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

Application of Southern California Edison  
Company (U 338-E) for Approval of its 2012-  
2014 California Alternate Rates for Energy  
(CARE) and Energy Savings Assistance  
Programs and Budgets.

And Related Matters.

Application 11-05-017  
(Filed May 16, 2011)

Application 11-05-018  
Application 11-05-019  
Application 11-05-020

**PACIFIC GAS AND ELECTRIC COMPANY'S (U 39 M) ANNUAL COOLING CENTER  
PROGRAM REPORT FOR PROGRAM YEAR 2020**

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Dated: December 21, 2020

Attorney for:

PACIFIC GAS AND ELECTRIC COMPANY

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**PACIFIC GAS AND ELECTRIC COMPANY'S (U 39 M) ANNUAL COOLING CENTER  
PROGRAM REPORT FOR PROGRAM YEAR 2020**

Pacific Gas and Electric Company (PG&E) files the attached Cooling Center Program (Program) Annual Report in compliance with Ordering Paragraph (OP) 83 in Decision (D.) 12-08-044 and OP 121 in D. 16-11-022, *as modified by* D.17-12-003, requiring PG&E to report information concerning their Cooling Center activities by December 21st of each year.<sup>1/</sup> The Report contains information on Cooling Center facility activities including attendance at the facilities and itemized expenses for 2020. The Report also describes the energy education and marketing materials provided at each Cooling Center facility, updated website information for Cooling Center locations, heat trigger plans to meet the needs of the communities served and supporting transportation.

Respectfully Submitted,

JENNIFER REYES LAGUNERO

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Dated: December 21, 2020

Attorney for:  
PACIFIC GAS AND ELECTRIC COMPANY

<sup>1/</sup> Modified D.16-11-022, p. 480.

# **PACIFIC GAS AND ELECTRIC COMPANY'S ANNUAL COOLING CENTER PROGRAM REPORT FOR PROGRAM YEAR 2020**

## **I. INTRODUCTION**

Pacific Gas and Electric Company (PG&E) files this Cooling Center Program (Program) Annual Report (Report) in compliance with Ordering Paragraph (OP) 83 in Decision (D.) 12-08-044 and OP 121 in D.16-11-022, *as modified by* D.17-12-009, requiring PG&E to report annual information concerning Program activities by December 21.<sup>1/</sup> The Report contains information on Program activities including attendance at facilities and itemized expenses for 2020. The Report also describes the energy education and marketing materials provided at each Cooling Center facility, updated website information for Cooling Center locations, heat trigger plans to meet the needs of the communities served and supporting transportation.

## **II. SUMMARY BACKGROUND**

Cooling Centers are facilities open to the public during summer months when the daily temperature exceeds a specific temperature threshold based on location. The Cooling Center season generally runs each year from May 15 through October 15, and the shoulder season runs before or after these dates when high temperatures occur either before or after the Cooling Center season. PG&E does not operate Cooling Centers but does provide funding for local entities operating these facilities that have completed the application process. Though Cooling Centers are not restricted to low income populations, the regions that receive grants typically provide shelter from extreme heat for the elderly, low income residents and others vulnerable to the heat, and can reduce the risks of heat-induced ailments for the targeted population.

During program year 2020, PG&E's Cooling Center team worked with local governments to support existing programs within PG&E's service area. PG&E's efforts included educating targeted customers on heat preparedness, and publicizing center locations and accessibility via bill inserts and the PG&E website. Local governments that operate existing

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<sup>1/</sup> Modified D.16-11-022.

Cooling Centers have familiarity with the needs of their respective populations and are able to identify optimal locations to increase effectiveness and use of the Cooling Centers. This year, some local governments used grant money to purchase personal protective equipment (PPE) and screening equipment to enhance safety at the Cooling Centers due to the COVID-19 pandemic.

PG&E provided financial and informational support in April and May 2020 to select local government-operated Cooling Centers. To participate in PG&E's Program, local governments must ensure a center provides the following:

- Free entrance to all visitors;
- Admission on a nondiscriminatory basis;
- A center location that is easily accessible by public transportation or shuttle service;
- A safe and comfortable atmosphere;
- Seating areas;
- Complimentary water;
- Access for disabled persons;
- Established criteria that triggers the opening of the Cooling Center(s); and
- Brochures promoting other PG&E services such as the California Alternate Rates for Energy (CARE), Family Energy Rate Assistance (FERA), and the Energy Savings Assistance (ESA) Programs.

D.12-08-044 adopted the Program, funded by the CARE Program. D.16-11-022, *as modified by* D.17-12-003, authorized the budget for the 2020 Program, and approved PG&E's General Rate Case (GRC) Revenue Requirement for 2017-2019 D.17-05-013 for employee benefits cost. Through existing partnerships and integration efforts between the Programs and its internal Public Affairs department, PG&E was able to establish partnerships with the nine local government organizations below that supported a total of 35 Cooling Centers and hosted approximately 1,529 total patrons. Due to the pandemic, many Cooling Centers that opened in prior years were closed in 2020. The locations that were open saw reduced attendance due to COVID-19 related circumstances. Overall, due to COVID-19 and the reduced number of

locations operating, Cooling Center attendance of 1,529 was about a 93% reduction from 2019 participation of 21,184.

- City of Arvin, 1 Cooling Center
- City of Fowler, 1 Cooling Centers
- City of Fresno, 4 Cooling Centers
- City of Madera, 1 Cooling Centers
- City of San Jose, 5 Cooling Centers
- City of Sanger, 1 Cooling Centers
- City of Stockton, 5 Cooling Centers
- Kern County, 11 Cooling Centers
- Merced County Office of Emergency Services, 6 Cooling Centers

As directed in D.16-11-022, *as modified by D.17-12-009*<sup>2/</sup> PG&E incorporated the Cooling Center budget request for 2020-2022 into the 2020 GRC Proceeding, Supplemental Testimony, Exhibit (PG&E-6). PG&E discussed this directive in Application 19-11-003 filed on November 4, 2019.<sup>3/</sup>

### **III. 2020 COOLING CENTER PROGRAM REPORTS**

PG&E's detailed 2020 Annual Cooling Center Activity Report (provided as Attachment A ) provides data on 2020 Cooling Center expenses, attendance, and other required information. Cooling Center brochures provided tips for preparing for hot weather, identifying symptoms of heat-related illnesses, and explained how to locate a Cooling Center. The brochure was designed utilizing a large font and was available in English and Spanish (provided as Attachment B).

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<sup>2/</sup> D.16-11-022, as modified by D.17-12-009, OP 114, "Pacific Gas and Electric Company, Southern California Edison Company, and San Diego Gas & Electric Company (electric Investor-Owned Utilities) shall include Cooling Center costs in their General Rate Case Proceedings going forward. The electric Investor-Owned Utilities are authorized to continue to utilize California Alternate Rates for Energy Program administrative dollars for Cooling Center activity, only until each utility's next General Rate Case."

<sup>3/</sup> PGE-01, PG&E Direct Testimony, Ch. II, p. I-58, lines 1-31.

PG&E included a bill insert in customers' May bill prior to the Cooling Center season (provided as Attachment C).

#### **IV. CONCLUSION**

This PG&E Cooling Center Program Annual Report for program year 2020 summarizes program activities and the reporting of the government organizations that PG&E provided grants to. The Program is seen as a valuable resource to participating communities. During very high temperatures, Cooling Centers provide a safe and welcoming environment for communities' vulnerable populations that include the homeless, seniors and families who can stay healthier by staying cooler.

# **ATTACHMENT A**

## Attachment A

Pacific Gas and Electric Company											
Administrator	Cooling Center Name	Service Address	City/ZIP	County	Type of Facility (i.e. Pools, Libraries, Senior Centers)	Maximum Capacity Limitation	Standalone Cooling Center Y/N	Public Access Y/ N	Days & Hours of Operation	Number of Days Open as a Cooling Center	Average Daily Attendance
City of Arvin	Arvin Community Center	800 Walnut Drive	Arvin 93203	Kern County (KC)	Community Center	30	Y	Y	Mon - Fri 1pm-8pm	14	Not Provided
City of Fowler	Edwin Blayney Senior Center	108 N. Third Street	Fowler 93625	Fresno	Senior Center	150	N	Y	Mon - Fri 8am-5pm	3	8
City of Fresno	Mosqueda Community Center	4670 E. Butler Avenue	Fresno 93702	Fresno	Community Center	300	Y	Y	Mon - Sun 1pm-7pm	8	5
City of Fresno	Pinedale Community Center	7170 N. San Pablo Avenue	Fresno 93650	Fresno	Community Center	300	Y	Y	Mon - Sun 1pm-7pm	10	1
City of Fresno	Ted C. Wills Community Center	770 N. San Pablo Avenue	Fresno 93728	Fresno	Community Center	300	Y	Y	Mon - Sun 1pm-7pm	14	3
City of Fresno	Frank H. Ball Community Building	760 Mayor Avenue	Fresno 93706	Fresno	Community Center	300	Y	Y	Mon - Sun 1pm-7pm	14	3
City of Madera	John Wells Youth Center	701 E 5 <sup>th</sup> Street	Madera 93638	Madera	Youth Center	600	N	Y	Mon - Fri 1pm-7pm	27	3
City of San Jose	Mayfair Community Center	2039 Kammerer Avenue	San Jose 95116	Santa Clara	Community Center	50	N	Y	Mon - Sat 1pm-9pm	6	4
City of San Jose	Roosevelt Community Center	901 E. Santa Clara Street	San Jose 95116	Santa Clara	Community Center	50	N	Y	Mon - Sat 1pm-9pm	6	4
City of San Jose	Camden Community Center	3369 Union Avenue	San Jose 95124	Santa Clara	Community Center	275	N	Y	Mon - Sat 1pm-9pm	11	19
City of San Jose	Edenvale Branch Library	101 Branham Lane	San Jose 95111	Santa Clara	Library	Unavailable	N	Y	Mon - Sat 1pm-9pm	7	0
City of San Jose	Vietnamese-American Cultural Center	2072 Lucretia Avenue	San Jose 95122	Santa Clara	Cultural Center	Unavailable	N	Y	Mon - Sat 1pm-9pm	7	9
City of Sanger	Sanger Cooling Center	1789 Jensen Avenue	Sanger 93657	Fresno	Community Building	50	Y	Y	Mon - Sun 12pm-6pm	18	1.5
City of Stockton	Arnold Rue Community Center	5750 Lorraine Avenue	Stockton 95210	San Joaquin	Community Center	200+	N	Y	Mon - Sat 9am-8pm	6	25
City of Stockton	Oak Park Senior Center	730 E. Fulton Street	Stockton 95204	San Joaquin	Community Center	200+	N	Y	Mon - Sat 9am-8pm	6	20
City of Stockton	Stribley Community Center	1760 E. Sonora Street	Stockton 95205	San Joaquin	Community Center	200+	N	Y	Mon - Sat 9am-8pm	6	30
City of Stockton	Civic Auditorium	525 N. Center Street	Stockton 95202	San Joaquin	Auditorium	200+	N	Y	As Needed (Rental Facility)	6	10
City of Stockton	Van Buskirk Community Center	734 Houston Avenue	Stockton 95206	San Joaquin	Community Center	200+	N	Y	Mon - Sat 9am-8pm	6	20
KC Aging and Adult Services; Kern County Parks and Rec.	East Bakersfield Veterans Building	2101 Ridge Road	Bakersfield 93305	KC	Veterans Building	103	N	Y	Mon - Fri 1pm-8pm	13	1
KC Aging and Adult Services; Kern County Parks and Rec.	Gusher's Hall	271 California Street	Maricopa 93252	KC	Community Building	267	N	Y	Mon - Fri 1pm-8pm	4	2
KC Aging and Adult Services; Kern County Parks and Rec.	Hummel Community Building	2500 20th Street	Rosamond 93560	KC	Community Building	104	N	Y	Mon - Fri 1pm-8pm	7	2



## Annual Cooling Center Activity Report \_December 21, 2020

## Attachment A

Administrator	Cooling Center Name	Service Address	City/ZIP	County	Type of Facility (i.e. Pools, Libraries, Senior Centers)	Maximum Capacity Limitation	Standalone Cooling Center Y/N	Public Access Y/ N	Days & Hours of Operation	Number of Days Open as Cooling Center	Average Daily Attendance
KC Aging and Adult Services; Kern County Parks and Rec.	Kern River Valley Senior Center	6405 Lake Isabella Blvd	Lake Isabella 93240	KC	Senior/Veterans Building	439	N	Y	Mon - Fri 1pm-8pm	3	0
KC Aging and Adult Services; Kern County Parks and Rec.	McFarland Veterans Center	103 W. Sherwood Avenue	McFarland 93250	KC	Veterans Building	Unavailable	N	Y	Mon - Fri 1pm-8pm	12	5
KC Aging and Adult Services; Kern County Parks and Rec.	Strata Center	10350 Heather Avenue	California City 93505	KC	Rec Building	350	N	Y	Mon - Fri 1pm-8pm	7	2
KC Aging and Adult Services; Kern County Parks and Rec.	Taft Veterans Building	213 Taylor Street	Taft 93268	KC	Veterans Building	250	N	Y	Mon - Fri 1pm-8pm	7	3
KC Aging and Adult Services; Kern County Parks and Rec.	The Mission at Kern County	816 E. 21st Street	Bakersfield 93305	KC	Rescue Mission	60	N	Y	Mon - Fri 1pm-8pm	13	Not Provided
KC Aging and Adult Services; Kern County Parks and Rec.	Rasmussen Senior Center	115 E. Roberts Lane	Bakersfield 93308	KC	Senior Center	60	N	Y	Mon - Fri 1pm-8pm	13	4.5
KC Aging and Adult Services; Kern County Parks and Rec.	Mojave Veterans Building	15580 O Street	Mojave 93501	KC	Veterans Building	345	N	Y	Mon - Fri 1pm-8pm	1	0
KC Aging and Adult Services; Kern County Parks and Rec.	Walker Senior Center	505 Sunset Avenue	Shafter 93263	KC	Senior Center	75	N	Y	Mon - Fri 1pm-8pm	14	1
Merced County Office of Emergency Services	Atwater Community Center	760 E. Bellevue Road	Atwater 95301	Merced	Community Center	500	N	Y	Mon - Fri 11am-5pm	8	4
Merced County Office of Emergency Services	Dos Palos Police Department Lobby	1546 Golden Gate Avenue	Dos Palos 93620	Merced	City/County Building	25	N	Y	Mon - Fri 8am-8pm	8	3
Merced County Office of Emergency Services	Gustine Community Center	205 Sixth Street	Gustine 95322	Merced	Community Center/Library	30	N	Y	Mon - Fri 10am-6pm	8	1
Merced County Office of Emergency Services	Livingston City Council Chambers	1416 C Street	Livingston 95334	Merced	Council Chambers	25	N	Y	Mon - Fri 1pm-8pm	4	4
Merced County Office of Emergency Services	Planada Community Center	9167 Stanford Street	Planada 95365	Merced	Community Center	250	N	Y	Mon - Fri 8am-7pm	3	2
Merced County Office of Emergency Services	Sam Pipes Room, Civic Center	678 W. 18th Street	Merced 95340	Merced	Civic Center	250	N	Y	Mon - Fri 3pm-8pm	4	6

## Attachment A

Pacific Gas and Electric Company			
Administrator	2020 Grant Amount	Estimated Eligible Low-Income Population by County <sup>1</sup>	CARE/ESA/ FERA Outreach Materials and/ or Energy Education Provided Y/N
City of Arvin	\$ 2,000	95,820	Y
KC Aging and Adult Services; KC Parks and Recreation	\$ 25,800		Y
City of Fowler	\$ 1,200	128,530	Y
City of Fresno	\$ 22,300		Y
City of Sanger	\$ 4,200		Y
City of Madera	\$ 9,000	20,863	Y
City of San Jose	\$ 7,000	101,756	Y
City of Stockton	\$ 6,000	50,163	Y
Merced County Office of Emergency Services	\$ 5,000	37,697	Y
<b>TOTAL</b>	<b>\$ 82,500</b>		

<sup>1</sup> Source: A.14-11-007. Joint compliance IOUs filing of CARE eligible customers and related information, filed on February 8, 2019.

Estimated eligible low-income population is available at county level where the cooling centers are located.

## Pacific Gas and Electric Company

## 1. Total Authorized 2020 Cooling Center Budget

1a. Total Grant Amount	\$ 82,500
1b. Total Utility Staff Labor (Including Tracking & Reporting)	\$ 4,498
1c. Total Utility Marketing /Education/ Outreach	\$ 24,683
<b>1d. Total Utility Other Expenses</b>	<b>\$ -</b>
1e. Total combined 2020 Cooling Center Expenditures	\$ 111,681

Note: The expenses listed above were as of November 30, 2020.

## 2. Number of IOU supported 2020 Cooling Center Facilities.

Through existing partnerships and integration efforts between programs and its internal Governmental Relations department, PG&E established partnerships with nine local government organizations that supported 35 Cooling Center facilities in 2020.

**Attachment A****3. Describe the energy education and marketing materials provided at each Cooling Center facility.**

- PG&E supplied each Cooling Center facility with a bilingual Cooling Center brochure in English/Spanish. Cooling Center brochures provide tips for preparing for hot weather, identifying symptoms of heat-related illnesses, and explaining how to locate a Cooling Center. The brochure was designed utilizing a large font and was available in English and Spanish. (See Attachment B)
- Other materials, such as the Integrated Brochure ("PG&E Programs to Manage Your Energy Bills"), CARE/FERA Universal Brochure, and CARE/FERA enrollment application, highlight PG&E's customer assistance programs. The integrated brochure includes information about CARE, FERA, ESA, Cooling Centers, Medical Baseline, budget billing programs and rate reform. The CARE/FERA Universal Brochure, Application, and Integrated Brochures are available in English and Spanish. Separate Medical Baseline applications and brochures in both English and Spanish were also distributed to Cooling Centers. A Comfort Zone brochure, which describes PG&E's rate plans and an electric rates comparison tool, was also distributed.
- Due to COVID-19, a PG&E service representative was not available to assist customers on-site at Cooling Centers.
- Cooling Center information including a list and map of locations was available on PG&E's website at [www.pge.com/coolingcenter](http://www.pge.com/coolingcenter).
- A bill insert was included in PG&E customers May bill prior to the Cooling Center season. (See Attachment C)

**4. Identify best practices utilized during 2020 that should continue moving forward.**

- While in the past pools and libraries may have attracted the most attendance, due to the current pandemic, Senior Centers and Community Centers were the primary focus and provided a place for those most vulnerable to seek relief from extreme heat.
- Continue to post Cooling Center information on PG&E's website ([www.pge.com/coolingcenter](http://www.pge.com/coolingcenter)). Individual Cooling Center locations also posted information on social media and the local news, and PG&E's Communications team also helped to provide further communication on Cooling Centers through various news channels.
- When possible, local governments will issue public service announcements on local radio, television stations and social media.
- Extending Cooling Center hours brings more visitors during the hottest parts of the day and into the evening.
- Continue to provide transportation to Cooling Centers. Cooling Center representatives were advised that 15% of transportation costs was included in their grant amount as part of the program, however, some cities already offered free public transportation on existing bus lines to the nearest Cooling Centers when they opened.
- Most Cooling Centers provided bottled water, and some provided snacks as well (e.g. granola bars).
- This year, due to the current pandemic, participants were screened prior to entry for COVID-19 symptoms, and some centers provided PPE such as face masks.

**5. Identify any challenges and/or obstacles experienced throughout 2020.**

PG&E identifies the following challenges or obstacles it faced in operating the Cooling Centers in 2020:

- Limited hours of operation due to budgetary constraints, reduced staff, and COVID-19.
- Cooling Centers were not always utilized by local residents, and attendance this year was especially low due to COVID-19 and shelter-in-place orders. Some Cooling Centers received no visitors while others remained closed.

**6. Based on the above, what recommendations should be considered to improve cool center programs in the future?**

- Add proactive education programs regarding the dangers of excessive heat exposure such as identifying heat stroke and heat exhaustion, and tips on staying cool and safe, such as staying hydrated and limiting physical activity.
- Continue to work with local government partners to expand the number of Cooling Center facilities and add additional hours on the weekend, if possible.
- Increase publicity of the program to raise awareness about Cooling Centers among customers, agencies, non-profit organizations, tribal entities and/or schools in the community. Tribal contacts were added to their county's Cooling Center distribution lists but Cooling Centers are often far away from tribal communities. Local TV ads, news programs and city websites provided publicity to reach the majority of their communities and counties.
- Send Customer Service Representatives to the Cooling Centers that plan to open for two days or more so they can be scheduled ahead of time and choose locations with the highest customer foot traffic.

**7. Per D.16-11-022, as modified by D.17-12-003, the following items were addressed in 2017-2020:**

A. The utilities are directed to include Cooling Center costs in their General Rate Case Proceedings going forward. PG&E incorporated the Cooling Center budget request for 2020-2022 into the 2020 General Rate Case (GRC) Proceeding, Supplemental Testimony, Exhibit (PG&E-6).

B. The utilities must demonstrate that all authorized Cooling Center funding results in incremental benefit to existing local government Cooling Center patrons, in an increase in the number of patrons, and/or in an increase in the availability and accessibility of Cooling Centers (for example: longer hours or more locations). The electric Investor-Owned Utilities must also demonstrate that the Cooling Centers specifically benefit the low-income population. (Ordering Paragraph 115)

Through PG&E's Energy Savings Assistance program, certain low income neighborhoods qualify for self-certification due to having 80% of the residents being CARE eligible (Zip code +2). Our Cooling Center grants are currently distributed to the top nine out of ten of these neighborhoods which have the highest amount of CARE eligible customers in proportion to the overall population.

Year	# of Cooling Centers	Total
2020	35	1,529

C. The utilities are directed to continue current coordination efforts with local and federally-recognized tribal entities with respect to Cooling Center operations. (Conclusion of Law 163)  
In 2017, Tribal contacts in Fresno and Kern were added to their county's Cooling Center distribution lists based on the contacts each county had.

**Attachment A**

D. The utilities are directed to inform Cooling Center patrons how to escape heat, how to minimize energy usage, and what low-income and other programs are available to further assist Cooling Center patrons, including relevant transportation and accessibility issues. (Ordering Paragraph 118)

The utilities must ensure information is available to Cooling Center patrons regarding how customer bills may be impacted by the recently adopted retail rates reform and on what customers can do to offset bill increases, such as conserving energy, participating in demand response programs, and participating in the Energy Savings Assistance (ESA) or other energy efficiency programs. This outreach should be conducted in coordination with any Marketing Outreach and Education programs and aligned with all updates to the utilities' ESA Program Energy Education modules. (Ordering Paragraph 119)

The utilities must ensure that their websites are updated for future Cooling Center seasons with user-friendly information regarding availability of public Cooling Centers in their service territories. The websites should clearly display site names, locations, and hours of operation. This information should be easily viewable from both desktop computers and mobile devices. E-mail blasts, bill inserts, print/radio ads, and specific targeting to medical baseline customers must also be utilized to promote Cooling Center awareness and generate program enrollments, along with any other effective marketing and outreach tactics. To the extent possible, all printed materials must be made available in formats accessible to disabled and limited English speaking populations. Educational materials provided in the Cooling Centers should also include outreach regarding the recently adopted changes to retail rates. (Ordering Paragraph 122)

Please see Answer 3 above

E. The utilities are authorized to fund cooling center transportation costs under currently authorized CARE fund shifting rules and reporting requirements subject to a cap not to exceed 15% of individual authorized cooling center utility budgets for transportation of cooling center patrons. (Ordering Paragraph 120)

Cooling Center representatives were advised that 15% of transportation costs was included in their grant amount as part of the program. The grant amount is reported in Answer 1 above.

F. Electric IOUs are encouraged to include all Cooling Centers in their online maps, including those centers funded from non-ratepayer funds. (Ordering Paragraph 124)

The list of Cooling Center locations and hours are posted on the Cooling Center website at [www.pge.com/coolingcenter](http://www.pge.com/coolingcenter). An updated online map is also on the website.

G. The utilities are directed to continue to coordinate with local entities regarding heat triggers in their respective service territories and to ensure that there are plans in place to meet the needs of communities when high temperatures occur either before or after the Cooling Center season, which generally runs each year from May 15 through October 15. (Ordering Paragraph 125)

Shoulder season, a period of time either before or after the official Cooling Center season when temperatures are high, was discussed with each county prior to the Cooling Center season and each temperature trigger is determined by the city or county's Office of Emergency Services. Plans included notifying individuals through local news and social media of early Cooling Center openings on an as-needed basis. In many cases, the Cooling Center locations were in community centers, senior centers, and libraries that were already being utilized year-round, so they were prepared to open regardless of the Cooling Center season and temperature trigger.

## **ATTACHMENT B**

## Helping our communities stay cool and safe

Pacific Gas and Electric Company (PG&E) is supporting local governments in establishing Cooling Centers—a network of community centers and other public buildings where you can cool off when temperatures get unusually high.

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

**TDD/TTY: 1-800-652-4712**

For speech/hearing impaired,  
Monday–Friday, 9 a.m.–11 p.m.

California Relay: **1-800-735-2929**  
(If you cannot utilize the TDD line)



**Visite**  
**pge.com/coolingcenter**  
o llama al **1-877-474-3266**.

**TDD/TTY: 1-800-652-4712**

Para los sordomudos, de lunes a  
viernes, 9 a.m. hasta las 11 p.m.

California Relay: **1-800-735-2929**  
(Si no puede usar la línea TDD)

**請上網瀏覽**  
**pge.com/coolingcenter**  
或致電 **1-877-474-3266**。

**TDD/TTY: 1-800-652-4712**

為有言語或聆聽障礙者服務，  
星期一至星期五，9 a.m.–11 p.m.

California Relay: **1-800-735-2929**  
(如果您無法用TDD 專線)

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**pge.com/coolingcenter**  
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## Cooling Center Program

# Stay cool and safe during extreme heat



Together, Building  
a Better California





## Look for clear signs of overheating:

- Dizziness
- Fatigue
- Nausea
- Headache
- Rapid and/or weak pulse
- Shallow breathing
- Pale and clammy skin
- Sweating and muscle cramps

Heat exposure can result in serious illness. If you or someone you know experiences any of these symptoms, seek medical help immediately or **dial 911**.

## Stay cool and safe during extreme heat

High temperatures can be life threatening unless you take action to stay cool. During periods of unusually high heat, visit your local Cooling Center or other public buildings such as a theater, library, mall or museum.

For transportation options, contact public transportation, Dial-a-Ride, Paratransit or the **211** community services hotline if available in your area.

## Tips to stay cool and safe:

- Drink plenty of water, even when you are not thirsty.
- Take a cool shower or bath.
- Wear lightweight, loose, light-colored clothing.
- Stay out of direct sunlight.
- Avoid alcoholic or caffeinated beverages.
- Check on the elderly, neighbors and pets
- Plan ahead—check your local weather forecast.



## Ayudando a nuestras comunidades a mantenerse frescas y seguras.

Pacific Gas and Electric Company (PG&E) está apoyando a los gobiernos locales para establecer Cooling Centers—una red de centros comunitarios y otros edificios públicos en donde puede encontrar alivio al calor cuando las temperaturas se eleven más que de costumbre.

Para encontrar un Cooling Center cerca de usted, o para obtener más información, visite [pge.com/coolingcenter](http://pge.com/coolingcenter) o llame al **1-877-474-3266**.

TDD/TTY: **1-800-652-4712** Para los sordomudos, de lunes a viernes, 9 a.m. hasta las 11 p.m.

California Relay **1-800-735-2929**  
(Si no puede usar la línea TDD)



**Visit**  
[pge.com/coolingcenter](http://pge.com/coolingcenter)  
or call **1-877-474-3266**.

TDD/TTY: **1-800-652-4712**  
For speech/hearing impaired,  
Monday–Friday, 9 a.m.–11 p.m.

California Relay: **1-800-735-2929**  
(If you cannot utilize the TDD line)

**請上網瀏覽**  
[pge.com/coolingcenter](http://pge.com/coolingcenter)  
或致電 **1-877-474-3266**。

TDD/TTY: **1-800-652-4712**  
為有言語或聆聽障礙者服務，  
星期一至星期五，9 a.m.–11 p.m.

California Relay: **1-800-735-2929**  
(如果您無法用TDD 專線)

**Xin truy cập**  
[pge.com/coolingcenter](http://pge.com/coolingcenter)  
hoặc gọi **1-877-474-3266**.

TDD/TTY: **1-800-652-4712**  
Dành cho người khiếm thanh/khiếm  
thính, Thứ Hai—Thứ Sáu, 9 giờ  
sáng–11 giờ tối

California Relay: **1-800-735-2929**  
(Nếu quý vị không thể sử dụng  
đường dây TDD)

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## Cooling Center Program

### Manténgase fresco y seguro durante los días de excesivo calor



Juntos, Construimos  
una Mejor California





## Manténgase fresco y seguro durante los días de excesivo calor.

Las altas temperaturas pueden poner en peligro su vida a menos que tome las medidas necesarias para mantenerse fresco. Durante los periodos de temperaturas más elevadas que de costumbre, visite el Cooling Center de PG&E de su localidad u otros edificios públicos tales como un cine, biblioteca, centro comercial o museo.

Para informarse sobre opciones de transporte, comuníquese con el sistema de transporte público, Dial-a-Ride, Paratransit o a la línea directa **211** de Servicios Comunitarios.

## Consejos para mantenerse fresco y seguro:

- Beba abundante agua, aún cuando no tenga sed.
- Tome una ducha refrescante o un baño de tina.
- Use ropa liviana, holgada, y de colores claros.
- Manténgase alejado de los rayos directos del sol.
- Evite las bebidas con cafeína o alcohólicas.
- Planifique su día: consulte el pronóstico local del tiempo.
- Preste atención especial a sus ancianos, vecinos y mascotas
- Cerciórese de que sus seres queridos, animales domésticos y vecinos se encuentren bien.

## Debe estar pendiente de estos síntomas que ocasiona el calor excesivo:

- Mareo
- Fatiga
- Náusea
- Dolor de cabeza
- Pulso rápido y/o débil
- Respiración rápida y superficial
- Piel pálida y sudorosa
- Sudoración y calambres musculares

Estar expuesto al calor excesivo puede resultar en una enfermedad grave. Si usted o alguien a quien conoce presenta cualquiera de estos síntomas, busque atención médica de inmediato o llame al **911**.



# **ATTACHMENT C**

## SUMMER SAFETY TIPS



### Stay cool and safe during extreme heat

High temperatures can be life threatening unless you take action to stay cool. During periods of unusually high heat, visit your local Cooling Center or other public buildings such as a theater, library, mall or museum.

#### Tips to stay cool and safe

- Drink plenty of water, even when you are not thirsty
- Take a cool shower or bath
- Wear lightweight, loose, light-colored clothing
- Stay out of direct sunlight
- Avoid alcoholic or caffeinated beverages
- Check on the elderly, neighbors and pets
- Plan ahead—check your local weather forecast

For the latest updates on Cooling Center locations and operations, please call your local city or county government, or call PG&E's toll-free Cooling Center locator line at **1-877-474-3266** or visit [pge.com/coolingcenter](http://pge.com/coolingcenter).



詳情請致電 1-800-893-9555  
Muốn biết thêm chi tiết, xin gọi 1-800-298-8438  
TTY is available at 711 or 1-800-735-2929.

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## CONSEJOS DE SEGURIDAD PARA VERANO



### Manténgase fresco y seguro durante el calor extremo

Las altas temperaturas pueden ser una amenaza para su salud a menos que haga algo para mantenerse fresco. Durante períodos de calor inusual, visite un Centro de Enfriamiento (Cooling Center) en su vecindario u otro edificio público como un teatro, biblioteca, centro comercial o museo.

#### Sugerencias para mantenerse fresco y seguro

- Beba abundante agua, aunque no tenga sed
- Dése una ducha o baño de agua fresca
- Vista con ropa liviana, suelta, y de colores claros
- Manténgase fuera de la luz directa del sol
- Evite el consumo de alcohol o bebidas con cafeína
- Preste atención especial a sus ancianos, vecinos y mascotas
- Planifique con anticipación—consulte el pronóstico local del tiempo

Para obtener las últimas actualizaciones sobre las ubicaciones y operaciones de los Centros de Enfriamiento (Cooling Centers), por favor llame a su oficina de gobierno local o estatal, o llame a la línea gratuita de PG&E al **1-877-474-3266** para localizar uno de estos centros o visite el sitio [pge.com/centrosdeenfriamiento](http://pge.com/centrosdeenfriamiento).



TTY disponible llamando al 711 o 1-800-735-2929.