

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

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

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

**PACIFIC GAS AND ELECTRIC COMPANY'S (U 39 E)
2023 ACCESS AND FUNCTIONAL NEEDS (AFN) PLAN FOR
PUBLIC SAFETY POWER SHUTOFF (PSPS) SUPPORT
QUARTERLY PROGRESS REPORT
APRIL 1, 2023 AND JUNE 30, 2023**

KENNETH LEE
Pacific Gas and Electric Company
Law Department
300 Lakeside Drive
Oakland, CA 94612
Telephone: (415) 310-4687
E-Mail: Kenneth.Lee@pge.com

Dated: July 31, 2023

Attorney for:
PACIFIC GAS AND ELECTRIC COMPANY

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

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

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

**PACIFIC GAS AND ELECTRIC COMPANY’S (U 39 E)
2023 ACCESS AND FUNCTIONAL NEEDS (AFN) PLAN FOR
PUBLIC SAFETY POWER SHUTOFF (PSPS) SUPPORT
QUARTERLY PROGRESS REPORT
APRIL 1, 2023 AND JUNE 30, 2023**

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

Respectfully submitted,

By: /s/Kenneth Lee
KENNETH LEE

Pacific Gas and Electric Company
Law Department
300 Lakeside Drive
Oakland, CA 94612
Telephone: (415) 310-4687
E-Mail: Kenneth.Lee@pge.com

Attorney for:
PACIFIC GAS AND ELECTRIC COMPANY

Dated: July 31, 2023

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

Quarterly Progress Report of Activities
between April 1, 2023 and June 30, 2023



July 31, 2023

TABLE OF CONTENTS

- Introduction.....1
- 1 Concept of Operations | HOW1**
- 1.1 Preparedness/Readiness (Before Power Shutoff) 1**
 - 1.1.1 Emergency Operations Center.....1
- 1.2 AFN Identification Outreach 2**
- 1.3 AFN Support Resources 3**
- 1.4 Customer Resiliency Programs and Continuous Power Solutions..... 4**
 - 1.4.1 Disability Disaster Access and Resources (DDAR) Program4
 - 1.4.2 Self-Generation Incentive Program (SGIP).....5
 - 1.4.3 Portable Battery Program (PBP)7
 - 1.4.4 Generator and Battery Rebate Program (GBRP).....9
 - 1.4.5 Residential Storage Initiative10
- 1.5 Customer Assistance Programs10**
 - 1.5.1 Food Replacement Options and Other CBO Resources11
 - 1.5.2 Medical Baseline Program13
 - 1.5.3 Energy Savings Assistance (ESA) Program.....16
 - 1.5.4 California Alternative Rates for Energy Program (CARE)/Family Electric Rate Assistance (FERA)16
- 1.6 PSPS Preparedness Outreach and Community Engagement.....16**
 - 1.6.1 PG&E Advisory Boards/Councils16
 - 1.6.2 Statewide Website for AFN Solutions25
- 1.7 AFN Public Education and Outreach.....25**
 - 1.7.1 MBL Customer Outreach26
 - 1.7.2 Health Care Industry Strategy.....28
 - 1.7.3 Outreach and Engagement with Master-Metered Owners, Property Managers, and Multi-Unit Dwelling Account Holders.....28
 - 1.7.4 Accessibility of Communications28
 - 1.7.5 Tribal Engagement.....29
 - 1.7.6 Translations of Communications29
 - 1.7.7 “Wildfire Safety Town Halls,” Webinars and other Community Events30
- 1.8 PPS Activation (During – Emergency Operation Center Activated)33**
 - 1.8.1 In-Event PPS Customer Communications.....33
- 1.9 Recovery (After – Power has been restored)37**
 - 1.9.1 After Action Reviews and Reports37
 - 1.9.2 Lessons Learned and Feedback.....37
 - 1.9.3 Customer Surveys38
- Conclusion 38**
- Appendix A – AFN Collaborative Council.....1**
- Appendix B – Statewide Joint IOU AFN Advisory Council Participants.....2**
- Appendix C – Food Bank Resource Partners4**
- Appendix D – Meals on Wheels Partner Organizations5**
- Appendix E – CBOs with Active Agreements for PPS Support.....6**
- Appendix F – Accessible Transportation Partners.....7**

LIST OF TABLES

Table 1. Types and Counts of Customers Above and Beyond MBL Program.....	3
Table 2. 2023 DDAR Program Resources Provided to Customers.....	5
Table 3. SGIP ERB and Interconnection Metrics.....	7
Table 4. 2023 PBP Outreach.....	9
Table 5. 2023 GBRP Rebates and BPTM Devices Installed	10
Table 6. Food Resource Partnerships Agreements Executed	11
Table 7. MBL Program Customer Enrollments (April 1 – June 30, 2023).....	15
Table 8. Summary of Consultation with Advisory Boards and Councils.....	18
Table 9. 2022 vs. 2023 MBL Program Acquisition Targeting Outcomes	27
Table 10. Summary of Targeted Outreach Conducted in Q2 2023.....	30
Table 11. CPUC Meetings, PSPS Wildfire Safety Town Halls, and Regional Webinars.....	31
Table 12. Multi-Cultural Media Engagement Activities (by Month)	36
Table 13. Food Bank Resource Partnerships with PG&E	4
Table 14. Meals on Wheels Partnerships with PG&E	5
Table 15. CBOs with Active Agreements for PSPS Support	6
Table 16. Accessible Transportation Partnerships with PG&E.....	7

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 2023 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 April 1, 2023 and June 30, 2023.

Since last reporting progress on PG&E's AFN activities on April 27, 2023, PG&E has achieved the following significant milestones to help serve our most vulnerable customers before, during, and after a PSPS:

- PG&E hosted 4 Regional Community Wildfire Safety Program (CWSP) Tribal Webinars to update Tribes on various programs and projects throughout PG&E's service area.
- PG&E began running Medical Baseline Program ads on TV in High Fire Risk Areas.
- PG&E mailed a Master Meter Owner toolkit was emailed and mailed to approximately 2,000 customers with resources to help support their tenants and help them prepare for PSPS.

1 CONCEPT OF OPERATIONS | HOW

1.1 Preparedness/Readiness (Before Power Shutoff)

1.1.1 Emergency Operations Center

In Q2, PG&E did not activate our Emergency Operations Center for PSPS.

1.1.1.1 Preparation Exercises

In Q2, PG&E completed a full-scale exercise May 8-11 including CBO resource partners as players. The Disability Disaster Access and Resources (DDAR) program participated in the exercises. This exercise allowed the DDAR Centers to improve and enhance coordination with PG&E.

1.1.1.2 Training

In Q2, PG&E held robust training for our EOC staff, as well as role-specific training for each team in Customer Care organization. PG&E will be scheduling a dedicated training for the AFN EOC team in Q3.

1.1.1.3 AFN Liaison

In Q2, the AFN Liaison role was not activated because PG&E did not experience a PSPS.

1.1.1.4 Customer Care

PG&E did not experience a PSPS in Q2. CSRs also continue to confirm contact information, assist customers with an application for the Medical Baseline Program, indicate language preference, self-identifying as vulnerable¹, and/or self-identifying that a person in their household has a disability².

1.2 AFN Identification Outreach

In Q2, PG&E continued planning outreach campaigns to customers who self-identified AFN as a result of the 2022 Self-Identification Pilot.

Two campaigns are planned for Q3 of this year targeting:

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

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

See Section 0 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 Guidelines³.

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

² 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).

³ D.20-05-051, Appendix A.

Table 1 provides the types and counts of customers identified above and beyond the MBL program as of June 30, 2023.

Table 1. Types and Counts of Customers Above and Beyond MBL Program⁴

Types of Customers Above and Beyond MBL Program	Number of Customers (through June 30, 2023)
Self-identify to receive an in-person visit before disconnection for non-payment (e.g., vulnerable) ⁵	52,708
Self-identify as having a person with a disability in the household (e.g., “disabled”) ⁶	27,660
Preference to receive utility communications in non-standard format (e.g., in Braille or large print)	1,100
Durable Medical Equipment (DME) ⁷	47,689
Assistive Technology (AT)	8,287

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

1.3.1 211 Care Coordination & Referral Service

PG&E’s partnership with 211 connects customers with approximately 11,000 CBOs and

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

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

⁶ 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).

⁷ Self-Identify as reliant on DME and AT

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 Q2, PG&E continued to have regular working meetings with 211 to provide guidance and discuss program enhancements.

1.3.2 Resource Planning and Partnerships

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

1.4 Customer Resiliency Programs and Continuous Power Solutions

PG&E offers solutions to reduce adverse impacts from PSPS on customers, including those most vulnerable. In Q2 2023, PG&E continued to work with partner organizations to provide outreach and support to customers with AFN. Below is a progress update on our customer resiliency programs and continuous power solutions. For additional information about our customer resiliency programs and continuous power solutions, see our 2023 AFN Plan for PSPS Support.

1.4.1 Disability Disaster Access and Resources (DDAR) Program

In 2022, PG&E continued our partnership with the California Foundation for Independent Living Centers (CFILC) through the DDAR Program to deliver a readiness program that supports people with disabilities, older adults, and customers using durable medical equipment and assistive technology that is required to live independently.

Table 2 includes the number of customer energy assessments and resources provided to customers through DDAR. A PSPS did not occur in Q2, therefore, no food vouchers, hotel stays, gas cards, and transportation were provided. PG&E will continue to provide these resources to customers through DDAR before, during, and after future PSPS.

Table 2. 2023 DDAR Program Resources Provided to Customers

Resources/Engagement with Customers Before, During, and After PSPS	Resources Provided to Customers			
	Q1	Q2	Q3	Q4
Customer Energy Assessments	733	561		
Batteries Delivered	272	170		
Food Vouchers	0	N/A		
Hotel Stays	0	N/A		
Gas Cards	0	N/A		
Transportation	0	N/A		

1.4.2 Self-Generation Incentive Program (SGIP)

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

Table 3 for an overview of relevant SGIP ERB application and interconnection metrics as of June 30, 2023.

Table 3. SGIP ERB and Interconnection Metrics

<p>Key Application Metrics</p>	<p>4,672 Equity Resiliency Budgets paid (\$188.3M) as of June 2023 8,821 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"> • 4,160 MBL (including 69 waitlisted) • 3,963 well pump (including 5 waitlisted) • 178 commercial, educational, small business, and multi-family (including 0 waitlisted) • 84 waitlisted • 98% residential versus 2% commercial, educational, small business, and multi-family • Total allocated: \$105.3M MBL, \$114.2M well pumps, \$73.7M commercial and multi-family
<p>Key Interconnection Metrics</p>	<p>June 2023 inception-to-date 4,950 projects interconnected to grid:</p> <ul style="list-style-type: none"> • 2,589 MBL • 2,175 well pump

1.4.3 Portable Battery Program (PBP)

The PBP provides free portable backup battery solutions to MBL and Self-Identified Vulnerable customers who have experienced at least one PSPS in 2021 or at least 5 EPSS outages in 2022. The program re-launched in 2023 with direct-to-customer outreach, assessments, and battery deliveries. Battery deliveries expected to ramp up in July.

Table 4 includes our quarterly progress on outreach and batteries delivered to customers before, during, and after 2023 PSPS.

Table 4. 2023 PBP Outreach

Outreach and Batteries Delivered to Customers Before, During, and After PSPS	Q1	Q2	Q3	Q4
Customers Reached	91	2		
Customers Assessed	30	2		
Batteries Delivered	143	13		
Mini Fridges Delivered	17	1		
Insulin Cooler Wallets Delivered	15	2		
Extension Cords delivered	76	4		

1.4.4 Generator and Battery Rebate Program (GBRP)

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

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

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

Table 5. 2023 GBRP Rebates and BPTM Devices Installed

GBRP Rebates and BPTM Devices Provided to Customers Before, During, and After PSPS	Q1	Q2	Q3	Q4
Number of Rebates Paid to Customers	534	825		
Number of Customers who had BPTM Devices Installed	288	1044		

1.4.5 Residential Storage Initiative

In 2022, PG&E launched the Residential Storage Initiative, a home battery energy storage program to support vulnerable, low-income customers during wildfire power outages. In 2023, the program was expanded to also include Medical Baseline customers. Since the program launched, PG&E provided permanent battery systems at no cost to 93 residential customers who had been frequently impacted by outages because of PG&E’s Enhanced Powerline Safety Settings (EPSS). Eligible customers were enrolled in the California Alternate Rates for Energy (CARE) program; did not already have a customer resiliency solution (such as a battery or permanently installed generator); and had experienced the most frequent safety-related outages. PG&E anticipates significantly scaling up the offering in 2023 and beyond to help ensure that the risks of PSPS and EPSS continue to be minimized for the most impacted customers.

1.5 Customer Assistance Programs

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

1.5.1 Food Replacement Options and Other CBO Resources

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

Table 6. Food Resource Partnerships Agreements Executed

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

1.5.1.1 Community Food Bank Support

PG&E recognizes food replacement is a critical need for some individuals with AFN, particularly those with low income. While PG&E has an existing relationship with the California Food Bank Association and provides resilience grants to the various regional food banks, PG&E also continues to establish agreements with food banks throughout our service area to seek additional support for customers experiencing food loss resulting from PSPS. In Q2 2023, 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.

1.5.1.2 Meals on Wheels Partnerships

PG&E has partnered with Meals on Wheels providers throughout our service area to provide seniors impacted by a PSPS with one or two additional meal(s) per day for the duration of the power shutoff. In addition to the meal, the provider completes an in-person wellness visit that includes messaging about the potential PSPS and guidance on additional resources available through PG&E. In Q2 2023, PG&E continued to

explore opportunities for additional partnerships.

1.5.1.3 Grocery Delivery Services

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

In Q2, grocery delivery services were not provided since there was no de-energization.

1.5.1.4 Family Resource Centers

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

In Q2, the family resource centers did not provide gift cards since there was no de-energization.

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

1.5.1.5 Fresh Produce

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

In Q2, fresh produce was not provided since there was no de-energization.

1.5.1.6 Portable Shower and Laundry Services

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

In Q2, portable shower and laundry services were not provided since there was no de-energization.

1.5.1.7 Accessible Transportation

PG&E provides accessible transportation for our customers to Community Resource Centers (CRC) or hotels through our DDAR Program and 211. In addition, PG&E has established agreements with accessible transportation partners that allow customers to coordinate accessible transportation with the provider directly. Expanded accessible

transportation is available in El Dorado, Fresno, Shasta, Solano, Sonoma, Marin, and San Francisco counties. PG&E continues to explore opportunities to expand these agreements to other providers.

In Q2, PG&E's accessible transportation partners did not provide services since there was no de-energization.

1.5.2 Medical Baseline Program

The MBL Program is an assistance program for residential customers who have extra energy needs due to qualifying medical conditions. PG&E continued to encourage customer participation in the MBL Program⁸ (see Section 0, which describes the outreach we conducted to drive enrollment in the program). As of June 30, 2023, PG&E has 3,751 Master Meter Tenants enrolled in the MBL Program, an increase of 0.3% since the last reporting enrollment in our Q1 2023 AFN Progress Report.

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

Table 7 shows the growth in enrollments by month of people eligible for the MBL Program.

As of June 30, 2023, PG&E has 3,751 Master Meter Tenants enrolled in the MBL Program, an increase of 0.3% since the last reporting enrollment in our Q1 2023 AFN Progress Report.

Table 7. MBL Program Customer Enrollments (April 1 – June 30, 2023)

	Jan	Feb	Mar	April	May	June	YTD
Total Start of Month MBL Customers	274,355	275,221	275,765	277,078	279,043	279,993	274,355
New MBL Customers	2,588	2,390	3,677	3,864	3,672	2,950	19,141
MBL Customers Removed ⁹	1,722	1,846	2,364	1,899	2,722	2,415	12,968
Total End of Month MBL Customers	275,221	275,765	277,078	279,043	279,993	280,528	280,528

⁹ As of June 30, 2023, 180,690 MBL customers are designated “Life-Support” customers. “Life Support” is a sub-category under the MBL Program. During MBL certification, the qualified medical practitioner is required to specify if the customer (or the resident with medical needs) is dependent on a life support device and, therefore, belongs in the “Life Support” sub-category. A life support device is any medical device necessary to sustain life or relied upon for mobility. The term “life-support device” includes, but is not limited to, respirators, iron lungs, hemodialysis machines, suction machines, electric nerve stimulators, pressure pads and pumps, aerosol tents, electrostatic and ultrasonic nebulizers, compressors, Intermittent Positive Pressure Breathing (IPPB) machines, and motorized wheelchairs.

1.5.3 Energy Savings Assistance (ESA) Program

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

Through the end of Q2 2023, PG&E's ESA contractors continued to share information about emergency preparedness, PSPS, and other financial assistance programs with 36,252 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 Q2, ESA Program has provided 34 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. Approximately 1.46 million¹⁰ customers receive bill discounts through these two programs. Biannual CARE outreach training for contractors will be held in 2023 for new contractors and as a refresher for existing contractors. One of the bi-annual trainings was held at the end of Q1.

In 2022, PG&E started a focused training series for CBOs. Throughout the year, PG&E highlights various programs with a special focus on programs that can help customers save money. The trainings are provided by a subject matter expert at PG&E and designed to help CBOs understand each program so they can better educate customers on the options available to them. In Q2, the focused training was information on the CARE and FERA programs.

1.6 PSPS Preparedness Outreach and Community Engagement

1.6.1 PG&E Advisory Boards/Councils

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

¹⁰ CARE: 1.426,966 million, FERA: 38,287

approaches to serving customers before, during, and after PSPS. The following section describes our Q2 2023 engagement, the feedback we received, and how PG&E plans to incorporate the feedback to enhance the customer experience.

Table 8. Summary of Consultation with Advisory Boards and Councils

People with Disabilities and Aging Advisory Council (PWDAAC)	
Meeting	<p>Date: June 20, 2023</p> <p>Location: Virtual</p> <p>Purpose: Bring organizations supporting AFN customers with PG&E’s leaders, to connect and collaborate, discuss relevant topics, highlight progress made, and identify areas for improvement in how PG&E’s programs support seniors and individuals with disabilities.</p>
Summary of Engagement	<ul style="list-style-type: none"> • Customer Resources <ul style="list-style-type: none"> ○ Medical Baseline Program (MBL) ○ 211 Partnership ○ Disability Access and Resource Program (DDAR) ○ Self-Generation Incentive Program (SGIP) ○ Backup Power Transfer Meter (BPTM) Program ○ Generator and Battery Rebate Program ○ Portable Battery Program ○ Residential Storage Initiative (RSI)
Feedback	<ul style="list-style-type: none"> • How customers identify if their circuit is EPSS enabled <ul style="list-style-type: none"> ○ EPSS indicator is included on pge.com outage map • Addressing limited battery capacity (running AC); especially for vulnerable individuals that have difficulty leaving their homes
Action Items Guided by Feedback	<p>Completed Actions This Quarter: N/A</p> <p>On-Going Actions:</p> <ul style="list-style-type: none"> • Continue utilizing the PWDAAC as a forum to receive input and feedback on a broad variety of PG&E programs affecting AFN customers <p>Future Actions:</p> <ul style="list-style-type: none"> • PG&E to re-elevate PWDAAC goals, cadence, and

	membership
Future Meeting(s)	September 2023 (Meeting cadence is quarterly.)

Access and Functional Needs Collaborative Council Meeting¹¹	
Meeting	<p>Date: June 26, 2023</p> <p>Location: Virtual</p> <p>Purpose: Provide a forum for open conversation and collaboration on current resources, processes and community outreach measures</p>
Summary of Engagement	<ul style="list-style-type: none"> • AFN Education and Engagement: Develop a path forward to collaboratively educate the community about available PSPS mitigation resources and work to further the distribution of resources prior to events • Robust conversation surrounding status of PrepareforPowerDown.com which culminated in Collaborative Council recommendation to conduct demo of current site to ultimately align on potential beta launch in advance of Phase 2 enhancement completion • Joint IOUs requested additional avenues for consideration to improve community outreach for Energy Dependent Households through expanding relationships • Collaborative Council recommended sponsoring events such as conferences and providing AFN Leadership with marketing materials to share IOU work from trusted resources • In-Event AFN Support: Discuss how the IOUs can support Californians with AFN in real-time during PSPS. • IOUs confirmed PSPS mitigation resources can be provided in real-time to customers with AFN during PSPS and beforehand in preparation for these PSPS

¹¹ See Appendix A for the AFN Collaborative Council Participants.

	<ul style="list-style-type: none"> • PG&E partners with DDAR and 211 to provide support before, during and after PSPS. Though the DDAR has an application process, this is secondary during a PSPS. Furthermore, PG&E provides an AFN Liaison team in the EOC during PSPS activation • SDG&E offers services through 211 and supplemental services similar the DDAR program, has a dedicated AFN on-call representative for requested support 24/7 and AFN EOC position that reports directly to the Officer in Charge • SCE offers services through 211, provides an AFN supervisor in EOC during PSPS activation and are in the process of a new DDAR contract
<p style="text-align: center;">Feedback</p>	<ul style="list-style-type: none"> • The Collaborative Council would like to have a future meeting hosted in-person • AFN Education and Engagement <ul style="list-style-type: none"> • The Collaborative Council requested a walkthrough of the current PrepareForPowerDown website and a timeline of upcoming updates of for Phase 2 • The Collaborative Council would like to partner with the Joint IOUs to amplify messaging and awareness of the work being completed together • IOUs will benefit from continuing to build access and credibility to increase their engagement and program enrollments • PSPS In-Event AFN Support <ul style="list-style-type: none"> • The application process to receive resources in advance of an event is easy to navigate and process, however, during an event, there has been issues with people receiving resources • Questions were raised surrounding a process to receive resources prior in preparation for an event
<p>Action Items Guided</p>	<ul style="list-style-type: none"> • Completed Actions This Quarter: • SDG&E to provided full PSPS survey deck.

by Feedback

- Joint IOUs hosted Q2 AFN/Joint IOU Collaborative Council meeting with a more strategic and collaborative approach.
- On-Going Actions: N/A
- Future Actions:
- Explore options for an in-person Collaborative Council meeting, including timing and location.
- Schedule a PrepareForPowerDown.com walkthrough to provide a timeline and description of Phase 2 additional enhancements.
- Disability Rights California to introduce the IOUs to staff advocates for veterans with disabilities.
- Identify emergency response conference opportunities to potentially engage through sponsorship, best practice presentations for other utilities and co-presentations with disability community members.
- CPUC representative to identify additional opportunities to jointly present AFN/Joint IOU progress to the CPUC.
- Provide MBL program numbers for the council to review.
- Extend meeting invite to CFLIC and DDAR representative and determine interest in a briefing.
- Collaborative Council to coordinate potential guest speaking opportunity during respective upcoming meetings, including:
 - Disability Rights California monthly staff meeting
 - Statewide AFN Community Advisory Committee
 - State Council on Developmental Disabilities July/September/October meetings
- Collaborative Council to provide names of statewide disability leaders with capacity and networks to

	connect with the IOUs.
IOU Responsible Owner	Chris Zenner, Vice President Residential Services & Digital Channels
Future Meeting(s)	Q3 2023 (Date TBD)

Statewide Joint IOU Advisory Council¹²	
Meeting	<p>Date: June 21, 2023</p> <p>Location: Virtual</p> <p>Purpose: Provide overview of 2023 meteorology outlook and discuss the current status of the expected wildfire season.</p>
Summary of Engagement	<ul style="list-style-type: none"> • 2023 Meteorology Outlook • Joint IOU representatives provided a recap on the 2023 winter weather impacts and forward outlooks on summer weather and fire potential. • Joint IOU representatives discussed how fire risk is determined by each IOU.
Feedback	<ul style="list-style-type: none"> • Presenters responded to questions regarding: • How shutoff impacts are included in the risk analysis conducted before a Public Safety Power Shutoff (PSPS). • Preparation for flooding risk from 2023 snowpack. • PSPS and Enhanced Powerline Safety Setting outlook for 2023.
Action Items Guided by Feedback	<ul style="list-style-type: none"> • Completed Actions This Quarter: N/A • On-Going Actions: N/A • Future Actions: N/A
Future Meeting(s)	September 2023 (Date TBD)

¹² See Appendix B for the Joint IOU AFN Advisory Council List of Participants.

Local Government Advisory Councils and Working Groups

<p>Meeting</p>	<p>Date: Thursday, June 29</p> <p>Location: Microsoft Teams</p> <p>Purpose: Collect feedback regarding proposed CWSP improvements quarterly from a subset of city, county and Tribal emergency managers</p>
<p>Summary of Engagement</p>	<ul style="list-style-type: none"> • Provided program updates, per Committee’s request in Q1 meeting. • Undergrounding – 277 miles undergrounded to date and targeting 350 additional miles this year; discussed potentially launching portal for external stakeholders to provide updates on system hardening and undergrounding work plans. • Vegetation Management – <ul style="list-style-type: none"> • Enhanced Vegetation Management program ended in 2022 and was replaced with alternative vegetation management programs. In 2023, PG&E is: <ul style="list-style-type: none"> • Addressing trees that pose a safety concerns • Conducting additional inspections of vegetation in high fire-risk areas near circuits with an increased risk of vegetation caused outages • Trimming additional trees near circuits that have historically experienced a high volume of vegetation caused outages • PSPS Policies and Procedures – Requested feedback on the 2023 working draft and shared high-level changes including: <ul style="list-style-type: none"> • Updated Portable Batteries qualifications • Communications available in large print or Braille • Introduction to Microgrid Incentive Program • Option to provide feedback via the PSPS Portal
<p>Feedback</p>	<ul style="list-style-type: none"> • The Advisory Committee had no feedback at this time.

Action Items Guided by Feedback	<p>Completed Actions This Quarter:</p> <ul style="list-style-type: none"> • Provided updates on Undergrounding and Vegetation Management, as requested in Q1 <p>On-Going Actions: N/A</p> <p>Future Actions: N/A</p>
Future Meeting(s)	Thursday, September 28, 2023

Communities of Color Advisory Group	
Meeting	<p>Date: June 7, 2023</p> <p>Location: Virtual Meeting</p> <p>Purpose: Solicit input from Communities of Color Advisory Group which assists PG&E in crafting outreach and engagement with communities of color on a broad spectrum of issues impacting diverse communities</p>
Summary of Engagement	<ul style="list-style-type: none"> • PG&E shared PSPS resources and program information. PG&E presented on Low Carbon Fuel Standard Implementation Plan (LCFS).
Feedback	<ul style="list-style-type: none"> • PG&E received positive feedback for identifying families of need and supporting customers who need assistance with past due accounts.
Action Items Guided by Feedback	<ul style="list-style-type: none"> • Completed Actions This Quarter: N/A • On-Going Actions: N/A • Future Actions: PG&E will provide an update on Technical Assistance Program (TAP) at the next quarterly meeting.
Future Meeting(s)	September 6, 2023

1.6.2 Statewide Website for AFN Solutions

PrepareforPowerDown.com (P4PD) 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, P4PD is now a customer-facing website with additional user-friendly features and emergency preparedness tools.

Throughout 2022, the IOUs refreshed P4PD after receiving feedback from the AFN Collaborative Council expressing the need for a centralized place for Californians with AFN to prepare for a PSPS. Phase 1 of the website enhancements were completed in Q1 2023 and live in Q2 2023. Key enhancements to the website included:

- Emergency preparedness resources accessible from anywhere on the homepage
- New accessibility overlay that allows users to customize the site according to their needs
- Meeting WCAG 2.1AA Compliance Standard
- Zip Code tool to narrow program results and navigate users directly to their respective utility program pages

The Joint IOUs are currently working on a Scope of Work for Phase 2 enhancements and will be conducting a demo of Phase 1 to the AFN Collaborative Council in Q3.

1.7 AFN Public Education and Outreach

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

In Q2, PG&E conducted six virtual town halls, highlighting local progress on improvements to gas and electric service, and reviewing PG&E's CWSP program as well as an AFN-specific webinar which was held on June 7. Also, in Q2, PG&E sent a mailer and email to over 1.1 million customers, including AFN, focusing on outage preparedness as well as our annual preparedness brochure which was mailed to 500k customers and emailed to approximately 847k customers, including AFN.

In addition a master meter owner toolkit was emailed and mailed to 2K customers with resources to help support their tenants and help them prepare for 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 healthcare industry. This outreach aims to help individuals who rely on power for their medical needs prepare for PSPS and connect with relevant resources for support.

Table 9 summarizes the MBL acquisition campaign statistics as of June 30, 2023.

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

Goal: Increase engagement with prospective MBL Program customers through multi-channel outreach and awareness campaigns												
Year	Total Channel Count	Direct Mail		Email			Bill Insert		Digital Media		Broad Cast TV & Radio	Digital Radio
		Customers Reached	# Touches	Customers Reached	# Touches	Avg. Click Rate	Customers Reached	# Touches	Total Impressions	Total Conversions (Clicks)	Total Impressions	Total Impressions
2022	19	2,130,464	4	4,448,847	11	2	3,000,000	1	137,220,134	321,761	97,948,996	11,237,314
2023	10	108,678	3	1,423,042	2	2	3,000,000	1	95,350,695	365,469	10,736,800	NA

1.7.2 Health Care Industry Strategy

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

In Q2, the Joint IOUs continued conducting targeted outreach to various organizations including healthcare agencies, hospital associations, and local veterans' non-profits to establish new statewide partnerships. The purpose of these partnerships is to expand awareness and utilization of resiliency resources among customers with access and functional needs. The IOUs are developing statewide educational materials for public distribution through these new partnerships.

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 Alerts¹³.

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 our website and PSPS customer notification emails, have been tested for usability and accessibility to meet Web Content Accessibility Guidelines (WCAG) 2.0 AA accessibility standards and, in some cases, WCAG 2.1 AA accessibility standards.

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

¹³ 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.

In Q2, PG&E worked with the web team began conversations on incorporating event specific ASL videos to the website.

1.7.5 Tribal Engagement

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

In Q2, PG&E hosted 4 Regional CWSP Tribal Webinars to update Tribes on various programs and projects throughout PG&E's service area. PG&E also hosted Tribal grant program review with all Tribes (4) as well as distributed the quarterly Tribal Newsletter to all Tribes and Health Clinic in PG&E's service area.

1.7.6 Translations of Communications

PG&E translates Community Wildfire Safety Program (CWSP) and PSPS communications and notifications in 15 non-English languages.¹⁴ This includes the translation of in-event PSPS notifications, as well as PG&E's website and other critical wildfire safety and PSPS preparedness materials. PG&E promotes our in-language options, encouraging customers to select their preferences using various channels including direct mail, email, social media, multi-media partners, and CBOs.

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

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

Further, PG&E partners with 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 Section 0 for more information on our multicultural media engagement.

¹⁴ These include Spanish, Chinese, Tagalog, Russian, Vietnamese, Korean, Farsi, Arabic, Hmong, Khmer, Punjabi, Japanese, Thai, Portuguese, and Hindi.

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 we can better serve our communities while allowing customers to learn more about our wildfire safety efforts and the steps we are taking to improve reliability. Additionally, PG&E participates in regular meetings and workshops with the California Public Utilities Commission (CPUC) and provides forums for tribal stakeholders, key agencies, and Public Safety Partners to provide feedback.

PG&E also hosts and participates in community events focused on Access and Functional Needs (AFN) customers, including AFN-specific webinars and participation in virtual meetings hosted by Community Based Organizations (CBOs) and state agencies.

Table 10 summarizes our targeted outreach with AFN and CBO partners. Table 11 summarizes our Wildfire Safety Webinars, Safety Town Halls, Regional Town Halls, Regional Working Group meetings, meetings with key stakeholders and meetings with the California Public Utilities Commission (CPUC).

Table 10. Summary of Targeted Outreach Conducted in Q2 2023

Date	Summary of Outreach and Engagement	Audience/County
4/6/2023	COC/CBO Training	CARE/FERA Contractors
6/15/2023	Community Perspectives Advisory Council Meeting	Community Perspectives Advisory Council
6/20/2023	People with Disabilities and Aging Advisory Council Meeting	People with Disabilities and Aging Advisory Council
6/21/2023	AFN Joint IOU Meeting	Access and Functional Needs Leadership
6/26/2023	AFN Leadership Meeting	Access and

Date	Summary of Outreach and Engagement	Audience/County
		Functional Needs Leadership

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

Date	Event	Audience/County
4/11/2023	CPUC Fire Season Meeting	California Public Utilities Commission Staff, CAL FIRE
4/13/2023	CWSP Webinar	Santa Cruz and San Luis Obispo County
4/18/2023	CPUC Public Safety Power Shutoff Workshop	California Public Utilities Commission Staff
4/18/2023	CWSP Webinar	Santa Clara County
4/20/2023	CWSP Webinar	Nevada, Solano and Yolo Counties
4/27/2023	CWSP Webinar	Tehama, Lassen and Shasta Counties
5/4/2023	CWSP Webinar	Amador, Calaveras, Madera, Mariposa, Merced, Tuolumne and Fresno Counties
5/16/2023	Regional Town Hall	Customers, Local Agencies, Tribes and Community Based Organizations in the South Bay/Central Coast Region

Date	Event	Audience/County
5/18/2023	Regional Town Hall	Customers, Local Agencies, Tribes and Community Based Organizations in the Bay Area Region
5/19/2023	Wildfire Mitigation Plan Overview Meeting	California State Association of Counties and Rural County Representatives of California
5/23/2023	Regional Town Hall	Customers, Local Agencies, Tribes and Community Based Organizations in the North Valley/Sierra Region
5/30/2023	Regional Town Hall	Customers, Local Agencies, Tribes and Community Based Organizations in the North Coast Region
6/1/2023	Regional Tribal Webinar	Tribes in the Central Valley Region
6/6/2023	CPUC Fire Season Meeting	California Public Utilities Commission Staff, CAL FIRE
6/7/2023	Communities of Color Meeting	Communities of Color Advisory Council
6/7/2023	AFN CWSP Webinar	Access and

Date	Event	Audience/County
		Functional Needs Community
6/7/2023	Public Safety Partner Webinar	Telecommunications Providers
6/8/2023	Regional Town Hall	Customers, Local Agencies, Tribes and Community Based Organizations in the Central Valley Region
6/14/2023	Regional Working Group	Targeted Stakeholders in the Central Valley Region
6/14/2023	Regional Working Group	Targeted Stakeholders in the North Valley/Sierra Region
6/15/2023	Regional Working Group	Targeted Stakeholders in the North Coast Region
6/15/2023	Regional Working Group	Targeted Stakeholders in the South Bay/Central Coast Region
6/16/2023	Regional Tribal Webinar	Tribes in the North Coast Region

1.8 PSPS Activation (During – Emergency Operation Center Activated)

1.8.1 In-Event PSPS Customer Communications

PG&E will continue to use all communication channels available during PSPS, including

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

1.8.1.1 PSPS Notifications

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

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

PG&E expanded its Medical Baseline and Self-Certified Vulnerable Customer Notification Process to include electricity-dependent individuals who have identified as using Durable Medical Equipment and/or Assistive Technology through PG&E's AFN Self-Identification survey. These customers will receive doorbell rings if they do not acknowledge notifications before PSPS. As of March 31, 2023, approximately 49,668 individuals have self-identified as electricity dependent and are not enrolled in Medical Baseline Program or Self-Certified as Vulnerable.

1.8.1.3 Engagement with Paratransit Agencies

In accordance with D.21-06-034, PG&E provides proactive notifications and impacted ZIP Code information to paratransit agencies that may serve all the known transit- or paratransit-dependent persons needing access to a CRC during PSPS. In Q2, PG&E did not have a PSPS, therefore, did not provide provided notifications and ZIP Code information.

1.8.1.4 PG&E Contact Center Operations

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

1.8.1.8 Website

PG&E remains committed to continuously improving its websites to meet the diverse needs of its customers. No updates were made in Q2 as focus has been on the pge.com redesign and the outage center redesign which will replace our existing content.

1.8.1.6 Media

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

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

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

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

1.8.1.6.1 Multicultural Media Engagement

In addition to the general media engagement described above, PG&E is focused on enhancing coordination with multi-cultural media organizations. PG&E currently partners with 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 12 summarizes our multi-cultural media engagement activities.

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

Month	Summary of Multi-Cultural Media Engagement Activities
April 2023	<ul style="list-style-type: none"> • On April 19, PG&E hosted an online information session with multicultural media partners to answer their questions about this year’s campaign • Scheduled and conducted 1:1 meetings with multicultural media partners to discuss their budget and proposals
May 2023	<ul style="list-style-type: none"> • On May 17, PG&E hosted a virtual media training with participating media partners to go over the timeline and expectation of this year’s campaign. • Confirmed four in-language webinars schedule in 2023 (Russian, Chinese, Hmong and Tagalog)
June 2023	<ul style="list-style-type: none"> • Finalized multicultural media partners budget and approved their proposals. • Confirmed three more in-language webinars schedule in 2023 (All in Spanish)

1.8.1.6.2 Social Media

PG&E regularly provides customer preparedness resources through our official social media channels, including Twitter, Facebook, Instagram, and Nextdoor. As of June 30, 2023, PG&E holds contracts with 39 multicultural media partners and 1 CBO to assist with in-language communications and share our social media posts before and during PSPS. In Q2, PG&E shared approximately 27 posts to help customers prepare.

1.8.1.6.3 Paid Media/Advertising

To supplement PG&E’s outreach efforts during PSPS, PG&E runs PSPS emergency

messages to reach customers via paid media channels when/where channels are available. PG&E purchases a combination of English and in-language radio ads, and digital banners in English and multiple languages based on targeted ZIP Codes.

To enhance customer outreach efforts, PG&E will run paid media English and Spanish AFN radio ads with messages about PSPS awareness, Medical Baseline Program, and preparedness resources in 2023. In Q2, PG&E began running Medical Baseline Program ads on TV in High Fire Risk Areas.

1.8.2 Community Resource Centers (CRCs)

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

To support CRC readiness for individuals who may be disabled, PG&E completed ADA reviews at all indoor CRC sites in coordination with local government agency partners and tribes to identify appropriate CRC locations. From these site reviews, PG&E selected ADA-friendly sites and invested in site improvements to comply with ADA requirements for not only CRC use but for the betterment of the community year-round. In 2023, PG&E will continue to conduct site reviews on potential additional CRC locations identified by local county governments and tribes and make improvements as needed. As of June 30, 2023, PG&E has secured 404 event-ready sites, which include 115 indoor sites and 290 outdoor sites.

In accordance with D.21-06-034, PG&E filed an updated CRC plan as Appendix A within the 2023 Pre-Season Report.

1.9 Recovery (After – Power has been restored)

1.9.1 After Action Reviews and Reports

The After-Action Reviews and Reports (AAR) process is described in detail in our 2023 AFN Plan. PG&E did not have a PSPS in Q2, therefore did not hold an AAR.

1.9.2 Lessons Learned and Feedback

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

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

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

1.9.3 Customer Surveys

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

No PSPS occurred in Q2 of 2023; no post-event survey was administered. PG&E will administer the Pre-Season and Post-Season waves of the 2023 Outreach Effectiveness Survey in Q3 and Q4 respectively. In addition, post-event surveys will be conducted immediately following any PSPS.

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

APPENDIX A – AFN COLLABORATIVE COUNCIL

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

APPENDIX B – STATEWIDE JOINT IOU AFN ADVISORY COUNCIL PARTICIPANTS

First	Last	Organization	Title
Kelly	Brown	211	Director, Interface 2-1-1
Hewitt	Matanari	Alta California Regional Center	Emergency Response Coordinator
Tracey	Singh	American Red Cross	Pacific Division Disability Integration Advisor
James	Collins	CA Council of the Blind	Community Educator
Rick	Yrigoyen	CA Department of Social Services Adult Program Division - CDSS	Staff Services Manager
Ally	Bartz	CA Department of Social Services Adult Program Division - CDSS	unknown
Mark	LaBeau	CA Indian Rural Health Board (CIRHB)	CEO
Sutep	Laohavanich	California Department of Aging (CDA)	Program Director
Adam	Willoughby	California Department of Aging (CDA)	Asst. Director of Legislation and Public Affairs
Tamara	Rodriguez	California Department of Development Services (DDS)	Officer, Emergency Preparedness & Response
Rose	Samaniego	California Department of Development Services (DDS)	Community Program Specialist III-FHA Supervisor
Seneca	St. James	California Department of Development Services (DDS)	Community Program Specialist III
John	Barnett	California Department of Social Services (DSS)	Manager, Response and Redirect Unit
Joanne	Brandani	California Department of Social Services (DSS)	Deputy Chief, Disaster Services Branch

First	Last	Organization	Title
Michael	Butier	California Department of Social Services Disaster Unit (DSS)	Functional Assessment Service Team Coordinator
Kendall	Skillicorn	California Department of Social Services Disaster Unit (DSS)	Bureau Chief, Department Operations Bureau
Bonny	Wolf	California Department of Social Services Disaster Unit (DSS)	Disaster Unit
Dan	Okenfuss	California Foundation for Independent Living Centers (CFLIC)	Public Policy Manager
Elizabeth	Basnett	California Health & Human Services	Assistant Secretary
Annette	Rogers	Central Valley Regional Center (CVRC)	Fresno NVRC Representative
Kay	Chiodo	Deaf Link, Inc.	Chief Executive Officer
Dan	Heller	Deaf Link, Inc.	President
Ana	Acton	Department of Rehabilitation - DOR)	Deputy Director Independent Living and Community Access Division
June	Isaacson Kailes	Disability Policy Consultant	Disability Policy Consultant
Lauren	Giardina	Disability Rights California (DRC)	Executive Director Managing Attorney
Mary Ellen	Ittner	Keadjian	Senior Advisor
Joseph	Grounds	Kern Regional Center (KERNRC)	Emergency Response Coordinator
Yenter	Tu	No Barriers Communications	National Liaison
Gabby	Esharati	North Los Angeles County Regional Center	Consumer Services Director
Fred	Keplinger	Redwood Coast Regional Center	Emergency Management Coordinator
Larry	Grable	Service Center for Independent Living - SCIL	Executive Director
Brian	Weisel	State Council on Developmental Disabilities	Legal Counsel

APPENDIX C – FOOD BANK RESOURCE PARTNERS

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

Table 13. Food Bank Resource Partnerships with PG&E

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

APPENDIX D – MEALS ON WHEELS PARTNER ORGANIZATIONS

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

Table 14. Meals on Wheels Partnerships with PG&E

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

APPENDIX E – CBOS WITH ACTIVE AGREEMENTS FOR PSPS SUPPORT

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

Table 15. CBOs with Active Agreements for PSPS Support

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

APPENDIX F – ACCESSIBLE TRANSPORTATION PARTNERS

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

Table 16. Accessible Transportation Partnerships with PG&E

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