

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

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

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

**PACIFIC GAS AND ELECTRIC COMPANY'S ACCESS
AND FUNCTIONAL NEEDS (AFN) PLAN FOR PUBLIC
SAFETY POWER SHUTOFF (PSPS) SUPPORT
QUARTERLY PROGRESS REPORT OF ACTIVITIES BETWEEN
APRIL 1, 2021 AND JUNE 30, 2021**

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

Quarterly Progress Report of Activities Between April 1, 2021 and June 30, 2021



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1 Introduction

In accordance with Decision (D.) 20-05-051, Pacific Gas and Electric Company (PG&E) provides this quarterly update regarding our progress towards meeting our 2021 PSPS Access and Functional Needs (AFN) Plan and the impact of our efforts to support the AFN and vulnerable population during de-energization events (also known as Public Safety Power Shutoff (PSPS) events). This update addresses our efforts since April 30, 2021.

Since last reporting progress on PG&E's AFN activities on April 30, 2021, PG&E has achieved the following significant milestones to help serve our most vulnerable customers before, during, and after a PSPS event:

- Continued joint virtual training on the Medical Baseline Program with the other California (CA) investor-owned utilities (IOUs) with the state's In-Home Health Supportive Services (IHSS) care providers.
- Held four Customer Collaboration Co-Labs with two focused on AFN customers who are Deaf or hard of hearing, blind or have low vision, or have an intellectual/developmental disability and live in high fire threat and rural areas and have been impacted by two or more PSPS events during the past year. Also held two additional Customer Collaboration Workshops for customers frequently impacted by PSPS events in rural areas and renters, non-account holders, and landlords.
- Hosted 52 virtual community engagements, including AFN webinars, Regional Working Group Sessions with city and county jurisdictions, Regional Meetings with Tribal and community-based organization (CBO) partners, Safety Town Halls, Wildfire Safety Webinars, and PSPS preparedness and safety meetings with local communities.
- Expanded the Generator Rebate Program, now called the "Generator and Battery Rebate Program," to include four key changes. First, PG&E added Medical Baseline customers in Tiers 2 or 3 High Fire Threat District (HFTD) to eligibility criteria, while maintaining the well pump customers who reside in Tiers 2 or 3 HFTD. Second, PG&E added specific portable power stations (also known as portable batteries) to the qualified product list. Third, PG&E included essential non-critical small and medium businesses (SMB). SMB customer outreach will begin in Q3. Fourth, PG&E expanded the rebate structure by offering leveled rebates based on retail pricing.
- Established four new partnerships with HealthCare partners and re-engaged with the CA Rural Indian Health Board with the other IOUs to promote the Medical Baseline Program through educational webinars for partners and distribution of applications and collateral. The IOUs collaborated to record a "webinar on-demand" training on the Medical Baseline Program and other resources available to AFN households during PSPS events with the State Hospital Council. HealthCare partners were also provided promotional material about the Disability Disaster Access and Resources Program, a partnership between PG&E and the California Foundation for Independent Living Centers (CFILC).

2 External Feedback and Consultation

PG&E is focused on listening to our customers and key partners to improve our support to vulnerable customers. The following section describes the feedback we have solicited since April 30, 2021 from our customers and key partners and how we plan to incorporate the feedback to enhance customers' experience.

2.1 Consultation with Interested Parties and Advisory Councils

PG&E continues to engage with interested parties and advisory councils to gain feedback on our approaches for serving customers before, during, and after PSPS events. Table 1 below summarizes our engagement activities with interested parties and advisory councils for Q2 2021.

Table 1. Summary of Consultation with Interested Parties and Advisory Councils

Access and Functional Needs IOU Leadership Meetings		
Meeting	Summary of Engagement and Feedback	Actions Guided by Feedback
<p>Date: April 30, 2021 Location: Virtual Purpose:</p> <ul style="list-style-type: none"> Bring state/local agency and community AFN leaders and IOU leaders together to brainstorm how to identify AFN customers and ensure unmet needs are met during PSPS events. 	<ul style="list-style-type: none"> Identified unmet needs of AFN customers during PSPS events such as access to food and funding to fill customer-owned generators with gas. Medical Baseline Program does not identify all AFN customers. Discussed disparities of resources and services between the IOUs, including large and small IOUs. Discussed how the IOUs can better identify and target AFN customers, and how state/local agencies may be able to support this process through their own databases. Privacy concerns will need to be researched by the agencies. Discussed 2-1-1 services and improving alignment of available resources to customers. 	<p>Completed Actions this Quarter</p> <ul style="list-style-type: none"> None
		<p>On-Going Actions</p> <ul style="list-style-type: none"> IOUs need to leverage the existing best practices and resources in place to better identify AFN customers, learn from benchmarking across utilities, and improve access to resources during PSPS events. Better alignment of resources and services during PSPS events regardless of area or utility is needed. Two subcommittees will be formed (larger IOUs and smaller IOUs). State/local agencies and CBOs will provide recommendations for representatives to join these subcommittees.
		<p>Future Actions</p> <ul style="list-style-type: none"> Develop a “readiness” campaign for customers to prepare for PSPS events and other disasters.
<p>Date: June 16, 2021 Location: Virtual Purpose:</p> <ul style="list-style-type: none"> Continue discussion from April 30, 2021 meeting and provide updates from the two subcommittees: Data Workgroup and the IOU Services Statewide Workgroup 	<p>Data Workgroup Update</p> <ul style="list-style-type: none"> Department of Health Services (DHS) and IHSS provided data by ZIP code. IOUs will be reviewing the data to determine how to best use. IOUs committed to use the data to drive decisions. Panel agreed that this is a multi-year opportunity, but there is urgency to see what utilities can do this year to 	<p>Completed Actions this Quarter</p> <ul style="list-style-type: none"> IOU Statewide Action Item: PG&E to develop a matrix of programs/services/offerings consistent across utilities that also provides detail on what is different
		<p>On-Going Actions</p> <ul style="list-style-type: none"> None

	support customers IOU Services Statewide Workgroup <ul style="list-style-type: none"> IOUs are working to get PacifiCorp online AFN IOU Executive Leadership Panel's role is to support the AFN Advisory Council Panel will review matrix and begin gap analysis Deaf community representation is needed on the Advisory Council 	Future Actions <ul style="list-style-type: none"> Data Workgroup Action Item: IOUs to notify AFN Leaders what data was received and from whom the data came in order to help IHSS/DHS determine if additional data from other departments should be provided to the IOUs IOU Statewide Action Item: CAL OES and AFN Leaders to provide recommendations on Deaf community representative(s) to invite to each IOU council and the statewide council
Future Meetings	Meeting cadence is every six weeks, Next Meeting TBD	

People with Disabilities and Aging Advisory Council (PWDAAC)

Meeting	Summary of Engagement and Feedback	Actions Guided by Feedback
Date: June 11, 2021 Location: Virtual Purpose: <ul style="list-style-type: none"> Highlight updates to PSPS scoping Review Portable Battery Program (PBP) planning Present new CBO partnerships 	<ul style="list-style-type: none"> Participants appreciated the level of scientific research and weather forecasting that goes into every potential PSPS event. Members were encouraged by the microgrid systems both operational and in planning phases in HTFDs. Participants were supportive of the continued expansion of the PBP and CBO partnerships. 	Completed Actions this Quarter <ul style="list-style-type: none"> None On-Going Actions <ul style="list-style-type: none"> PG&E is working to ensure that customers potentially impacted by PSPS events are aware of the planning, deliberation, and weather forecasting that informs decision-making. Continue development, implementation, and public engagement related to microgrid installations. Continue refining and expanding the PBP offering to vulnerable customers, continue development of CBO partnerships, focusing on Food Banks and geographic coverage. Future Actions <ul style="list-style-type: none"> Continue engaging stakeholders and seeking input via this forum on a wide variety of AFN-related topics.
Future Meetings	September 17 and December 17, 2021	

Statewide IOU AFN Advisory Council

Meeting	Summary of Engagement and Feedback	Actions Guided by Feedback
Date: April 30, 2021 Location: Virtual	<ul style="list-style-type: none"> The CA Network of 2-1-1's potential partnership with PG&E & SCE 	Completed Actions this Quarter <ul style="list-style-type: none"> Planning and coordination of Q2 IHSS training.

<p>Purpose:</p> <ul style="list-style-type: none"> • Q2 IOU AFN Advisory Council Meeting with CPUC update • Update and discussion of 2-1-1 partnerships with the IOUs 	<p>continues to move forward.</p> <ul style="list-style-type: none"> • This potential partnership would be similar to 2-1-1's agreement with SDG&E, ultimately providing a consistent, statewide response and 24/7 support for AFN households. • Advisory Council members expressed interest in collaborating with 2-1-1 to ensure we are offering the right solutions to AFN customers. 	<p>On-Going Actions</p> <ul style="list-style-type: none"> • Coordinate the 2-1-1 initiative with community partners, including cities, counties, and OES to get buy-in and agreements. <p>Future Actions</p> <ul style="list-style-type: none"> • Explore the potential to engage with Voluntary Organizations Active in Disaster (VOADs) at the statewide level as well as other local organizations active during disasters. • Connect IOUs with a point of contact at the 21 Regional Centers for ongoing outreach and partnerships.
<p>Date: May 21, 2021 Location: Virtual Purpose:</p> <ul style="list-style-type: none"> • Q2 Advisory Council Meeting with CPUC update • Solicit feedback from the Advisory Council on the 2-1-1 AFN identification and intake questions • Provide progress updates on subcommittee efforts and solicit participation in upcoming working sessions 	<ul style="list-style-type: none"> • Reviewed current resources for AFN households provided by each IOU. Programs and resources vary based on the needs of the territory. 	<p>Completed Actions this Quarter</p> <ul style="list-style-type: none"> • Advisory Council Members provided insights into the analysis of the IOUs Medical Baseline Program customers in relation to the medical department customers identified by the Regional Centers, IHSS, and Medicare. • Identified density of the "electricity dependent" AFN households by zip code for planning and communication purposes. • Presented initial findings to the leadership on 6/16 and the larger Advisory Council on 6/25. Additional analysis being conducted to create an action plan. • Joint IOU PSPS virtual training conducted <ul style="list-style-type: none"> ○ 159 attendees on 6/15 ○ 200 attendees on 6/16 • Statewide Medical Baseline email (no signature required) <ul style="list-style-type: none"> ○ 6/4 DSS distributed email to 74 IHSS Program Managers in the 58 counties ○ 6/10 DDS distributed email to 21 RCs ○ 6/14 DOR distributed email to lists and social media <p>On-Going Actions</p> <ul style="list-style-type: none"> • None

		Future Actions <ul style="list-style-type: none"> • Planning and coordination of Q3 training with Regional Centers, similar to IHSS Staff training. • Needs assessment kickoff meeting: <ul style="list-style-type: none"> ○ Working to create a consistent definition of “Electricity Dependent” across organizations ○ Working to define the 12 power dependency categories identified by the CPUC • Success Measures kickoff meeting: <ul style="list-style-type: none"> ○ Outcomes: Align on the measurement plan for what success looks like for the Advisory Council ○ Initial meeting to align on approach, follow up meeting to be scheduled
Date: June 25, 2021 Location: Virtual Purpose: <ul style="list-style-type: none"> • Q2 Advisory Council Meeting with CPUC • Update and review IOU matrix and zip code data aggregation • Subcommittee accomplishments and updates 	<ul style="list-style-type: none"> • Deeper dive review by the IOUs on resources for AFN households designed to lessen the impact of PSPS events. • IOUs are working to coordinate efforts with the state to identify AFN households and leverage “trusted” sources to augment utility efforts. • Discussion regarding the different AFN resources provided by the IOUs and concerns expressed that gaps may exist. 	Completed Actions this Quarter <ul style="list-style-type: none"> • Four subcommittees identified: Joint IOU Communication/Outreach, Needs Assessment, Success Measures, and Assistive Technologies. • There are differences in the AFN resources provided by the IOUs with concern expressed that gaps may exist. Discussed the possibility of SCE and PG&E partnering with 2-1-1 which would bring more alignment with the IOUs. On-Going Actions <ul style="list-style-type: none"> • PG&E and SCE are in discussion of a potential partnership with 2-1-1 which would bring alignment across the IOUs and alleviate this concern. Future Actions <ul style="list-style-type: none"> • Regional Center Medical Baseline and PSPS Resource Training, similar to IHSS Staff Training, will be scheduled in Q3.
Future Meetings	July 30, 2021	
Disadvantaged Communities Advisory Group (DAC-AG)		
Meeting	Summary of Engagement and Feedback	Actions Guided by Feedback
Date: March 19, 2021 Location: Virtual	<ul style="list-style-type: none"> • Many members noted that thoughtful engagement of CBOs requires a 	Completed Actions this Quarter <ul style="list-style-type: none"> • None

<p>Purpose:</p> <ul style="list-style-type: none"> Attend to ensure PG&E is aware of topics discussed by the DAC-AG Consider DAC interests in all program planning PG&E and SCE presentations on Climate Adaptation Community Engagement Plans 	<p>meaningful investment of time and resources, and that communities should be looked at to offer solutions.</p>	<p>On-Going Actions</p> <ul style="list-style-type: none"> While not specific to PSPS planning (as the presentations focused on Climate Adaptation Community Engagement Plans), the recommendations for CBO engagement and community-led solutions apply to PSPS planning, and PG&E will continue to be aware of the time and resource investments needed for a successful community and CBO engagement.
<p>Date: April 16, 2021 Location: Virtual Purpose:</p> <ul style="list-style-type: none"> Joint IOU presentation on history of PSPS and customer impacts, discussions of customer support offerings, and 2021 improvements. 	<ul style="list-style-type: none"> Members encouraged IOUs to effectively resource their CBO partners, especially those who have the trust of the community. Members suggested working groups with CBOs and community members to provide input on PSPS events and resources. Participants noted the diversity of needs among AFN customers, and the need for telecommunications to be available, as possible, during PSPS. 	<p>Future Actions</p> <ul style="list-style-type: none"> Continue to engage DAC-AG as relevant for topics related to best practices in CBO engagement. <p>Completed Actions this Quarter</p> <ul style="list-style-type: none"> PG&E hosted “Customer Collaboration Labs” in Q2 2021 with customers related to PSPS events and will continue to create forums for stakeholder feedback. <p>On-Going Actions</p> <ul style="list-style-type: none"> PG&E continues to develop its paid partnerships with CBOs and aims to expand those engagements. PG&E continues to develop and refine offerings to support AFN customers and engage with the AFN community to understand what may be missing or needs improvement. <p>Future Actions</p> <ul style="list-style-type: none"> Plan to present or seek input at least annually from the DAC-AG on PSPS events and possible improvements.
<p>Future Meetings</p>	<p>Monthly for 2021, dates TBD</p>	
<p>Low-Income Oversight Board (LIOB)</p>		
<p>Meeting</p>	<p>Summary of Engagement and Feedback</p>	<p>Actions Guided by Feedback</p>
<p>Date: June 17, 2021 Location: Virtual Purpose:</p> <ul style="list-style-type: none"> Reviewed D.21-06-015, approving California Alternate Rates for Energy (CARE), Family Electric Rate Assistance (FERA), Energy Savings 	<ul style="list-style-type: none"> Ensuring CBOs assist in reaching vulnerable customers, challenges facing customers with arrearages Though not specific to PSPS events or AFN customers, the feedback on the importance of utilizing CBOs for the COVID-19 emergency protections aligns with PG&E’s efforts in reaching 	<p>Completed Actions this Quarter</p> <ul style="list-style-type: none"> None <p>On-Going Actions</p> <ul style="list-style-type: none"> Engage and contract with CBOs to provide services in reaching vulnerable customers, current efforts centered around COVID-19 protections phase out.

Assistance (ESA) for 2021-2026	vulnerable customers and offering broad support options, including arrearage management plans.	Future Actions <ul style="list-style-type: none"> Expand and augment CBO partnerships via a forthcoming Request for Proposal for CBO services expected to be released in Q3 2021.
Future Meetings	One meeting per quarter, to occur in September and December 2021, dates TBD	
Local Government Advisory Councils and Working Groups		
Meeting	Summary of Engagement and Feedback	Actions Guided by Feedback
Date: April 8, 2021 Location: Virtual Purpose: <ul style="list-style-type: none"> Provide a forum for local governments to provide updates regarding grid resiliency efforts, microgrids, customer preparedness and resources, PSPS full-scale exercises, and updates to the PSPS Policies and Procedures document. 	<ul style="list-style-type: none"> No feedback related to AFN community support received 	Completed Actions this Quarter <ul style="list-style-type: none"> None
		On-Going Actions <ul style="list-style-type: none"> None
		Future Actions <ul style="list-style-type: none"> Continue engagement and dialogue.
Date: June 10, 2021 Location: Virtual Purpose: <ul style="list-style-type: none"> Provide a forum for local governments to provide a recap of the May PPS full-scale exercise and areas for improvement identified, potential enhancements to the PPS decision-making and an overview of the updated 7-day PPS potential forecast tool. 	<ul style="list-style-type: none"> No feedback related to AFN community support received 	Completed Actions for this Quarter <ul style="list-style-type: none"> None
		On-Going Actions <ul style="list-style-type: none"> None
		Future Actions <ul style="list-style-type: none"> Continue engagement and dialogue.
Future Meeting	August 12, 2021	
Customer Advisory Panel, Low-Income and Communities of Color		
Meeting	Summary of Engagement and Feedback	Actions Guided by Feedback

<p>Date: June 8, 2021 Location: Virtual Purpose:</p> <ul style="list-style-type: none"> • Provide a State of the Business Briefly • Update on time-of-use (TOU) transition and supplier diversity. 	<ul style="list-style-type: none"> • For TOU transition/rate awareness, engage community members using broad techniques and strategies, including Facebook Live, in-person events (where possible) with giveaway items, explore how CBOs could be used to send text messages 	<p>Completed Actions this Quarter</p> <ul style="list-style-type: none"> • None <p>On-Going Actions</p> <ul style="list-style-type: none"> • Though not specific to PSPS events or AFN customers, the feedback provided was helpful to consider in developing an effective AFN community outreach plan. • Engage and contract with member organizations to help amplify messaging in hard-to-reach communities. <p>Future Actions</p> <ul style="list-style-type: none"> • Continue engagement with this advisory body to explore how to best reach vulnerable customers.
<p>Future Meetings</p>	<p>Quarterly meetings to occur September 15, 2021 and December 8, 2021</p>	

3 Customer Programs and Available Resources

To aid in the support and preparedness of PG&E's most vulnerable customers, PG&E provides customers who may have access and functional needs with a broad range of programs and resources before and during PSPS events. PG&E is committed to continuously identifying improvements and new opportunities. We provide a progress update on our programs and available resources below.

3.1 Disability Disaster Access and Resources Program

In 2021, PG&E continues our partnership with the California Foundation for Independent Living Centers (CFILC) through the Disability Disaster Access and Resources Program (DDAR) to deliver a readiness program that supports people with disabilities and older adults before, during, and after a PSPS. Table 2 below includes the number of customer energy assessments and resources provided to customers through DDAR. In Q2, PG&E did not have any PSPS events, so food vouchers, hotel stays, gas cards, and transportation were not provided. PG&E will continue to provide these resources to customers through DDAR before, during, and after future PSPS events.

Table 2. DDAR Program Resources Provided to Customers

Resources/Engagement with Customers Before, During, and After 2021 PSPS Events	Resource Provided to Customers Q1 2021	Resources Provided to Customers Q2 2021	Resources Provided to Customers Q1 and Q2 2021
Customer Energy Assessments	207	464	671
Batteries Delivered	131	162	293
Food Vouchers	30	0	30
Hotel Stays	40	0	40
Gas Cards	20	0	20
Transportation	0	0	0

3.2 Portable Battery Program (PBP)

The PBP provides free portable backup battery solutions to low-income, Medical Baseline customers in Tier 2 and 3 HFTDs or who have experienced two or more PSPS events to support resiliency during PSPS events. During the first quarter of 2021, PG&E and the program partners evaluated the 2020 pilot activities and updated the scope for the 2021 program. The program was officially launched for the 2021 season on June 1, 2021 with letters mailed to all customers who met the program eligibility criteria. In June, the PBP partners reached (confirmed contact with the customer) approximately 18% of the total target population with 76% of the reached customers agreeing to an assessment. Battery deliveries to qualified customers began in June and will ramp up starting in July.

Table 3. PBP Outreach

Outreach and Batteries Delivered to Customers Before, During and After 2021 PSPS Events	Q1 2021	Q2 2021	Q1 and Q2 2021
Customers Reached	Program re-launched Q2	2,376	2,376
Customers Assessed		1,808	1,808
Batteries Delivered		119	119

3.3 Other Continuous Power Programs

3.3.0 Self-Generation Incentive Program (SGIP)

The Self-Generation Incentive Program (SGIP) provides incentives for permanent battery systems that can

provide whole-home backup power during PSPS in addition to providing grid and customer benefits. The SGIP Equity Resiliency Budget (ERB) provides incentives for Medical Baseline, well pump, and critical non-residential customers in High Fire Threat Districts. See Table 4 for an overview of relevant SGIP ERB application and interconnection metrics as of June 30, 2021.

Table 4. SGIP Equity Resiliency Budget Application and Interconnection Metrics

Key Application Metrics	<p>5,321 applications received since SGIP Equity Resiliency Budgets opened in May 2020:</p> <ul style="list-style-type: none"> • 2,293 Medical Baseline • 2,605 well pump • 194 commercial and multi-family • 466 waitlisted 359 Medical Baseline, 68 well pump, 5 commercial and multi-family) <p>100% of \$275M 2020-24 funds already allocated:</p> <ul style="list-style-type: none"> • 52% residential versus 48% commercial and multi-family • \$ 52.5M Medical Baseline, \$ 74.5M well pumps, \$ 143.2M commercial and multi-family • \$ 12.0M waitlisted (\$9.2M Medical Baseline, \$ 1.5M well pump, \$ 0.462M commercial and multi-family)
Key Interconnection Metrics	<p>June 2021 inception-to-date 1,612 projects interconnected to grid:</p> <ul style="list-style-type: none"> • 751 Medical Baseline • 829 well pump • 1,186 of the 1,612 ERB interconnected projects are in HFTD • 169 of the 572 Large Storage are in HFTD • 136 and 127 new interconnection applications received respectively in May and April

3.3.1 Generator and Battery Rebate Program

PG&E updated the Generator Rebate Program, now called the “Generator and Battery Rebate Program,” effective June 1, 2021. The expanded program includes four key changes. First, PG&E added Medical Baseline customers in Tiers 2 or 3 HFTD to the eligibility criteria, while maintaining the well pump customers who reside in Tiers 2 or 3 HFTD. Second, PG&E added specific portable power stations (also known as portable batteries) to the qualified product list. Third, PG&E also added small and medium sized business customers that are deemed essential but non-critical care, such as locally owned grocery stores, dental offices, veterinarian clinics, etc. in Tiers 2 or 3 HFTDs. Fourth, PG&E expanded the rebate structure and are offering leveled rebates based on retail pricing. In addition, low-income residential customers on PG&E’s CARE/FERA program that are eligible for the program will receive a \$200 additional rebate at each tier, so long as the rebate does not exceed the price of the product. Eligible customers must purchase the product between January 1, 2021 through December 31, 2021 to be considered for the rebate. As of June 30, 2021, PG&E has paid out 383 rebates since its launch in September 2020.

3.4 Programs Serving Medically Sensitive, Low-Income Customers, and Disadvantaged Communities

Before, during, and after PSPS events, PG&E will continue to promote relevant programs that serve customers who may have access and functional needs to support safety and preparedness, rate discounts, energy efficiency programs, and resiliency. PG&E will continue to use these programs to assist low-income and disadvantaged communities by reducing their energy burden.

3.4.0 Medical Baseline Program

The Medical Baseline Program, also known as Medical Baseline Allowance, is an assistance program for residential customers who have special energy needs due to qualifying medical conditions. PG&E continued to encourage customer participation in the Medical Baseline Program (see Section 4.1.0, which describes the outreach we conducted to drive enrollment in the program).

Table 5 shows the growth in enrollments by month of persons eligible for the Medical Baseline Program.

Table 5. PG&E Medical Baseline Program Customer Enrollments (Jan 1 – Jun 30, 2021)

	Jan	Feb	Mar	Apr	May	Jun	YTD ¹
Total Start of Month Medical Baseline Program Customers	245,583	248,193	250,007	252,230	254,681	256,428	256,428
New Medical Baseline Program Customers	4,237	4,317	4,917	4,827	3,608	4,091	25,997
Medical Baseline Program Customers Removed ²	1,627	2,503	2,694	2,376	1,861	2,052	13,113
Total End of Month Medical Baseline Program Customers	248,193	250,007	252,230	254,681	256,428	258,467	258,467

As of June 30, 2021, we have 3,407 Master Meter Tenants enrolled in the Medical Baseline Program, which is an increase of 2.16% since the last reporting enrollment in our Q1 2021 AFN Progress Report.

Following the CPUC Phase 3 PSPS Guidelines, the following groups 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, "persons reliant on electricity to maintain necessary life functions, including durable medical equipment and assistive technology; and persons eligible for the Medical Baseline Program." As of June 30, 2021, 160,500³ customers who are reliant on electricity to maintain necessary life functions, including durable medical equipment and assistive technology, are enrolled in the Medical Baseline Program.

3.4.0.1 Identification and Support for Customers with a serious illness or condition who are Not Enrolled in the Medical Baseline Program

Following CPUC Phase 2 PSPS Guidelines, "each electric investor-owned utility shall identify, above and

¹ As of June 30, 2021

² Through the end of February 2020, customers removed from the Medical Baseline Program include those that did not respond to request for self-certification or re-certification, stopped service, or indicated they no longer qualify for the program. Starting in March 2020, when COVID-19-related consumer protections were in place, customers removed include those that stopped service or indicated they no longer qualify.

³ "Life Support" is a sub-category under the Medical Baseline Program. During Medical Baseline 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 to 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, IPPB machines, and motorized wheelchairs.

beyond those in the medical baseline population, households that self-identify to receive an in-person visit before disconnection for nonpayment or receive utility communications in a non-standard format or self-identify as having a person with a disability in the household, to help provide support for those with medical needs during a de-energization event.”⁴ Table 6 provides the types and counts of customers that meet these designations as of June 30, 2021.

Table 6. Types and Counts of Customers Above and Beyond Medical Baseline Program

Types of Customers Above and Beyond Medical Baseline Program	Number of Customers (through Jun 30, 2021)
Self-identify to receive an in-person visit before disconnection for non-payment (e.g., vulnerable) ⁵	313
Self-identify as having a person with a disability in the household (e.g., “disabled”) ⁶	20,725
Preference to receive utility communications in non-standard format (e.g., in braille or large print)	1,146

PG&E continues to include customers that self-identify as having a vulnerable and/or disabled person in their household in our medical baseline acquisition outreach efforts. See Section 4.1.0 for more information about the outreach provided.

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

3.4.1 Energy Savings Assistance (ESA) Program

PGE’s ESA program provides free home weatherization, energy-efficient appliances, and energy education services to income-qualified PG&E customers throughout our service territory.⁷

Through the end of Q2, 2021, PG&E’s ESA contractors continued to share information about emergency preparedness, PSPS and other financial assistance programs with over 53,627 customers, through in-home educational activities, following all public safety protocols, and some virtually due to COVID-19 concerns.

⁴ D.20-05-051, Appendix A

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

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, 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 Authorized in D.16-12-022 as modified by D.17-12-009. To qualify for the ESA program, a residential customer’s household income must be at or below 200% of FPG, as required in D.05-10-044. The 2017-2020 ESA program continues to follow the policy and guidance outlined in D.07-12-051, which required the IOUs to offer all eligible customers the opportunity to participate in the program, and to offer participants all cost-effective energy efficiency measures by 2020.

PG&E has requested funding for its future ESA program⁸ to be able to distribute YETI coolers to ESA participants who reside in Tier 2 or 3 HFTDs, allowing them to keep food cold for an extended duration and possibly prevent food spoilage during an outage. PG&E will begin providing these resources once the new ESA Plus Program begins.

3.4.2 California Alternate Rates for Energy Program (CARE) / Family Electric Rate Assistance Program (FERA)

The California Alternate Rates for Energy Program (CARE) and Family Electric Rate Assistance Program (FERA) are PG&E discount programs that help eligible customers afford their energy bills. Over 1.6 million customers are receiving bill discounts through these two programs.⁹ Training for CARE outreach contractors will continue bi-annually in 2021 for new contractors and as a refresher for existing contractors. The training also highlights emergency preparedness programs, as well as a PSPS overview, to be used in holistic customer education about relevant PG&E programs during enrollment. PG&E held a CARE outreach contractor training on April 21, 2021 for those contractors who were unable to attend the Q1 training on March 31, 2021.

3.5 Community Resource Centers (CRCs)

To minimize outage impacts and to serve our communities and more vulnerable customers during a PSPS event, PG&E opens CRCs in impacted counties and tribal communities to provide customers and residents a safe location to meet their basic power needs, such as charging medical equipment and electronic devices.¹⁰

The Community Resource Center team held a CRC Dry Run on May 19, 2021. Representatives from all teams who are responsible for the logistics behind CRCs participated. The dry run provided the opportunity to review the full set up of micro and mobile/trailer CRCs, work out any access or other concerns, and provide feedback and ideas for improvement on all aspects of CRCs. PG&E's American with Disabilities Act (ADA) Specialist attended and provided valuable insights on how to ensure CRCs are accessible to all visitors, especially people with disabilities and access and functional needs.

3.5.0 Securing CRC Sites

To support CRC readiness for customers with disabilities, PG&E completed ADA reviews at all CRC sites in coordination with local government agency partners and tribes to identify appropriate CRC locations. From these site reviews, we selected ADA-friendly sites and invested in site improvements to comply with ADA requirements for not only CRC use but for the betterment of the community year-round. We will continue to conduct site reviews on potential additional CRC locations identified by local county governments and tribes, and make improvements as needed. In Q2 PG&E completed 5 CRC ADA reviews. As of June 30, 2021, PG&E has secured 376 event-ready sites, which include 105 indoor sites and 271 outdoor sites.

3.6 Food Bank Programs and Grocery Delivery Services

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

⁸ Funding requested in Application (A.) 19-11-003: PG&E's six-year Energy Savings Assistance and California Alternate Rates for Energy Programs and Budget for the 2021-2026 Program Years.

⁹ As of June 30, 2021

¹⁰ PG&E mobilizes CRCs in impacted communities to open as soon as possible from the time of de-energization until the time electric service is fully restored. CRC standard operating hours are from 8:00 AM-10:00 PM. PG&E will open a combination of indoor, outdoor, micro, and/or mobile CRCs with a variety of resources available to customers including, but not limited to PSPS event information, ADA-compliant restrooms and hand-washing stations, medical device charging, Wi-Fi and cellular service access, water, and snacks. At Indoor CRC's, PG&E also offers visitors heating and cooling, which may include blankets, bagged ice, or battery chargers.

has drastically increased the number of individuals seeking support from food banks. Therefore, PG&E continues to identify additional food banks to approach for partnership. PG&E has also partnered with Meals on Wheels providers throughout our service territory to provide seniors impacted by a PSPS event with 1-2 additional meals per day for the duration of the power shutoff, as well as an in-person wellness visit. Furthermore, PG&E is partnering with other CBOs to make food access more accessible to customers during PSPS events. Table 7 below summarizes our partnerships associated with our food bank programs, meals on wheels providers, and other food resources for Q2 2021.

PG&E continues to prioritize our outreach to CBOs who could potentially provide resources to customers before, during and after PSPS Events. As these partnerships are formalized, PG&E will provide additional updates in the quarterly progress reports. A full list of CBO partnerships can be found in Appendix A.

Table 7. Food Resource Partnerships

Quarter	Food Banks		Meals on Wheels		Grocery Delivery Services/Other	
	Number of Partnerships	Number of Agreements Executed	Number of Partnerships	Number of Agreements Executed	Number of Partnerships	Number of Agreements Executed
Q1	21	0	17	0	1	0
Q2	22	1	19	2	4	3

3.7 2-11- Referral Services

PG&E has a long-standing relationship with 2-1-1 through our charitable grant program. PG&E is currently discussing other partnership opportunities with 2-1-1 as advised by the Statewide IOU AFN Advisory Council and benchmarking with SDG&E.

4 Customer Preparedness Outreach & Community Engagement

PG&E provides information about PSPS and emergency preparedness to customers and communities in several different ways. The activities conducted in Q2 2021 are described below.

4.1 Direct-to-Customer Pre-Season Outreach

PG&E contacts customers directly to build awareness and increase participation in the Medical Baseline Program. PG&E also helps vulnerable customers prepare for PSPS events. In June, PG&E sent third party and Medical Baseline bill inserts to residential customers. We describe our direct-to-customer pre-season outreach activities below.

4.1.0 Medical Baseline Program Acquisition and Support

Table 8 summarizes the Medical Baseline Program acquisition campaign statistics as of June 30, 2021. PG&E sent emails and direct mail to Medical Baseline customers with incomplete or missing contact information that urged them to update their contact information and language preferences. For example, PG&E sent a bill insert to all residential customers in June bill packages. In addition, PG&E promoted the Medical Baseline Program in ongoing PSPS outreach materials. PG&E also sent emails to the healthcare industry (e.g., general healthcare, large hospitals, device manufacturers/distributors). PG&E recognizes the essential role healthcare providers play in the lives of customers with medical needs. Therefore, PG&E also proactively reached out to healthcare providers via its Small and Medium Business (SMB) Newsletter to increase program awareness among both healthcare providers and their patients. PG&E also held a joint webinar with SCE, SDG&E, and SoCal Gas for IHSS providers. PG&E also used Residential Home Energy Reports to raise awareness for the program and acquire new customers. Since early March, PG&E's Medical Baseline Program is being promoted online, through PG&E hosted webinars, and primarily through paid media including search, digital display and native ads in English and Spanish. Paid Media display ads targeted to Healthcare Professionals launched June 10. Customers that self-identified as having a

person in the household that is vulnerable and/or disabled were included in a number of the outreach campaigns and outcomes as described in Table 8.

Table 8. 2020 vs. 2021 Medical Baseline Program Acquisition Targeting Outcomes

Goal: Increase engagement with prospective Medical Baseline Program customers through multi-channel outreach and awareness campaigns										
Year	Total Channel Count	Direct Mail		Email			Bill Insert		Digital Media	
		Customers Reached	# Touches	Customers Reached	# Touches	Avg. Click Rate	Customers Reached	# Touches	Total Impressions	Total Conversions (Clicks)
2020	9	919,000	3	5,761,000	5	2.2%	3,978,00	1	159,293,210	2,459,243
2021 (YTD)*	10	1,907,002	3	101,828	6	2.64%	3,468,000	1	58,260,728	147,895

*2021 YTD data is as of June 30, 2021

4.1.1 Targeted Training, Outreach, and Collaboration Workshops

Table 9 summarizes our targeted outreach since last reporting progress in our Q1 2021 AFN Progress Report. Table 10 summarizes our PSPS Safety Webinars, Regional Working Meetings, and Wildfire Webinars in Q2 2021.

Table 9. Summary of Targeted Outreach Conducted in Q2 2021

Target Segment	Name of Customer Segment or Industry	Summary of Outreach and Engagement	Completion Date
Health Care Industry	Sutter Health, Stanford Health, CA Rural Indian Health Board (CRIHB), CA Tribal Government Consultation Committee (TCGG), Kaiser Permanente, Marin Health, Partnership Health Plan of CA, Adventist Health, Davita Dialysis Centers, Joerns DME, Alameda Health Systems, Hospital Council/Hospital Association	Established four new partnerships and reengaged with Tribal Governments, healthcare groups and durable medical equipment companies in PG&E service territory to cross-promote the Medical Baseline Program with members/patients.	Q2 2021
In Home Health and Supportive Services (IHSS)	In-Home Health Supportive Services (IHSS)	Quarterly Training for IHSS Staff	June 15 and 16, 2021
Frequently Impacted and System Hardening customers	Customer Collaboration Lab Workshop	Gain customer feedback, insights, and recommendations to minimize impacts of PSPS events	April 20, 2021
Landlords and Renters	Customer Collaboration Lab Workshop	Gain customer feedback, insights, and recommendations to minimize impacts of PSPS events	April 27 and 28, 2021
Deaf/Hard of Hearing, Blind/Low Vision, and Customers with Intellectual/Developmental Disabilities	Customer Collaboration Lab Workshop	Gain feedback, insights, and recommendations to minimize impacts of PSPS events	May 10 and 11, 2021
Master-Metered Owners and Property Manager Education Kits	Master-Metered Owners and Property Managers	Master Meter owners were emailed a kit with resources they can provide to their tenants	June 18, 2021
Non-customer Renters/Tenants	Non-Customer Renters/Tenants	Residential Non-customers/renters received an email or postcard encouraging them to sign up for Address Alerts. Non-residential customers received a postcard.	April 29, 2021 – residential email June 14, 2021 – residential postcard June 14, 2021 – non-residential postcard

Table 10. PSPS Safety Webinars, Regional Working Meetings and Wildfire Webinars

Event	County	Date
Wildfire Safety Webinar	Fresno, Kern, Tulare	04/01/21
PG&E Virtual Safety Town Hall	Mendocino, Humboldt, Trinity, Siskiyou	04/07/21
Wildfire Safety Webinar	Madera, Mariposa, Tuolumne	04/08/21
Wildfire Safety Webinar	Alpine, Amador, Calaveras	04/15/21
PG&E Virtual Safety Town Hall	Solano, Yolo, Sacramento	04/21/21
Wildfire Safety Webinar - El Dorado County	El Dorado	04/22/21
Wildfire Safety Working Session	Santa Clara	04/27/21
Wildfire Safety Working Session	Lake	04/27/21
Wildfire Safety Working Session	Yolo	04/29/21
Wildfire Safety Working Session	Napa	04/29/21
Wildfire Safety Working Session	Tuolumne	04/29/21
Wildfire Safety Webinar	Solano, Yolo	04/29/21
PG&E Virtual Safety Town Hall	Alpine, Amador, Mariposa, Tuolumne, Calaveras	05/05/21
Wildfire Safety Webinar	Nevada	05/06/21
Wildfire Safety Working Session	Mendocino	05/06/21
Wildfire Safety Working Session	Amador	05/12/21
Wildfire Safety Webinar	Lassen, Plumas, Sierra, Tehama	05/13/21
Wildfire Safety Working Session	Madera	05/14/21
Wildfire Safety Working Session	San Luis Obispo	05/18/21
PG&E Virtual Safety Town Hall	Placer, El Dorado	05/19/21
Wildfire Safety Working Session	Fresno	05/19/21
Wildfire Safety Working Session	Solano	05/19/21
Wildfire Safety Webinar	Shasta	05/20/21
Wildfire Safety Working Session	Marin	05/21/21
Wildfire Safety Working Session	Santa Clara	05/21/21
All Customer - Spanish	All	05/25/21
All Customer - Chinese	All	05/26/21
Wildfire Safety Working Session	Kings	05/26/21
Wildfire Safety Webinar	Humboldt, Mendocino, Siskiyou, Trinity	05/26/21
All Customer - Spanish (Fusion Latina Network)	All	05/27/21
Public Safety Partner PSPS Readiness Webinar - Community Choice Aggregators	All	05/27/21
Wildfire Safety Working Session	Mariposa	05/27/21
PG&E Virtual Safety Town Hall - All Customer	All	06/02/21
All Customer - Spanish	All	06/03/21
Wildfire Safety Webinar	Butte	06/03/21
Regional Working Group	Calaveras, Fresno, Kern, Kings, Madera, Mariposa, Merced, San Joaquin, Stanislaus, Tulare, Tuolumne	06/09/21
Regional Working Group	Alpine, Amador, Butte, El Dorado, Lassen, Nevada, Placer, Plumas, Shasta, Sierra, Sutter, Tehama, Yuba	06/09/21
Wildfire Safety Webinar	Colusa, Glenn, Placer, Yuba	06/10/21
Wildfire Safety Working Session	Contra Costa	06/10/21
Regional Working Group - North Coast	Colusa, Glenn, Humboldt, Lake, Mendocino, Napa, Sacramento, Siskiyou, Solano, Sonoma, Trinity, Yolo	06/10/21
Regional Working Group - South Bay/Central Coast	Monterey, San Benito, San Luis Obispo, Santa Barbara, Santa Clara, Santa Cruz	06/10/21
Regional Working Group	Alameda, Contra Costa, Marin, San Francisco, San Mateo	06/11/21
Western Region Town Hall	Lake	06/16/21
Wildfire Safety Webinar	Lake	06/17/21
Lucerne Region Town Hall	Lake	6/17/21
CWSP CBO Webinar	All	06/22/21

Event	County	Date
CWSP CBO Webinar	All	06/23/21
Wildfire Safety Working Session	San Benito	06/23/21
Wildfire Safety Working Session	San Francisco	06/23/21
Wildfire Safety Webinar	Napa	06/24/21
Wildfire Safety Webinar	Sonoma, Marin	06/30/21
Public Safety Partner PSPS Readiness Webinar - Water Agencies	Water Agencies	06/30/21

4.2 Participation in Community Events

See Table 11 for a summary of our participation in community events.

Table 11. PSPS AFN-Related Community Event Participation

Date	Subject(s)	Event/Audience
May 15, 2021	Rossmoor Senior Community PSPS Preparedness Webinar	Rossmoor Senior Community
April 26, 2021	Brentwood Senior Health and Safety Circus Resource Drive Thru	Contra Costa County
April 29, 2021	Carmel Valley Homeowners' PSPS Preparedness Meeting	Carmel Valley, Monterey County
April 30, 2021	CPUC AFN Panel	CPUC Public Meeting
May 3, 2021	Vallejo Senior Roundtable Meeting	Vallejo Community
May 6, 2021	Marin Health AFN Meeting	Marin Community and Marin General Hospital
May 7, 2021	Stanford Health AFN Meeting	Stanford Health
May 7, 2021	Support Life – Self Advocacy Workshop	Virtual Workshop for HealthCare Workers, Caregivers, and Advocates
June 3, 2021	El Sobrante / Richmond Community PSPS Preparedness Meeting	El Sobrante and Richmond Communities

4.3 CBO Engagement and Community Partnerships

See Table 12 for a summary of CBO engagement and community partnership engagement activities.

Table 12. PSPS AFN-Related CBO Engagement and Community Partnerships

Date	Subject(s)	Event/Audience
May 10, 2021	AFN PSPS Customer Collaboration Workshops	Deaf/Hard of Hearing, Blind/Low Vision/Intellectual or Developmental Disability living in Rural High Fire Threat Areas
May 11, 2021	AFN PSPS Customer Collaboration Workshops	Deaf/Hard of Hearing, Blind/Low Vision/Intellectual or Developmental Disability living in Rural High Fire Threat Areas
June 22, 2021	DDAR PSPS TableTop Exercise	CFLIC and Independent Living Centers
June 29, 2021	CBO Resource Partner Webinar	CBO Resource Partners

4.4 Tribal Community Engagement

See Table 13 for a summary of tribal community engagement activities.

Table 13. PSPS AFN-Related Tribal Community Engagement

Date	Subject(s)	Event/Audience
April 8, 2021	PSPS Advisory Committee	Robinson Rancheria, Hopland Tribe, Butte, Kern, Marin, Placer, Santa Cruz, Sonoma
May 7, 2021	Wildfire Safety Working Session- Pit River Tribe	Pit River Tribe
June 10, 2021	PSPS Advisory Committee	Robinson Rancheria, Hopland Tribe, Butte, Kern, Marin, Placer, Santa Cruz, Sonoma
June 22, 2021	Regional PSPS County and Tribal PIO Webinar	Counties and Tribal Governments

4.5 Accessibility and Translation of Communications

In Q2 2021, PG&E made improvements which included adding Portuguese, Thai, and Hindi notifications and updating Farsi, Arabic, Punjabi, Japanese, Hmong, and Khmer notifications to match English notifications.

Table 14 provides the status of our efforts to translate communications provided to customers before, during, and after a wildfire and/or PSPS event.

Table 14. Accessibility and Translation of Communications Update Status

Notification Channel	Update	Completion Date
Text	<ul style="list-style-type: none"> PG&E account holders who have indicated a language preference via their account dashboard at pge.com (or by calling to have an agent set their preference) will receive SMS texts in their preferred language if a mobile phone number is on file. SMS texts are now available in 16 languages. In language content added in Q2 2021 for Hmong, Arabic, Punjabi, Farsi, Japanese, Khmer, Thai, Portuguese, and Hindi Customers may now click on a web link in the text message and access event information at PG&E's alert website in any of 16 languages, including English, Spanish, Chinese, Tagalog, Vietnamese, Korean, Russian, Hmong, Arabic, Punjabi, Farsi, Japanese, Khmer, Thai, Portuguese, and Hindi Text messages are accessible to those with disabilities using the native app features for iOS and Android devices 	Q2 2021
E-mail Notifications	<ul style="list-style-type: none"> PG&E account holders who have indicated a language preference via their account dashboard at pge.com (or by calling to have an agent set their preference) will receive emails in their preferred language if an email address is on file. Emails are now available in 16 languages. In-language content added in Q2 2021 for Hmong, Arabic, Punjabi, Farsi, Japanese, Khmer, Thai, Portuguese, and Hindi. Customers may now click on a web link near the top of the alert received by email to access event information at PG&E's alert website in any of 16 languages, including English, Spanish, Chinese, Tagalog, Vietnamese, Korean, Russian, Hmong, Arabic, Punjabi, Farsi, Japanese, Khmer, Thai, Portuguese, and Hindi. Email notifications are validated for accessibility using the WCAG 2.0 AA standard. 	Q2 2021
Automated Calls	<ul style="list-style-type: none"> In-language content added in Q2 2021 for Hmong, Arabic, Punjabi, Farsi, Japanese, Khmer, Thai, Portuguese, and Hindi PG&E account holders who have indicated a language 	Q2 2021

	<p>preference via their account dashboard at pge.com (or by calling to have an agent set their preference) will now receive a personalized, automated call-in language for English, Spanish, Chinese (Mandarin and Cantonese), Tagalog, Vietnamese, Korean, Russian, Hmong, Arabic, Punjabi, Farsi, Japanese, Khmer, Thai, Portuguese, or Hindi.</p> <ul style="list-style-type: none"> • If no preference has been set, the call will begin in English, and the customer will be prompted to choose from up to 17 languages for a personalized IVR message, or they can request to speak with a live agent for assistance in more than 250 languages. 	
Web (Emergency web)	<ul style="list-style-type: none"> • Before, during and after a wildfire and/or PSPS event, information is updated at PG&E's alert website in 16 languages, including English, Spanish, Chinese, Tagalog, Vietnamese, Korean, Russian, Hmong, Arabic, Punjabi, Farsi, Japanese, Khmer, Thai, Portuguese, and Hindi. • PG&E's alert website is validated for accessibility using the WCAG 2.0 AA standard. 	Q2 2021

4.6 Website

PG&E remains committed to continuously improving its websites to better meet the diverse needs of its customers. As we launch new features and functionality to pge.com and pgealerts.alerts.pge.com, we ensure compliance with WCAG 2.0 AA standards. We also seek to improve the customer experience with user testing for key components.

PG&E also continues to promote the Language Preference Campaign. Customers can select language preference for receiving PSPS and wildfire event notifications in 16 languages, including English, Spanish, Chinese, Tagalog, Vietnamese, Korean, Russian, Hmong, Arabic, Punjabi, Farsi, Japanese, Khmer, Thai, Portuguese, and Hindi. For example, PG&E created a flyer specific to the Language Preference Campaign for our CBO networks and promoted the campaign during our Q2 webinars for partners.

4.7 Other Forms of PSPS Outreach

4.7.0 Media Engagement

PG&E continued to engage with the media, including multi-cultural news organizations, issuing press releases, augmenting paid advertising, issuing radio spot advertisements, conducting live streaming news conferences with ASL translators, participating in media interviews, and, when available, running paid advertising on radio and digital channels. In turn, these media organizations may provide communications on the radio, broadcast, TV, and online.

4.7.1 Multicultural Media Engagement

PG&E is focused on enhancing coordination with multi-cultural media organizations. PG&E currently has a partnership with 38 multi-cultural media organizations that provide information in-language through multiple outlets. PG&E is planning on hosting in-language PSPS webinars with our multicultural media partners. PG&E will look for opportunities to expand media partnerships that cover other languages.

Table 15. Multicultural Media Engagement Activities (by Month)

Month	Summary of Multicultural Media Engagement Activities
April 2021	<ul style="list-style-type: none"> Identified potential multicultural media partners for this year's engagement campaign. Discussed and confirmed partnerships with potential multicultural media outlets.
May 2021	<ul style="list-style-type: none"> Hosted an in-language PSPS webinar in Chinese. Hosted two in-language PSPS webinars in Spanish.
June 2021	<ul style="list-style-type: none"> Conducted online training with 38 media partners to assist them in communicating important messages with Limited-English Proficiency customers before, during, and after PSPS events. Hosted the third in-language webinar in Spanish.

4.7.2 Social Media

PG&E uses social media, including Facebook, Instagram, Twitter and NextDoor, to direct users to its website where they can access important emergency preparedness information, as well as PSPS event updates and resources (e.g., CRC locations). In Q2 2021, PG&E continued to expand its use of social media platforms to provide customers with information that allows them to better prepare for emergencies and effectively manage their energy use. Examples of social media posts are included in Appendix B.

- Emergency planning for seniors
- Planning for medical needs
- Sign up for the Medical Baseline program
- Extended COVID-19 emergency customer protections
- AFN specific Wildfire Safety Webinar
- Portable battery, meal replacement, transportation, and hotel stays
- Additional CRC locations and resources
- Rebate programs for generators
- Cooling Centers during extreme heat
- Back-up power sources

5 In-Event PSPS Customer Communications

PG&E will continue to use all communication channels available during an event. These include direct-to-customer notifications sent via phone, text and email, which will be supplemented by website, call-center support, media engagement (multi-cultural news outlets, earned and paid media, social media), and collaboration with Public Safety Partners and CBOs. Using the multi-channel communication approach enables PG&E to notify and engage with potentially impacted public safety partners, critical facilities, Medical Baseline customers, all other customers, and the general public. Below summarizes progress made to AFN-related PSPS customer communications since filing our Q1 2021 AFN Progress Report on April 30, 2021.

5.1 Notifications for Medical Baseline and Life Support Customers

In Q2 2021, PG&E launched an Interactive Voice Recording (IVR) campaign to 1,074¹¹ Medical Baseline customers who did not acknowledge any 2020 PSPS notifications. The campaign focused on encouraging customers to update their contact information so PG&E can reach out to customers in advance of a PSPS event. In addition to the IVR calls, we followed up with postcard mailers to 235 of the 1,074 customers, where the phone call was busy, no answer, or could not be delivered. Table 16 summarizes the IVR campaign to Medical Baseline Customers in Q2 2021.

¹¹ The 1,074 does not account for all Medical Baseline customers who did not respond. There were 1,231 total who did not respond. 106 of those are master metered who were a part of Q1 outreach and 51 who did not have valid contact information. For more information about PG&E's Q1 outreach activities to Medical Baseline customers, see PG&E's Quarterly Progress Report of Activities Between January 1, 2021, and March 31, 2021.

Table 16. Summary of Q2 2021 Medical Baseline IVR Campaign

Medical Baseline customers who did not respond to any 2020 PSPS notifications ⁹	Phone Numbers associated with Medical Baseline customers who did not respond to any 2020 PSPS notifications	IVR Campaign Calls			
1,074	1,161	Live Calls Answered	Customers transferred to CSR to update contact information	Voicemail or Answering Machine	Busy or No Answer
		275	80	651	235

5.2 Dedicated CBO Liaison During PSPS Events

In 2020, PG&E established a CBO Liaison to maintain ongoing communications with CBOs before, during, and after PSPS events, which will continue into the 2021 PSPS season. Following feedback from PG&E’s AFN-focused advisory council PWDAAC, PG&E established daily coordination calls with CBO resource partners supporting PSPS events to provide an open forum to answer questions, offer suggestions regarding how they can best support their customers, and facilitate more localized coordination among the partners.

PG&E developed a dedicated team, which includes an AFN Strategy Officer and an AFN Advisor. During PSPS events this team engages with resource partner CBOs (e.g., CFILC, food banks, meals on wheels, and CBOs that provide translations in indigenous languages), as well as information-only CBOs, to manage two-way communication leading up to and during each PSPS event.

5.3 PG&E Contact Center Services

PG&E operates three contact centers that provide 24/7 emergency live agent service for customers to report emergencies and obtain PSPS-related updates, as needed. As an option for in-language support, our PSPS event webpage directs customers to call our contact centers. PG&E’s contact centers continue to be equipped to provide translation support in over 250 languages and 10 indigenous languages.

5.4 Improvements to Interactive Voice Recording (IVR) Call Flow

PG&E has shortened its PSPS Watch and Warning IVR notification messaging, while also increasing clarity of messaging intent. This will allow for a shorter time of execution of the IVR and a more consistent experience for the customer. The implementation of this revised messaging was completed in Q2.

5.5 Address Alerts for Non-PG&E Account Holders

In Q2 2021 PG&E began promoting Address Alerts, a new address-specific notification option that replaced Zip Code Alerts. This alert can be received via IVR or SMS and in-language (English + 15 languages). PG&E created a flyer specific to address alerts for our CBO network in both English and Spanish and promoted the tool during our Q2 webinars for partners.

6 Conclusion

D.21-06-034, Adopting Phase 3 Revised and Additional Guidelines for PSPS (Proactive De-energizations) of Electrical Facilities to Mitigate Wildfire Risk Caused by Utility Infrastructure, was adopted by the CPUC on June 24, 2021. PG&E plans to reach out to the stakeholders listed in the D.21-06-034 to establish the collaborative planning team as required in guideline G.6 to meet by September 30, 2021. PG&E will work with the collaborative planning team to develop, implement, and review PG&E’s 2022 AFN Plan in accordance with the FEMA Comprehensive Preparedness Guide.

PG&E will continue to provide a quarterly update regarding its progress towards meeting our 2021 PSPS AFN Plan and the impact of our efforts to support the AFN and vulnerable population during de-energization events to help the CPUC understand where future gaps in addressing this population during de-energization events exist.

Appendix A

Food Bank Resource Partners

Table 17 below includes a list of food banks with active agreements with PG&E for PSPS event program.

Table 17. Food Bank Resource Partnerships with PG&E

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

Meals on Wheels Partner Organizations

Table 18 below includes a list of Meals on Wheels organizations with active agreements with PG&E for PSPS event support.

Table 18. Meals on Wheels Partnerships with PG&E

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

Food Resource Partnerships

Table 19 below lists CBOs with active agreements with PG&E for PSPS event support

Table 19. Food Resource Partnerships

CBOs with Active Agreements for PSPS Event Support	
1	Cope
2	Food For Thought
3	Lighthouse Counseling & Family Resource Center
4	Lost Sierra Food Project

Appendix B

PG&E examples of social media posts.

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To lessen customer impact, we are doing more this year before, during and after Public Safety Power Shutoffs. For more PSPS resources, visit pge.com/pmps

 **Providing More Support for Customers**

To lessen customer impact, we are doing more this year before, during and after Public Safety Power Shutoffs (PSPS).

PSPS RESOURCES

-  Emergency information in 16 languages
-  Portable batteries and hotel stays for customers with medical needs
-  Additional Community Resource Center locations
-  Rebate programs for customers purchasing generators for water wells

For more PSPS resources, visit pge.com/pmps.

9:00 AM · Jun 24, 2021 · Salesforce - Social Studio
<https://twitter.com/PGE4Me/status/140809267221405191>

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We are responding to customer feedback by doing more before, during and after Public Safety Power Shutoffs. For more PSPS resource info: pge.com/pmps

 **More Resources for Customers**

We are responding to customer feedback by doing more before, during and after Public Safety Power Shutoffs.

-  Sharing emergency information in 16 languages
-  Offering an option for non-account holders to receive direct notifications
-  Opening more Community Resource Centers
-  Increasing meal replacements by working with local food banks
-  Distributing additional portable batteries to qualifying customers

For more information about our resources this year, visit pge.com/pmps.

8:30 AM · May 26, 2021 · Salesforce - Social Studio
<https://twitter.com/PGE4Me/status/1397575803550961677>



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Join us June 22 or June 23 for a Wildfire Safety Webinar for organizations supporting customers with disabilities and access and functional needs. We will share updates on wildfire prevention efforts and customer resources and answer questions. Visit pge.com/firesafetywebi...

Wildfire Safety Webinars

For Organizations Supporting Customers with Disabilities and Access and Functional Needs

June 22 at 6:00 P.M.
and
June 23 at 12:00 P.M.

pge.com/firesafetywebinars

CFILC (California)

12:41 PM · Jun 21, 2021 · Twitter Web App

<https://twitter.com/PGE4Me/status/1407061087120510977>



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PG&E has long-supported cooling centers in locations in its service area where summer temperatures typically reach triple digits. To find a Cooling Center near you, visit: pge.com/coolingcenters

Cooling Centers 避暑中心 Centro De Enfriamiento

To find a cooling center near you, please call your local city or county government, or PG&E's toll-free cooling center locator line at 1-877-474-3266 or visit www.pge.com/coolingcenters

找出您附近的避暑中心，請聯絡您所在的市或縣政府，或電PG&E 避暑中心地點查詢免費熱線1-877-474-3266或前往www.pge.com/coolingcenters

Para encontrar un centro de enfriamiento cerca de usted, llame a su ciudad local o al gobierno del condado, o a la línea de localizador de centros de enfriamiento gratuito de PG&E al 1-877-474-3266 o visite www.pge.com/coolingcenters

10:53 AM · Jun 16, 2021 · Salesforce - Social Studio

<https://twitter.com/PGE4Me/status/1405221960951402498>



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#NationalSafetyMonth: No matter your age, you should always have an emergency plan in place, but this is especially true for older adults and individuals with medical or independent living needs
safetyactioncenter.pge.com/articles/57-em...

Emergency Planning for Seniors

For more safety tips, visit safetyactioncenter.com

In the event of an extended outage, seniors should consider the following:

- Plan **escape routes** with accessibility in mind
- Implement a **buddy system** with people who will check in with you during emergencies
- Pre-charge** your medical devices, consider **backup power** and prepare coolers for medications that require refrigeration
- Practice opening your **garage door** manually
- Pack an **emergency supply kit** and remember to restock it at least once a year

1:29 PM · Jun 11, 2021 · Salesforce - Social Studio
<https://twitter.com/PGE4Me/status/1403449223027302405>



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If you rely on electric or battery-dependent medical technologies or have medications that require refrigeration, it is particularly important to consider a backup power source: pge.com/backuppower

Have You Considered Backup Power for Your Home?

For more information about backup power resources, visit pge.com/backuppower

We understand how impactful it could be to lose power. If you're thinking about a backup power solution for your home, consider:

- Energy needs** ranging from power for medical devices to electricity to control the temperature in your home
- Fuel options** including gasoline, propane, solar or backup storage
- Installation requirements** to learn about safe and effective operation

3:08 PM · Jun 10, 2021 · Salesforce - Social Studio
<https://twitter.com/PGE4Me/status/1403111746655735809>



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...

#NationalSafetyMonth: Do you rely on electric or battery dependent medical devices? Read our tips at the Safety Action Center and make an emergency plan today safetyactioncenter.pge.com/articles/35-em...

Plan Ahead For Medical Needs
Extended outages can be disruptive. Remember to consider medical needs when planning for an emergency.

- Plan for medications that require refrigeration
- Acquire a portable battery for a device that needs power
- Coordinate assistance with partner community-based organizations
- Create an emergency plan
- Build an emergency supply kit

For more information, visit disabilitydisasteraccess.org.

12:49 PM · Jun 9, 2021 · Salesforce - Social Studio

<https://twitter.com/PGE4Me/status/1402714381947969540>



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Learn about the available programs that provide backup power and lessen the impact of a Public Safety Power Shutoff. Various programs provide rebates, offer leases or supply free batteries for low-income customers using medical devices
pgecurrents.com/2021/06/04/lea...

Providing Portable Batteries for Customers With Medical Needs

We are providing batteries for Medical Baseline customers in high fire-threat areas.

PORTABLE BATTERY PROGRAM

2021 PROVIDING	2020 PROVIDED
5,000 Batteries	6,500 Batteries
Total Batteries: 11,500	

For more info, visit pge.com/pmps.

3:18 PM · Jun 7, 2021 · Salesforce - Social Studio

<https://twitter.com/PGE4Me/status/1402027116577820675>



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Learn more on how we are providing more support for those with medical or independent living needs during Public Safety Power Shutoffs: pge.com/disabilityanda...

Reducing the Impact of Outages

We are providing more support for those with medical or independent living needs during Public Safety Power Shutoffs.

PORTABLE BATTERIES MEAL REPLACEMENTS HOTEL STAYS TRANSPORTATION RESOURCES

For more information, visit pge.com/disabilityandaging.

2:55 PM · Jun 3, 2021 · Salesforce - Social Studio

<https://twitter.com/PGE4Me/status/1400571784320192514>



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To provide assistance for customers during Public Safety Power Shutoff events, we are planning for more Community Resource Centers this year. For more information: pge.com/wildfiresafety

Expanding Our Network of Community Resource Centers to Support Customers

To provide assistance for customers during Public Safety Power Shutoff events, we are planning for more Community Resource Centers this year.

Community Resource Center Services

ELECTRONIC CHARGING MEDICAL DEVICE CHARGING EVENT INFORMATION WATER AND SNACKS

For more information, visit pge.com/wildfiresafety.

1:00 PM · May 25, 2021 · Salesforce - Social Studio

<https://twitter.com/PGE4Me/status/1397281390341804035>

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PG&E is offering eligible customers a rebate on the purchase of a qualifying Backup Power Generator for customers dependent on well water pumping. See Customer Backup Power Generator rebate eligibility requirements here: pge.com/backuppower



Supporting Customers on Wells During Public Safety Power Shutoffs

Losing power disrupts lives. To support customers in high fire-threat areas, we are offering a rebate for anyone purchasing backup generation.



For more information, visit pge.com/backuppower.

11:26 AM · May 21, 2021 · Salesforce - Social Studio
<https://twitter.com/PGE4Me/status/1395808236469637126>

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Helping Customers and Hometowns: PG&E Lays Groundwork for Permanent, Multi-Customer #Microgrids. Community Microgrid Enablement Program to Improve Local Energy Resilience, Will Prioritize Disadvantaged Areas and Critical Facilities: pgecurrents.com/2021/04/13/hel...



Partnering With Communities To Improve Resiliency

Through the Community Microgrid Enablement Program, we are offering support to communities looking for ways to safely keep the power on via microgrids during Public Safety Power Shutoffs.

To qualify, a location must:

-  Experience a history of PSPS events
-  Serve one or more critical facilities
-  Receive support from local governments and agencies

For more information, visit pge.com/resilience.

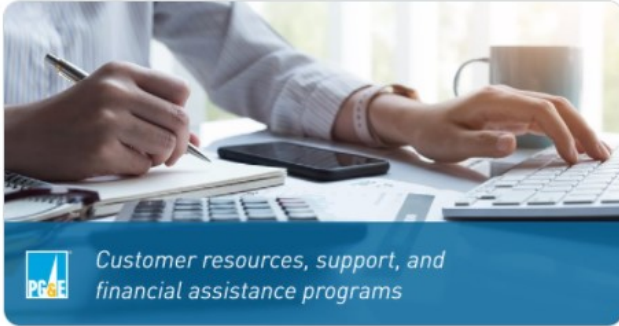
9:00 AM · Apr 19, 2021 · Salesforce - Social Studio
<https://twitter.com/PGE4Me/status/1384175132944470021>



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Do you know someone who has been financially impacted by COVID-19? Customers may qualify for several different financial assistance programs at once. We're here to help. Apply or enroll now: pgecurrents.com/2021/05/19/new...



8:00 AM · Jun 23, 2021 · Salesforce - Social Studio

<https://twitter.com/PGE4Me/status/1407715236535279617>