

**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  
JULY 1, 2021 AND SEPTEMBER 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 July 1, 2021 and September 30,  
2021



October 29, 2021

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# 1 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 towards meeting our 2021 PSPS Access and Functional Needs (AFN) Plan and the impact of our efforts to support the AFN<sup>1</sup> and vulnerable population during de-energization events (also known as Public Safety Power Shutoff (PSPS) events). This update addresses our efforts since July 30, 2021. In addition to this update, PG&E discusses our efforts and progress in complying with D.21-06-014 and D.21-06-034 in the PSPS Preparedness Report Part 2 filed with the CPUC on October 26, 2021.

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

- **Provided 3,386 portable battery solutions** to low-income, Medical Baseline customers, and people with disabilities and independent living needs who reside in Tier 2 and 3 High Fire Threat Districts (HFTDs) or who have experienced two or more PSPS events to support resiliency during the PSPS events.
- **Engaged with and trained the healthcare industry, Tribal Health, and durable medical equipment companies.**
  - PG&E partnered with San Diego Gas and Electric (SDG&E) and Southern California Edison (SCE) to provide training to In-Home Health Supportive Services (IHSS), California Hospital Association/California Hospital Council, Regional Centers, and the California Rural Indian Health Board. We will continue our engagement with new HealthCare partners and durable medical equipment companies in Q4 and collaborate with the investor-owned utilities (IOUs) where our service territories overlap.
- **Increased enrollments in our Medical Baseline program by 15,830 customers, and increased customers who have self-identified as Vulnerable Customer status by 18,362.**
- **Developed and distributed a Community Partner and Healthcare Partner Education Toolkit** to promote customer programs and resources before, during, and after a PSPS event.
- **Executed partnership agreement with the California Network of 211s to provide AFN customers with a single source of information and connection to available resources in their communities.**
  - This agreement will provide PSPS education, outreach, and emergency planning in advance of a PSPS event and connect customers with AFN to critical resources like transportation, food, hotel accommodations, portable battery backups, and other social services during and after PSPS events. **This brings a consistent statewide solution for PSPS response to the AFN community served by an Investor Owned Utility.**

## 2 External Feedback and Consultation

PG&E listens to our customers and key partners to improve our support to vulnerable customers. The following section describes the feedback we have received from our customers and key partners since July 30, 2021, and how we plan to incorporate the feedback to enhance the 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 Q3 2021.

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<sup>1</sup> To identify and calculate specific customers and/or households that are considered AFN, PG&E uses the following categories for which data is available in our internal databases (e.g., Customer Care and Billing (CC&B) and others): customers enrolled in the Medical Baseline Program, customers enrolled in California Alternative Rates for Energy (CARE) or Family Electric Rate Assistance (FERA), customers that self-identify to receive an in-person visit before disconnection for non-payment (e.g., vulnerable), customers that self-identify as having a person with a disability in the household (e.g., disabled), customers who self-select to receive utility communications in non-standard format (e.g., in braille or large print), and customers who indicate a non-English preference.

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><b>Date:</b> September 2, 2021  <b>Location:</b> Virtual  <b>Purpose:</b></p> <ul style="list-style-type: none"> <li>Continue discussions from June 16 meeting</li> <li>Discuss how IOUs can more consistently and better identify customers with AFN within the state</li> <li>Review Joint IOU matrix of programs, services, and offerings across utilities</li> </ul>	<ul style="list-style-type: none"> <li>Department of Developmental Services and (DDS) IHSS released data sets to IOUs</li> <li>PG&amp;E noted receipt of aggregate data, and disaggregated data would be more useful in figuring out how to use the data</li> <li>Recommendation to do statewide marketing campaigns and conduct statewide research and not rely on government data only.</li> <li>IOUs noted self-identification process that customers can utilize to ensure they receive information and obtain services, as needed</li> <li>Request for two-way info/data sharing (State ↔ IOUs)</li> </ul>	<p><b>Completed Actions this Quarter</b></p> <ul style="list-style-type: none"> <li>Shared IOU AFN Resource Matrix</li> <li>2 Subcommittees formed (Larger IOUs and Smaller IOUs)</li> </ul> <p><b>On-Going Actions</b></p> <ul style="list-style-type: none"> <li>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.</li> <li>Alignment of resources and services during PSPS events is needed regardless of area or utility</li> <li>Continue subcommittee work for Larger IOUs and Smaller IOUs.</li> </ul> <p><b>Future Actions</b></p> <ul style="list-style-type: none"> <li>Disability Stakeholder engagement with the IOUs 2022 AFN Plans</li> <li>IOUs to provide list of questions they would like Disability Stakeholders to answer as the 2022 AFN is developed</li> <li>IOUs to provide a presentation on what AFN data we currently have available to identify customers with AFN, a “heat map” using our currently available AFN data, and what is being done to meet customer needs</li> </ul>
<p><b>Date:</b> October 11, 2021  <b>Location:</b> Virtual</p>	<p>Previously scheduled meeting cancelled due to PG&amp;E and SCE EOCs activated to support PSPS</p>	<p><b>Completed Actions this Quarter</b></p> <ul style="list-style-type: none"> <li>None</li> </ul> <p><b>On-Going Actions</b></p> <ul style="list-style-type: none"> <li>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.</li> </ul>
		<p><b>On-Going Actions</b></p> <ul style="list-style-type: none"> <li>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.</li> </ul>

		<ul style="list-style-type: none"> <li>Alignment of resources and services during PSPS events is needed regardless of area or utility</li> <li>Continue subcommittee work for Larger IOUs and Smaller IOUs.</li> </ul>
		<b>Future Actions</b> <ul style="list-style-type: none"> <li>Reschedule cancelled meeting</li> </ul>
Future Meetings	October 28 and November 15, 2021 (Meeting cadence is approximately every six weeks.)	
<b>Statewide IOU AFN Advisory Council</b>		
<b>Meeting</b>	<b>Summary of Engagement and Feedback</b>	<b>Actions Guided by Feedback</b>
<p><b>Date:</b> July 30, 2021  <b>Location:</b> Virtual  <b>Purpose:</b></p> <ul style="list-style-type: none"> <li>Q3 IOU AFN Advisory Council Meeting with CPUC update</li> <li>Solicit feedback on electricity dependent definition</li> <li>Solicit feedback on 211 intake process</li> <li>Provide subcommittee updates</li> </ul>	<ul style="list-style-type: none"> <li>Reviewed the output from the subcommittee regarding draft electricity dependent definition</li> <li>Received feedback from the following subcommittee participants and/or individuals: <ul style="list-style-type: none"> <li>DDS, Center for Accessible Technology (CforAT), 211, Disability Rights CA (DRC), CA Department of Aging (CDA), The Arc of CA, Department of Rehabilitation (DOR), CA Foundation of Independent Living Centers (CFILC), and Disability Policy Consultant</li> </ul> </li> <li>The subcommittee participants generally agreed to expand the definition beyond the Advisory Council and identified the need to get others to formally adopt the definition as well. There was general support for the direction that the definition is headed as it is moving beyond just medical need. The subcommittee also discussed the need to move away from “life-sustaining” and “lifesaving” language to “critical” for health, independence, and safety.</li> <li>211 shared the overview of the needs assessment roadmap.</li> </ul>	<p><b>Completed Actions this Quarter</b></p> <ul style="list-style-type: none"> <li>Alignment on the direction of the electricity dependent definition</li> <li>Completed “evergreen” Medical Baseline email</li> <li>Completed Summary Overview of Joint IOU Resource Matrix</li> <li>Conducted Joint IOU training with: <ul style="list-style-type: none"> <li>Tribal Government Council/California Rural Indian Health Board on 7/14 with 33 attendees</li> <li>Hospital Council/Hospital Association on 7/1 (Recorded only)</li> </ul> </li> </ul> <p><b>On-Going Actions</b></p> <ul style="list-style-type: none"> <li>Continue to refine the electricity dependent definition</li> <li>PG&amp;E continuing to finalize the 211 agreement by the meeting scheduled on August 26, 2021.</li> </ul> <p><b>Future Actions</b></p> <ul style="list-style-type: none"> <li>Leverage the electricity dependent definition to assist with targeted outreach</li> <li>211 will continue to refine and add additional partners and resources and solicit feedback from the Advisory Council members on their intake screening process</li> </ul>
<p><b>Date:</b> August 26, 2021  <b>Location:</b> Virtual</p>	<ul style="list-style-type: none"> <li>Shared updated progress on the electricity dependent definition and solicited final feedback</li> </ul>	<p><b>Completed Actions this Quarter</b></p> <ul style="list-style-type: none"> <li>Joint IOU Medical Baseline Program email</li> </ul>



<p><b>Purpose:</b></p> <ul style="list-style-type: none"> <li>• Q3 IOU AFN Advisory Council Meeting</li> <li>• Shared updated progress on electricity dependent definition and solicit feedback</li> <li>• Solicit Advisory Council support with PSPS outreach</li> </ul>	<p>including:</p> <ul style="list-style-type: none"> <li>○ Alignment on disproportionately impacted (vs. vulnerable) and included “and/or high-risk” individuals</li> <li>○ Alignment on individuals vs. customers</li> <li>○ Removed the word “immediate” and added health, safety, and independence to the definition</li> <li>○ Added “non-medical” to the Medical heading</li> <li>○ Alignment on Behavioral, Mental &amp; Emotional Health heading</li> <li>○ Continued refinements needed on the three factors. Should be expanded to include the continuum.</li> <li>○ Agreement on combining Communication Technologies and Computers into just Communications</li> <li>○ Agreement on combining Non-Medical Devices and Environmental Control Systems</li> </ul> <ul style="list-style-type: none"> <li>• IOUs shared PSPS preparedness flyers and solicited feedback from the Advisory Council on content and format</li> <li>• Discussion about reaching out to HealthCare industry, medical supply companies, and other organizations that connect with individuals during the key moments of need (e.g., discharged from the hospital)</li> </ul>	<p>was developed and translated into the 10 languages requested by the Regional Centers and was distributed to the Advisory Council organizations to share with their constituents</p> <p><b>On-Going Actions</b></p> <ul style="list-style-type: none"> <li>• IOUs using the electricity dependent definition to inform call center and communication activities and 211 to inform needs assessment screening</li> <li>• IOUs continue to incorporate feedback from the Advisory Council into communication</li> </ul> <p><b>Future Actions</b></p> <ul style="list-style-type: none"> <li>• Advisory Council organizations need to evaluate the potential to adopt the electricity dependent definition</li> </ul>
<p><b>Date:</b> September 9, 2021  <b>Location:</b> Virtual  <b>Purpose:</b></p> <ul style="list-style-type: none"> <li>• Subcommittee: AFN Needs Assessment Identification</li> </ul>	<ul style="list-style-type: none"> <li>• Identify the specific power dependency needs of the AFN customer segments as defined by the CPUC</li> </ul>	<p><b>Completed Actions this Quarter</b></p> <ul style="list-style-type: none"> <li>• Subcommittee has developed a draft definition of electricity dependent and is working to gain a common understanding and identify the electricity dependency needs of the 12 subgroups identified in AB2311<sup>2</sup>.</li> </ul>

<sup>2</sup> AB 2311 identifies the “access and functional needs population as consisting of individuals who have developmental disabilities, physical disabilities, chronic conditions, injuries, limited English proficiencies, who are non-English speakers, older adults, children, people living in institutional settings, or those who are low income, homeless, or transportation disadvantaged, including but not limited to, those who are dependent on public transit and those who are pregnant”

		<p><b>On-Going Actions</b></p> <ul style="list-style-type: none"> <li>Aligning on the common source for the definition of the 12 subgroups</li> </ul> <p><b>Future Actions</b></p> <ul style="list-style-type: none"> <li>Electricity dependent “deep dive needs assessment sessions” into the 12 subgroups</li> </ul>
<p><b>Date:</b> September 24, 2021  <b>Location:</b> Virtual  <b>Purpose:</b></p> <ul style="list-style-type: none"> <li>Q3 IOU AFN Advisory Council Meeting</li> <li>Kick Off the 2022 Plan Development</li> <li>Finalize the electricity dependent definition</li> <li>211 Partnership process and 90-day ramp up overview</li> </ul>	<ul style="list-style-type: none"> <li>Conducted the kickoff meeting for the IOU AFN 2022 plan development and solicited participation from the Advisory Council members to join the collaborative planning team</li> <li>Provided an overview of the six steps of the Federal Emergency Management Agency (FEMA) Comprehensive Preparedness Guide. Currently in the first step of forming a collaborative planning team and engaging the community. The objective is to solicit AFN expertise with a diverse perspective to bring forward creative ideas.</li> <li>Final review of the draft electricity dependent definition that included feedback from the subcommittee and the broader Advisory Council</li> </ul>	<p><b>Completed Actions this Quarter</b></p> <ul style="list-style-type: none"> <li>Gained Alignment on the definition</li> <li>Conducted Joint IOU Trainings with: <ul style="list-style-type: none"> <li>Joint IOU IHSS on Sept 21 &amp; 22 included 425 attendees</li> <li>Joint IOU Regional Centers on 9/21, 9/22, &amp; 9/23 included 157 attendees</li> <li>211</li> </ul> </li> </ul> <p><b>On-Going Actions</b></p> <ul style="list-style-type: none"> <li>Continue to conduct the AFN needs assessment deep dive</li> </ul> <p><b>Future Actions</b></p> <ul style="list-style-type: none"> <li>Leverage the electricity dependent definition to do a deep dive into the AFN needs assessment</li> </ul>
Future Meetings	October 29, 2021	
<b>People with Disabilities and Aging Advisory Council (PWDAAC)</b>		
<b>Meeting</b>	<b>Summary of Engagement and Feedback</b>	<b>Actions Guided by Feedback</b>
<p><b>Date:</b> September 17, 2021  <b>Location:</b> Virtual  <b>Purpose:</b></p> <ul style="list-style-type: none"> <li>Bring together organizations supporting AFN customers with PG&amp;E’s leaders, to connect and collaborate, discuss relevant topics, highlight progress made, and identify areas for improvement for how PG&amp;E’s</li> </ul>	<ul style="list-style-type: none"> <li>Primary topics discussed: <ul style="list-style-type: none"> <li>211 Support for Customers</li> <li>Recap of August PSPS Event, including CBO engagement and support</li> <li>PG&amp;E’s Electric Powerline Safety Settings (EPSS) to Further Reduce Wildfire Risk</li> <li>PG&amp;E’s two Request for Proposals (RFPs) for Community Based Organizations (CBOs)<sup>3</sup></li> </ul> </li> </ul>	<p><b>Completed Actions this Quarter</b></p> <ul style="list-style-type: none"> <li>Enhanced partnership with 211</li> <li>Improved support for customers during the August PSPS event and increased CBO involvement</li> </ul> <p><b>On-Going Actions</b></p> <ul style="list-style-type: none"> <li>Continue utilizing the PWDAAC as a forum to receive input and feedback on a broad variety of PG&amp;E programs affecting AFN customers.</li> </ul>

<sup>3</sup> [PG&E Bid Opportunity \(pge.com\)](#) RFP 118185 for a CBO Community Perspectives Advisory Council and [PG&E Bid Opportunity \(pge.com\)](#) RFP 127674 for CBOs’ Marketing, education, and outreach services for multiple programs.

<p>programs support seniors and individuals with disabilities</p>	<ul style="list-style-type: none"> <li>Suggestion made that households are often confused as to why they are impacted by a PSPS event, when there are no visible weather conditions in their area.</li> </ul>	<ul style="list-style-type: none"> <li>PG&amp;E will continue to focus on simplified, yet comprehensive, communications.</li> </ul> <p><b>Future Actions</b></p> <ul style="list-style-type: none"> <li>To be determined.</li> </ul>
<p>Future Meetings</p>	<p>December 2021 (Meeting cadence is quarterly.)</p>	
<p><b>Disadvantaged Communities Advisory Group (DAC-AG)</b></p>		
<p><b>Meeting</b></p>	<p><b>Summary of Engagement and Feedback</b></p>	<p><b>Actions Guided by Feedback</b></p>
<p><b>Date:</b> Q3 meetings held July 16, August 20, and September 17, 2021  <b>Location:</b> Virtual  <b>Purpose:</b></p> <ul style="list-style-type: none"> <li>Attend to ensure PG&amp;E is aware of topics discussed by the DAC-AG</li> <li>Consider DAC interests in all program planning</li> <li>Highlight intersection of DAC and AFN customers' interests</li> </ul>	<ul style="list-style-type: none"> <li>Relevant topics included: <ul style="list-style-type: none"> <li>Load flexibility</li> <li>Microgrids</li> <li>Transportation electrification including the Clean Transportation Program Investment Plan update</li> <li>General Order 156 supplier diversity efforts</li> <li>Distributed Energy Resources Action Plan</li> </ul> </li> <li>Announced PG&amp;E's two RFPs for CBOs<sup>4</sup></li> </ul>	<p><b>Completed Actions this Quarter</b></p> <ul style="list-style-type: none"> <li>Engaged with DAC-AG members by distributing information about its CBO RFP opportunities</li> </ul> <p><b>On-Going Actions</b></p> <ul style="list-style-type: none"> <li>Continue to attend monthly DAC-AG meetings</li> </ul> <p><b>Future Actions</b></p> <ul style="list-style-type: none"> <li>Engage DAC-AG as relevant for topics, particularly related to best practices in community engagement</li> <li>Ensure AFN customers' interests are considered throughout the topical areas of the DAC-AG</li> </ul>
<p>Future Meetings</p>	<p>Dates TBD (Meeting cadence is monthly for 2021.)</p>	
<p><b>Low-Income Oversight Board (LIOB)</b></p>		
<p><b>Meeting</b></p>	<p><b>Summary of Engagement and Feedback</b></p>	<p><b>Actions Guided by Feedback</b></p>
<p><b>Date:</b> September 29, 2021  <b>Location:</b> Virtual  <b>Purpose:</b></p> <ul style="list-style-type: none"> <li>Attend to ensure PG&amp;E is aware of topics discussed by the LIOB</li> <li>Highlight intersection of Low-income and AFN customers'</li> </ul>	<ul style="list-style-type: none"> <li>Primary topics discussed included: <ul style="list-style-type: none"> <li>COVID-19 impacts on customer arrearages, and the role of CBOs in assisting customers with enrollment and related services.</li> <li>CARE/FERA, and ESA program updates</li> </ul> </li> </ul>	<p><b>Completed Actions this Quarter</b></p> <ul style="list-style-type: none"> <li>Engaged with LIOB members by distributing information about our CBO RFP opportunities</li> </ul> <p><b>On-Going Actions</b></p> <ul style="list-style-type: none"> <li>Continue to attend quarterly LIOB meetings</li> </ul> <p><b>Future Actions</b></p>

<sup>4</sup> [PG&E Bid Opportunity \(pge.com\)](#) RFP 118185 for a CBO Community Perspectives Advisory Council and [PG&E Bid Opportunity \(pge.com\)](#) RFP 127674 for CBOs' Marketing, education, and outreach services for multiple programs.

interests		<ul style="list-style-type: none"> <li>Engage LIOB as relevant for topics, particularly related to best practices in community engagement, communication, and CBO involvement</li> <li>Ensure AFN customers' interests are considered throughout the topical areas of the LIOB</li> <li>Suggestions made around the importance of simplified communications to customers. PG&amp;E will review and consider how to simplify low-income program options and is also a valuable recommendation applicable to AFN communications.</li> </ul>
Future Meetings	December 2021 (Meeting cadence is quarterly.)	
<b>Local Government Advisory Councils and Working Groups</b>		
<b>Meeting</b>	<b>Summary of Engagement and Feedback</b>	<b>Actions Guided by Feedback</b>
<b>Date:</b> September 9, 2021 <b>Location:</b> Virtual <b>Purpose:</b> <ul style="list-style-type: none"> <li>Review PSPS Full-Scale</li> </ul>	<ul style="list-style-type: none"> <li>Primary topics discussed included: <ul style="list-style-type: none"> <li><b>Exercise:</b> Noted that PG&amp;E may transition to one systemwide PSPS exercise, rather than regional, in 2022, and aiming to complete</li> </ul> </li> </ul>	<b>Completed Actions this Quarter</b> <ul style="list-style-type: none"> <li>None</li> </ul> <b>On-Going Actions</b> <ul style="list-style-type: none"> <li>None</li> </ul>

<p>Exercise #2 Hot Wash Items</p> <ul style="list-style-type: none"> <li>• Provide overview of Fire Retardant Program</li> <li>• Answer questions on additional Community Wildfire Safety Program (CWSP) topics</li> </ul>	<p>before 7/1/22.</p> <ul style="list-style-type: none"> <li>○ <b>Fire Retardant</b> <ul style="list-style-type: none"> <li>○ Confirmed the program is an “opt in” by residents (rather than enforcing easement rights); currently have a 70% agreement percentage</li> <li>○ Confirmed PG&amp;E is monitoring the vegetation growth within areas where the application was used and the company continues to be focused on vegetation clearing, in addition to the Fire Retardant work</li> <li>○ PG&amp;E will work with agencies on a case-by-case basis for those that request the work but are not currently on PG&amp;E’s schedule</li> </ul> </li> <li>○ <b>PSPS Criteria and County-by-County Analysis</b> <ul style="list-style-type: none"> <li>○ Participant concerned with the potential increase in outage times; PG&amp;E noted that the average may be due to updating the review to the past 4 years (instead of 10); It is not due to restoration staffing constraints; Averages do not include EPSS outages</li> <li>○ Participant noted that in emergency services, “catastrophic fires” mean the fire exceeds company’s capacity to respond appropriately; concerned that “catastrophic fire probability” would cause concern externally</li> </ul> </li> <li>○ <b>EPSS</b> <ul style="list-style-type: none"> <li>○ 162 circuits in scope</li> <li>○ Program began on 7/28 and have reported ~177 outages, of which two had reportable ignitions, which is below normal</li> <li>○ PG&amp;E is refining the program to update programming within recloser with a goal of minimizing customer</li> </ul> </li> </ul>	<p><b>Future Actions</b></p> <ul style="list-style-type: none"> <li>○ Determine if agencies can be copied on customer communications during a PSPS event</li> <li>○ Look into including agencies in the 2022 exercise planning process and determine how external players can participate in more activities during the exercise</li> <li>○ Follow-up with Sonoma County with PG&amp;E’s current cost per mile treated by fire retardant <ul style="list-style-type: none"> <li>○ Potentially include Technoslyva deep dive into future PSPS advisory committee agenda</li> </ul> </li> <li>○ Provide Marin County updated shapefiles of EPSS circuit data</li> <li>○ Provide weekly EPSS data to participants, which includes but is not limited to: outages by circuit and county and number of customers impacted</li> <li>○ Coordinate with Sonoma County, Marin County, and the City of Santa Rosa regarding future state of advisory committee</li> <li>○ Develop process to provide Marin County with PG&amp;E’s helicopter flight schedule within their county.</li> </ul>
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impacts

- Customers and communities perceive EPSS outages to be PSPS outages without advanced notifications; PG&E noted customer and Marketing and Communications Teams are developing outreach strategy
- Outage triggers include: tree limbs, system failures and other unknown causes
- Participants concerned with EPSS outages overlapping with PSPS outages; PG&E noted that restoration of EPSS outages would not be dependent on PSPS "All-Clears"

**Other:** Agreed to expand advisory committee discussions to also include CWSP and fire mitigation efforts (rather than just PSPS).

Future Meeting	October 21, 2021	
<b>Customer Advisory Panel, Low-Income and Communities of Color</b>		
Meeting	Summary of Engagement and Feedback	Actions Guided by Feedback
<p><b>Date:</b> September 15, 2021  <b>Location:</b> Virtual  <b>Purpose:</b></p> <ul style="list-style-type: none"> <li>○ Bring together leaders of organizations working in low-income and communities of color to advise PG&amp;E leaders on several relevant programs, including PSPS events.</li> </ul>	<ul style="list-style-type: none"> <li>• Primary topics discussed included: <ul style="list-style-type: none"> <li>○ State of the Business briefing</li> <li>○ Deep dive into Clean Energy Transportation programs</li> <li>○ PG&amp;E's RFPs for CBOs<sup>5</sup></li> </ul> </li> </ul>	<p><b>Completed Actions this Quarter</b></p> <ul style="list-style-type: none"> <li>• Members had recommended creating opportunities for CBOs to be contracted for marketing, education, and outreach services. PG&amp;E announced <a href="https://www.pge.com">PG&amp;E Bid Opportunity (pge.com)</a> RFP 127674 for CBOs' Marketing, education, and outreach services for multiple programs at the September 15, 2021 meeting.</li> </ul>
		<p><b>On-Going Actions</b></p> <ul style="list-style-type: none"> <li>• Continue engagement with the Low-Income and Communities of Color Customer Advisory Panel to explore how to best reach vulnerable customers.</li> </ul>
		<p><b>Future Actions</b></p> <ul style="list-style-type: none"> <li>• To be determined.</li> </ul>
Future Meetings	December 9, 2021 (Meeting cadence is quarterly.)	

<sup>5</sup> [PG&E Bid Opportunity \(pge.com\)](https://www.pge.com) RFP 118185 for a CBO Community Perspectives Advisory Council and [PG&E Bid Opportunity \(pge.com\)](https://www.pge.com) RFP 127674 for CBOs' Marketing, education, and outreach services for multiple programs.

### 2.1.0 2022 AFN Plan Collaborative Planning Team

PG&E began the development of its 2022 AFN Plan in accordance with the FEMA Comprehensive Preparedness Guide as adopted by the Phase 3 revised guidelines for PSPS. The IOUs have collaborated to align our approach and to enlist a FEMA expert to assist with the development of the structure. On September 2, 2021 the IOU executive team briefed the stakeholders identified in D.21-06-034 to initiate the collaborative planning team discussions and propose a schedule at the AFN IOU Leadership Meeting. In order to ensure comprehensive representation across various AFN perspectives, on September 24, the IOUs introduced this effort to the broader Joint IOU Statewide AFN Council meeting and invited additional organizations such as DeafLink, Hospital Council, American Red Cross, and the California Rural Indian Health Board, to solicit participation in the planning committee. A full list of invited and confirmed organizations is listed in Appendix A.

## 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, including programs that support customer resiliency<sup>6</sup>, before, during, and after 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 Q3, the DDAR program supported PG&E's customers by performing outreach to the disability and aging communities and completing 1,058 energy assessments for program applicants, which includes preparation of an emergency plan and assignment of resources as deemed applicable by CFILC. The program delivered 434 batteries prior to PSPS events to facilitate readiness for PSPS events. The DDAR program supported two PSPS events in Q3 by providing the appropriate level of support to existing program applicants as well as responding to approximately 35 Medical Baseline escalations received through the PG&E Call Center. In-event support included battery delivery, hotel stays, food stipends, and accessible transportation as summarized in Table 2 below. PG&E will continue to provide these resources to customers through DDAR before, during, and after future PSPS events.

**Table 2. 2021 DDAR Program Resources Provided to Customers**

Resources/Engagement with Customers Before, During, and After 2021 PSPS Events	Resources Provided to Customers Q1	Resources Provided to Customers Q2	Resources Provided to Customers Q3	Resources Provided to Customers Q1, Q2, and Q3
Customer Energy Assessments	207	464	1,058	1,729
Batteries Delivered	131	162	434	727
Food Vouchers	30	0	292	322
Hotel Stays	40	0	202	242
Gas Cards	20	0	13	33
Transportation	0	0	1	1

### 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 Q1 2021, PG&E and the program partners evaluated the 2020 pilot activities and updated the scope for

<sup>6</sup> D.21-06-034, p. A10.



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. By the end of Q3 2021, the PBP partners reached (i.e., confirmed contact with the customer) approximately 74% of the total target population with 48% of the reached customers agreeing to an assessment. Battery deliveries to qualified customers ramped up significantly in Q3 2021 with 74% of eligible customers receiving a battery by the end of September.

**Table 3. 2021 PBP Outreach**

<b>Outreach and Batteries Delivered to Customers Before, During, and After 2021 PSPS Events</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q1, Q2, and Q3</b>
Customers Reached	Program re-launched Q2	2,376	9,355	11,731
Customers Assessed		1,808	3,813	5,621
Batteries Delivered		119	2,952	3,071

### 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 September 30, 2021.

**Table 4. SGIP Equity Resiliency Budget Application and Interconnection Metrics**

<b>Key Application Metrics</b>	<p>5,137 applications received since SGIP Equity Resiliency Budgets opened in May 2020:</p> <ul style="list-style-type: none"> <li>• 2,352 Medical Baseline</li> <li>• 2,436 well pump</li> <li>• 176 commercial and multi-family</li> <li>• There is no longer a waitlist for the Equity Resiliency Budget:</li> <li>• 50% residential versus 50% commercial and multi-family</li> <li>• \$61.1M Medical Baseline, \$70.3M well pumps, \$136.2M commercial and multi-family</li> </ul>
<b>Key Interconnection Metrics</b>	<p>August 2021 inception-to-date 1,844 projects interconnected to grid:</p> <ul style="list-style-type: none"> <li>• 885 Medical Baseline</li> <li>• 910 well pump</li> <li>• 165 and 131 new interconnection applications received respectively in July and August</li> </ul>

#### 3.3.1 Generator and Battery Rebate Program

PG&E's Generator and Battery Rebate Program provides leveled rebates to Medical Baseline customers, well pump customers, small and micro-sized business customers that are deemed essential but non-critical care, all located in Tiers 2 or 3 HFTDs with 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 purchase the product between January 1, 2021 through December 31, 2021, to be considered for the rebate. As of September 30, 2021, PG&E has paid out 701 rebates since its launch in September 2020. Table 5 shows the

number of rebates PG&E paid out to customers during each quarter of 2021.

**Table 5. 2021 Generator and Battery Rebate Program Rebates**

Rebates Provided to Customers Before, During, and After 2021 PSPS Events	Q1	Q2	Q3	Q1, Q2, and Q3
Number of Rebates Paid Out to Customers	172	106	315	593

### 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 is an assistance program for residential customers who have specific energy needs due to qualifying medical conditions. PG&E continued to encourage customer participation in the Medical Baseline Program<sup>7</sup> (see Section 0, which describes the outreach we conducted to drive enrollment in the program).

Table 6 shows the growth in enrollments by month of persons eligible for the Medical Baseline Program.

**Table 6. PG&E Medical Baseline Program Customer Enrollments (Jan 1 – Sept 30, 2021)**

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	YTD
Total Start of Month Medical Baseline Program Customers	245,583	248,193	250,007	252,230	254,681	256,428	258,913	259,165	260,912	262,883
New Medical Baseline Program Customers	4,237	4,317	4,917	4,827	3,608	4,091	2,159	1,657	4,277	34,090
Medical Baseline Program Customers Removed <sup>8</sup>	1,627	2,503	2,694	2,376	1,861	2,052	1,907	934	2,306	18,260
<b>Total End of Month Medical Baseline Program Customers</b>	<b>248,193</b>	<b>250,007</b>	<b>252,230</b>	<b>254,681</b>	<b>256,428</b>	<b>258,467</b>	<b>259,165</b>	<b>259,888</b>	<b>262,883</b>	<b>262,833</b>

<sup>7</sup> On September 23, 2021, the CPUC released the final resolution E-5169, "Implementing Improvements to Medical Baseline Programs and Affirming Compliance with SB 1338." Pursuant to this resolution, PG&E, SCE, and SDG&E will establish a goal to increase Medical Baseline 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.

<sup>8</sup> In April 2021, PG&E had voluntarily suspended MBL recertification and self-certification requirements as part of their COVID-19 Consumer Protections Plan. Since then, the removed customers number only reflect those who have asked to be removed from the MBL program or who have stopped their PG&E service(s).

As of September 30, 2021, we have 3,458 Master Meter Tenants enrolled in the Medical Baseline Program, which is an increase of 1.5% since the last reporting enrollment in our Q2 2021 AFN Progress Report.

As of September 30, 2021, 160,500<sup>9</sup> customers who are reliant on electricity to maintain necessary life functions, are enrolled in the Medical Baseline Program.

On July 1, 2021, PG&E launched its online Medical Baseline Customer Application and Medical Practitioner Certification portal. This new online portal provides efficiencies to the medical baseline enrollment and recertification processes by reducing the time spent completing required program forms and eliminating the manual process between the customer and their medical practitioner. When customers complete an enrollment/recertification form through this new online portal, they will be sent a confirmation email with a web link and a confirmation number to share with their medical practitioner. The medical practitioner would use this link and confirmation number to certify their patient’s medical needs on PG&E’s new medical practitioner portal. Customers continue to have the option to complete a paper enrollment/recertification form.

**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 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<sup>10</sup>, “persons reliant on electricity to maintain necessary life functions, including durable medical equipment and assistive technology.”. Table 7 provides the types and counts of customers that have been identified above and beyond the Medical Baseline Program as of September 30, 2021.

**Table 7. Types and Counts of Customers Above and Beyond Medical Baseline Program**

Types of Customers Above and Beyond Medical Baseline Program	Number of Customers (through Sept 30, 2021)
Self-identify to receive an in-person visit before disconnection for non-payment (e.g., vulnerable) <sup>11</sup>	18,787
Self-identify as having a person with a disability in the household (e.g., “disabled”) <sup>12</sup>	20,430
Preference to receive utility communications in non-standard format (e.g., in braille or large print)	1,183

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 0 for more information about the outreach provided.

<sup>9</sup> “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.

<sup>10</sup> D.20-05-051, Appendix A.

<sup>11</sup> In accordance with D.12-03-054, customers that are not enrolled or do not 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” 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 customers submit an application. The customer characteristic, vulnerable senior, is no longer included in the Disconnect OIR based on CPUC D. 20-06-003 (pg. 14), and therefore not included in this metric.

<sup>12</sup> Customers can self-identify with PG&E that they have a person in the household with a disability. This customer designation currently has no end date. In accordance with D.12-03-054, customers who have previously been identified as disabled and who have identified a preferred form of communication, the utility shall provide all information concerning the risk of disconnection in the customer’s preferred format (e.g., phone, text, email, TDD/TTY).

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 <http://www.pge.com/disabilityandaging>. These customers are also eligible for assistance as part of CFILC's DDAR program, as enrollment in the Medical Baseline Program is not a requirement to obtain resources.

### **3.4.1 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.<sup>13</sup>

Through the end of Q3 2021, PG&E's ESA contractors continued to share information about emergency preparedness, PSPS, and other financial assistance programs with over 76,968 customers, through in-home educational activities, following all public safety protocols, and some virtually due to COVID-19 concerns.

PG&E will be providing and distributing coolers to eligible ESA participants who reside in Tier 2 or 3 HFTDs, allowing them to keep food cold for an extended duration and possibly prevent perishables spoilage during an outage, when the new ESA Plus Program begins in 2022.

### **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.<sup>14</sup> 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. Training will be held in Q4 2021 for CARE outreach contractors.

### **3.4.3 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.<sup>15</sup>

Below is a summary of the CRC support provided to customers during two PSPS events implemented in Q3 2021. Table 8 includes the number of CRCs, counties served, indoor vs. outdoor sites, and the total number of visitors for the two PSPS events in Q3 2021.

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<sup>13</sup> 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.

<sup>14</sup> As of September 30, 2021. CARE: 1,608,778 and FERA: 40,117

<sup>15</sup> PG&E opens CRCs in impacted communities from de-energization until restoration. CRC's standard operating hours are from 8:00 AM-10:00 PM. PG&E opens a combination of indoor, micro, and/or mobile CRCs with resources available to customers including: PSPS event information, ADA-compliant restrooms, medical and other electronic device charging, tables and chairs, Wi-Fi and cellular service access, water, and snacks. At indoor CRC's, PG&E also offers visitors heating and cooling and bagged ice. All customers are offered resources in a "grab and go" bag which includes a battery pack, water, snacks and a blanket to minimize the risk of COVID-19.

**Table 8. 2021 Q3 Community Resource Centers (by PSPS Event)**

Q3 2021 PSPS Event Date	Total CRCs Deployed	Number of Counties Served	Total Indoor Sites	Total Outdoor Sites	Total Visitors
August 17-19	34	15	19	15	3,376
September 20-21	9	7	4	5	265

During PSPS events, a PG&E Americans with Disabilities (ADA) Specialist visits select CRC sites to make sure all ADA-related protocols are being followed and CRCs are accessible to all visitors, especially people with disabilities and AFN. This PSPS season, PG&E launched a CRC feedback survey for CRC visitors to provide feedback and ideas for improvement. For more immediate customer needs during a PSPS event, the CRC staff are trained to escalate customer issues to PG&E's Emergency Operations Center. This season, PG&E is also providing privacy screens at all indoor sites for any visitors who would like privacy during their CRC visit.

**3.4.3.1 Securing CRC Sites**

PG&E works in coordination with local government agency partners and tribes to pre-identify appropriate CRC locations. To support CRC readiness for customers with disabilities, PG&E completes ADA reviews at all indoor CRC sites. From these site reviews, we select ADA-friendly sites and invest in site improvements to comply with ADA requirements for not only CRC use but for the betterment of the community year-round. Outdoor sites are set up in parking lots and follow ADA guidelines for accessibility. 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 Q3 2021 PG&E completed three CRC ADA reviews. As of September 30, 2021, PG&E has secured 388 event-ready sites, which includes 112 indoor sites and 276 outdoor sites.

**3.5 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 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 and executed two new agreements in Q3. 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. In Q3, PG&E executed six new agreements with Meals on Wheels organizations. Furthermore, PG&E is partnering with other CBOs to make food access more accessible to customers during PSPS events, such as grocery delivery, grocery gift cards, and produce boxes, with which 3 new agreements were executed in Q3. Table 9 below summarizes our partnerships associated with food resource providers through Q3 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 B.

**Table 9. Food Resource Partnerships**

Quarter	Food Banks		Meals on Wheels		Other Food Replacement/Other	
	Number of Partnerships	Number of Agreements Executed	Number of Partnerships	Number of Agreements Executed	Number of Partnerships	Number of Agreements Executed
Q1	21	0	17	0	1	0
Q2	22	1	19	2	4	3
Q3	24	2	25	6	7	3

### 3.6 211 Referral Services

PG&E has a long-standing relationship with 211 through our charitable grant program and provided a grant in Q3 2021. In addition to the charitable grant program, in Q3 2021 PG&E and the California Network of 211s signed an agreement to provide AFN customers a single source of information to connect them to available resources in their communities. This agreement will provide PSPS education, outreach, and emergency planning in advance of a PSPS event and connect those with AFN to critical resources like transportation, food, hotel accommodations, portable backup batteries, and other social services during and after PSPS events. This provides a consistent solution for PSPS response to our AFN community throughout the state since SCE and SDG&E also have agreements with 211. PG&E and SCE did a joint-press release to promote 211 as an available resource. PG&E also did social media postings and started including 211's offerings on webinars and presentations.

## 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 Q3 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. We describe our direct-to-customer pre-season outreach activities below.

Medical Baseline Program Acquisition and Support Table 10 summarizes the Medical Baseline Program acquisition campaign statistics as of September 30, 2021. PG&E sent a general audience and frequently impacted version of an acquisition direct mail that included a letter and English application. Customers who have a Spanish language preference also received the acquisition direct mail with English and Spanish applications. PG&E sent an acquisition email encouraging customers to enroll. Those who did not open the initial email were sent a follow up email. A bill insert was sent to all customers with information about the Medical Baseline Program encouraging them to enroll and a separate bill insert was sent to customers who reside in Tiers 2 and 3 HFTDs. PG&E sent Master-Metered Medical Baseline tenants a direct mail with information about PSPS and available resources. PG&E mailed preparedness brochures with a variety of available resources and helpful information along with an included cling to keep track of important contacts. PG&E also sent a progress email to customers highlighting wildfire safety enhancements made in specific counties.

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) with information about the online application portal and program information to convey to their patients to encourage enrollments.

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. Additionally, PG&E provided Medical Baseline Program education with presentations to IHSS and Regional Centers. PG&E sent emails to CBO partners with information about the Medical Baseline program to encourage enrollments among their constituents. 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, 2021. Customers that self-identified as having a person in the household that is vulnerable and/or disabled were included in several the outreach campaigns and outcomes as described in Table 10.

**Table 10. 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)*	33	1,929,948	13	9,611,593	16	3.02%	11,016,000	4	128,745,568	317,645

\*2021 YTD data is as of September 30, 2021

#### 4.1.0 Master-Metered Owners, Property Managers, and Multi-unit Dwelling Account Holders Outreach & Community Engagement

In Q3 of 2021, PG&E conducted outreach to multi-unit dwelling account holders, property managers, and master meter owners. The outreach included a brochure with details on how tenants can sign up for direct PSPS notifications through Address Alerts, as well as the resources PG&E offers before, during and after a PSPS. Additionally, PG&E sent a PSPS ‘toolkit’ to master meter owners to assist with tenant education that included information about resiliency programs, PSPS event resources, and reinforced the importance of tenants signing up for direct notifications prior to a PSPS event via Address Alerts.

##### 4.1.1 Targeted Training, Outreach, and Collaboration Workshops

Table 11 summarizes our targeted outreach since our Q2 2021 AFN Progress Report. Table 12 summarizes our PSPS Safety Webinars, Regional Working Meetings, and Wildfire Webinars in Q3 2021.

**Table 11. Summary of Targeted Outreach Conducted in Q3 2021**

Name of Customer Segment or Industry	Summary of Outreach and Engagement	Completion Date
Hospital Council/Hospital Association	On-Demand PSPS Readiness Webinar Produced and distributed to all members and staff, including Customer Resources and Support during PSPS events and major disasters.	07/01/21
IHSS	Q3 PSPS Preparedness and Training on Customer Resources and Support.	09/21/21 and 09/22/21
Regional Centers in PG&E Service Territory	PSPS Preparedness and Training on Customer Resources and Support.	09/22/21
California Rural Indian Health Board	Joint IOU Presentation on Emergency Preparedness, Medical Baseline, and Customer Resources during PSPS Events.	07/14/21
Sonoma Valley Hospital, Dignity Health, Sutter Health, Kaiser Permanente, Marin Health, Adventist Health, Davita Dialysis Centers, Apria HealthCare, and Alameda Health Systems	Established two new partnerships (Sonoma Valley Hospital and Dignity Health) and had ongoing engagement with HealthCare groups and durable medical equipment companies in PG&E service territory to cross promote the Medical Baseline Program with members/patients.	Q3 2021
California Network of ADA Coordinators	Joint IOU Presentation on PSPS, Emergency Preparedness, and Customer Resources and Support during PSPS events.	09/15/21
Master Meter Owners, building account holders, and property managers identified by NAICS.	Sent target segment PSPS Preparedness Brochure which featured resources and resiliency options. Included resource information for tenants.	August 2021
Mobile Home Park Customers in Newcastle	Held PSPS Readiness Briefing and Scalable Solutions for Newcastle Mobile Home Park Customers and provided resiliency options and	09/21/21

Name of Customer Segment or Industry	Summary of Outreach and Engagement	Completion Date
	PSPS preparedness options for tenants such as Address Level Alerts and the Medical Baseline Program.	
Residential and Small/Medium/Large, Unassigned Business Customers	A quarterly local progress email was e-mailed to approximately 678,000 'likely to be impacted' customers sharing information on our wildfire risk mitigation progress over the last few months with a link to the progress report.	08/21/21
Residential and Small/Medium/Large, Unassigned Business Customers	A mailing was sent to ~838,000, 'likely to be impacted' Residential and Small/Medium/Large, Unassigned Business customers. The communication detailed PG&E's efforts to reduce wildfire risk and updates on the PSPS program, which could result in more power shutoffs than last year. County-by-county resource information was also provided.	08/31/21

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

Date	County	Event/Audience
07/02/21	PSPS Preparedness Briefing	CPUC Staff
07/07/21	Lake County	East Area Town Hall
07/08/21	Alameda, Contra Costa, and San Mateo Counties	PSPS Regional Webinar
07/15/21	Santa Clara and Santa Cruz Counties	PSPS Regional Webinar
07/22/21	Merced, San Joaquin, and Stanislaus Counties	Wildfire Safety Webinar – Merced, San Joaquin, and Stanislaus Counties
07/27/21	CWSP/PSPS AFN Webinar	All
07/29/21	Wildfire Safety Webinar – Monterey, San Luis Obispo, and Santa Barbara Counties	Monterey, San Luis Obispo, and Santa Barbara Counties
08/03/21	PSPS Preparedness Workshop	CPUC Staff
08/08/21	California Public Utilities Commission PSPS Workshop	CPUC Commission
08/20/21	PSPS Readiness Webinar – Transmission Municipal and Wholesale Customers	Transmission Municipal and Wholesale Customers
08/24/21	PSPS Readiness Webinar – Retail Transmission Customers	Retail Transmission Customers
09/13/21	Regional Meteorology and PSPS Decision-Making Webinar	Public Safety Partners, Local and Tribal Governments, and Elected Officials
09/16/21	Enhanced Powerline Safety Settings Webinar – Hospital Partners	Hospital Partners
09/23/21	Enhanced Powerline Safety Settings Webinar – Corralitos and Watsonville	Corralitos and Watsonville
09/23/21	Enhanced Powerline Safety Settings Webinar – San Lorenzo Valley	San Lorenzo Valley
09/28/21	Enhanced Powerline Safety Settings Webinar – CPUC and CalOES	CPUC and CalOES
09/29/21	Enhanced Powerline Safety Settings Webinar – El Dorado County	El Dorado County
09/29/21	Enhanced Powerline Safety Settings Webinar – Tuolumne County	Tuolumne County



Date	County	Event/Audience
09/30/21	Regional AFN PSPS Resource Webinar	Community-Based Organizations

## 4.2 Participation in Community Events

See Table 13 for a summary of our participation in community events.

**Table 13. PSPS AFN-Related Community Event Participation**

Date	Subject(s)	Event/Audience
07/01/21	PSPS Meeting with Supervisor Tom Wheeler Town Hall	Madera County
07/01/21	CWSP/PSPS Meeting with El Dorado County Chamber of Commerce Meeting	El Dorado County
07/01/21	PSPS Briefing with Lawrence Berkeley National Labs	Lawrence Berkeley National Labs
07/06/21	Placer County Board of Supervisors	Placer County
07/06/21	CWSP / PSPS Winters City Council Meeting	Winters City Council
07/06/21	CWSP / PSPS Tri-Agency Fire Season Monthly Meeting	Tri-Agency Fire Season
07/06/21	CWSP/PSPS Meeting with the Angels Camp City Council	Angels Camp City Council
07/07/21	East Area Town Hall	Lake County – East Area
07/08/21	El Dorado Hills Community Services District Meeting	El Dorado Hills Community Services District
07/09/21	Redwood Community Health Coalition Podcast	Lake County
07/13/21	City of San Ramon Meeting	City of San Ramon, Contra Costa County
07/14/21	PSPS Regional Tabletop Workshop – North Area	North Area
07/16/21	CWSP/PSPS Meeting with the City of Pleasanton	City of Pleasanton
07/16/21	CWSP/PSPS Amador County Chamber of Commerce	Amador County
07/16/21	CWSP/PSPS Meeting with Mayor of the City of Anselmo	Mayor - City of Anselmo
07/20/21	CWSP/PSPS Meeting with Sonoma County Board of Supervisors	Sonoma County Board of Supervisors
07/20/21	CWSP/PSPS Meeting with El Cerrito City Council	El Cerrito City Council
07/20/21	CWSP/PSPS Meeting El Dorado County Board of Supervisors	El Dorado County Board of Supervisors
07/20/21	CWSP/PSPS Meeting with the City of Dublin	City of Dublin
07/22/21	CWSP/PSPS Meeting with the City of Oakland	City of Oakland
07/27/21	CWSP/PSPS Meeting with South Hills Community Group	South Hills Community Group (Oakland)
08/03/21	CWSP/PSPS Meeting with Lone City Council	Lone City Council
08/03/21	Public Safety Partner Webinar	Hospital Council
08/03/21	CWSP/PSPS Meeting with Angwin Fire Safe Council	Angwin Fire Safe Council
08/06/21	CWSP/PSPS Meeting with San Mateo County HealthCare Coalition	San Mateo County HealthCare Coalition
08/11/21	CWSP Regional Working Group – Central Valley	Central Valley

Date	Subject(s)	Event/Audience
08/12/21	CWSP Regional Working Group – North Coast	North Coast
08/12/21	CWSP Regional Working Group – South Bay/Central Coast	South Bay/Central Coast
08/12/21	PG&E and Telecommunications Providers Resiliency Collaborative	Telecommunication Providers
08/13/21	CWSP Regional Working Group – Bay Area	Bay Area
08/16/21	CWSP/PSPS Meeting – Tuolumne County Supervisor Kathleen Haff	Tuolumne County Supervisor Kathleen Haff
08/16/21	CWSP PSPS Meeting – Tuolumne County Supervisor Jeron Brandon	Tuolumne County Supervisor Jeron Brandon
08/16/21	CWSP/PSPS Meeting with City of San Rafael	City of San Rafael
08/17/21	CWSP/PSPS Meeting – Forest Springs Mobile Home Park	Forest Springs Mobile Home Park - Grass Valley
08/17/21	CWSP/PSPS Meeting – Fairfield City Council	Fairfield City Council
08/18/21	CWSP/PSPS Meeting – Morgan Hill City Council	Morgan Hill City Council
08/20/21	CWSP/PSPS Meeting – Shasta County Commission on Aging	Shasta County Commission on Aging
08/25/21	CWSP/PSPS Meeting with Nevada City Council	Nevada City Council
08/25/21	CWSP/PSPS Meeting with Concord City Council	Concord City Council
08/26/21 & 08/27/21	PSPS Full-Scale Exercise – North Area	North Area
08/26/21 & 08/27/21	Wildfire Risk – Federal Monitor Deep Dive Session	Federal Monitor
08/27/21	Wildfire Roundtable – U.S. Senator Alex Padilla	U.S. Senator Alex Padilla
08/30/21	CWSP/PSPS Meeting with San Mateo County Police Chief's Association	San Mateo County Police Chief's Association
09/02/21	CWSP Meeting – Rotary Club of Lafayette	Rotary Club of Lafayette
09/03/21	CAISO – IOU CEO Meeting	CAISO and IOUs
09/09/21	CWSP/PSPS Santa Clara Emergency Managers Association	Santa Clara Emergency Managers Association
09/09/21	Regional PSPS Advisory Committee Meeting - Robinson Rancheria, Hopland Tribe, Butte, Kern, Marin, Placer, Santa Cruz, Sonoma	Regional PSPS Advisory Committee
09/14/21	CWSP/PSPS San Luis Obispo County Board of Supervisors	San Luis Obispo County Board of Supervisors
09/14/21	CWSP/PSPS Meeting with Mountain View City Council	Mountain View City Council
09/15/21	Regional Working Group – North Valley/Sierra	North Valley/Sierra
09/16/21	League of Women Voters Wildfires Panel	League of Women Voters
09/17/21	People with Disabilities and Aging Advisory Council Meeting	People with Disabilities and Aging Advisory Council Members
09/20/21	Regional Undergrounding Advisory Group Meeting	Undergrounding Advisory Group
09/20/21	CWSP/PSPS Meeting Gilroy City Council	Gilroy City Council
09/20/21	Oakland Mayor's Commission on Persons with Disabilities	Oakland Mayor's Commission on Persons with Disabilities
09/27/21	CWSP/PSPS Meeting with Contra Costa Board of Supervisors	Contra Costa Board of Supervisors

Date	Subject(s)	Event/Audience
09/28/21	CWSP/PSPS Meeting with Richmond City Council	Richmond City Council
09/28/21	CWSP/PSPS Lake County Board of Supervisors	Lake County Board of Supervisors
09/28/21	ACWA September Energy Committee Meeting	ACWA Energy Committee
09/30/21	PSPS/AFN Meeting - Easy Bay Ruban Area Security Innovative	Alameda and Contra Costa Counties

### 4.3 CBO Engagement and Community Partnerships

See Table 14 for a summary of CBO engagement and community partnership engagement activities.

**Table 14. PSPS AFN-Related CBO Engagement and Community Partnerships**

Date	Subject(s)	Event/Audience
08/26/21	State AFN Advisory Committee Meeting	State AFN Advisory Committee
08/31/21	Wildfire Safety Resource Fair for Community Based Organizations	CBO Organizations
08/31/21	Wildfire Safety Resource Fair for Community Based Organizations	CBO Organizations
09/02/21	Joint IOU AFN Executive Committee Meeting	Joint IOU AFN Executive Committee
09/09/21	PSPS Advisory Committee Meeting	PSPS Advisory Committee
09/21/21 and 9/22/21	Q3 In-Home Health Supportive Services Training	IHSS
09/22/21	PSPS AFN Regional Centers Training	Regional Centers

### 4.4 Tribal Community Engagement

See Table 15 for a summary of tribal community engagement activities.

**Table 15. PSPS AFN-Related Tribal Community Engagement**

Date	Subject(s)	Event/Audience
7/8/21	Mendocino County Tribes Solar Suitcase and PSPS Resiliency Workshop	Mendocino County Tribes
7/14/21	Joint IOU Presentation on Emergency Preparedness, Medical Baseline, and Customer Resources during PSPS Events	California Rural Indian Health Board
8/27/21	Wildfire Roundtable Meeting	U.S. Senator Alex Padilla
9/9/21	PSPS Advisory Committee	Robinson Rancheria
9/13/21	Regional Meteorology and PSPS Decision-Making Webinar	Public Safety Partners, folks from local and tribal governments and elected officials

### 4.5 Accessibility and Translation of Communications

In Q3 2021, PG&E made improvements which included adding Portuguese, Thai, and Hindi notifications for IVR Address alerts for non-account holders. Additionally, IVR Address alerts for non-account holders in Farsi, Arabic, Punjabi, Japanese, Hmong, and Khmer were updated to match English notifications. Table 16 provides the status of our efforts to translate communications provided to customers before, during, and after a wildfire and/or PSPS event. PG&E has also translated the following materials into 15 non-English languages<sup>16</sup> to help support our customers:

<sup>16</sup> Spanish, Chinese (Mandarin and Cantonese), Vietnamese, Korean, Tagalog, Russian, Arabic, Farsi, Punjabi, Japanese, Khmer, Hmong, Thai, Hindi, and Portuguese.

- CWSP Fact Sheet
- PSPS Preparedness Brochure— 5 versions (i.e., General Population, Frequently Impacted, Non-Residential, Master-Metered and AFN)
- DDAR Factsheet
- Master-Metered Flyer
- CWSP Information Card
- Medical Baseline Program Self-Certification Form
- Updated Medical Baseline Program Simplified Factsheet

**Table 16. Accessibility and Translation of Communications Update Status**

Notification Channel	Update	Completion Date
Text	All languages now at parity with English	Q3 2021
E-mail Notifications	All languages now at parity with English	Q3 2021
Automated Calls	All languages now at parity with English	Q3 2021
Web (Emergency web)	All languages now at parity with English	Q3 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](http://pge.com) and [pgealerts.alerts.pge.com](http://pgealerts.alerts.pge.com), we test with a third-party vendor to help ensure compliance with WCAG 2.0 AA standards. We also seek to improve the customer experience with user testing before launch of 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. PG&E continues to promote the Language Preference Campaign on our webinars and presentations.

In Q3 2021, PG&E posted a comprehensive, accessible, and searchable list of all potential CRC locations on its webpage. During PSPS events, PG&E continued to post a searchable list of specific CRC locations and the resources available at each CRC, type of CRC (e.g., indoor, outdoor) COVID-19 policies, and operating hours on PG&E’s Emergency Website ([pgealerts.alerts.pge.com](http://pgealerts.alerts.pge.com)). Details for CRCs were made available as soon as sites were confirmed (up to two days before de-energization for some locations). CRC locations were also indicated on the PSPS impact map.

## 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, participating in media interviews, when available, and 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 Multi-Cultural Media Engagement

PG&E is focused on enhancing coordination with multi-cultural media organizations. PG&E currently partners with 38 multi-cultural media organizations that provide information in language through multiple outlets. PG&E will look for opportunities to create more PSPS educational videos in different languages for our media partners to share with their audiences.

**Table 17. Multi-Cultural Media Engagement Activities (by Month)**

Month	Summary of Multi-Cultural Media Engagement Activities
July 2021	<ul style="list-style-type: none"> <li>• On July 6, we partnered with the Hmong TV Network to co-host a PSPS webinar to educate Hmong-speaking customers on wildfire safety and PSPS preparedness. Over 1,100 participants have attended virtually or viewed this webinar online.</li> </ul>
August 2021	<ul style="list-style-type: none"> <li>• On August 23, we partnered with the Philippines Press Club USA to co-host a PSPS</li> </ul>

	<p>webinar to educate the Filipino communities on wildfire safety and PSPS preparedness. Over 180 participants have attended virtually or viewed this webinar online.</p> <ul style="list-style-type: none"> <li>• In August, we executed the first PSPS event in the 2021 wildfire season. We leveraged our multi-cultural media partners to help inform Limited English Proficiency (LEP) customers on PSPS updates via media (TV/radio) broadcasts, online print stories, and social media posts.</li> </ul>
September 2021	<ul style="list-style-type: none"> <li>• In September, we created six PSPS educational videos in Spanish and Chinese to explain different phases of a PSPS event. We will share them via social media during active PSPS events. We are in the process of creating more videos in other languages.</li> </ul>

#### 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 Q3 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 C.

- Wildfire Safety Webinars
- Wildfire Safety Webinar for customers with disabilities and access and functional needs
- Emergency planning for seniors
- Planning for medical needs
- Sign up for Medical Baseline Program
- Extend COVID-19 emergency customer protections
- AFN specific Wildfire Safety Webinar
- Portable battery, meal replacement, transportation, and hotel stays
- 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 uses 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 Program customers, all other customers, and the general public. Discussion in the subsections below summarizes our Q3 2021 progress made to AFN-related PSPS customer in-event PSPS communications.

#### 5.0 Notifications for Medical Baseline and Life Support Customers

In Q3 2021, PG&E focused on proactive in-person doorbell rings to Medical Baseline Program customers with no contact information who did not acknowledge 2020 PSPS notifications.

**Table 18. Summary of MBL Outreach in Q3**

Month	MBL Outreach
August 2021	<ul style="list-style-type: none"> <li>Performed proactive doorbell rings for 228 MBL customers who were impacted by two or more PSPS events in 2020 and did not acknowledge any 2020 PSPS Notifications</li> </ul>
September 2021	<ul style="list-style-type: none"> <li>Completed 80 follow-up doorbell rings for MBL customers who were added to the scope of the August 17-19 PSPS event near de-energization and were de-energized before doorbell rings could be performed</li> <li>Completed proactive doorbell rings for 10 MBL customers who have no contact information</li> </ul>

**5.1 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 we have continued 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 held these daily coordination calls leading up to and during the duration of both the August 17-19 and September 20-21 PSPS events.

PG&E developed a dedicated team, which includes an AFN Strategy Lead 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-based CBOs, to manage two-way communication leading up to and during each PSPS event. This dedicated team also provides paratransit notifications, as well as impacted zip code lists to CBO resource partners and paratransit agencies.

**5.2 In-Event CBO Engagement and Community Partnerships**

PG&E’s CBO team engaged with resource partners and information-only CBOs during PSPS events. Specifically, we coordinated with CBOs in the following ways during the Q3 2021 PSPS events:

- PG&E engaged with over 280 “information-based” CBOs during the event, sharing courtesy notification updates, fact sheets, and other relevant information that CBOs could share with their constituents to expand our reach to communications.
- PG&E provided notifications to paratransit agencies, which included impacted zip code lists.
- PG&E partnered with food banks to supply 491 food boxes. Meals on Wheels provided 100 meals to 73 seniors.

Table 19~~Error! Reference source not found.~~ summarizes the numbers of CBO partners that helped serve our customers during the Q3 2021 PSPS event.

**Table 19. Summary of CBO Support During PSPS Events<sup>17</sup>**

2021 PSPS Event Date	CBO Partnerships	Meals on Wheels	ILCs	Food Banks	Other Food Resources	In-Language CBO
August 17-19	11	3	4	3	1	0
September 20-21	8	0	6	2	0	0

**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

<sup>17</sup> Count only includes CBOs that provided support during the PSPS event. A total of 49 CBOs were in scope to provide support for the August 17-19 PSPS event and 50 CBOs were in scope to provide support for the September 20-21 PSPS Event. This number includes ILCs, Meals on Wheels, Food Banks, Other Food Resources, 211, In-Language and Multi-Cultural Media Partners.

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.

Table 20 below includes call center-related metrics associated with the Q3 2021 PSPS events.

**Table 20. Call Center Support Services During Q3 2021 PSPS Events**

2021 PSPS Event Date	Total Calls Handled	PSPS Calls Handled	Average Speed of Answer for PSPS Calls	Number of Languages Supported by Call Center Translation Services
August 17-19	68,996	2,591	22 seconds	32
September 20-21	47,260	1,556	9 seconds	23

#### **5.4 Improvements to Interactive Voice Recording (IVR) Call Flow**

In Q3 2021, PG&E created a dedicated Microgrid message to provide customers specifics relevant to their experience in a PSPS event. These new messages have been made available via phone, text, and email in all 16 languages<sup>18</sup>.

#### **5.5 Address Alerts for Non-PG&E Account Holders**

In Q3 2021, PG&E continued to promote Address Alerts, an address-specific notification option that replaced Zip Code Alerts. This alert can be received via IVR or SMS and in-language (English + 15 languages). Address Alerts were promoted through PG&E’s webinars and presentations.

### **6 Conclusion**

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.

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<sup>18</sup> Arabic, Cantonese, Mandarin, Farsi, Hindi, Hmong, Japanese, Khmer, Korean, Portuguese, Punjabi, Russian, Spanish, Tagalog, Thai, and Vietnamese

## Appendix A

**Table 21. 2022 Annual AFN Plan Collaborative Planning Team (Invited and Confirmed)**

First	Last	Organization	Title	Invited	Confirmed Planning Committee
Kelly	Brown	211	Director, Interface 2-1-1	X	X
Tracey	Singh	American Red Cross	Pacific Division Disability Integration Advisor	X	X
James	Collins	CA Council of the Blind	Community Educator	X	X
Nicole	Pacheco	California Council of the Blind	Operations Manager	X	
Michelle	Davis	California Department of Aging (CDA)	Program Manager	X	
Rebecca	Hinkson	California Department of Aging (CDA)	Staff Services Analyst	X	
Rapone	Anderson	California Department of Development Services (DDS)	Manager Office of Community Operations	X	
Ally	Bartz	California Department of Development Services (DDS)	Disaster Response Unit Manager for Community Care Licensing Division	X	
Aaron	Christian	California Department of Development Services (DDS)	Manager, Office of Community Operations- Southern Region	X	
Mayra	Ochoa	California Department of Development Services (DDS)	Office Assistant II Bilingual at Tehama County Department of Social Services	X	
Tamara	Rodriguez	California Department of Development Services (DDS)	Officer, Emergency Preparedness & Response	X	X
Rose	Samaniego	California Department of Development Services (DDS)	Community Program Specialist III-FHA Supervisor	X	
Seneca	St. James	California Department of Development Services (DDS)	Community Program Specialist III	X	X
Leinani	Walter	California Department of Development Services (DDS)	Assistant Deputy Director for Service Access and Equity	X	
JR	Antablian	California Department of Social Services (DSS)	Chief Disaster Services Branch	X	



First	Last	Organization	Title	Invited	Confirmed Planning Committee
John	Barnett	California Department of Social Services (DSS)	Manager, Response and Redirect Unit	X	
Joanne	Brandani	California Department of Social Services (DSS)	Deputy Chief, Disaster Services Branch	X	X
Greg	Oliva	California Department of Social Services (DSS)	Assistant Deputy Director, Central Operations, Community Care Licensing Division	X	
Debbi	Thomson	California Department of Social Services Adult Prog Div (DSS)	Deputy Director	X	
Rick	Yrigoyen	California Department of Social Services Adult Prog Div. (DSS)	Customer Relations & Stakeholder Communications Manager	X	
Bonny	Wolf	California Department of Social Services Disaster Unit (DSS)	Disaster Unit	X	
Lisa	Austin	California Foundation for Independent Living Centers (CFLIC)	Disability Disaster Director	X	
Christina	Mills	California Foundation for Independent Living Centers (CFLIC)	Executive Director	X	
Dan	Okenfuss	California Foundation for Independent Living Centers (CFLIC)	Public Policy Manager	X	
Sydney	Pickern	California Foundation for Independent Living Centers (CFLIC)	Disability Disaster Manager, Disability Disaster Access and Resources (DDAR)	X	
Elizabeth	Basnett	California Health & Human Services	Assistant Secretary	X	
Vance	Taylor	California Office of Emergency Services (CalOES)	Chief, Office of Access and Functional Needs	X	
Anne	Kim	California Public Utility Commission (CPUC)	Public Utilities Regulatory Sr. Analyst	X	
Stratton	King	California Rural Indian Health Board	Operations Manager	X	
Mark	Lebeau	California Rural Indian Health Board	Chief Executive Officer	X	
Melissa	Kasnitz	Center for Accessible Technology (CforAT)	Legal Council	X	
Annette	Rogers	Central Valley Regional Center (CVRC)	Fresno NVRC Representative	X	X
Paula	Villescaz	County Welfare Directors Association of CA (CWDA)	Director of Legislative Advocacy	X	

First	Last	Organization	Title	Invited	Confirmed Planning Committee
Kay	Chiodo	Deaf Link	Chief Executive Officer	X	X
Ana	Acton	Department of Rehabilitation (DOR)	Deputy Director, Independent Living and Community Access Division	X	
Joe	Xavier	Department of Rehabilitation (DOR)	Director	X	
Carolyn	Nava	Disability Action Center (DAC) Chico   Redding	Northern ILC Representative	X	
June	Isaacson Kailes	Disability Policy Consultant	Disability Policy Consultant	X	X
Lauren	Giardina	Disability Rights California (DRC)	Executive Director Managing Attorney	X	
Andy	Imparato	Disability Rights California (DRC)	Executive Director	X	
Samuel	Jain	Disability Rights California (DRC)	Staff Attorney II, Legal Advocacy Unit	X	
Susan	Henderson	Disability Rights Education & Defense Fund	Executive Director	X	
Alina	Alvarez	East Los Angeles Regional Center	HR Manager	X	
T	Abraham	Hospital Council	Regional Vice President	X	
Joseph	Grounds	Kern Regional Center (KERNRC)	Emergency Response Coordinator	X	X
Karey	Morris	Kern Regional Center (KERNRC)	HR Manager	X	
Gabby	Eshrati	North Los Angeles County Regional Center (NLACRC)	Consumer Services Director	X	
Edwin	Gamino	San Gabriel Pomona Regional Center (SGPRC)	LMS Administrator	X	
Dara	Mikesell	San Gabriel Pomona Regional Center (SGPRC)	Associate Director of Community Services	X	
Larry	Grable	Service Center for Independent Living (SCIL)	Executive Director	X	
Aaron	Carruthers	State Council on Developmental Disabilities (SCDD)	Executive Director	X	
Brian	Weisel	State Council on Developmental Disabilities (SCDD)	Legal Council	X	
Teresa	Anderson	The Arc of California	Public Policy Director	X	

## Appendix B

### Food Bank Resource Partners

Table 22 below includes a list of food banks with active agreements with PG&E for PSPS events. PG&E added two new partnerships during Q3(\*).

**Table 22. 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	*Food For People
11	Interfaith Council of Amador
12	Kings Community Action Organization
13	Mendocino Food & Nutrition Program- The Fort Bragg Food Bank
14	Merced County Food Bank
15	Nevada County Food Bank
16	Placer Food Bank
17	Redwood Empire Food Bank
18	Second Harvest Food Bank of San Joaquin & Stanislaus
19	Second Harvest Food Bank of Santa Cruz County
20	Second Harvest Food of Silicon Valley
21	SF Marin Food Bank
22	*The Resource Connection
23	Yolo Food Bank
24	Yuba-Sutter Food Bank

## Meals on Wheels Partner Organizations

Table 23 below includes a list of Meals on Wheels organizations with active agreements with PG&E for PSPS event support. PG&E added six new partnerships during Q3(\*).

**Table 23. Meals on Wheels Partnerships with PG&E**

Meals on Wheels Organizations with Active Agreements for PSPS Event 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	Lakeport Senior Center
11	Life ElderCare
12	*Liveoak Senior Center
13	Meals on Wheels Diablo Region
14	Meals on Wheels Monterey Peninsula
15	Meals on Wheels Solano County
16	Middletown Senior Center
17	*Passages
18	Peninsula Volunteers
19	Petaluma People Services
20	Senior Coastsiders
21	Service Opportunity for Seniors
22	Spectrum Community Services
23	Tehama County Community Action Agency
24	*West Contra Costa Meals on Wheels
25	*Agency on Aging, Area 4 (Yuba Sutter Meals on Wheels)

## Food Resource Partnerships

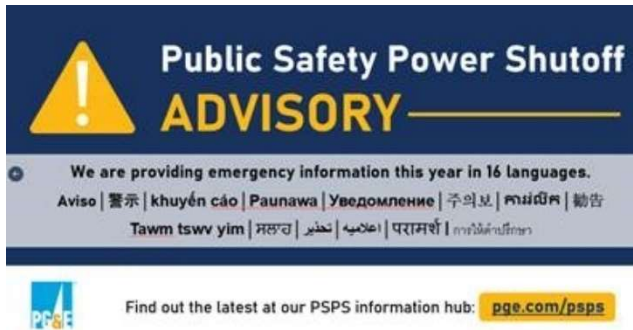
Table 24 below lists CBOs with active agreements with PG&E for PSPS event support. PG&E added four new partnerships during Q3(\*).

**Table 24. Other Resource Partnerships**

CBOs with Active Agreements for PSPS Event 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	Lighthouse Counseling & Family Resource Center
7	Lost Sierra Food Project
8	*Open Heart Kitchen

## Appendix C

PG&E examples of social media posts.



**Public Safety Power Shutoff**  
**ADVISORY**

We are providing emergency information this year in 16 languages.  
Aviso | 警告 | khuyến cáo | Рапанава | Уведомление | 주의보 | අවධානය | 警告  
Tawm tswv yim | सलह | تحذير | اعلاميه | परामर्श | மயக்கூட்டம்

Find out the latest at our PSPS information hub: [pge.com/psps](https://pge.com/psps)



**Providing Support at Community Resource Centers**

To provide support for community members during a Public Safety Power Shutoff, we open Community Resource Centers (CRC).

**CRC SUPPORT**

- Device charging amenities
- Public Safety Power Shutoff information
- Water, snacks and other essential items

Your PPS information hub: [pge.com/psps](https://pge.com/psps)



**Public Safety Power Shutoff**


**WATCH NOTIFICATIONS**

IT'S POSSIBLE YOU WILL HAVE YOUR POWER SHUTOFF FOR SAFETY

Due to current weather forecasts, some parts of our service area are under a **Watch for Public Safety Power Shutoff**. Weather forecasts including high winds and dry conditions, may require us to turn off power to help prevent a wildfire.

[pge.com/pspsupdates](https://pge.com/pspsupdates) | 1-800-743-5002

1:14 247 views WATCH

 PG&E for Sacramento and the Sierra Foothills @PGE\_Sact... · Jul 26 ...  
Join us Tuesday, July 27, at 12:00 p.m. for a Wildfire Safety Webinar for 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...](http://pge.com/firesafetywebi...)



**Wildfire Safety Webinar**  
For Customers with Disabilities and Access and Functional Needs  
July 27 at Noon  
[pge.com/firesafetywebinars](http://pge.com/firesafetywebinars)

 PG&E for Sacramento and the Sierra Foothills @PGE\_Sact... · Jul 13 ...  
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](http://pge.com/backuppower)



**Have You Considered Backup Power for Your Home?**

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

For more information about backup power resources, visit [pge.com/backuppower](http://pge.com/backuppower)

 Paul Moreno @PGE\_Paul · Sep 4 ...  
For additional resources for accessibility, financial, language and aging needs, visit: [pge.com/disabilityanda...](http://pge.com/disabilityanda...) #NationalPreparednessMonth



**Support for Customers With Medical Needs**

More support available for you this year.

**SUPPORT**

- Portable Batteries
- Hotel Stays
- Food Replacements
- Transportation Resources
- Additional Outreach

Please remember to charge any medical devices ahead of time.

For more information, visit [pge.com/yspp](http://pge.com/yspp)

 Paul Moreno @PGE\_Paul · Sep 14 ...  
Get financial assistance for special energy needs w/ PG&E's Medical Baseline Allowance. Learn more: [pge.com/medicalbaseline](http://pge.com/medicalbaseline)



**Apply for the Medical Baseline Program**

The Medical Baseline Program is an assistance program for customers with certain medical needs.

**PG&E MEDICAL BASELINE PROGRAM**

- Offers an additional allotment of energy at a lower rate
- Provides extra notifications for Public Safety Power Shutoffs

To apply, visit [pge.com/medicalbaseline](http://pge.com/medicalbaseline)