

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

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

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

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

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Dated: October 31, 2023

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

Respectfully submitted,

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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, 2023 and September 30,
2023



October 31, 2023

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INTRODUCTION

In accordance with D.20-05-051 and D.21-06-034, Pacific Gas and Electric Company (PG&E) provides this quarterly update regarding our progress toward meeting our 2023 PSPS Access and Functional Needs (AFN) Plan and the impact of our efforts to support the AFN and vulnerable population during proactive de-energization (also known as Public Safety Power Shutoff (PSPS)). This update addresses our efforts between July 1, 2023 and September 30, 2023.

Since last reporting progress on PG&E's AFN activities on July 31, 2023, PG&E has achieved the following significant milestones to help serve our most vulnerable customers before, during, and after a PSPS:

- PG&E hosted a Regional Community Wildfire Safety Program (CWSP), AFN Customer, and Community Based Organizations (CBO) Webinars to update customers and CBOs on various programs throughout PG&E's service area.
- PG&E added an American Sign Language (ASL) Interpreter to our Daily Resource Partner call during PSPS activations.
- The Disability Disaster Access and Resources (DDAR) engaged with 346 AFN customers during the August 30 and September 20 PSPS.
- CA Network of 211 engaged with 391 AFN customers during the August 30 and September 20 PSPS.
- PG&E worked with CBO partners to proactively reach out to Medical Baseline (MBL) and Self-Identified Vulnerable (SIV) customers who were impacted by both the August 30 and September 20 PSPS.
- PG&E continued running MBL Program ads on TV in High Fire Risk Areas (HFRA).

1 CONCEPT OF OPERATIONS | HOW

1.1 Preparedness/Readiness (Before Power Shutoff)

1.1.1 Emergency Operations Center

In Q3, PG&E activated the Emergency Operations Center to support the PSPS on August 30 and September 20. The Customer Care and AFN Liaison role were activated to support AFN individuals and CBOs.

1.1.1.1 Preparation Exercises

In Q3, PG&E did not conduct any PSPS preparation exercises.

1.1.1.2 Training

In Q3, PG&E held a second robust training for our EOC staff, as well as role-specific

training for each team in Customer Care organization. PG&E held a dedicated training for the AFN EOC team on August 2, 2023.

1.1.1.3 AFN Liaison

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

1.1.1.4 Customer Care

In Q3, PG&E had two PSPS activations. PG&E’s Customer Service Representatives (CSR) responded to customer inquiries leading up to and during the PSPS. CSRs were able to confirm contact information, assist customers with an application for the MBL Program, indicate language preference, self-identifying as vulnerable¹, and/or self-identifying that a person in their household has a disability².

1.2 AFN Identification Outreach

In Q3, PG&E continued planning outreach campaigns to customers who self-identified AFN as a result of the 2022 Self-Identification Pilot.

Two campaigns were completed in Q3 of this year targeting:

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

These campaigns promoted various programs and resources such as MBL, SIV, DDAR Programs and 211.

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

The CPUC Phase 3 PSPS Guidelines stipulate that “persons reliant on electricity to

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

² Customers can self-identify with PG&E that they have a person in the household with a disability. This customer designation currently has no end date. In accordance with D.12-03-054, for customers who have previously been identified as disabled and who have identified a preferred form of communication, the utility shall provide all information concerning the risk of disconnection in the customer’s preferred format (e.g., phone, text, email, TDD/TTY).

maintain necessary life functions, including durable medical equipment (DME) and assistive technology (AT)” must be included in each electric investor-owned utility’s identification efforts, in addition to the existing requirement for each utility from the CPUC Phase 2 PSPS Guidelines³.

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

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

Types of Customers Above and Beyond MBL Program	Number of Customers (through September 30, 2023)
Self-identify to receive an in-person visit before disconnection for non-payment (e.g., vulnerable) ⁵	3,649
Self-identify as having a person with a disability in the household (e.g., “disabled”) ⁶	27,396
Preference to receive utility communications in non-standard format (e.g., in Braille or large print)	975
Durable Medical Equipment (DME) ⁷	47,613
Assistive Technology (AT)	8,187

1.3 AFN Support Resources

³ D.20-05-051, Appendix A.

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

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

⁶ Customers can self-identify with PG&E that they have a person in the household with a disability. This customer designation currently has no end date. In accordance with D.12-03-054, for customers who have previously been identified as disabled and who have identified a preferred form of communication, the utility shall provide all information concerning the risk of disconnection in the customer’s preferred format (e.g., phone, text, email, TDD/TTY).

⁷ Self-Identify as reliant on DME and AT

To support and prepare customers with AFN, PG&E provides a broad range of programs and resources before, during, and after PSPS. PG&E is committed to continuously identifying improvements and new opportunities. A progress update on PG&E's programs and available resources are below. For additional information about PG&E's programs and available resources, see the 2023 AFN Plan for PSPS Support.

1.3.1 211 Care Coordination & Referral Service

PG&E's partnership with 211 connects customers with approximately 11,000 CBOs and government agencies across PG&E's service area.

211 provides PSPS needs screening via incoming calls and texts, outbound efforts, and in-person visits to identify the needs of households before, during, and after PSPS activations. Needs screening efforts also help identify households with AFN who may need assistance preparing for emergencies. In addition to these calls and texts, 211 provides Care Coordination. Through the Care Coordination process, individuals will undergo an intake assessment with a 211 Care Coordinator, including their current household situation, electricity needs, and medication and/or assistive technology usage to determine their needs before and during a PSPS. Care Coordination provides a personalized safety plan that will list the individual's emergency contacts, local emergency or customer organizations' contact information, health, and medical information, etc. During a PSPS, 211 Care Coordinators will contact the individual customer to check whether they require additional support.

In Q3, PG&E continued to have regular working meetings with 211 to provide guidance and discuss program enhancements. PG&E worked directly with 211 to support 391 AFN customers including proactive outbound call campaigns to MBL customers who were impacted during the August 30 and September 20 PSPS.

1.3.2 Resource Planning and Partnerships

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

1.4 Customer Resiliency Programs and Continuous Power Solutions

PG&E offers solutions to reduce adverse impacts from PSPS on customers, including those most vulnerable. In Q3 2023, PG&E continued to work with partner organizations to provide outreach and support to customers with AFN. Below is a progress update on our customer resiliency programs and continuous power solutions. For additional information about our customer resiliency programs and continuous power solutions, see our 2023 AFN Plan for PSPS Support.

1.4.1 Disability Disaster Access and Resources

(DDAR) Program

In 2023, PG&E continued its partnership with the California Foundation for Independent Living Centers (CFILC) through the DDAR Program to deliver a readiness program that supports people with disabilities, older adults, and customers using durable medical equipment and assistive technology that is required to live independently.

In Q3, DDAR engaged with 346 AFN customers during the August 30 and September 20 PSPS. Table 2 includes the number of customer energy assessments and resources provided to customers through DDAR. PG&E will continue to provide these resources to customers through DDAR before, during, and after future PSPS.

Table 2. 2023 DDAR Program Resources Provided to Customers

Resources/Engagement with Customers Before, During, and After PSPS	Resources Provided to Customers			
	Q1	Q2	Q3	Q4
Customer Energy Assessments	733	561	923	
Batteries Delivered	272	170	68	
Food Vouchers	0	N/A	56	
Hotel Stays	0	N/A	15	
Gas Cards	0	N/A	3	
Transportation	0	N/A	0	

1.4.2 Self-Generation Incentive Program (SGIP)

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

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

Table 3. SGIP ERB and Interconnection Metrics

<p>Key Application Metrics</p>	<p>4,977 Equity Resiliency Budgets paid (\$201.7M) as of September 2023</p> <p>9,081 applications received inception to date since SGIP Equity Resiliency Budgets opened in May 2020, including submitted and cancelled applications.</p> <ul style="list-style-type: none"> • 4,404 MBL (including 132 waitlisted) • 3,989 well pump (including 16 waitlisted) • 177 commercial, educational, small business, and multi-family (including 0 waitlisted) • 154 waitlisted • 98% residential versus 2% commercial, educational, small business, and multi-family • Total allocated: \$112M MBL, \$114.8M well pumps, \$73.7M commercial and multi-family
<p>Key Interconnection Metrics</p>	<p>September 2023 inception-to-date 5,282 projects interconnected to grid:</p> <ul style="list-style-type: none"> • 2,828 MBL • 2,443 well pump

1.4.3 Portable Battery Program (PBP)

The PBP offers direct-to-customer outreach, assessments, and battery deliveries. The program relaunched this year with a target population of MBL and SIV customers who have experienced at least one PSPS in 2021 or at least 5 EPSS outages in 2022. Contracts were signed in Q2, and the program ramped up in Q3 2023.

Table 4. includes PG&E’s quarterly progress on outreach and batteries delivered to customers before, during, and after 2023 PSPS.

Table 4. 2023 PBP Outreach

Outreach and Batteries Delivered to Customers Before, During, and After PSPS	Q1	Q2	Q3	Q4
Customers Reached	91	2	3,977	
Customers Assessed	30	2	2,800	
Batteries Delivered	143	13	1,348	
Mini Fridges Delivered	17	1	281	
Insulin Cooler Wallets Delivered	15	2	99	
Extension Cords delivered	76	4	231	

1.4.4 Generator and Battery Rebate Program (GBRP)

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

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

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

Table 5. 2023 GBRP Rebates and BPTM Devices Installed

GBRP Rebates and BPTM Devices Provided to Customers Before, During, and After PSPS	Q1	Q2	Q3	Q4
Number of Rebates Paid to Customers	534	825	826	
Number of Customers who had BPTM Devices Installed	288	1044	713	

1.4.5 Residential Storage Initiative

In 2022, PG&E launched the Residential Storage Initiative, a home battery energy storage program to support vulnerable, low-income customers during wildfire power outages. In 2023, the program was expanded to also include MBL customers. Since the program launched, PG&E provided permanent battery systems at no cost to 229 residential customers who had been frequently impacted by outages because of PG&E’s EPSS. Eligible customers were enrolled in the California Alternate Rates for Energy (CARE) program or relied on medical equipment; did not already have a customer resiliency solution (such as a battery or permanently installed generator); and had experienced the most frequent safety-related outages. PG&E anticipates scaling up the offering in 2024 and beyond to help ensure that the risks of PSPS and EPSS continue to be minimized for the most impacted customers.

1.5 Customer Assistance Programs

For general information about PG&E’s customer assistance programs, see our 2023 AFN Plan for PSPS Support.

1.5.1 Food Replacement Options and Other CBO Resources

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

Table 6. Food Resource Partnerships Agreements Executed

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

1.5.1.1 Community Food Bank Support

PG&E recognizes food replacement is a critical need for some individuals with AFN, particularly those with low income. PG&E has an existing relationship with the California Food Bank Association and provided resilience grants to various regional food banks in Q3. PG&E also continues to establish agreements with food banks throughout its service area to seek additional support for customers experiencing food loss resulting from PSPS.

PG&E continued to explore opportunities for additional partnerships. Additionally, PG&E will continue to offer grants to affected food banks within our service territory to provide critical services to vulnerable customers during emergencies, including wildfires, power outages, and PSPS. In Q3 2023, PG&E partnered with Community Food Bank providers during the August 30 and September 20 PSPS.

1.5.1.2 Meals on Wheels Partnerships

PG&E has partnered with Meals on Wheels providers throughout the service area to provide seniors impacted by a PSPS with one or two additional meal(s) per day for the duration of the power shutoff. In addition to the meal, the provider completes an in-person wellness visit that includes messaging about the potential PSPS and guidance on additional resources available through PG&E. In Q3 2023, PG&E partnered with Meals on Wheels providers during the August 30 and September 20 PSPS.

1.5.1.3 Grocery Delivery Services

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

enough food for three meals a day for a week.

In Q3, grocery delivery services were not provided since Sonoma County was not in scope for the August 30 or September 20 PSPS.

1.5.1.4 Family Resource Centers

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

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

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

1.5.1.5 Fresh Produce

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

In Q3, fresh produce was not provided since Plumas County was not in scope during the August 30 or September 20 PSPS.

1.5.1.6 Portable Shower and Laundry Services

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

In Q3, portable shower and laundry services were not provided during the August 30 PSPS or September 20 PSPS due to limited scope in Butte County.

1.5.1.7 Accessible Transportation

PG&E provides accessible transportation for customers to Community Resource Centers (CRC) or hotels through the DDAR Program and 211. In addition, PG&E has established agreements with accessible transportation partners that allow customers to coordinate accessible transportation with the provider directly. Expanded accessible transportation is available in El Dorado, Fresno, Shasta, Solano, Sonoma, Marin, and San Francisco counties. PG&E continues to explore opportunities to expand these agreements to other providers.

In Q3, PG&E had one accessible transportation provider area in scope during the August 30 PSPS and September 20 PSPS. They did not receive any requests.

1.5.2 Medical Baseline Program

The MBL Program is an assistance program for residential customers who have extra energy needs due to qualifying medical conditions. PG&E continued to encourage customer participation in the MBL Program⁸ (see Section 1.7.1, which describes the outreach we conducted to drive enrollment in the program). As of September 30, 2023, PG&E has 3,731 Master Meter Tenants enrolled in the MBL Program, a reduction of 0.5% since the last reporting enrollment in our Q2 2023 AFN Progress Report. Table 7 shows the growth in enrollments by month of customers enrolled in the MBL Program.

On July 1, 2023, PG&E launched its Electric Home (E-ELEC) rate plan for Net Energy Metering (NEM) 1 & 2 customers. All MBL customers who are on Electric Home rate plans are now able to receive D-MEDICAL, 12% flat discount, on their electricity bills.

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

Table 7. MBL Program Customer Enrollments (July 1 – September 30)

	Jan	Feb	Mar	April	May	June	July	August	Sept	YTD
Total Start of Month MBL Customers	274,355	275,221	275,765	277,078	279,043	279,993	280,528	281,787	282,711	282,711
New MBL Customers	2,588	2,390	3,677	3,864	3,672	2,950	3,536	3,913	1,702	28,292
MBL Customers Removed	1,722	1,846	2,364	1,899	2,722	2,415	2,277	2,989	2,805	21,039
Total End of Month MBL Customers	275,221	275,765	277,078	279,043	279,993	280,528	281,787	282,711	281,608⁹	281,608

⁹ As of September 30, 2023, 183,152 MBL customers are designated “Life-Support” customers. “Life Support” is a sub-category under the MBL Program. During MBL certification, the qualified medical practitioner is required to specify if the customer (or the resident with medical needs) is dependent on a life support device and, therefore, belongs in the “Life Support” sub-category. A life support device is any medical device necessary to sustain life or relied upon for mobility. The term “life-support device” includes, but is not limited to, respirators, iron lungs, hemodialysis machines, suction machines, electric nerve stimulators, pressure pads and pumps, aerosol tents, electrostatic and ultrasonic nebulizers, compressors, Intermittent Positive Pressure Breathing (IPPB) machines, and motorized wheelchairs.

1.5.3 Energy Savings Assistance (ESA) Program

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

Through the end of Q3 2023, PG&E's ESA contractors continued to share information about emergency preparedness, PSPS, and other financial assistance programs with 52,832 customers through in-home educational activities, following all public safety protocols and some virtually due to health concerns.

Through the ESA Plus Program, PG&E has been providing and distributing coolers to eligible ESA participants who reside in Tier 3 HFTDs, allowing them to keep food cold for an extended duration and possibly prevent perishables spoilage during an outage. Through the end of Q3, ESA Program has provided 40 cold storages to customers.

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

The CARE and FERA are PG&E discount programs that help eligible customers afford their energy bills. Approximately 1.47 million¹⁰ customers receive bill discounts through these two programs. Biannual CARE outreach training for contractors will be held in 2023 for new contractors and as a refresher for existing contractors. In Q3, PG&E held one bi-annual trainings and plans to hold one more in Q4.

In 2022, PG&E started a focused training series for CBOs. Throughout the year, PG&E highlights various programs with a special focus on programs that can help customers save money. The trainings are provided by a subject matter expert at PG&E and designed to help CBOs understand each program so they can better educate customers on the options available to them. In Q3, there were no focused trainings held.

1.6 PSPS Preparedness Outreach and Community Engagements

1.6.1 PG&E Advisory Boards/Councils

In 2023, PG&E was committed to ongoing engagement with external stakeholders, Public Safety Partners, and advisory boards/councils to gain feedback on its approaches to serving customers before, during, and after PSPS. The following section describes our Q3 2023 engagement, the feedback we received, and how PG&E plans to incorporate the feedback to enhance the customer experience.

¹⁰ CARE: 1,432,409 million, FERA: 38,483

Table 8. Summary of Consultation with Advisory Boards and Councils

People with Disabilities and Aging Advisory Council (PWDAAC)	
Meeting	<p>Date: June 20, 2023</p> <p>Location: Virtual</p> <p>Purpose: Bring organizations supporting AFN customers with PG&E’s leaders, to connect and collaborate, discuss relevant topics, highlight progress made, and identify areas for improvement in how PG&E’s programs support seniors and individuals with disabilities.</p>
Summary of Engagement	<ul style="list-style-type: none"> • Customer Resources <ul style="list-style-type: none"> ○ Medical Baseline Program (MBL) ○ 211 Partnership ○ Disability Access and Resource Program (DDAR) ○ Self-Generation Incentive Program (SGIP) ○ Backup Power Transfer Meter (BPTM) Program ○ Generator and Battery Rebate Program ○ Portable Battery Program ○ Residential Storage Initiative (RSI)
Feedback	<ul style="list-style-type: none"> • How customers identify if their circuit is EPSS enabled <ul style="list-style-type: none"> ○ EPSS indicator is included on pge.com outage map • Addressing limited battery capacity (running AC); especially for vulnerable individuals that have difficulty leaving their homes
Action Items Guided by Feedback	<p>Completed Actions This Quarter: N/A</p> <p>On-Going Actions:</p> <ul style="list-style-type: none"> • Continue utilizing the PWDAAC as a forum to receive input and feedback on a broad variety of PG&E programs affecting AFN customers <p>Future Actions:</p> <ul style="list-style-type: none"> • PG&E to re-elevate PWDAAC goals, cadence, and membership
Future Meeting(s)	Q4 2023 (TBD)

Access and Functional Needs Collaborative Council Meeting¹¹

<p>Meeting</p>	<p>Date: September 8, 2023</p> <p>Location: Virtual</p> <p>Purpose: Provide a forum for open conversation and collaboration on current resources, processes and community outreach measures</p>
<p>Summary of Engagement</p>	<ul style="list-style-type: none"> • MBL Plan Enrollment Improvements <ul style="list-style-type: none"> ○ Joint IOUs shared 2023 MBL enrollment trends and discussed current and future activities to increase enrollment. • PG&E PSPS Recap <ul style="list-style-type: none"> ○ PG&E provided recap of and key learnings from recent PSPS event. ○ PG&E responded to questions about notification suppression and changes to PSPS response since 2018. • PSPS Mitigation Resources <ul style="list-style-type: none"> ○ Collaborative Council discussed how to review existing resources and gather data on potential new resources for customers with AFN. ○ Joint IOUs discussed potential strategies for gathering data through surveys. • Prepare for Power Down Soft Launch Strategy <ul style="list-style-type: none"> ○ Joint IOUs shared initial approach that can be used during Prepare for Power Down webpage soft launch. • Proposed toolkit including an announcement, social media assets and fact sheet for Council to distribute to select partners for amplification.
<p>Feedback</p>	<ul style="list-style-type: none"> • MBL Plan Enrollment Improvements <ul style="list-style-type: none"> ○ Collaborative Council suggested leveraging partners from organizations present at meeting

¹¹ See Appendix A for the AFN Collaborative Council Participants.

	<p>as way to amplify messaging and promote enrollment.</p> <ul style="list-style-type: none"> • Prepare for Power Down Soft Launch Strategy Council would like to review final plan and materials prior to launch.
<p>Action Items Guided by Feedback</p>	<ul style="list-style-type: none"> • Completed Actions This Quarter: <ul style="list-style-type: none"> ○ Scheduled in-person Collaborative Council meeting for Q4. ○ Hosted a PrepareForPowerDown.com walkthrough to provide a timeline and description of Phase 2 additional enhancements. ○ Disability Rights California to introduce the IOUs to staff advocates for veterans with disabilities. ○ Including discussion about emergency response conference opportunities to potentially engage through sponsorship, best practice presentations for other utilities and co-presentations with disability community members in Q4 Collaborative Council meeting. ○ Extended meeting invite to CFLIC and DDAR representative and determine interest in a briefing. ○ Provided MBL program numbers for the council to review. ○ Follow up with CAL OES for communications partner contact information to coordinate on Prepare for Power Down soft launch planning. • On-Going Actions: <ul style="list-style-type: none"> ○ CPUC representative to identify additional opportunities to jointly present the AFN/Joint IOU progress made to the CPUC. ○ Collaborative Council to coordinate potential guest speaking opportunity during respective upcoming meetings, including: <ul style="list-style-type: none"> ▪ Disability Rights California monthly staff meeting ▪ Statewide AFN Community Advisory Committee

	<ul style="list-style-type: none"> ▪ State Council on Developmental Disabilities July/September/October meetings ○ Collaborative Council to provide names of statewide disability leaders with capacity and networks to connect with the IOUs. ● Future Actions: <ul style="list-style-type: none"> ○ Provide MBL Program materials to the Collaborative Council for amplification. ○ Facilitate coordination on developing a survey for understanding opportunities AFN resource expansion. ○ Schedule working session to meet with CAL OES communications team regarding Prepare for Power Down soft launch planning.
IOU Responsible Owner	Chris Zenner, Vice President Residential Services & Digital Channels
Future Meeting(s)	November 13, 2023

Statewide Joint IOU Advisory Council¹²	
Meeting	<p>Date: August 16, 2023</p> <p>Location: Virtual</p> <p>Purpose: Provide overview of 2023 meteorology outlook and discuss the current status of the expected wildfire season.</p>
Summary of Engagement	<ul style="list-style-type: none"> ● PSPS Resources <ul style="list-style-type: none"> ○ Reviewed resources provided by Joint IOUs before and during Public Safety Power Shutoffs. ● PSPS Risk Modeling <ul style="list-style-type: none"> ○ Shared models used by the Joint IOUs to determine fire risk, de-energization risk and work prioritization. ○ Discussed specific considerations in models to account for risks to individuals with AFN.

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

	<ul style="list-style-type: none"> ● 2023 AFN Plan Progress <ul style="list-style-type: none"> ○ Reviewed key objectives from 2023 AFN Plan. ○ Announced upcoming solicitation for participation in 2024 AFN Plan working group. ● Presented specific progress made towards reaching goals to meet 2023 AFN plan.
Feedback	<ul style="list-style-type: none"> ● PSPS Resources <ul style="list-style-type: none"> ○ Presenters responded to questions regarding: <ul style="list-style-type: none"> ▪ How teams researching the impacts of de-energization are coordinating with team working on resiliency measures. ▪ Resources offered for customers who are blind/low-vision in areas with limited access to transportation. ● PSPS Risk Modeling <ul style="list-style-type: none"> ○ Presenters responded to questions regarding: <ul style="list-style-type: none"> ▪ Adjustments made in risk framework models for individuals at risk from power being turned off. ▪ Additional information regarding PSPS risk model framework. ▪ Resource for planning for Flex Alerts and high electricity demand.
Action Items Guided by Feedback	<ul style="list-style-type: none"> ● Completed Actions This Quarter: N/A ● On-Going Actions: N/A ● Future Actions: N/A
Future Meeting(s)	December 4, 2023

Local Government Advisory Councils and Working Groups	
Meeting	<p>Date: Thursday, September 28</p> <p>Location: Virtual</p> <p>Purpose: Collect feedback regarding proposed CWSP improvements from a subset of city, county, and tribal emergency managers.</p>

<p>Summary of Engagement</p>	<ul style="list-style-type: none"> • Reviewed 2023 PSPS Outages to date and requested feedback. <ul style="list-style-type: none"> ○ Inquired about improvements to PSPS in-event coordination, communications and resources. • Provided information on the proposed changes to PG&E’s webpage with current outage information. <ul style="list-style-type: none"> ○ Shared how we collect and incorporate customer feedback. <p>Conducted demo of the Outage web page.</p>
<p>Feedback</p>	<p>Expressed appreciation for the new web page; emphasized that communication and resources instill confidence in agency partners and their communities.</p>
<p>Action Items Guided by Feedback</p>	<p>Completed Actions This Quarter:</p> <ul style="list-style-type: none"> • N/A <p>On-Going Actions:</p> <ul style="list-style-type: none"> • N/A <p>Future Actions:</p> <p>N/A</p>
<p>Future Meeting(s)</p>	<p>Thursday, December 14, 2023</p>

<p>Communities of Color Advisory Group</p>	
<p>Meeting</p>	<p>Date: September 6, 2023 Location: Virtual Purpose: Solicit input from Communities of Color Advisory Group which assists PG&E in crafting outreach and engagement with communities of color on a broad spectrum of issues impacting diverse communities</p>
<p>Summary of Engagement</p>	<ul style="list-style-type: none"> • PG&E presented on updates related to Income Graduated Fixed Charge. • PG&E encouraged the Advisory Group to share strategies and opportunities for CBO engagement.
<p>Feedback</p>	<ul style="list-style-type: none"> • PG&E received feedback from the advisory group related to disconnection caps and how CBOs can provide support

	in educating customers on financial assistance programs.
Action Items Guided by Feedback	<ul style="list-style-type: none"> • Completed Actions This Quarter: N/A • On-Going Actions: N/A • Future Actions: The Advisory Group was asked to reach out to PG&E to share a list of CBOs to invite to the upcoming CBO workshops.
Future Meeting(s)	December 6, 2023

1.6.2 Statewide Website for AFN Solutions

PrepareforPowerDown.com (P4PD) is a Joint IOU website created as a centralized resource for statewide CBO and agencies serving AFN communities, providing easy access to IOU information on PSPS preparedness and resources. The website offers downloads, including the Joint IOU CBO training presentations, PSPS social media graphics, and utility-specific PSPS support materials. While those materials are still available for CBOs, P4PD is now a customer-facing website with additional user-friendly features and emergency preparedness tools.

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

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

In Q3, the Joint IOUs conducted a walk-through on August 8th to review the completed Phase 1 updates of PrepareForPowerDown.com with members of the AFN Collaborative Council and to solicit feedback. One suggested next step is beta testing of the website with select CBO partners. Additional feedback was taken from the AFN Collaborative Council and will be incorporated into the Scope of Work (SOW) for Phase 2 enhancements in Q4. The IOUs began finalizing the SOW for Phase 2 updates, which focuses on enhancing and strategically guiding the user experience.

1.7 AFN Public Education and Outreach

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

In Q3, PG&E held 10 webinars, townhalls, and in-person events plus 1 AFN webinar. In addition, there were virtual town halls in Spanish, Chinese, Russian, Tagalog, and

Hmong. In Q3 PG&E sent an email and direct mail to 40k AFN customers who self-identified as disabled or requiring durable medical equipment with information about how they can get extra power outage support. An email and direct mail were sent to 80k customers reminding them about the importance of acknowledging PSPS notifications. An email was sent to 3k customers planned to be impacted by the 9/20 PSPS informing them of power outage resources. Finally, in Q3 an email was sent to 591k customers with information about local support during power outages including 211 and DDAR.

1.7.1 MBL Customer Outreach

PG&E encourages customer participation and enrollment in the MBL Program through direct-to-customer outreach, CBO partnerships, and building strong relationships with the healthcare industry. This outreach aims to help individuals who rely on power for their medical needs prepare for PSPS and connect with relevant resources for support. Table 9 summarizes the MBL acquisition campaign statistics as of September 30, 2023.

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

Goal: Increase engagement with prospective MBL Program customers through multi-channel outreach and awareness campaigns												
Year	Total Channel Count	Direct Mail		Email			Bill Insert		Digital Media		Broad Cast TV & Radio	Digital Radio
		Customers Reached	# Touches	Customers Reached	# Touches	Avg. Click Rate	Customers Reached	# Touches	Total Impressions	Total Conversions (Clicks)	Total Impressions	Total Impressions
2022	19	2,130,464	4	4,448,847	11	2	3,000,000	1	137,220,134	321,761	97,948,996	11,237,314
2023	10	108,678	3	1,423,042	2	2	3,000,000	1	145,690,262	634,905	10,736,800	NA

1.7.2 Health Care Industry Strategy

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

In Q3, the Joint IOUs continued conducting targeted outreach to various organizations including healthcare agencies, hospital associations, and local veterans' non-profits to establish new statewide partnerships. Currently, the Joint IOUs are collaborating with the California Department of Rehabilitation (DOR) for a joint IOU presentation inviting individuals from DOR facilities statewide. Additionally localized trainings in each IOU service territory are under consideration. Conversations with the Statewide Councils for Joint IOU presentations on PSPS preparedness, AFN Self-Identification and Medical Baseline Allowance programs will continue through Q4.

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

PG&E conducts outreach to multi-unit dwelling account holders, property managers, and master-meter owners whose residents are not direct PG&E-metered customers that includes information about resiliency programs, PSPS preparedness and resources and reinforces the importance of tenants signing up for direct notifications prior to PSPS via Address Alerts¹³.

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

In Q3 PG&E continued to send a series of 5 emails with information and resources to support before and during a power outage.

1.7.4 Accessibility of Communications

PG&E's online customer communications, including its website and PSPS customer notification emails, have been tested for usability and accessibility to meet Web Content Accessibility Guidelines (WCAG). As we launch new features and functionality to www.pge.com and <http://pgealerts.alerts.pge.com/> to ensure compliance with WCAG 2.1AA standards.

¹³ PG&E Address Alerts is a tool designed to provide notifications about a potential PSPS for any address important to an individual, regardless of if they are a customer with PG&E or not. Address Alerts is available in 16 languages via phone or text.

In 2023, PG&E began mailing Braille and large print bill customers its PSPS related print outreach materials in their preferred alternative format. In Q3, this included 2 Braille AFN Disabled Letters. This also included productions of the MBL Doorhanger in Braille and large print to utilize during an event.

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

In Q3, PG&E had Linguabee provide ASL interpreting during the September 20 PSPS CBO Daily Resource Partner call. PG&E also worked with the web team and communication leads to begin conversations on incorporating pre-recorded ASL videos into the Watch, Watch, Warning, Delay, and Cancellation PSPS notifications.

1.7.5 Tribal Engagement

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

In Q3, PG&E hosted 5 Regional CWSP Tribal Webinars to update Tribes on various programs and projects throughout PG&E's service area. PG&E also hosted Tribal grant program review with all Tribes (4) as well as distributed the quarterly Tribal Newsletter to all Tribes and Health Clinic in PG&E's service area.

1.7.6 Translations of Communications

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

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

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

following languages: Spanish and Nahuatl.

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

Further, PG&E partners with 39 multicultural media outlets throughout the year to promote safety initiatives, including PSPS, to monolingual or difficult-to-reach populations that may need access to mainstream television media and/or read/speak English. See Section 1.8.1.6.1 for more information on our multicultural media engagement.

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

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

PG&E also hosts and participates in community events focused on AFN customers, including AFN-specific webinars and participation in virtual meetings hosted by CBOs and state agencies.

Table 10 summarizes PG&E’s targeted outreach with AFN and CBO partners. Table 11 summarizes our Wildfire Safety Webinars, Safety Town Halls, Regional Town Halls, Regional Working Group meetings, meetings with key stakeholders and meetings with the CPUC.

Table 10. Summary of AFN and CBO Targeted Outreach Conducted in Q3 2023

Date	Event	Audience
7/25/2023	CWSP Webinar: AFN Customers	AFN Customers
9/12/2023	CWSP Webinar: AFN CBO	AFN CBOs
9/29/2023	PWDAAC Meeting	PWDAAC

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

Date	Event	Audience
7/11/23	Public Safety Partner Webinar	Water Agency Partners

Date	Event	Audience
7/11/23	CWSP Webinar (In-Language)	Spanish Speaking Customers
7/11/23	Monthly CPUC Fire Season Meeting	CPUC, CAL FIRE
7/13/23	CWSP Webinar (In-Language)	Spanish Speaking Customers
7/19/23	CWSP Webinar (In-Language)	Spanish Speaking Customers
7/20/23	CWSP Webinar (In-Language)	Chinese Speaking Customers
7/26/23	Public Safety Partner Webinar	Transmission Partners
7/26/23	CWSP Webinar	All Customers
7/27/23	CWSP Webinar (In-Language)	Russian Speaking Customers
8/1/23	Regional Town Hall	Customers, Local Agencies, Tribes and CBOs in the North Valley/Sierra Region
8/2/23	Regional Town Hall	Customers, Local Agencies, Tribes and CBOs in the Bay Area Region
8/3/23	CPUC PSPS Workshop	CPUC
8/7/23	CWSP Webinar	All Hospitals
8/8/23	Regional Town Hall	Customers, Local Agencies, Tribes and CBOs in the South Bay/Central Coast Region
8/9/23	Regional Town Hall	Customers, Local Agencies, Tribes and CBOs in the North Coast Region
8/10/23	Regional Town Hall	Customers, Local Agencies, Tribes and CBOs in the Central Valley Region
8/23/23	CWSP Webinar (In-Language)	Hmong Speaking Customers
8/24/23	CWSP Webinar	Educational Stakeholders
8/24/23	CWSP Webinar (In-Language)	Tagalog Speaking Customers
9/8/23	CWSP Webinar	Legislative Stakeholders
9/12/23	CWSP Webinar (In-Language)	Hmong Speaking Customers

Date	Event	Audience
9/13/23	Regional Working Group	Targeted Stakeholders in the Central Valley Region
9/13/23	Regional Working Group	Targeted Stakeholders in the North Valley/Sierra Region
9/14/23	Regional Working Group	Targeted Stakeholders in the North Coast Region
9/15/23	Regional Working Group	Targeted Stakeholders in the South Bay/Central Coast Region

1.8 PSPS Activation (During – Emergency Operation Center Activated)

1.8.1 In-Event PSPS Customer Communications

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

1.8.1.1 PSPS Notifications

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

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

PG&E expanded its MBL and SIV Customer Notification Process to include electricity-dependent individuals who have identified as using Durable Medical Equipment and/or Assistive Technology through PG&E’s AFN Self-Identification survey. These customers will receive doorbell rings if they do not acknowledge notifications before PSPS. As of October 6, 2023, approximately 54,834 individuals have self-identified as electricity

dependent and are not enrolled in MBL or SIV.

1.8.1.3 Engagement with Paratransit Agencies

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

1.8.1.4 PG&E Contact Center Operations

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

Table 12 includes call center-related metrics associated with Q3 August 30, 2023 and September 20, 2023 PSPS.

Table 12. Call Center Support Services During Q3 2023 PSPS

PSPS Date	Total Calls Handled	PSPS Calls Handled	Average Speed of Answer for PSPS Calls	Number of Languages Supported by Call Center Translation Services
August 30, 2023	79,873	783	19 seconds	290+
September 20, 2023	96,995	638	11 seconds	250+

1.8.1.5 Website

PG&E remains committed to continuously improving its websites to meet the diverse needs of its customers. No updates were made in Q3 as focus has been on the pge.com redesign and the outage center redesign which will replace its existing content.

1.8.1.6 Media

PG&E engages with the media, including multicultural news organizations, issuing press releases, augmenting paid advertising, issuing radio advertisements, conducting live streaming news conferences with ASL translators, taking part in media interviews,

and, when available, running paid advertising on radio and digital channels. In turn, these media organizations may provide radio, broadcast, tv, and online communications.

To serve non-English speaking customers, PG&E engages with over 80 multicultural media outlets throughout the year to promote safety initiatives, including PSPS, to monolingual or difficult-to-reach populations that may need access to mainstream television media and/or read/speak English.

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

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

1.8.1.6.1 Multicultural Media Engagement

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

Table summarizes our multi-cultural media engagement activities.

Table 13. Multi-Cultural Media Engagement Activities (by Month)

Month	Summary of Multi-Cultural Media Engagement Activities
July 2023	<ul style="list-style-type: none"> • Finalized contracts with 39 multicultural media partners • Processed and settled first payment with multicultural media partners. • Conducted five in-language CWSP/PSPS webinars (Spanish, Chinese and Russian)
August 2023	<ul style="list-style-type: none"> • Conducted an in-language CWSP/PSPS webinar (Tagalog). • Finalized 211 social media infographics in 15 languages and shared with 39 multicultural

	<ul style="list-style-type: none"> • Provided August 30 PSPS updates to 22 multicultural media outlets
September 2023	<ul style="list-style-type: none"> • Conducted an in-language CWSP/PSPS webinar (Hmong) • Finalized Language Help social media infographics in 15 languages • Provided September 20 PSPS updates to 24 multicultural media outlets

1.8.1.6.2 Social Media

PG&E regularly provides customer preparedness resources through its official social media channels, including Twitter, Facebook, Instagram, and Nextdoor. As of June 30, 2023, PG&E holds contracts with 39 multicultural media partners and 1 CBO to assist with in-language communications and share its social media posts before and during PSPS. In Q3, PG&E shared approximately 55 posts to help customers prepare.

1.8.1.6.3 Paid Media/Advertising

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

To enhance customer outreach efforts, PG&E will run paid media English and Spanish AFN radio ads with messages about PSPS awareness, MBL Program, and preparedness resources in 2023. In addition, paid media search and display ads, social media and pre-roll video ads. In Q3, PG&E began running a television ad promoting the DDAR program.

1.8.2 Community Resource Centers (CRCs)

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

To support CRC readiness for individuals who may be disabled, PG&E completed ADA reviews at all indoor CRC sites in coordination with local government agency partners and tribes to identify appropriate CRC locations. From these site reviews, PG&E selected ADA-friendly sites and invested in site improvements to comply with ADA requirements for not only CRC use but for the betterment of the community year-round. In 2023, PG&E will continue to conduct site reviews on potential additional CRC locations identified by local county governments and tribes and make improvements as needed. As of September 30, 2023, PG&E has secured 406 event-ready sites, which

include 115 indoor sites and 291 outdoor sites.

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

Table 14 includes the number of CRCs, counties served, indoor vs. outdoor sites, and the total number of visitors for August 30 and September 20 PSPS in Q3 2023.

Table 14. Q3 Community Resource Centers (by PSPS)

2023 PSPS Date	Total CRCs Deployed	Number of Counties Served	Total Indoor Sites	Total Outdoor Sites	Total Visitors
August 30, 2023	8	5	2	6	808
September 20, 2023	8	6	1	7	746

1.9 Recovery (After – Power has been restored)

1.9.1 After Action Reviews and Reports

The After-Action Reviews and Reports (AAR) process is described in detail in our 2023 AFN Plan. PG&E held an AAR for the August 30 and September 20 PSPS. Through this process it was identified that additional information regarding timing of shutoff and delay notifications is needed between the Warning and Restoration or Cancellation notifications to CBOs.

1.9.2 Lessons Learned and Feedback

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

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

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

1.9.3 Customer Surveys

PG&E concluded data collection for the 2023 Wildfire Safety-PSPS Outreach Survey (Pre-Season wave) on September 10, 2023. Results will be reported in Q4. The Post-Season survey will be conducted immediately following the end of peak wildfire season, with results available in Q1 2024. In addition to the Pre/Post waves, PG&E also

conducts post-event surveys immediately following a PSPS event. Results from these surveys are shared shortly after survey completion. As of October 6, there have been two post-event surveys conducted.

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

CONCLUSION

PG&E will continue to provide a quarterly update regarding its progress towards meeting our 2023 AFN Plan and the impact of our efforts to support the AFN and vulnerable population during PSPS to help the CPUC understand where future gaps in addressing this population before, during, and after PSPS.

APPENDIX A – AFN COLLABORATIVE COUNCIL

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

APPENDIX B – STATEWIDE JOINT IOU AFN ADVISORY COUNCIL PARTICIPANTS

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

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

APPENDIX C – FOOD BANK RESOURCE PARTNERS

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

Table 15. Food Bank Resource Partnerships with PG&E

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

APPENDIX D – MEALS ON WHEELS PARTNER ORGANIZATIONS

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

Table 16. Meals on Wheels Partnerships with PG&E

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

APPENDIX E – CBOS WITH ACTIVE AGREEMENTS FOR PSPS SUPPORT

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

Table 17. CBOs with Active Agreements for PSPS Support

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

APPENDIX F – ACCESSIBLE TRANSPORTATION PARTNERS

Table 18 below includes a list of accessible transportation providers with active agreements with PG&E for PSPS.

Table 18. Accessible Transportation Partnerships with PG&E

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