1.4.3 Portable Battery Program (PBP)

The PBP offers direct-to-customer outreach, assessments, and battery deliveries. The program relaunched this year with a target population of MBL and SIV customers who have experienced at least one PSPS since 2021 or at least 5 EPSS outages since 2022.

Since 2020, the PBP partners have delivered approximately 25,000 portable batteries to MBL and Self-Identified Vulnerable customers at risk of being impacted by PSPS. In addition, more than 1,600 mini-fridges and more 850 insulin coolers were provided since 2022.

In 2024, PG&E and our partner organizations continue to focus on serving frequently impacted MBL and SIV customers that use durable medical equipment or assistive technology who have not previously participated in a resiliency program. In addition to the batteries already delivered, PG&E plans to provide at least 4,000 portable batteries to qualified customers in 2024 and to continue offering mini-fridges and insulin coolers to keep medications cool during PSPS outages.

Table 4. includes PG&E’s quarterly progress on outreach and batteries delivered to customers before, during, and after 2024 PPS.

**Table 4. 2024 PBP Outreach**

<b>Outreach and Batteries Delivered to Customers Before, During, and After PPS</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Customers Reached	394	1,287	2306	
Customers Assessed	44	851	1738	
Batteries Delivered	586	585	1513	
Mini Fridges Delivered	5	58	155	
Insulin Cooler Wallets Delivered	20	34	61	
Extension Cords delivered	83	29	102	

#### 1.4.4 Generator and Battery Rebate Program (GBRP) & Backup Power Transfer Meter (BPTM)

With a goal of issuing 3,000 rebates for 2024, PG&E’s GBRP provides a \$300 rebate to customers located in Tiers 2 or 3 HFTDs or are serviced by an Enhanced Powerline Safety Settings (EPSS) circuit. Customers are eligible for a \$200 additional rebate if the customer is on PG&E’s CARE or FERA program, so long as the rebate does not exceed the price of the product. Eligible customers must submit their rebate application within 12 months from their purchase date of the qualifying product or by December 31, 2024, whichever date is sooner.

In 2024, PG&E set a goal of issuing 3,000 rebates.

In 2021, PG&E launched the Backup Power Transfer Meter (BPTM) pilot to install BPTMs for customers who participated in the GBRP and had compatible generators. The BPTM device is a meter that is also a transfer switch that will automatically switch power to a connected generator when it detects the grid is offline and switch back to the utility once the grid is back on. Since 2021, the BPTM program has installed approximately 7,000 meters.

In 2024, PG&E will expand the BPTM program to 4,000 eligible customers who are in need of a backup power solution.

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

**Table 5. 2024 GBRP Rebates and BPTM Devices Installed**

<b>GBRP Rebates and BPTM Devices Provided to Customers Before, During, and After PSPS</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Number of GBRP Rebates Paid to Customers	743	511	1,062	
Number of Customers who had BPTM Devices Installed <sup>8</sup>	481	1,369	1,289	

#### 1.4.5 Residential Storage Initiative (RSI)

In 2022, PG&E launched the pilot phase of the Residential Storage Initiative (RSI), a home battery energy storage program, funded by the EPSS program to support low-

<sup>8</sup> In Q1 2024 PG&E processed and attempted to install 563 BPTM customer installs of which 481 were installed and 65 were cancelled due to customer installation issues.

income customers vulnerable to wildfire safety outages. In 2023, the program was expanded to also include MBL customers and others facing a significant number of EPSS outages. In 2024, PG&E greatly expanded its efforts across more counties to support more customers with RSI.

Since the program launched, PG&E has provided permanent battery systems at no cost to over 1,500 residential customers who had been frequently impacted by outages because of PG&E’s EPSS program. RSI installed approximately 400 of those projects in Q3 2024. Eligible customers were enrolled in the California Alternate Rates for Energy (CARE) program, Family Electric Rate Assistance (FERA), the Medical Baseline program, or are Self-identified as Vulnerable with an assistive technology or durable medical equipment; did not already have a customer resiliency solution (such as a battery or permanently installed generator); and had experienced a significant number of safety-related outages.

PG&E continues to refine and improve RSI in 2024 and, due to its success, plans to continue the program in 2025 to help ensure that the risks of wildfire safety outages such as EPSS and PSPS continue to be minimized for the most impacted customers.

**1.5 Customer Assistance Programs**

For general information about PG&E’s customer assistance programs, see our 2024 AFN Plan for PSPS Support.

**1.5.1 Food Replacement Options and Other CBO Resources**

Table 6. the quarterly update on our partnerships associated with food bank programs, meals on wheels providers, and other food resources. A full list of Food Bank Partners can be found in [Appendix D.1](#), Meals on Wheels Providers in [Appendix E.1](#), CBO Resource Partners with active agreements for PSPS Support in [Appendix F.1](#), and Accessible Transportation Partners in [Appendix G.1](#).

**Table 6. Food Resource Partnerships Agreements Executed**

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



Q3	25	0	25	0	7	0
Q4						

**1.5.1.1 Community Food Bank Support**

PG&E recognizes food replacement is a critical need for some individuals with AFN, particularly those with low income. PG&E has an existing relationship with the California Association of Food Banks and county food banks throughout our service area and will provide grants from Q2-Q3. PG&E also continues to establish agreements with food banks throughout its service area to seek additional support for customers experiencing food loss resulting from PSPS. For a full list of Food Bank Resource Partners with active agreements see [Appendix D.1](#).

PG&E continued to explore opportunities for additional partnerships. Additionally, PG&E will continue to offer grants to affected food banks within our service territory to provide critical services to vulnerable customers during emergencies, including wildfires, power outages, and PSPS.

In Q3, PG&E partnered with Community Food Bank providers during the July 2, July 5, July 20, and September 30.

**1.5.1.2 Meals on Wheels Partnerships**

PG&E has partnered with Meals on Wheels providers throughout the service area to provide seniors impacted by a PSPS with one or two additional meal(s) per day for the duration of the power shutoff. In addition to the meal, the provider completes an in-person wellness visit that includes messaging about the potential PSPS and guidance on additional resources available through PG&E. For a full list of Meals on Wheels Partners with active agreements see [Appendix E.1](#).

In Q3, PG&E partnered with Community Food Bank providers during the July 2, July 5, July 20, and September 30.

**1.5.1.3 Grocery Delivery Services**

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

In Q3, grocery delivery services were not provided in Sonoma County due to low customer impact or Sonoma not being in scope during the July 2, July 5, July 20, and September 30 PSPS.

#### **1.5.1.4 Family Resource Centers**

In 2021, PG&E established partnerships with Cope Family Center, a family resource center, to provide families experiencing food loss with grocery gift cards depending on family size. Cope Family Center provides support in Napa County. PG&E continues to look for opportunities to expand agreements to additional family resource centers throughout the service area.

In Q3, the Cope family resource centers did not provide gift cards during the July 2, July 5, July 20, or September 30 PSPS due to limited scope in Napa County.

#### **1.5.1.5 Fresh Produce**

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

In Q3, Lost Sierra Food Project did not provide fresh produce during the July 2, July 5, July 20, and September 30 PSPS due Plumas County not being in scope.

#### **1.5.1.6 Portable Shower and Laundry Services**

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

In Q3, portable shower and laundry services were not provided during the July 2, July 5, July 20, or September 30 due to limited impacts in Butte County.

#### **1.5.1.7 Accessible Transportation**

PG&E provides accessible transportation for customers to Community Resource Centers (CRC) or hotels through the DDAR Program and 211. In addition, PG&E has established agreements with accessible transportation partners that allow customers to coordinate accessible transportation with the provider directly. Expanded accessible transportation is available in El Dorado, Fresno, Shasta, Solano, Sonoma, Marin, and San Francisco counties. For a full list of Accessible Transportation Partners with active agreements see [Appendix G.1](#). PG&E continues to explore opportunities to expand these agreements to other providers.

PG&E is also committed to providing proactive notification<sup>9</sup> and impacted zip code information to paratransit agencies that may serve all the known transit-or paratransit-

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<sup>9</sup> In accordance with PSPS Phase 3 D.21-06-034.

dependent persons that may need access to community resources centers during a PSPS.

In Q3, All active CRC locations are now carrying a Fact Sheet with all accessible transportation providers listed. We also updated our CRC website to include a link to our transportation partners. PG&E had two accessible transportation providers areas in scope during the July 2, July 5, July 20, and September 30 PSPS. They did not receive any ride requests.

### **1.5.2 Medical Baseline (MBL) Program**

The MBL Program is an assistance program for residential customers with extra energy needs due to qualifying medical conditions. PG&E continued to encourage customer participation in the MBL Program (see Section 1.7.1, which describes the outreach we conducted to drive enrollment in the program).

Verdant Associates LLC, the newly selected consultant for the Medical Baseline Population study, is spearheading alignment and collaboration efforts. They are currently overseeing the review of study goals and logistics, adjustments to tasks and schedules, discussions on study design and methodologies, planning of the public workshop, scheduling of the initial IOU study team meeting, finalizing check-in meetings, and addressing file sharing methodologies. The study will develop a single, coordinated statewide study plan to produce an initial estimate of eligible Medical Baseline populations for each IOU's electric and gas territories. Estimates of eligible customers resulting from this study will support annual enrollment goals for the MBL program at each IOU.

In Q3, on July 24, 2024, the Joint IOUs held a public workshop and posted workshop materials to the Public Documents area of the CPUC website. On September 30, 2024, PG&E filed a Joint Tier 3 advice letter to seek CPUC approval of the population study design and budget.

Additionally, PG&E had 3,066 Master Meter Tenants enrolled in the MBL Program, a decrease of 7.8% since the last reporting enrollment in our Q2-2024.

Table 7. shows the growth in enrollments by month of customers who are enrolled in the MBL Program.

**Table 7. MBL Program Customer Enrollments (Jan 1 – Sep 30, 2024)**

	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>YTD</b>
Total Start of Month MBL Customers	282,926	264,882	264,983	266,960	268,587	270,679	271,157	273,378	257,133	257,133 <sup>10</sup>
New MBL Customers	3,101	2,209	3,377	3,983	3,946	2,445	4,087	5,206	4,823	33,177
MBL Customers Removed	21,145	2,108	1,750	2,356	1,897	1,780	1,866	21,451	20,550	74,903
<b>Total End of Month MBL Customers</b>	<b>264,882</b>	<b>264,983</b>	<b>266,610</b>	<b>268,587</b>	<b>270,636</b>	<b>271,344</b>	<b>273,378</b>	<b>257,133</b>	<b>241,406</b>	<b>241,406</b>

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<sup>10</sup> Total Start of Year MBL Customers can include additional MBL customers that were posted after previously filed reports.

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

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

Through the end of Q3 2024, PG&E's ESA contractors continued to share information about emergency preparedness, PSPS, and other financial assistance programs with 37,133 customers through in-home educational activities, following all public safety protocols and some virtually due to health concerns.

Through the ESA Plus Program, PG&E has been providing and distributing coolers to eligible ESA participants who reside in Tier 3 HFTDs, allowing them to keep food cold for an extended duration and possibly prevent perishables spoilage during an outage. Through the end of Q3, ESA Program has provided 16 cold storages to customers.

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

The CARE and FERA are PG&E discount programs that help eligible customers afford their energy bills. About 1.4 million<sup>11</sup> customers are receiving bill discounts through these two programs.

In Q3, PG&E held a CBO training on September 30 on bill savings programs like CARE and FERA as well as supporting programs that can help customers. The training also highlighted emergency preparedness programs and a PSPS overview to be used in holistic customer education about relevant PG&E programs during enrollment. PG&E plans to hold one more in Q4.

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

### **1.6.1 PG&E Advisory Boards/Councils**

In 2024, PG&E was committed to ongoing engagement with external stakeholders, Public Safety Partners, and advisory boards/councils to gain feedback on its approaches to serving customers before, during, and after PSPS. The following section describes our Q3 2024 engagement, the feedback we received, and how PG&E plans to incorporate the feedback to enhance the customer experience.

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<sup>11</sup> CARE: 1,380,345, FERA: 39,170

**Table 8. Summary of Consultation with Advisory Boards and Councils**

<b>People with Disabilities and Aging Advisory Council (PWDAAC)<sup>12</sup></b>	
<b>Meeting</b>	<p><b>Date:</b> August 15, 2024</p> <p><b>Location:</b> Virtual</p> <p><b>Purpose:</b> Bring organizations supporting AFN customers with PG&amp;E’s leaders, to connect and collaborate, discuss relevant topics, highlight progress made, and identify areas for improvement in how PG&amp;E’s programs support seniors and individuals with disabilities.</p>
<b>Summary of Engagement</b>	<ul style="list-style-type: none"> <li>• Safety               <ul style="list-style-type: none"> <li>○ Tips to Keep you Cool During a Heat Wave                   <ul style="list-style-type: none"> <li>▪ Find Air Conditioning</li> <li>▪ Stay Hydrated</li> <li>▪ Stay Indoors</li> </ul> </li> <li>○ Visit <a href="https://safetyactioncenter.pge.com">safetyactioncenter.pge.com</a> for more information</li> </ul> </li> <li>• Q2 Meeting Survey – Follow Up Items               <ul style="list-style-type: none"> <li>○ Financial Assistance Programs for Self-Identified Vulnerable Customers                   <ul style="list-style-type: none"> <li>▪ Key Programs                       <ul style="list-style-type: none"> <li>○ Relief for Energy Assistance through Community Help (REACH)</li> <li>○ California Alternate Rates for Energy (CARE) and Family Electric Rate Assistance (FERA) Programs</li> <li>○ Energy Savings Assistance Program</li> <li>○ Budget Bulling Program</li> <li>○ Medical Baseline Program (MBL)</li> <li>○ Low Income Home Energy Assistance Program (LIHEAP)</li> </ul> </li> </ul> </li> </ul> </li> <li>• 2024 Public Safety Power Shutoff (PSPS) Activations               <ul style="list-style-type: none"> <li>○ July 2 – PSPS Event:                   <ul style="list-style-type: none"> <li>▪ Customers Notified: 12,291</li> <li>▪ Customers De-Energized: 1,843 (including 574 customers with Access and Functional Needs)</li> </ul> </li> </ul> </li> </ul>

<sup>12</sup> See Appendix C.1 for the PWDAAC Council Participants

(AFN) and 168 MBL customers)

- July 5 – PSPS Activation:
  - Customers Notified: 6,441
  - Customer De-Energized: None (event did not escalate)
- July 20 – PSPS Event:
  - Customers Notified: 15,776
  - Customers De-Energized: 212 (including 18 customers with AFN and MBL customers)
- Notifying Customers, Public Safety Partners and Agencies
  - Process Timeline:
    - 72 hours prior: Priority/Advanced notification sent to critical customers and agencies
    - 48-24 hours prior: Watch status issued to prepare customers for potential power shutoff
    - 4-1 hours prior: Final warning provided before de-energization
    - Post-De-Energization: Regular updated until power is restored
    - Communication Channels:
      - Agency Notifications: Direct communication with Public Safety Partners and critical customers
      - Customer Notifications: Includes address alerts to ensure accurate and timely information
      - Community Base Organizations (CBOs) Partner Notifications: Coordination with CBOs to support vulnerable communities
- Resources for Customers with AFN
  - Programs:
    - MBL: Provides additional power allotments and early notifications for PSPS events; participants may qualify for resources like generator

rebates, portable batteries or Backup Power Transfer Meters

- Self-Identified Vulnerable Customer Status: Offers financial assistance and additional notifications for customers facing challenges such as nonpayment risks

- Outage Website Resources

- [Wildfire Safety Progress Map \(pge.com\)](https://www.pge.com/wildfiresafety)

- CBO Resources

- Hotline: Dedicated wildfire safety contacts
- Email: [wildfiresafety@pge.com](mailto:wildfiresafety@pge.com) for inquiries and support
- Important links:
  - [Pge.com/afn](https://www.pge.com/afn) for AFN support
  - [Pge.com/financialassistance](https://www.pge.com/financialassistance) for bill assistance
  - [Pge.com/pspsupdates](https://www.pge.com/pspsupdates) for real-time updates on PSPS events
  - [Pge.com/backuppower](https://www.pge.com/backuppower) for information on backup power options
- We're always looking for ways to collaborate with CBOs to ensure that vulnerable customers are informed and supported

- Prepare for Power Down Website

- The website, created by Pacific Gas and Electric (PG&E), Southern California Edison (SCE) and San Diego Gas and Electric (SDG&E), serves as a central place for California residents, visitors and community organizations to access information about PSPS and available resources
- We encourage widespread use of [prepareforpowerdown.com](https://prepareforpowerdown.com) to ensure communities are well-prepared before, during and after PSPS events

- Braille and Large Print Options



	<ul style="list-style-type: none"> <li>○ Program <ul style="list-style-type: none"> <li>▪ Braille Appliance Markings: Installation of Braille points on household appliances to increase accessibility</li> <li>▪ Braille Statements: Monthly statements available in Braille for visually impaired customers</li> <li>▪ Large Print and CD Audio Formats: Statements available in large print or audio format upon request</li> </ul> </li> <li>● CBO Introductions and Roundtable Discussion <ul style="list-style-type: none"> <li>○ CBO Updates: <ul style="list-style-type: none"> <li>▪ Julie Eby-McKenzie: We serve as a civil rights organization for people who meet both the California and Federal definitions, in addition to Braille we'd like to see more materials in "plain language" for people with intellectual disabilities. We have a whole office filled with backpacks to help provide supplies for community partners, but it hasn't been shared publicly or on the website. <ul style="list-style-type: none"> <li>○ Action Item: Promote the backpack program from her organization in our follow-up newsletter</li> </ul> </li> <li>▪ Miguel Angel Castanon: We have an AFN department; we will take a note and gather feedback from them to share with this team.</li> <li>▪ Serra Rea (Program Manager at the California Foundation for Independent Living Centers (CFILC): Emergency Preparedness awareness; making sure that all Independent Living Centers (ILC) and DDAR are ready and prepared for storms and power outages.</li> </ul> </li> </ul> </li> </ul>
<b>Feedback</b>	<ul style="list-style-type: none"> <li>● Extend PWDAAC quarterly meeting as far in advance as possible for scheduling accommodations.</li> </ul>
<b>Action Items</b>	<b>Completed Actions This Quarter:</b>

<p><b>Guided by Feedback</b></p>	<ul style="list-style-type: none"> <li>• Sent out meeting feedback survey to existing PWDAAC council members for feedback on enhancement opportunities</li> </ul> <p><b>On-Going Actions:</b></p> <ul style="list-style-type: none"> <li>• Continue utilizing the PWDAAC as a forum to receive input and feedback on a broad variety of PG&amp;E programs affecting AFN customers.</li> </ul> <p><b>Future Actions:</b></p> <ul style="list-style-type: none"> <li>• PG&amp;E to re-elevate PWDAAC goals, cadence, and membership</li> <li>• Survey to follow every meeting to solicit feedback from council participants</li> </ul>
<p><b>Future Meeting(s)</b></p>	<p>Q4 2024 (TBD)</p>

<p><b>Access and Functional Needs Collaborative Council Meeting<sup>13</sup></b></p>	
<p><b>Meeting</b></p>	<p><b>Date:</b> September 9, 2024  <b>Location:</b> Virtual  <b>Purpose:</b> Collaborative discussion on PSPS Mitigation Resources and All-Hazards Response Plan, PSPS Season, Prepare for Power Down and Best Practices Blueprint updates, and utilization of Community Resource Centers.</p>
<p><b>Summary of Engagement</b></p>	<ul style="list-style-type: none"> <li>• <b>2024 PSPS Season Updates</b> <ul style="list-style-type: none"> <li>○ IOUs provided an overview on the PSPS season to date and discussed lessons learned as well as key focus areas.</li> </ul> </li> <li>• <b>Community Resource Centers</b> <ul style="list-style-type: none"> <li>○ Joint IOUs provided an overview of Community Resource Center offerings.</li> <li>○ Discussion of staffing structure at CRCs and how customer needs are understood without the acquisition of Personal Identifying Information.</li> </ul> </li> <li>• <b>PSPS Mitigation Resources</b> <ul style="list-style-type: none"> <li>○ Joint IOUs gave an overview of the PSPS mitigation resources offered by the Joint IOUs.</li> </ul> </li> </ul>

<sup>13</sup> See Appendix A.1 for the AFN Collaborative Council Participants.

	<ul style="list-style-type: none"> <li>○ Council members discussed potential partnership with the American Red Cross for a bed shaker smoke alarm program.</li> <li>● <b>All-Hazards Response Plan</b> <ul style="list-style-type: none"> <li>○ Joint IOUs provided an overview of the all-hazards response plan used by the Joint IOUs.</li> <li>○ Joint IOUs also outlined the logistical nuances across the three utilities and discussed preparation and customer outreach.</li> </ul> </li> <li>● <b>Blueprint for Best Practices</b> <ul style="list-style-type: none"> <li>○ Council members provided the latest updates on the Blueprint for Best Practices and announced that materials are expected to be finalized by October.</li> <li>○ Joint IOUs noted that winter would be a good time to share the document with other utilities, since a lot of them are in the infancy phase of planning their own PSPS processes and execution.</li> </ul> </li> <li>● <b>Prepare for Power Down</b> <ul style="list-style-type: none"> <li>○ Joint IOUs gave an update on the Prepare for Power Down marketing campaign and announced that the website is live.</li> <li>○ Shared next steps including Collaborative Council members to distribute the social media and news release that will be available in October.</li> </ul> </li> </ul>
<p style="text-align: center;"><b>Feedback</b></p>	<ul style="list-style-type: none"> <li>● <b>PSPS Mitigation Resources</b> <ul style="list-style-type: none"> <li>○ Council provided feedback that they would like the IOUs to provide specific resources directly to AFN customers.</li> <li>○ Council suggested that the IOUs should continually expand and iterate on current resources.</li> </ul> </li> </ul>

<p style="text-align: center;"><b>Action Items Guided by Feedback</b></p>	<p><b>Completed Actions This Quarter:</b></p> <ul style="list-style-type: none"> <li>• N/A</li> </ul> <p><b>On-Going Actions:</b></p> <ul style="list-style-type: none"> <li>• CPUC representative to identify additional opportunities to jointly present the AFN/Joint IOU progress made to the CPUC. <ul style="list-style-type: none"> <li>○ Status update: Additional follow up to be conducted in Q4.</li> </ul> </li> <li>• Collaborative Council to coordinate potential guest speaking opportunity during respective upcoming meetings, including: <ul style="list-style-type: none"> <li>○ Disability Rights California monthly staff meeting</li> <li>○ Statewide AFN Community Advisory Committee</li> <li>○ State Council on Developmental Disabilities meetings</li> <li>○ Status update: Additional follow up to be conducted in Q4.</li> </ul> </li> <li>• Collaborative Council to provide names of statewide disability leaders with capacity and networks to connect with the IOUs. <ul style="list-style-type: none"> <li>○ Status update: Additional follow up to be conducted in Q4.</li> </ul> </li> </ul> <p><b>Future Actions:</b></p> <ul style="list-style-type: none"> <li>• Conduct follow-up discussions regarding the Blue Envelope Program and SCDD's go-kits and peer training.</li> <li>• Joint IOUs to follow up on PSPS resources presented by V. Taylor and partnership opportunities with the Red Cross.</li> <li>• Continue to provide updates on statuses of Blueprint for Best Practices and Prepare for Power Down campaign.</li> </ul>
<p style="text-align: center;"><b>IOU Responsible Owner</b></p>	<p>Chris Zenner, Vice President Residential Services &amp; Digital Channels</p>

<b>Future Meeting(s)</b>	Q4 2024
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**Statewide Joint IOU Advisory Council<sup>14</sup>**

<b>Meeting</b>	<p><b>Date:</b> September 17, 2024  <b>Location:</b> Virtual  <b>Purpose:</b> Collaborative discussion on previous meeting follow-ups, 2024 PSPS season updates, Community Resource Centers, the Prepare for Power Down marketing campaign, and 2025 AFN Plan Working Group participants.</p>
<b>Summary of Engagement</b>	<ul style="list-style-type: none"> <li>• <b>2024 PSPS Season Updates</b> <ul style="list-style-type: none"> <li>○ Joint IOUs provided an overview on the PSPS season so far and discussed lessons learned as well as key focus areas.</li> <li>○ SCE discussed automation of notification campaigns in response to a question about the utility’s lessons learned.</li> </ul> </li> <li>• <b>Community Resource Centers</b> <ul style="list-style-type: none"> <li>○ Joint IOUs provided an overview of Community Resource Center offerings.</li> </ul> </li> <li>• <b>Prepare for Power Down Website 2024 Marketing Campaign</b> <ul style="list-style-type: none"> <li>○ Joint IOUs gave an update on the Prepare for Power Down marketing campaign, announced that the website is live, and asked for council members to help spread the word in the coming weeks.</li> </ul> </li> <li>• <b>AFN Plan Working Group</b> <ul style="list-style-type: none"> <li>○ Discussed the requirements for participating in the 2025 AFN Plan Working Group and asked for those interested in joining to fill out the interest form.</li> </ul> </li> </ul>
<b>Feedback</b>	N/A
<b>Action Items Guided by Feedback</b>	<b>Completed Actions This Quarter:</b>

<sup>14</sup> See Appendix B.1 for the Joint IOU AFN Advisory Council List of Participants.

	<ul style="list-style-type: none"> <li>• Schedule meeting to review survey results in-depth with smaller group of Statewide Council members. <ul style="list-style-type: none"> <li>○ Status update: Additional follow-up completed and due to lack of interest no meeting was scheduled.</li> </ul> </li> </ul> <p><b>On-Going Actions:</b></p> <ul style="list-style-type: none"> <li>• Statewide Council member organizations to send a list of support services offered before, during, and after a PSPS to SCE. <ul style="list-style-type: none"> <li>○ Status update: Additional follow-up completed with follow-up planned for Q4.</li> </ul> </li> <li>• Joint IOUs to share Prepare for Power Down materials, which will be added to <a href="http://prepareforpowerdown.com">prepareforpowerdown.com</a>, once they are available.</li> </ul> <p><b>Future Actions:</b></p> <ul style="list-style-type: none"> <li>• N/A</li> </ul>
<b>Future Meeting(s)</b>	Q4 2024

<b>Local Government Advisory Councils and Working Groups</b>	
<b>Meeting</b>	<p><b>Date:</b> September 12, 2024</p> <p><b>Location:</b> Microsoft Teams</p> <p><b>Purpose:</b> Collect feedback on proposed Community Wildfire Safety Program (CWSP) improvements from a subset of city, county, and tribal emergency managers.</p>
<b>Summary of Engagement</b>	<ul style="list-style-type: none"> <li>• Reviewed the two Public Safety Power Shutoff (PSPS) events that occurred in July and requested input on PSPS processes and improvements.</li> <li>• Provided an overview of the Microgrid Incentive Program (MIP) and requested feedback.</li> <li>• Provided an open forum for attendees to share feedback and ask questions.</li> </ul>
<b>Feedback</b>	<ul style="list-style-type: none"> <li>• A representative from Santa Clara County noted they plan to follow-up with PG&amp;E to receive more information about the Microgrid Incentive Program.</li> </ul>
<b>Action Items Guided</b>	<b>Completed Actions This Quarter:</b> N/A

<b>by Feedback</b>	<b>On-Going Actions:</b> N/A <b>Future Actions:</b> N/A
<b>Future Meeting(s)</b>	<ul style="list-style-type: none"> <li>December 12th, 2-3 p.m.</li> </ul>

<b>National Diversity Coalition and PG&amp;E Annual Executive Meeting/ Communities of Color Advisory Group</b>	
<b>Meeting</b>	<p><b>Date:</b> August 15, 2024</p> <p><b>Location:</b> In-person meeting, PG&amp;E Office - 300 Lakeside Dr. Oakland, CA 94612</p> <p><b>Purpose:</b> PG&amp;E hosted an annual meeting with the National Diversity Coalition (NDC) members and Communities of Color Advisory Group to discuss activities pertaining to a broad spectrum of issues impacting diverse communities.</p>
<b>Summary of Engagement</b>	<p>PG&amp;E presented on the following topics:</p> <ul style="list-style-type: none"> <li>• Actions PG&amp;E is taking to reduce bills for customers starting in 2025 and Fixed Charge.</li> <li>• Decarbonization and support for vulnerable customers.</li> <li>• Electric Vehicle Charging in Low-to-Moderate Income Communities.</li> <li>• Workforce Diversity</li> <li>• Supplier Diversity and Supply Chain Responsibility including Technical Assistance Program, and Small and Diverse Business Engagement.</li> </ul>
<b>Feedback</b>	<ul style="list-style-type: none"> <li>• Support for PG&amp;E’s financial assistance programs. NDC member shared upcoming event for National Hispanic Heritage month as an opportunity to share information with customers on bill assistance programs.</li> <li>• Discussion on how PG&amp;E can support CBOs through grants for outreach programs. In depth discussion scheduled for Q4 meeting.</li> <li>• Discussion on promotion of electrification and how the Advisory Group can partner to support an electrification journey map.</li> </ul>
<b>Action Items Guided by Feedback</b>	<ul style="list-style-type: none"> <li>• <b>Completed Actions This Quarter:</b> <ul style="list-style-type: none"> <li>○ Completed Annual Executive Meeting.</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>• <b>On-Going Actions:</b> n/a</li> <li>• <b>Future Actions:</b> Agenda item for Q4 meeting to discuss engagement of CBOs to do impactful program outreach.</li> </ul>
<b>Future Meeting(s)</b>	November 6, 2024

<b>Low Income Oversight Board (LIOB)</b>	
<b>Meeting</b>	<p><b>Date:</b> September 5, 2024</p> <p><b>Location:</b> Virtual and In-person meeting</p> <p><b>Purpose:</b> The mission of the LIOB is to advise the Commission on low-income electric, gas and water corporation customer programs and to serve as a liaison for the Commission to low-income customers and representatives.</p>
<b>Summary of Engagement</b>	<ul style="list-style-type: none"> <li>• Joint Investor-Owned Utilities Status Reports <ul style="list-style-type: none"> <li>○ Report of the California Alternative Rates for Energy (CARE) and Energy Saving Assistance (ESA) Programs</li> <li>○ Unspent Funds for the ESA program</li> <li>○ CARE/FERA/ESA Participation and Post-Enrollment Verification (PEV)</li> <li>○ Disconnections and Arrearage Management Plans</li> <li>○</li> </ul> </li> </ul>
<b>Feedback</b>	<ul style="list-style-type: none"> <li>• N/A – AFN topics not in scope</li> </ul>
<b>Action Items Guided by Feedback</b>	<p><b>Completed Actions This Quarter:</b> N/A</p> <p><b>On-Going Actions:</b> N/A</p> <p><b>Future Actions:</b> N/A</p>
<b>Future Meeting(s)</b>	December 12, 2024



## 1.6.2 Statewide Website for AFN Solutions

PrepareforPowerDown.com (P4PD) <sup>15</sup> is a Joint IOU website, created as a centralized resource for statewide CBO and agencies serving AFN communities, providing easy access to IOU information on PSPS preparedness and resources. The website offers downloads, including the Joint IOU CBO training presentations, PSPS social media graphics and utility specific PSPS support materials. While those materials are still available for CBOs, in response to the AFN Collaborative Council's request for a customer-facing website, the Joint IOUs embarked on a website refresh in 2022. In 2022, the Joint IOUs completed Phase 1 of the refresh, which focused on incorporating user-friendly accessibility features and making emergency preparedness tools, such as signing up for utility outage alerts, prominent on the homepage.

In 2023, the Joint IOUs conducted a walk-through of the updated website with the AFN Collaborative Council for additional feedback, prior to beginning Phase 2 of the website refresh, to ensure inclusive design. The Phase 2 update takes a step back to revamp the user journey through the website so that visitors will soon have a utility-customized view of program and resources, customized preparedness checklists, and be encouraged to sign up for outage alerts, enroll in Medical Baseline Program if eligible, and engage with other utility customer support programs. In 2024, the Joint IOUs will continue with Phase 2 updates seeking to launch the new website through Joint IOU and AFN Stakeholder Marketing and Communications.

In Q3, the Joint IOUs Phase 2 of the Prepare for Power Down website went live to the public. The Joint IOU marketing and communications strategy was completed in Q3 and will distribute our marketing collateral to our AFN council members to promote the website in Q4.

Joint IOU team promoted the Prepare for Power Down website at the 2024 Tribal Clean Energy Summit, the California Hospital Association 2024 Disaster Planning Conference, and the Government and Disability Summit.

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<sup>15</sup> Available at <https://prepareforpowerdown.com>. Based on decision D 19-05-042, dated May, 30, 2019, and issued on June 4, 2019. The California Public Utilities Commission ("Commission") directed the IOUs to jointly oversee development and execution of a statewide Public Safety Power Shut-off education campaign, developed in partnership with the California Governor's Office of Emergency Services and the California Department of Forestry and Fire Protection.

## **1.7 AFN Public Education and Outreach**

PG&E utilizes a multi-pronged approach to communicate with its customers in the AFN community regarding PSPS awareness, preparedness education, and mitigation services through direct communications, paid media, CBO collaborations, and partnering with State agencies to jointly market solutions. PG&E continually distributes its public education and outreach materials, including a paid media campaign. Our preparedness outreach and community engagement are described below.

In Q3, PG&E sent an PSPS Resources Reminder email to 680K customers which included 40K AFN customers who self-identified as disabled or requiring durable medical equipment with information about how they can get extra power outage support during a PSPS. Additionally, PG&E sent a Notifications Reminder email to 681K customers and direct mail to 397K customers reminding them about the importance of acknowledging PSPS notifications. Finally, as part of our standard PSPS notification process<sup>16</sup>, email, text, or phone calls were sent to impacted AFN customers providing general information regarding the PSPS and resources on staying prepared during the July 2, July 5, July 20, and September 30 PSPS.

### **1.7.1 MBL Customer Outreach**

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

Table 9. summarizes the MBL acquisition campaign statistics as of October 2024. The outreach campaign is scheduled to end in mid-October 2024.

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<sup>16</sup> See [10-Day reports](#) for more details on these notifications.

**Table 9. 2023 vs. 2024 MBL Program Acquisition Targeting Outcomes**

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

Year	Total Channel Count	Direct Mail		Email			Bill Insert		Digital Media		Broad Cast TV & Radio	Digital Radio
		Customers Reached	# Touches	Customers Reached	# Touches	Avg. Click Rate	Customers Reached	# Touches	Total Impressions	Total Conversions (Clicks)	Total Impressions	Total Impressions
<b>2023</b>	10	108,678	3	1,423,042	2	2%	3,000,000	1	145,690,262	634,905	10,736,800	NA
<b>2024</b>	7	128,400	2	3,449,976	2	2%	3,000,000	1	100,300,000	1,120,390	10,100,000	NA

### **1.7.2 Health Care Industry Strategy**

PG&E recognizes that ongoing engagement with health care practitioners, medical associations, and durable medical device suppliers in 2024 is a key opportunity to increase enrollment in the MBL Program and connect individuals with AFN to medical device resources if needed during PSPS.

In Q3, The Joint IOUs continued conversations with the AFN Statewide Councils to identify opportunities to collaborate in order to further educate their members and/or constituents regarding PSPS preparedness, AFN Self-Identification and MBL. Joint IOUs participated at the California Hospital Association (CHA) 2024 Disaster Planning, held on September 10 and 11, 2024, in Pasadena California. The utilities provided PSPS support services and program material such as the Joint IOU Prepare for Power Down Fact Sheet that incorporates the MBL program and AFN Self Identification information. This statewide conference focused on the importance of early preparation and planning, with our statewide health care emergency preparedness directors, hospital disaster planning teams, and other key stakeholders in the healthcare sector.

Joint IOUs participated in the Government and Disability Summit on September 24th through 27th. SCE represented the Joint utilities by providing an overview of PSPS with a focus on the variety of programs, services, and outreach to customers with AFN. Guests from CFILC/DDAR and 211 joined us to discuss how our programs and services help mitigate the impacts of PSPS.

PG&E continued conversations with the Statewide Councils and among the joint IOU team to look for opportunities to present on PSPS preparedness, AFN Self-Identification and MBL programs will continue through 2024.

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

PG&E conducts outreach to multi-unit dwelling account holders, property managers, and master-meter owners whose residents are not direct PG&E-metered customers that includes information about resiliency programs, PSPS preparedness and resources and reinforces the importance of tenants signing up for direct notifications prior to PSPS via Address Alerts<sup>17</sup>. In June 2024, PG&E conducted annual outreach via direct mail and email. The outreach included a letter with details on how tenants can sign up

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<sup>17</sup> PG&E Address Alerts is a tool designed to provide notifications about a potential PSPS for any address important to an individual, regardless of if they are a customer with PG&E or not. Address Alerts is available in 16 languages via phone or text.

for direct PSPS notifications through Address Alerts, as well as the resources PG&E offers before, during and after a PSPS.

In Q3, PG&E continues to promote awareness of Address Alerts in training and webinars.

#### 1.7.4 Accessibility of Communications

PG&E’s online customer communications, including its websites and PSPS customer notification emails, have been tested for usability and accessibility to meet Web Content Accessibility Guidelines (WCAG) compliance. As we launch new features and functionality to www.pge.com and to our [Emergency Website](#), we test again for compliance with WCAG 2.1 AA standards.

In 2023, PG&E began mailing Braille and large print bill customers PPS related print outreach materials in their preferred alternative format. Braille and large print versions of the MBL Doorhangers were also produced for distribution to customers who receive their bills in these alternative formats if they fail to acknowledge notifications during an active PPS event.

PG&E has an agreement with Linguabee, a Deaf-owned and operated sign language interpreting agency, to provide American Sign Language (ASL) PPS support.

In Q3, PG&E had Linguabee provide ASL interpreting during the July 2, July 5, and July 20 CBO Daily Resource Partner call.

#### 1.7.5 Tribal Engagement

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

PG&E provides regular communication and outreach with our Tribal governments and Tribal members to promote awareness and education regarding our programs and services. See Table 10. for an overview of our outreach.

**Table 10. Recurring Tribal Outreach and Engagement Activity**

Outreach and Engagement				
Ongoing Outreach Activity	Q1	Q2	Q3	Q4
Tribal Newsletter & Healthcare Outreach (All Tribes)	March	May	July	
Tribal Outreach Presentations Program & Support Services	17 tribal presentations (Jan 1 -Sept 30)			

<b>Wildfire Safety Webinar for Tribes</b> (All Tribes)	-	May	-	
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On August 15 PG&E joined Sonoma County Indian Health during their Vegetable Distribution event. PG&E was able to provide insulated grocery bags, distribute PSPS and emergency preparedness information, and share financial assistance program details. We also had representatives available to help answer any questions related to customers’ accounts and enrolling in our programs and services, like MBL and SIV programs.

On August 27 and 28 the Joint IOU’s participated in the 2024 Tribal Leaders Clean Energy Summit in Pachanga California to provide information on AFN related programs and services included Prepare for Power Down Fact Sheet.

**1.7.6 Translations of Communications**

PG&E translates Community Wildfire Safety Program (CWSP) and PSPS communications and notifications in 15 non-English languages.<sup>18</sup> This includes the translation of in-event PSPS notifications, as well as PG&E’s website and other critical wildfire safety and PSPS preparedness materials. PG&E promotes its in-language options<sup>19</sup>, encouraging customers to select their preferences using various channels including direct mail, email, social media, multi-media partners, and CBOs.

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

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

PG&E partners with 39 multicultural media outlets throughout the year to promote safety initiatives, including PSPS, to monolingual or difficult-to-reach populations that may need access to mainstream television media and/or read/speak English. See

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<sup>18</sup> These include Spanish, Chinese, Tagalog, Russian, Vietnamese, Korean, Farsi, Arabic, Hmong, Khmer, Punjabi, Japanese, Thai, Portuguese, and Hindi.

<sup>19</sup> Refer to Section 1.8.1.5 Website for the 15 new in-language vanity URLs created for easier access to AFN information on pge.com.

Section 1.8.1.6.1 for more information on our multicultural media engagement.

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

PG&E hosts public webinars and town halls throughout the year to foster discussions on how it can better serve its communities while allowing customers to learn more about its wildfire safety efforts and the steps PG&E is taking to improve reliability. Additionally, PG&E participates in regular meetings and workshops with the California Public Utilities Commission (CPUC) and provides forums for key tribal, local and agency stakeholders, and Public Safety Partners to provide feedback.

PG&E also hosts and participates in community events focused on AFN customers, including AFN-specific webinars and meetings hosted by CBOs and state agencies. All webinars included ASL interpreters and accessible presentation decks.

Table 11. summarizes PG&E’s targeted outreach with AFN and CBO partners. Table 12. summarizes our Wildfire Safety Webinars, Safety Town Halls, Regional Town Halls, Regional Working Group meetings, meetings with key stakeholders and meetings with the CPUC.

**Table 11. Summary of AFN and CBO Targeted Outreach Conducted in Q3 2024**

Date	Event	Audience
7/10/2024	Access and Functional Needs Customers Webinar #1	Access and Functional Needs Customers
8/7/2024	Access and Functional Needs Customers Webinar #2	Access and Functional Needs Customers
8/29/2024	Access and Functional Needs Community Based Organizations Webinar	Community Based Organizations

**Table 12. CPUC Meetings, PSPS Wildfire Safety Town Halls, and Regional Webinars in Q3 2024**

Date	Event	Audience
7/9/2024	In-Language Webinar	Spanish Speaking Customers in the Bay Area Region
7/14/2024	In-Language Webinar	Russian Speaking Customers
7/17/2024	CWSP Webinar	Santa Cruz and San Luis Obispo Counties
7/24/2024	CWSP Webinar	All Customers within PG&E Service Territory

Date	Event	Audience
7/24/2024	In-Language Webinar	Chinese Speaking Customers
7/31/2024	CWSP Webinar	Nevada, Solano and Yolo Counties
8/13/2024	Regional Town Hall	Customers, Local Tribes, Agencies and CBOs in the North Valley and Sierra Regions
8/19/2024	Regional Town Hall	Customers, Local Tribes, Agencies and CBOs in the South Bay and Central Coast Regions
8/20/2024	In-Language Webinar	Tagalog Speaking Customers
8/22/2024	Regional Town Hall	Customers, Local Tribes, Agencies and CBOs in the Central Valley Region
8/26/2024	Regional Town Hall	Customers, Local Tribes, Agencies and CBOs in the North Coast Region
8/27/2024	Regional Town Hall	Customers, Local Tribes, Agencies and CBOs in the Bay Area Region
9/3/2024	CWSP Webinar	All Customers within PG&E Service Territory
9/17/2024	Regional Working Group	Central Valley Region
9/17/2024	Regional Working Group	North Valley & Sierra Region
9/18/2024	Regional Working Group	North Coast Region
9/18/2024	Regional Working Group	South Bay & Central Coast Region
9/19/2024	Regional Working Group	Bay Area Region

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

### 1.8.1 In-Event PSPS Customer Communications

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



with potentially impacted public safety partners, critical facilities, MBL customers, SIV customers, all other customers, and the general public.

#### **1.8.1.1 PSPS Notifications**

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

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

PG&E's MBL and SIV customers including electricity-dependent individuals who have identified as using Durable Medical Equipment and/or Assistive Technology through PG&E's AFN Self-Identification survey will receive doorbell rings during an active PSPS event if they do not acknowledge notifications.

In Q3, approximately 237,000 individuals have self-identified as electricity dependent and are not enrolled in MBL or SIV.

#### **1.8.1.3 Engagement with Paratransit Agencies**

In accordance with D.21-06-034, PG&E provides proactive notifications and impacted ZIP Code information to paratransit agencies that may serve all the known transit- or paratransit-dependent persons needing access to a CRC during PSPS. In Q3, PG&E provided notifications during the July 2, July 5, July 20, and September 30, 2024 PSPS.

#### **1.8.1.4 PG&E Contact Center Operations**

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

Table 13. includes call center-related metrics associated with Q3 July 2, July 5, July 20, and September 30 PSPS.

**Table 13. Call Center Support Services During Q3-2024 PSPS**

<b>PSPS Date</b>	<b>Total Calls Handled</b>	<b>PSPS Calls Handled</b>	<b>Average Speed of Answer for PSPS Calls</b>	<b>Number of Languages Supported by Call Center Translation Services</b>
July 2, 2024	75,492	2,185	14 seconds	240+
July 5, 2024	6,066	21	2 seconds	240+
July 20, 2024	28,641	509	43 seconds	240+
September 30, 2024	42,899	529	8 seconds	240+

### **1.8.1.5 Website**

PG&E will continue to use its websites [pge.com](http://pge.com) and [pgealerts.alerts.pge.com](http://pgealerts.alerts.pge.com) to communicate information during PSPS events. PG&E remains committed to continuously improving its websites to meet the diverse needs of its customers. PG&E is using insights from customer testing to incorporate additional improvements for categorization and usability of pages with content related to outages, safety, and accessibility resources in 2024.

In Q3, PG&E added new content to [pgealerts.alerts.pge.com](http://pgealerts.alerts.pge.com) to promote resources for customers before, during and after an outage (e.g., hotel discounts, health and accessibility support, and backup power options). PG&E also added a new feature to [pgealerts.pge.com](http://pgealerts.pge.com) that will show the closest Community Resource Center (CRC) to your address, if CRCs are open. Additional information about support through the Disability Disaster Access & Resource Program (DDAR) was added to [pge.com/ddar](http://pge.com/ddar) to help older adults and people with disabilities and chronic medical conditions before, during and after wildfire safety outages, such as Public Safety Power Shutoff (PSPS) or Enhanced Power Safety Setting (EPSS) outage. 15 new in-language vanity URLs created for easier access to AFN information on [pge.com](http://pge.com):

<b>Language</b>	<b>Vanity</b>
Arabic	<a href="http://pge.com/afnar">pge.com/afnar</a>
Chinese	<a href="http://pge.com/afnzh">pge.com/afnzh</a>
Farsi	<a href="http://pge.com/afnfa">pge.com/afnfa</a>
Hindi	<a href="http://pge.com/afnhi">pge.com/afnhi</a>
Hmong	<a href="http://pge.com/afnhmn">pge.com/afnhmn</a>
Japanese	<a href="http://pge.com/afnja">pge.com/afnja</a>

Khmer	<a href="http://pge.com/afnkm">pge.com/afnkm</a>
Korean	<a href="http://pge.com/afnko">pge.com/afnko</a>
Portuguese	<a href="http://pge.com/afnpt">pge.com/afnpt</a>
Punjabi	<a href="http://pge.com/afnpa">pge.com/afnpa</a>
Russian	<a href="http://pge.com/afnru">pge.com/afnru</a>
Spanish	<a href="http://pge.com/afnes">pge.com/afnes</a>
Tagalog	<a href="http://pge.com/afntl">pge.com/afntl</a>
Thai	<a href="http://pge.com/afnth">pge.com/afnth</a>
Vietnamese	<a href="http://pge.com/afnvi">pge.com/afnvi</a>

### 1.8.1.6 Media

PG&E engages with traditional broadcast and digital media outlets, including multicultural news organizations, in one or more of the following ways before and/or during PSPS events: distributing press releases, conducting live streaming news conferences with, taking part in media interviews, and responding to media requests for information, and running paid advertising on digital and multicultural media (only before PSPS events).

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

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

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

Additionally, PG&E partners with Linguabee to provide ASL translation for EOC Press Conferences held during a PSPS event.

### 1.8.1.6.1 Multicultural Media Engagement

In addition to the general media engagement described above, PG&E is focused on enhancing coordination with multi-cultural media organizations. PG&E currently partners with 39 multi-cultural media organizations that provide information in-language through multiple outlets. PG&E plans to host in-language PSPS webinars with our multicultural media partners.

Table 14. below summarizes our multi-cultural media engagement activities.

**Table 14. Multi-Cultural Media Engagement Activities (by Month)**

Month	Summary of Multi-Cultural Media Engagement Activities
January 2024	<ul style="list-style-type: none"> <li>Compiled the Wildfire Safety and Preparedness Multicultural Media Engagement Campaign Year-end Report</li> </ul>
February 2024	<ul style="list-style-type: none"> <li>Confirmed budget for 2024 campaigns including Multicultural Media Engagement Campaign and AFN Multicultural Radio Campaign</li> </ul>
March 2024	<ul style="list-style-type: none"> <li>Sent out invite to potential multicultural media partners for an information session on April 24</li> <li>Planning began with potential multicultural media partners</li> </ul>
April 2024	<ul style="list-style-type: none"> <li>Hosted Multicultural Media Engagement Campaign information session on April 24</li> <li>Identified potential multicultural media outlets for the campaign and discussed their scope of work</li> </ul>
May 2024	<ul style="list-style-type: none"> <li>Confirmed budget for each participating multicultural media outlet</li> <li>Hosted online training session with participating multicultural media outlets on May 22</li> </ul>
June 2024	<ul style="list-style-type: none"> <li>Conducted CWSP webinar in Spanish on June 26 targeting customers in Central Valley</li> <li>Conducted CWSP webinar in Hmong on June 26 for systemwide customers</li> <li>Conducted CWSP webinar in Spanish on June 27 targeting customers in North Region and Sierra</li> </ul>
July 2024	<ul style="list-style-type: none"> <li>Engaged with multicultural media partners on July 4 heatwave and PSPS event</li> <li>Conducted CWSP webinar in Spanish on July 9 targeting customers in Bay Area</li> </ul>

	<ul style="list-style-type: none"> <li>• Conducted CWSP webinar in Russian on July 17 for systemwide customers</li> <li>• Conducted CWSP webinar in Chinese on July 23 for systemwide customers</li> <li>• Hosted Multicultural Media Roundtable on Wildfire Safety and Preparedness on July 10</li> </ul>
August 2024	<ul style="list-style-type: none"> <li>• Distributed 211 infographics in different languages to 39 multicultural media partners for use</li> <li>• Conducted CWSP webinar in Tagalog on Aug 20 for system customers</li> <li>• Launched AFN CWSP Radio Campaign with 23 in-language radio stations</li> </ul>
September 2024	<ul style="list-style-type: none"> <li>• Engaged with multicultural media partners on Sept 30 PSPS event</li> <li>• Settled first payments to multicultural media partners</li> </ul>

#### **1.8.1.6.2 Social Media**

PG&E regularly provides customer preparedness resources through its official social media channels, including X, Facebook, Instagram, and Nextdoor. As of September 30, 2024, PG&E holds contracts with 39 multicultural media partners and a CBO to assist with in-language communications and share its social media posts before and during PSPS. In Q3, social media posts did not focus on AFN audiences, as PG&E tailored outreach through other media directly to customers to accommodate their needs in preparation of wildfire season and PSPS outages.

### **1.8.1.6.3 Paid Media/Advertising**

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

To enhance customer outreach efforts, PG&E will run paid media English and Spanish AFN radio ads with messages about PSPS awareness, the MBL Program, and preparedness resources in 2024, along with paid media search and display ads, social media, and pre-roll video ads.

PG&E's AFN paid media digital advertising was launched in Q2 and continued running in Q3.

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

To minimize impacts during PSPS, PG&E opens CRCs in potentially impacted counties and tribal communities. CRCs provide customers and residents a safe location to meet their basic power needs, such as charging medical equipment and electronic devices. All customer print materials onsite are provided in Braille or large print upon customer request, and ASL Video Remote Interpreting (VRI) is available via customer service lead's laptops.

To support CRC readiness for people with disabilities, PG&E completes ADA reviews at indoor and outdoor CRC sites in coordination with local government agency partners and tribes to identify appropriate CRC locations. From these site reviews, PG&E selected ADA-friendly sites and invested in site improvements to comply with ADA requirements for not only CRC use but for the betterment of the community year-round. In 2024, PG&E will continue to monitor CRC location needs with local county government and tribes to ensure pre-identified CRC locations are well-situated to serve communities and adjust as needed. As of September 2024, PG&E has secured 406 event-ready sites, which include 118 indoor sites and 288 outdoor sites.

In accordance with D.21-06-034, PG&E filed an updated CRC plan as Appendix A within the 2024 Pre-Season Report.

In Q3, PG&E held the annual CRC overview to PG&E personnel supporting PSPS events. In addition, all vendor CRC staff completed the required customer service training which included providing AFN support to visitors while using the CRCs.

The Joint IOU team also reviewed our CRC protocols with our Statewide and Collaborative Councils.

Table 15. includes the number of CRCs, counties served, indoor vs. outdoor sites, and the total number of visitors for July 2, July 5, July 20, and September 30 in Q3-2024.

**Table 15. Q3-2024 Community Resource Centers (by PSPS)**

2024 PSPS Date	Total CRCs Deployed	Number of Counties Served	Total Indoor Sites	Total Outdoor Sites	Total Visitors
July 2, 2024	8	6	4	4	1,377
July 5, 2024	3	1	2	1	60
July 20, 2024	0	0	0	0	0
September 30, 2024	11	7	4	7	464

## 1.9 Recovery (After – Power has been restored)

### 1.9.1 After Action Reviews and Reports

The After-Action Reviews and Reports (AAR) process is described in detail in our 2024 AFN Plan. PG&E held an AAR for the July 2, July 5, July 20 and September 30 PSPS. Through this process it was identified that during the July 2 PSPS activation, there was an opportunity to re-energize customers between periods of extreme weather and will look for these types of opportunities in future activations.

### 1.9.2 Lessons Learned and Feedback

PG&E leverages feedback from agencies, CBOs, critical facilities, and customers during the PSPS season to focus improvements on key initiatives. PG&E focused our efforts in 2024 on the following key initiatives to inform and enhance outreach efforts or prioritize improvements:

- Obtaining CBO feedback post-event, to incorporate process improvements and enhancements based on feedback received
- Conducting direct outreach to CBOs to understand specific clientele needs and understand how they use and share PG&E materials and toolkits

PG&E will continue applying best practices and leveraging lessons from our 2024 customer outreach experience. PG&E supports a collaborative, data-driven process to define the most effective and appropriate outreach and in-language translation requirements.

### **1.9.3 Customer Surveys**

PG&E concluded the 2023 Post-Season Outreach Effectiveness Survey on Jan 26, 2024. Results were reported in Appendix E of PG&E's 2024 AFN Plan for PSPS Support filed on January 31, 2024. The 2024 Pre-Season Outreach Effectiveness Survey will be conducted in Q3 2024 and reported in Q4 2024. PG&E conducted two PSPS post-event surveys in Q3 2024 with customers who were notified and/or impacted by the July 2, 2024 and July 20, 2024 PSPS events.

PG&E will continue research areas for improvement and leverage lessons learned.

### **CONCLUSION**

PG&E will continue to provide a quarterly update regarding its progress towards meeting our 2024 AFN Plan and the impact of our efforts to support the AFN and vulnerable population during PSPS to help the CPUC understand where future gaps in addressing this population before, during, and after PSPS.



## APPENDIX A.1 – AFN COLLABORATIVE COUNCIL

Name	Organization	Title	Group
Aaron Carruthers	State Council on Developmental Disabilities (SCDD)	Executive Director	Collaborative Council
Alana Hitchcock	California 211	Executive Director	Collaborative Council
Andy Imparato	Disability Rights California (DRC)	Executive Director	Collaborative Council
Audrey Williams	California Public Utilities Commission (CPUC)	Project and Program Supervisor – SPD	Collaborative Council
Brett Eisenberg	California Foundation for Independent Living Centers (CFILC)	Executive Director	Collaborative Council
Chris Alario	Liberty	President, California	Collaborative Council
Edward Jackson	Liberty	President	Collaborative Council
James Cho	California Public Utilities Commission (CPUC)	Program Manager	Collaborative Council
James Dui	California Public Utilities Commission (CPUC)	Safety Policy Division	Collaborative Council
Jennifer Guenther	Liberty	Senior Regional Manager-West	Collaborative Council
Jordan Davis	Disability Rights California (DRC)	Attorney	Collaborative Council
Junaid Rahman	California Public Utilities Commission (CPUC)	Senior Regulatory Analyst - SPD	Collaborative Council
Karen Mercado	Disability Rights California (DRC)	Senior Administrative Assistant - Executive Unit	Collaborative Council
Kate Marrone	Liberty	Customer Care Manager	Collaborative Council

<b>Name</b>	<b>Organization</b>	<b>Title</b>	<b>Group</b>
			2024 AFN Plan Core Planning Team
Maria Jaya	California Public Utilities Commission (CPUC)	Public Utilities Regulatory Analyst - SPD	Collaborative Council
Matthew McVee	PacifiCorp	Vice President, Regulatory Policy and Operations	Collaborative Council
Moustafa Abou-taleb	California Public Utilities Commission (CPUC)	Safety Policy Division	Collaborative Council
Nicholas Raft	Liberty	Regulatory Analyst	Collaborative Council
Nicole Bohn	Disability Rights Education & Defense Fund (DREDF)	Executive Director	Collaborative Council
Paul Marconi	Bear Valley Electric Services (BVES)	President, Treasurer, & Secretary, Board Director	Collaborative Council
Pooja Kishore	PacifiCorp	Renewable Compliance Officer	Collaborative Council
Robert Hand	California Foundation for Independent Living Centers	Interim Executive Director	Collaborative Council
Sean Matlock	Bear Valley Electric Services (BVES)	Energy Resource Manager / Assistant Corporate Secretary	Collaborative Council
Tawny Re	Bear Valley Electric Services (BVES)	Customer Program Specialist	Collaborative Council
Vance Taylor	California Governor's Office of Emergency Services (CalOES)	Chief, Office of Access and Functional Needs	Collaborative Council

**APPENDIX B.1 – STATEWIDE COUNCIL PARTICIPANTS**

<b>Name</b>	<b>Organization</b>	<b>Title</b>
Aaron Christian	California Department of Development Services (DDS)	Assistant Deputy Director of Office of Community Operations
Adam Willoughby	California Department of Aging (CDA)	Asst. Director of Legislation and Public Affairs
Alana Hitchcock	California 211	Executive Director
Allyson Bartz	California Department of Social Services (DSS)	Manager, Staff Services
Alyson Feldmeir	California Foundation for Independent Living Centers (CFILC)	Disability Disaster Access and Resource Manager
Amanda Kirchner	County Welfare Directors Association of California (CWDA)	Legislative Director
Ana Acton	Department of Rehabilitation (DOR)	Deputy Director Independent Living and Community Access Division
Annabel Vera	California Department of Social Services (DSS)	Program Analyst
Beatrice Lavrov	California Department of Development Services (DDS)	Staff Service Manager
Carolyn Nava	Disability Action Center (DAC)	Executive Assistant
Chris Garbarini	California Department of Developmental Services (DDS)	Senior Emergency Services Coordinator
Dan Heller	Deaf Link	President
Dan Okenfuss	California Foundation for Independent Living Centers (CFILC)	Public Policy Manager
Eleonore Yotsov	PacifiCorp	Director, Emergency Management, PacifiCorp
Gabby Eshrati	North Los Angeles County Regional Center	Consumer Services Director
Gina Esparza	Eastern Los Angeles Regional Center (ELARC)	Emergency Management Coordinator
Greg Oliva	California Department of Social Services (DSS)	Assistant Deputy Director, Central Operations, Community

<b>Name</b>	<b>Organization</b>	<b>Title</b>
		Care Licensing Division
James Cho	California Public Utilities Commission (CPUC)	Program Manager
James Collins	California Council of the Blind (CCB)	Community Educator
James Dui	California Public Utilities Commission (CPUC)	Safety Policy Division
Jennifer Guenther	Liberty	Senior Regional Manager - West
Joe Xavier	Department of Rehabilitation (DOR)	Director
Jordan Davis	Disability Rights California (DRC)	Attorney
Jordan Parrillo	Liberty	Manager of Regulatory Affairs
Joseph Grounds	Kern Regional Center (KERNRC)	Emergency Services Officer
Josh Gleason	California Department of Social Services (DSS)	Unknown
JR Antablian	California Department of Social Services (DSS)	Chief, Disaster Services Branch
June Isaacson Kailes	Disability Policy Consultant	Disability Policy Consultant
Karey Morris	Kern Regional Center (KERNRC)	HR Manager
Kate Marrone	Liberty	Customer Care Manager
Kay Chiodo	Deaf Link	CEO
Kelly Brown	211, Interface Children & Family Services	Community Information Officer
Kendall Skillicorn	California Department of Social Services Disaster Unit (DSS)	Bureau Chief, Department Operations Bureau
Larry Grable	Service Center for Independent Living (SCIL)	Executive Director
Lauren Giardina	Disability Rights California (DRC)	Executive Director Managing Attorney
Leora Filosena	California Department of Social Services Adult Program Division (DSS)	Deputy Director, Adult Programs Division
Lisa Corbly	Emergency Management	Pacific Power

<b>Name</b>	<b>Organization</b>	<b>Title</b>
	Specialist	
Malorie Lanthier	North Los Angeles County Regional Center	IT Director
Maria Aliferis-Gierde	Department of Rehabilitation (DOR)	Executive Officer, California Committee on Employment of People with Disabilities
Maria Jaya	California Public Utilities Commission (CPUC)	Public Utilities Regulatory Analyst - SPD
Matthew McVee	PacifiCorp	Vice President, Regulatory Policy
Melissa Kasnitz	The Center for Accessible Technology (C4AT)	Director, Legal
Michael Butier	California Department of Social Services Disaster Unit (DSS)	Functional Assessment Service Team Coordinator
Michael Costa	California Association of Area Agencies on Aging (C4A)	Executive Director
Miguel Larios	San Diego Regional Center (SDRC)	Director, Community Services
Molly Giguere	Disability Rights California (DRC)	Equal Justice Works Disaster Resilience Fellow
Moustafa Abou-taleb	California Public Utilities Commission (CPUC)	Safety Policy Division
Myisha Aban	San Gabriel Pomona Regional Center (SGPRC)	Emergency Management Coordinator
Nguyen Quan	Bear Valley Electric Services (BVES)	Regulatory Affairs
Nicole Pachaeco	California Council of the Blind (CCB)	Operations Manager
Paul Marconi	Bear Valley Electric Services (BVES)	President, Treasurer, & Secretary
Paula Villescaz	County Welfare Directors Association of California (CWDA)	Associate Director of Legislative Advocacy
Pooja Kishore	PacifiCorp	Renewable Compliance Officer
Rapone Anderson	California Department of Development Services (DDS)	Northern Region Manager, Career Executive Assignment (CEA)

<b>Name</b>	<b>Organization</b>	<b>Title</b>
Rachel Sweetnam	The Center for Accessible Technology (C4AT)	Legal Fellow
Rick Yrigoyen	California Department of Social Services Adult Program Division (DSS)	Staff Services Manager
Ron Lee	Redwood Coast Regional Center	Emergency Management Coordinator
Rose Samaniego	California Department of Development Services (DDS)	Community Program Specialist III-FHA Supervisor
Samuel Jain	Disability Rights California (DRC)	Senior Attorney
Scott O'Connell	Red Cross	Regional Disaster Officer
Sean Matlock	Bear Valley Electric Services (BVES)	Energy Resource Manager / Assistant Corporate Secretary
Seneca St. James	California Department of Development Services (DDS)	Community Program Specialist III
Serra Rea	California Foundation for Independent Living Centers (CFILC)	DDAR Manager
Sheri Farinha	NorCal Services for Deaf and Hard of Hearing	CEO
Staphany Lu	San Diego Regional Center (SDRC)	Emergency Management Coordinator
Sydney Schellinger	California Department of Aging (CDA)	Senior Emergency Services Coordinator
T. Abraham	Hospital Council	Regional Vice President
Tamara Rodriguez	California Department of Development Services (DDS)	Officer, Emergency Preparedness & Response
Tawny Re	Bear Valley Electric Services (BVES)	Customer Program Specialist
Tiffany Swan	San Diego Regional Center (SDRC)	Community Services Home and Community Based Services Specialist

**APPENDIX C.1 – PEOPLE WITH DISABILITIES AND AGING COUNCIL PARTICIPANTS**

Name	Organization	Title
Serra Rea	California Foundation for Independent Living Centers (CFILC)	Disability Disaster Access & Resource Program Manager
Bobbie Wartson	Kings County Commission on Aging	Executive Director
Sharon Giovinazzo	Lighthouse for the Blind and Visually Impaired SF	Chief Executive Officer
Leza Coleman	California Commission on Aging (CCOA)	Legislative Director
Nancy McGee	Disability Rights CA	Managing Attorney
Michael Coasta	California Association of Area Agencies on Aging (C4A)	Executive Director
Julie Eby-McKenzie	State Council on Developmental Disabilities	Regional Manager, North Coast Region
Renee Bauer	State Council on Developmental Disabilities	Regional Manager, North State
Vance Taylor	CAL OES	Chief of the Office of Access and Function Needs
Miguel Angel Castanon	Napa Valley COAD	Executive Director
Marijke Melman	California Commission on Aging (CCOA)	Communications And Engagement
Staci Wadley	Dignity Health	Senior Director of Operations-Safety Net Programs

## APPENDIX D.1 – FOOD BANK RESOURCE PARTNERS

Below is a list of food banks with active agreements with PG&E for PSPS.

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



## APPENDIX E.1 – MEALS ON WHEELS PARTNER ORGANIZATIONS

Below is a list of Meals on Wheels organizations with active agreements with PG&E for PSPS support.

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

## APPENDIX F.1 – CBOS WITH ACTIVE AGREEMENTS FOR PSPS SUPPORT

Below is a list of CBOs with active agreements with PG&E for PSPS support.

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

**APPENDIX G.1 – ACCESSIBLE TRANSPORTATION PARTNERS**

Below is a list of accessible transportation providers with active agreements with PG&E for PSPS.

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

**APPENDIX H.1 – KEY OBJECTIVES**

As stated in PG&E’s 2024 PSPS AFN Plan, IOUs are reporting on progress made towards meeting Key Objectives in each AFN Plan Quarterly Update. Below is a table summarizing progress-to-date and recent updates made in the previous quarter. These updates are provided for activities that took place jointly with the other IOUs (i.e., Southern California Edison and San Diego Gas & Electric), as well as independently at PG&E.

2024 Key Objectives		Progress to date	Q3 2024 Updates
<p><b>Increase awareness of IOU programs and services available before, during and after a PSPS</b></p>	<p>Joint IOUs:</p>	<ul style="list-style-type: none"> <li>• Prepare for Power Down (P4PD) website created</li> <li>• Coordinating and benchmarking with CalFresh for food support for individuals with AFN impacted by PSPS activations</li> <li>• Joint IOU presentation to In Home Support Services to increase awareness of PSPS and resources</li> <li>• JIOUs updated and remediated the Joint IOU PSPS Fact Sheet</li> </ul>	<ul style="list-style-type: none"> <li>• Joint IOUs participated at the California Hospital Association (CHA) 2024 Disaster Planning, provided information on Joint IOU resources, including P4PD website and PSPS CBO partnership opportunities.</li> <li>• SCE represented the Joint utilities at the Government and Disability Summit by providing an overview of PSPS with a focus on the variety of programs, services, and outreach to customers with AFN. Guests from CFILC/DDAR and 211 joined us to discuss how our programs and services help mitigate the impacts of PSPS</li> <li>• The joint IOUs participated in the 2024 Tribal Leaders Clean Energy Summit and provided information on AFN related programs and services including the Prepare for Power Down Fact Sheet.</li> </ul>

2024 Key Objectives		Progress to date	Q3 2024 Updates
	PGE:	<ul style="list-style-type: none"> <li>• AFN CBO targeted webinars</li> <li>• Annual mailers to AFN populations</li> </ul>	<ul style="list-style-type: none"> <li>• In July PG&amp;E held two AFN customer Webinars</li> <li>• In August PG&amp;E held a CBO AFN Webinar</li> <li>• In Q3 there were two campaigns sent to AFN customers in PSPS areas. The Resources Reminder and Notifications Reminder campaigns included outage resources and several AFN resources in preparation for a possible PSPS.</li> </ul>
<b>Continue to identify individuals who are Electricity Dependent</b>	Joint IOUs:	<ul style="list-style-type: none"> <li>• Partnership with IHSS, Regional Centers, Dept of Rehabilitation</li> <li>• Embarked on a Joint IOU Population study to better understand the opportunities to promote MBL program</li> </ul>	<ul style="list-style-type: none"> <li>• On September 30, 2024, the Joint IOUs filed a Tier 3 Advice Letter seeking CPUC approval of the final Study Design and Budget of the MBL Population Study</li> </ul>
	PGE:	<ul style="list-style-type: none"> <li>• SIV marketing campaign 2022</li> <li>• My PGE Portal enhancements to make AFN Self-ID enrollment easier and corresponding mailer</li> <li>• Working on customized MBL offerings to customers enrolled in Self-ID during power outages</li> </ul>	<ul style="list-style-type: none"> <li>• Working with Health Alliance on presentation opportunity to more easily introduce and enroll customers into MBL and Self-ID Vulnerable programs</li> <li>• Updated marketing material for an upcoming AFN mailer and CBO AFN Toolkit</li> </ul>

2024 Key Objectives		Progress to date	Q3 2024 Updates
<p align="center"><b>Identify new enhancements to programs and resources needed to mitigate the impacts of PSPS</b></p>	Joint IOUs:	<ul style="list-style-type: none"> <li>• Establishment of the Statewide Collaborative Council and the Statewide JIOU Advisory Council</li> <li>• AFN Plan Core Planning Team to assist with development of annual AFN Plan and development of the Plan’s Key Objective areas</li> <li>• Reviewed results from the PSPS Pre/Post Season In Language survey during State Joint IOU Advisory Council</li> </ul>	<ul style="list-style-type: none"> <li>• Launched PrepareforPowerDown.com with Phase 2 expanded content and developed marketing materials for Statewide Partner campaign in Q4.</li> <li>• Aligning and sharing best practices of 211's care coordination across all three utilities to enhance the offering.</li> </ul>
	PGE:	<ul style="list-style-type: none"> <li>• Bi-Annual CBO Survey to be conducted in 2024</li> <li>• Incorporated feedback from our CA 211 Providers Network partners to start including insulated medicine bags</li> <li>• Extending CRC AFN offering to leave medical device charging</li> </ul>	<ul style="list-style-type: none"> <li>• Developed a CRC tabletop sign and poster with QR code to promote AFN offerings</li> <li>• Working with CRC team to look at increasing CRC survey participation</li> </ul>

2024 Key Objectives		Progress to date	Q3 2024 Updates
<b>Coordinate and integrate resources with state, community, utility to minimize duplication</b>	Joint IOUs:	<ul style="list-style-type: none"> <li>• JIOU Framework for AFN Support (previously called Blueprint)</li> <li>• Concurrent Application System (CAS), universal "application"</li> <li>• Prepare for Power Down website</li> <li>• JIOU External Engagement &amp; Customer Experience Sub-Committee</li> <li>• Coordination with CalFresh regarding food support</li> <li>• Quarterly updates for impacted county OES from PG&amp;E Public Safety Specialists</li> </ul>	<ul style="list-style-type: none"> <li>• Based on feedback from the Council, IOUs are taking an action item to confirm with American Red Cross partners that Bed Shaker offerings are available and able to be promoted across our CBO partners.</li> <li>• Working with AFN Council partners for their list of resources.</li> <li>• On-going improvements to Framework for AFN Support and P4PD</li> <li>• PG&amp;E integrated feedback from county partners on CRC siting and coordination</li> </ul>
	PGE:	<ul style="list-style-type: none"> <li>• Quarterly Regional Working Groups</li> <li>• PSPS Advisory Board</li> <li>• Critical Infrastructure Workshop</li> </ul>	