



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

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

Rulemaking 18-12-005

**SOUTHERN CALIFORNIA EDISON COMPANY'S (U 338-E) 2024 PLAN TO SUPPORT  
ACCESS AND FUNCTIONAL NEEDS POPULATION DURING PUBLIC SAFETY  
POWER SHUTOFFS**

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Dated: **January 31, 2024**

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Pursuant to California Public Utilities Commission (Commission or CPUC) Decision (D.) 20-05-051, Conclusions of Law 36 and Ordering Paragraph (OP) 1 and D. 21-06-034, Appendix A, Southern California Edison Company (SCE) hereby submits its 2024 Access and Functional Needs (AFN) Plan attached hereto as Attachment A. SCE's 2024 AFN Plan includes 2023 AFN Quarter 4 Update in Appendix D.

Respectfully submitted,

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**Attachment A**

**Southern California Edison**

**SCE 2024 Plan to Support Access and Functional Needs Population During PSPS**

**SOUTHERN CALIFORNIA EDISON COMPANY'S (U 338-E)  
2024 PLAN TO SUPPORT ACCESS AND FUNCTIONAL NEEDS  
POPULATION DURING PUBLIC SAFETY POWER SHUTOFFS  
R.18-12-005**

January 31, 2024

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## EXECUTIVE SUMMARY

During extreme weather conditions, utilities may temporarily turn off power to specific areas to protect the safety of our customers and communities, enacting a Public Safety Power Shutoff (PSPS), which continues to be a necessary tool of last resort to prevent our electric system from becoming a source of wildfire ignition. To support individuals with Access and Functional Needs (AFN) during PSPS, each of the Joint Investor-Owned Utilities (IOUs)<sup>1</sup> developed its respective 2024 Annual AFN PSPS Plan (“AFN Plan” or “Plan”) with assistance from regional and statewide AFN stakeholders, representing a broad spectrum of expertise. The Plan leverages the Six-Step Planning Process in the Federal Emergency Management Administration’s (FEMA) Developing and Maintaining Emergency Operations Plans Comprehensive Preparedness Guide 101.<sup>2</sup>

The IOUs are committed to addressing the needs of individuals with AFN before, during, and after a PSPS and have established a partnership with the AFN Collaborative Council and the AFN Core Planning Team<sup>3</sup> to seek guidance and address the “Why,” “Who,” “What,” and “How” to better mitigate risk and support individuals with AFN.

The IOUs acknowledge and give sincere thanks to the AFN Collaborative Council and AFN Core Planning Team for their guidance and commitment in developing the 2024 AFN plan.

## WHY

As climate conditions change, the threat of wildfires in California is real and growing. One critical tool used to prevent wildfires is the PSPS, in which an IOU may temporarily shut off power to a neighborhood during dangerous weather conditions to prevent the electric system from becoming a source of ignition. These safety shutoffs are a measure of last resort for

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<sup>1</sup> San Diego Gas & Electric (SDG&E), Southern California Edison (SCE), and Pacific Gas & Electric Company (PG&E)

<sup>2</sup> For details on how to develop and maintain Emergency Operations Plans, visit: [Developing and Maintaining Emergency Operations Plans Comprehensive Preparedness Guide \(fema.gov\)](https://www.fema.gov/emergency-preparedness-response-recovery/developing-and-maintaining-emergency-operations-plans)

<sup>3</sup> See Appendix A for members of the AFN Core Planning Team and Collaborative Council

keeping customers and communities safe. A PSPS, although necessary, disrupts the everyday lives of impacted individuals, including those with AFN and/or those who may be electricity dependent, which will be discussed further in this Plan. The purpose of this Plan is to mitigate the impact of PSPS on individuals with AFN.

## WHO

The IOUs have made progress in identifying individuals with AFN across their respective service areas, collectively identifying approximately 4 million<sup>4</sup> people across the state through defining, mapping, enabling, and promoting self-identification. In order to support and target individuals that are electricity dependent, the Joint IOU Statewide AFN Advisory Council<sup>5</sup> and AFN Core Planning Team developed a definition of Electricity Dependent Individuals<sup>6</sup> that this Plan seeks to support. That definition remains unchanged from 2022.

**Electricity Dependent Definition:** Individuals who are at an increased risk of harm to their health, safety, and independence during a PSPS event for reasons including, but not limited to:

- Medical and Non-Medical
- Behavioral, Mental and Emotional Health
- Mobility and Movement
- Communication

The IOUs understand that there is more work to be done and will continue these efforts to identify additional individuals with AFN in 2024.

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<sup>4</sup> Represents total counts of AFN designations in each IOU's database not unique individuals or accounts

<sup>5</sup> See Appendix A for a list of the members of the Joint IOU Statewide AFN Advisory Council.

<sup>6</sup> IOUs will strive to implement this proposed definition contingent on operational feasibility and in alignment with AFN identification requirements with the CPUC's PSPS decisions. See e.g. D. 21-06-034, Appendix A at A8 – A9; D.20-05-051, Appendix A at A8; D.19-05-042, Appendix A at A12-A14, A20-A21. The IOUs will continue to collaborate with AFN stakeholders to refine this definition as appropriate.

## WHAT & HOW

Working alongside the AFN Collaborative Council and AFN Core Planning Team, the IOUs identified goals, objectives, and potential opportunities for enhancements in 2024, outlined in this Plan.

The IOUs' overarching goal is to mitigate the impacts of PSPS events on individuals with AFN through improved customer outreach, education, assistance programs and services.

## INTRODUCTION

In accordance with the California Public Utilities Commission (Commission or CPUC) Decision (D.) 21-06-034 Phase 3 OIR Decision Guidelines and using the Six-Step Planning Process in FEMAS's Developing and Maintaining Emergency Operations Plans Comprehensive Preparedness Guide 101, the Joint IOUs worked collaboratively with the AFN Core Planning Team to implement the "Whole Community"<sup>1</sup> approach to develop an overarching Joint IOU Statewide strategy to meet the diverse needs of individuals with AFN.

Each IOUs comprehensive plans will reflect the geographical differences as well as the various needs of communities with AFN. The IOUs will provide the CPUC with quarterly updates regarding progress towards meeting the established objectives and the impact of their efforts to address this population before, during, and after PSPS, while optimizing opportunities for consistency statewide.

Section 1 below is a high-level overview of the IOUs' shared vision for the 2024 AFN Plan and the details for SCE's AFN Plan can be found in Sections 2-4. The IOUs will continue benchmarking to create a consistent response across the IOU service area where possible, recognizing that resources may not be available consistently across the state.

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<sup>1</sup> Whole Community approach as defined by FEMA, refers to preparedness as a shared responsibility and involvement of everyone, including but not limited to individuals and families with access and functional needs. Complete definition available at [www.fema.gov/about/glossary](https://www.fema.gov/about/glossary) (scroll down to "Whole Community")

## 1. SUBJECT MATTER EXPERTS (ENGAGE THE WHOLE COMMUNITY)

*According to FEMA Step 1: Engaging the Whole Community in the Planning. Engaging in community-based planning—planning that is for the whole community and involves the whole community—is crucial to the success of any plan.*

On August 16, 2023, the IOUs introduced this effort at the broader Q3 Joint IOU Statewide AFN Advisory Council meeting, invited participation, and subsequently held a kick-off meeting with Core Planning Team<sup>8</sup> members on September 14, 2023. The 2024 AFN Core Planning Team is comprised of 13 organizations representing the diverse needs of the AFN community. The table below reflects the organizations involved in the development of the 2024 AFN Plan.

**Table 1 Engaging the Whole Community**

Planning Group	Participants/Stakeholders
<b>Joint IOUs</b>	San Diego Gas & Electric (SDG&E)
	Southern California Edison (SCE)
	Pacific Gas & Electric (PG&E)
<b>AFN Collaborative Council (per the Phase 3 OIR PSPS Decision):</b>	California Foundation for Independent Living Centers (CFILC)
	California Health & Human Services (CHHS)
	California Office of Emergency Services (Cal OES)
	Disability Rights California (DRC)
	Disability Rights Education & Defense Fund (DREDF)
	State Council on Developmental Disabilities (SCDD)
<b>AFN Core Planning Team</b>	California Council of the Blind (CCB)
	California Department of Developmental Services (DDS)
	Deaf Link, Inc.

<sup>8</sup> See Appendix A and B

Planning Group	Participants/Stakeholders
	California Department of Rehabilitation (DOR)
	Disability Policy Consultant
	Liberty
	Redwood Coast Regional Center (RCRC)
	Service Center for Independent Living (SCIL)
	State Council on Developmental Disabilities (SCDD)

As a key component to engaging the Whole Community in planning, the IOUs will continue to solicit feedback from the AFN Collaborative Council, the Joint IOU Statewide AFN Advisory Council, each utility's respective Regional PSPS Working Groups<sup>9</sup> and other regional and statewide AFN experts such as community-based organizations (CBOs), healthcare partners, representatives of durable medical equipment and local government agencies. These groups serve as thought leaders and offer insights, feedback, and input on the IOUs' customer strategy, programs, and priorities. The IOUs seek to conduct regular meetings to actively identify issues, opportunities, and challenges related to the IOUs' ability to mitigate the impacts of wildfire safety strategies, namely PSPS.

The planning process we presented provides opportunities to collect feedback and implement strategic improvements with details included in specific IOU plans. We continue to look at expansion of program offerings, refresh the Joint IOU statewide PSPS Preparedness website, [www.PrepareForPowerDown.com](http://www.PrepareForPowerDown.com)<sup>10</sup>, conduct outreach and education, as well as expand access to eligible populations.

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<sup>9</sup> These working groups convene at least quarterly to share lessons between the impacted communities and the IOUs. See D. 20-05-051 Appendix A at A1

<sup>10</sup> Please see Section 2.6.7, Statewide Website for AFN Solutions for more details on Prepare for Power Down milestones and timelines

## 1.1.PURPOSE, SCOPE, SITUATION OVERVIEW, AND ASSUMPTIONS

### 1.2.1 Purpose/Background - WHY

The Plan focuses on mitigating the impacts of PSPS for individuals with AFN. The IOUs intend to build on this Plan and strive for continuous improvement based on insights from the experts and feedback channels outlined in this Plan.

**Each IOU's respective 2024 AFN Plan addresses the following:**

- Who the IOUs need to communicate with
- What resources and services are needed during PSPS
- How the IOUs communicate with individuals with AFN
- How the IOUs make resources and service available to individuals with AFN

### 1.2.2 Scope - WHO

The Joint IOUs and the CPUC recognize the definition of AFN as defined by the California Government Code §8593.3: "individuals who have developmental disabilities, physical disabilities, chronic conditions, injuries, limited English proficiencies, or who are non-English speaking, older adults, children, people living in institutional settings, or those who are low income, homeless, or transportation disadvantaged, including but not limited to, those who are dependent on public transit and those who are pregnant."<sup>11</sup>

Acknowledging that the California Government code definition of AFN is broad, the CPUC authorized the IOUs to follow the FEMA 6-Step Process by engaging the Whole Community through the Joint IOU Statewide AFN Advisory Council to create a common definition of "Electricity Dependent." Therefore, the IOUs use this common definition to help inform new enhancements to programs and resources that are currently available.

**Electricity Dependent:** Individuals who are at an increased risk of harm to their health, safety, and independence during a Public Safety Power Shutoff, for reasons including, but not limited to:

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<sup>11</sup> See also D.19-05-042 at p. 28.



- Medical and Non-Medical
- Behavioral, Mental and Emotional Health
- Mobility and Movement
- Communication

Examples of Electricity Dependent include, but are not limited to:

- Medical and Non-Medical:
  - Respiratory equipment: oxygen, respirator, inhalation therapy, apnea monitoring, suction, machines, airway clearance, Airway Clearance Vests, cough assistive devices, hemodialysis.
  - Nutritional equipment: gastric feed tube, specialized diet meal preparation equipment (e.g., feeding pumps, blenders)
  - Heating/cooling equipment: refrigeration, body temperature regulation
- Behavioral, Mental, and Emotional Health:
  - Powered equipment supporting regulation of emotional behaviors (e.g., sensory lights)
- Mobility and Movement:
  - Positioning equipment: Lift, mobility tracking system, power wheelchairs and mobility scooter, in home chair lift, electric bed
- Communication:
  - Augmentative communication devices (e.g., tablets, wearables, eye gaze), alert systems
  - Powered equipment for hearing or vision support (e.g., alert systems)

### **1.2.3 Situational Overview**

*According to FEMA Step 2: Understand the Situation – Understanding the consequences of a potential incident requires gathering information about the potential AFN of residents within the community.*

“Understand the Situation” phase continues with identifying risks and hazards. This assessment helps a planning team decide what hazards or threats merit special attention, what actions must be planned for, and what resources are likely to be needed.

The Core Planning Team in 2023 identified the key risk of PSPS that continues in 2024:

- Individuals with AFN are unable to use power for devices or equipment for health, safety, and independence due to a PSPS.

During the planning process, the AFN Core Planning Team emphasized that the needs of individuals with AFN extend well beyond medical devices alone and that the risks are as diverse as the population. The IOUs recognize that the impacts of PSPS are dynamic and are committed to supporting customers before, during, and after a PSPS.

### **1.2.3.1 AFN Population– AFN Identification/Heat Map**

The IOUs have made progress in identifying the Electricity Dependent individuals with AFN through program enrollments and enabling self-identification. Each IOU identifies the following customers in their respective databases as AFN:

- Customers enrolled in the following programs:
  - California Alternate Rates for Energy (CARE)
  - Family Electric Rate Assistance (FERA)
  - Medical Baseline (MBL),<sup>12</sup> including Life-Support (Critical Care)
- Customers with disabilities
- Customers who receive their utility bill in an alternate format (e.g., Braille, large print)
- Customers who have identified their preferred language as a language other than English
- Customers who self-identify as an older adult (65+)
- Customers who self-certify or self-identify

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<sup>12</sup> Identification efforts also include “persons reliant on electricity to maintain necessary life functions including for durable medical equipment as assistive technology”. See D. 21-06-034, Appendix A at A8-A9.

- Customers who use durable medical equipment and/or assistive technology

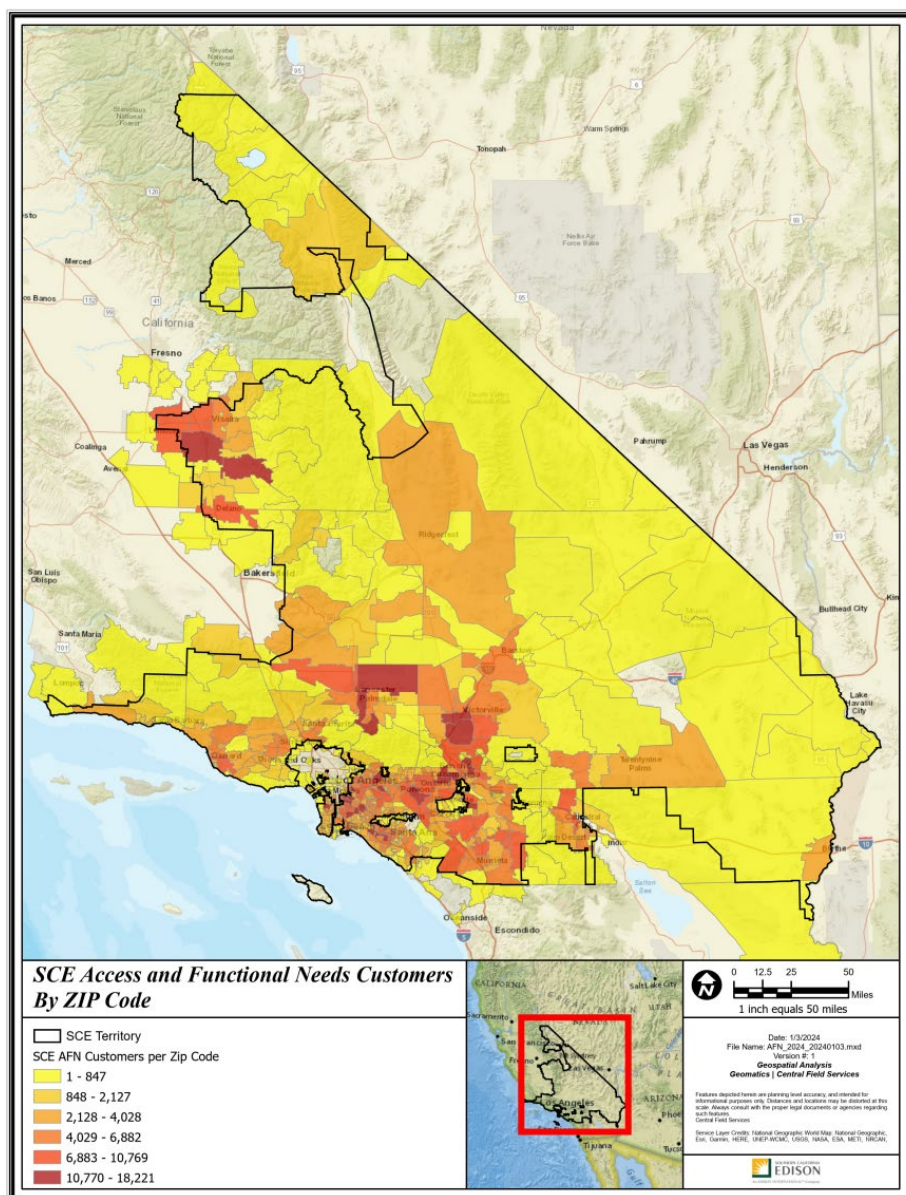
Table 2 below accounts for the number of customers identified as AFN in each utility service area, as well as those mostly likely to experience a PSPS.

**Table 2** Joint IOU Access & Functional Needs Individuals

Joint IOU	MBL Individuals	Customers with Language Preference	Individuals Identified as AFN	Percentage of Individuals Identified as AFN base of Total Residential Customer Base
PG&E	Total: ~281,000	Total: ~238,000	Total: ~1.9 M	~36%
	PSPS-Likely: ~74,000	PSPS-Likely: ~19,000	PSPS-Likely: ~358,000	~34%
SDG&E	Total: ~65,000	Total: ~67,000	Total: ~422,000	~34%
	PSPS-Likely: ~13,000	PSPS-Likely: ~5,000	PSPS-Likely: ~46,000	~25%
SCE	Total: ~103,000	Total: ~676,000	Total: ~1.7M	~33%
	PSPS-Likely: ~34,000	PSPS-Likely: ~101,000	PSPS-Likely: ~362,000	~27%

The utilities have an AFN density map that allows them to quickly identify geographical areas with larger populations of AFN individuals.<sup>13</sup> These maps enable the utilities to strategically allocate resources by geography such as staffing a support site or Customer Resource Center for individuals who are experiencing a PSPS. See **Figure 1**.

**Figure 1** Service Area Map of SCE Customers with AFN



<sup>13</sup> See section 1.2 for definition

In 2024, the IOUs will continue identifying individuals who are electricity dependent above and beyond those enrolled in the Medical Baseline Allowance Program, through direct outreach to customers in each respective IOUs service area.

#### **1.2.4 Planning Assumptions**

Below are the planning assumptions used when developing the 2024 AFN Plan:

- For PSPS, every effort is made to provide notification in advance of power shutoff
- Resources are available to individuals with AFN regardless of notification
- Effective support of individuals with AFN requires a Whole Community<sup>14</sup> approach (e.g., utilities, Community Based Organizations, non-profits organizations, government agencies)
- PSPS may occur concurrently with unrelated emergencies (e.g., active wildfires, earthquake, cyber-attacks, technological hazard incidents)
- The IOUs will continue working to create as much as possible a consistent statewide response with our support services (e.g., food support, accessible transportation, Community Resource Centers (CRCs), etc.) to PSPS, acknowledging there are different needs based on geographic areas
- The scope of PSPS can increase or decrease as weather conditions are monitored across the service area

### **1.3 Operational Priorities - WHAT**

*According to FEMA Step 3: Operational priorities – specifying what the responding organizations are to accomplish to achieve a desired end-state for the operation.*

The goal of the AFN Plan is to mitigate the impacts of PSPS on individuals with AFN served by the IOUs through improved customer outreach, education, assistance programs and services.

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<sup>14</sup> The term "Whole Community" refers to the concept as discussed in the FEMA Six Step Comprehensive Preparedness Guide.

The Joint IOUs will continue our commitment to mitigating impacts of PSPS by focusing on key objectives identified through the 2024 planning meetings.<sup>15</sup> Progress will be reported out within the IOU Quarterly updates. 2024 Key Objectives:

- Provide overall preparedness resources for individuals with AFN regardless of emergency type
- Increase awareness of IOU programs and services available before, during and after a PSPS
- Implement tracking and metrics for escalations, programs and services offered and utilized by conducting surveys, table-top exercises, etc.
- Ensure customers with sensory disabilities<sup>16</sup> are able to provide feedback, understand and successfully operate provided equipment

#### **1.4 Plan Development**

*According to FEMA Step 4: Plan Development Develop and Analyze Courses of Action – This step is a process of generating, comparing, and selecting possible solutions for achieving the goals and objectives identified in Step 3.*

The IOUs have worked to deliver consistent services and resource offerings; however, the delivery and eligibility will likely be different by service area. Proposed recommendations to meet the Key Objectives for 2024:

##### **Increase awareness of IOU programs and services available before, during and after a PSPS**

- Increase more awareness through council members via presentations/materials
- Engage with CBO to identify opportunities for additional PSPS messaging

##### **Identify individuals who are Electricity Dependent**

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<sup>15</sup> See Appendix C for continued efforts from key objectives identified in 2022 and 2023 planning meetings

<sup>16</sup> Individuals with hearing and/or vision disabilities

- Collaborate with the Statewide Medical Baseline Study to identify potential outreach opportunities
- Continue to expand marketing and CBO opportunities for individuals to self-identify as AFN or vulnerable

**Identify new enhancements to programs and resources needed to mitigate the impacts of PSPS**

- Solicit feedback from CBO partners

**Coordinate and integrate resources with state, community, utility to minimize duplication**

- Obtain list of support service from the council members that are provided to their constituents before, during, and after a PSPS

## **1.5 Plan Preparation and Review**

*According to FEMA Step 5, Plan Preparation, Review, and Approval – This step is a process of preparing the document and getting it ready for implementation.*

Prior to finalizing the 2024 AFN Plans, the Joint IOUs provided members of the AFN Collaborative Council and AFN Core Planning Team a draft plan for their review. As a result, each of the IOUs will file their respective 2024 AFN Plans with the CPUC by January 31, detailing its programs to support individuals and communities with AFN before, during, and after PSPS.

## **1.6 Plan Implementation**

*According to FEMA Step 6 Implement and Maintain the Plan – This step is the final step which is an ongoing process of training personnel to perform tasks identified in the plan, exercising, and evaluating plan effectiveness, and revising and maintaining the plan.*

Upon filing the AFN plan, the IOUs will implement new goals and objectives while maintaining existing ones as specified in the Plan. Additionally, the IOUs will provide quarterly

updates on progress made and report on performance through identified success measures and metrics.

## **1.7 Research and Surveys**

In 2024, the IOUs will continue to collaborate and share best practices as they solicit feedback about PSPS resources offered to individuals with AFN through a variety of channels, including consultation with various advisory councils.

The IOUs will continue to conduct listening sessions and working groups with local governments, tribes, and critical facilities; webinars for customers and communities; wildfire and PSPS awareness studies; feedback via digital channels; PSPS Tabletop Exercises; and notification message testing.

As a result of feedback and research from CBOs, local governments, and tribes who support AFN populations, the IOUs are committed to continuously reviewing the needs of individuals with AFN before, during, and after PSPS. This thorough review allows the IOUs to enhance support for individuals who rely on electricity to maintain necessary life functions, including those who utilize durable medical equipment and assistive technology.

## **1.8 Success Measures and Metrics**

In 2024, the Joint IOUs will continue to use the Key Performance Indicators (KPIs) that were developed with the AFN Core Planning Team for the 2022 AFN Plan. These KPIs seek to measure the impacts of PSPS on individuals with AFN, awareness of support programs, and satisfaction of services offered. The most recent pre- and post-season survey results that address the KPI will be reported in the 2024 Q1 Progress Report.

### **Key Performance Indicators to measure the impact:**

1. The percentage of individuals with AFN who were aware of what support and resources were available to them during a PSPS



2. The percentage of individuals with AFN who were able to use necessary medical equipment to maintain necessary life functions for the duration of any PSPS that affected them
3. The percentage of individuals who utilize mitigation services (e.g. 211 support, CRC centers, battery programs) reported they were satisfied with the level of support received.

## **2. CONCEPT OF OPERATIONS – HOW**

In section 2 below, SCE outlines multiple activities that support the needs of customers with AFN before, during and after a PSPS event. Section 2 provides an overview of preparedness efforts for PSPS events focusing on training, operational structure, and notifications. Additionally, this section highlights SCE's efforts to identify customers with AFN beyond our current MBL population (and others) as well as our outreach, community engagement and marketing efforts to communicate with customers with AFN. Finally, this section highlights programs available to customers to help mitigate the impacts of PSPS activations that range from pre-event customer support such as free back-up battery options, to direct in-event customer support such as Community Resource Centers, hotel discounts, as well as food and transportation assistance. SCE's portfolio of customer support services has increased in maturity over the last two years by adding new support services and will continue to be refined in 2024 and beyond.

### **2.2 Preparedness/Readiness (Before Power Shutoff)**

#### **2.2.1 Emergency Operations Centers**

SCE follows principles of the National Incident Management System (NIMS) and the Standardized Emergency Management System (SEMS) during PSPS. This includes using an Incident Management Team (IMT) structure to execute PSPS, assigning an Incident Commander responsible for all de-energization decision-making and coordinating at the

Operational Area level during PSPS. SCE's IMT and emergency response structure for all emergency events, including PSPS, are governed by the company's Crisis Management Council (CMC). The CMC is SCE's senior executive governance body responsible for providing strategic direction during emergencies. The CMC's primary responsibilities are to provide policy-level oversight of on-going operations, assign executives to internal task forces, assign executives to represent SCE with local, state, and federal jurisdictions, communicate with EIX's Board of Directors, interact with senior local, state, and federal government officials, request declaration of a National Response Event for Mutual Assistance, approve expenditures that exceed normal limits, and perform other corporate-level duties necessitated by an emergency event.

The decisions to activate for a potential PSPS, as well as decisions on PSPS de-energization and re-energization are made by executives (director or higher), who serve as Incident Commander during the PSPS. These executives are trained in the Incident Command System (ICS) as well as PSPS operations and are rostered into the PSPS IMT. The center of these operations is SCE's Emergency Operations Center, which can be convened physically in person or virtually.

SCE recognizes the importance of community resources when emergency events unfold. PSPS can limit customers' ability to charge medical devices or important technology, work or attend virtual school sessions, and/or have equipment necessary for mobility. SCE maps customer information and programs available at the circuit-level so that when PSPS unfold, SCE will know where and what types of customers, such as those in the MBL Program, reside in impacted areas. Understanding the demographics and PSPS impacts to specific SCE service areas allows SCE to better respond to customer needs through customer care programs.

Upon request by representatives from county offices of emergency management during PSPS and emergency situations, SCE shares information through the Public Safety Partner Portal about customers enrolled in MBL who may be affected by the PSPS. This is for the purposes of aiding those agencies in executing their own plans to assist customers with AFN

maintain life safety. See Section 2.7.1.2 PSPS Customer Notification for how we notify customers with AFN.

#### **2.2.1.1 Preparation Exercises**

SCE holds functional PSPS exercises in preparation for PSPS activations. In 2024, SCE will continue to invite external partners, including CBOs serving individuals with AFN, to actively participate or observe, and to provide feedback. During these functional exercises, SCE demonstrates the process and shares the considerations of individuals with AFN within the impacted area(s) to develop recommendations, including deployment of Customer Resource Centers (CRCs) and Community Crew Vehicles (CCVs), which help prepare and support communities during a PSPS.

For 2024, SCE will continue to make best efforts to solicit and increase participation from different CBOs representing various segments of individuals with AFN in functional exercises. Additionally, SCE will continue integrating the AFN Supervisor role into functional exercises and take advantage of the opportunity to train more SCE employees in performing the role of AFN Supervisor to ensure other positions have an understanding of the role of the AFN Supervisor and opportunities for coordination during an incident. During a PSPS activation, the AFN Supervisor resolves escalated customer issues to ensure customers are maintaining electric service for essential life safety.

#### **2.2.1.2 Training**

IMT members are required to complete baseline ICS training as well as other courses such as FEMA IS 100, 200, 300, 700, 800 and position specific training.

In 2023, SCE partnered with the California Governor's Office of Emergency Services (CalOES) to deliver the G197 course titled "Integrating Access and Functional Needs into Emergency Management," to train key positions on SCE's IMTs. This training is offered to IMT staff within the Customer Support Branch, including AFN Supervisors and Customer Care, and

other positions. AFN Supervisors are required to take either G197 or the FEMA Independent Study Course 'Including People with Disabilities in Disaster' in addition to the SCE-internal AFN Supervisor course prior to activating with a PSPS IMT. In 2024, SCE will continue to train all Customer Support Branch resources on access and inclusion for people with disabilities and resources available to individuals with access and functional needs.

#### **2.2.1.3 AFN Supervisor**

SCE's AFN Supervisor is responsible for all incident related coordination and communication specific to customers with AFN and CBOs. Some of the responsibilities of this new role include:

- Providing a centralized resource for CBOs and communications to customers with AFN
- Coordinating and facilitating daily CBO Coordination calls during a PSPS to share information and answer questions or requests
- Coordinating individualized care related to individuals with AFN

In 2024, SCE will continue to do annual refresher training on how to perform the role, how to engage with the affected communities, resources available to our community, and disability culture and etiquette. Additionally, SCE will incorporate a debrief meeting or survey after major events with CBOs to capture feedback on accessibility and effectiveness of engagement activities. Implementation of program and activities updates based on feedback may vary based on need, feasibility, and complexity.

#### **2.2.1.4 Customer Care Supervisor**

SCE's Customer Care Supervisor role deploys customer care resources to support customers impacted by PSPS. The team uses the monitored circuit list, circuit segmentation data and customer data to assess potentially impacted areas to provide informed recommendations on the deployment of customer care resources, including CRCs and CCVs.

For more information on CRCs and CCVs, see Section 2.7.2. The Customer Care Supervisor Team uses data from the Central Database Platform (CDP) to prioritize customer care resource allocations by considering the total number of customers affected and impacted areas of the PSPS. In 2024, SCE will continue to provide AFN training to the Customer Outreach Specialist field staff and Customer Care Supervisor Teams supporting all events to ensure field staff is implementing applicable field support to meet the needs of AFN customers.

## **2.3 AFN Identification Outreach**

SCE utilizes currently available data to identify customers with access and functional needs in its service area, including enrollment in MBL and low-income programs, language and bill presentment preferences (e.g., large font, brail bill, etc.), demographic data, and surveys. SCE will continue offering self-service options, where customers can disclose a disability or other AFN through SCE's Self-Certification program and will utilize surveys and market research to better understand population densities and specific customer needs.

### **2.3.1 AFN Self Identification Survey**

In response to the CPUC's PSPS Phase 1-3 Guidelines that require the electric IOUs to identify persons with access or functional needs in their respective service areas, SCE launched the Access and Functional Needs Self Identification (AFN Self-ID) Survey Pilot to identify households with AFN through a direct mail and email survey. SCE conducted the AFN Self-ID Survey Pilot from December 2022 through March 2023. The survey is an optional and voluntary survey that asks residential customers about access or functional needs in the household, such as whether someone in the household has a disability or relies on medical equipment that requires electricity, such as heating and cooling or assistive technology.

Using insights gained from AFN Self-ID Survey Pilot, such as the exceptionally high response rate of customers with AFN to direct mail outreach compared to email outreach for example, SCE conducted its first full AFN Self-ID Survey campaign mailing in 2023. SCE mailed

surveys to approximately 1.2 million residential households in SCE's high fire risk areas (HFRAs). Additionally, SCE conducted follow up emails with customers who have emails associated with their SCE account. For additional details on the AFN Self-ID survey and follow-up with customers, see Section 2.6.4 Marketing Campaigns.

In 2024, SCE will begin work on updating its customer database system to add AFN specific demographic fields to customer accounts. These fields will allow SCE to append data collected from the 2023 AFN Self-ID Survey to customer accounts, allowing SCE to better identify and track customers with AFN beyond those enrolled in MBL. Updating SCE's customer database system will reduce future self-identification outreach costs, eventually allow customers to self-identify their household as having an AFN through SCE My Account and help keep AFN data current.

### **2.3.2 Self-Certification**

Self-Certification is a quick and easy process where customers can self-certify that they, or a member of their household, have a serious illness or condition that could become life-threatening if electricity is disconnected.<sup>17</sup> Customers may self-certify online<sup>18</sup> or by calling SCE's Customer Support line. In 2023, the time period for which Self-Certification is valid expanded from 90 days to one year. After a year, customers can re-certify, depending on their need.

In the context of PSPS, a customer enrolled in Self-Certification will receive the same escalated contact attempts for the first undelivered notification that are available to customers enrolled in Medical Baseline (MBL). Upon receipt of a failed contact, SCE's on-duty Consumer Affairs staff will research the customer's account to locate other contact channels and make attempts to reach the customer. If Consumer Affairs is unable to contact a customer, then a

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<sup>17</sup> The Self-Certification program is intended to identify, above and beyond those in the medical baseline population, households that self-identify to receive an in-person visit prior to disconnection for nonpayment, with the objective to provide support for those with medical needs during a de-energization event. See D.19-05-042, Appendix A at A12-14; D.20-05-051, Appendix A at A-8.

<sup>18</sup> Self-Certified Sensitive Online Form is available at <https://cloud.sce.com/self-certify.pdf>.

representative is sent to the residence to attempt to deliver the message directly to the customer. If personal contact is not successful, a notice is left with the information about the PSPS activation and a request for the customer to contact SCE to update their notification preference.

### **2.3.3 Premises with Congregate Care/Housing**

Based on feedback received during the January 21, 2022, AFN Statewide Advisory Council Meeting, SCE continues to evaluate certain premises with uniquely situated needs (e.g., convents, senior communities, dialysis centers) to ensure direct education and outreach for improving self-resiliency and making them aware of resource for customers with AFN.

## **2.4 AFN Programs and Resources**

In sections 2.4.1 through 2.4.8 below, SCE describes in detail programs and support services available to customers with AFN before, during, and after PSPS activations. Since the first AFN Plan submission in 2020, SCE has made significant progress in identifying challenges and has implemented measures to better support customers and households with AFN. Each year, SCE leverages the findings from survey and feedback collection instruments to refine programs and services or develop new solutions. As described in Table 1, SCE provides a summary of key findings identified through evaluation of customers with AFN through its annual PSPS Tracker Survey along with details for how each finding is being addressed. Key findings included in Table 1 are those that require SCE to take actionable steps to provide customers with information and resources available before, during, or after a PSPS activation. Additionally, in section 2.4.9 below, SCE provides 2023 participation data on each type of assistance supporting resiliency for individuals with AFN.

**Table 1** Summary of Key Findings and Mitigation Measures for Customers with AFN

Key Finding	Mitigation Measure(s)
<p>Awareness of PSPS events in 2022 continues to be higher among AFN customers than non-AFN customers.</p>	<p>SCE has increased outreach efforts through CBO partnerships, marketing campaigns, and advertising. In 2024, SCE will continue to market and outreach to all customers to keep them informed and aware of resources, PSPS, and other emergencies.</p> <ul style="list-style-type: none"> <li>- See sections 2.6.3 CBO Outreach, 2.6.4 Marketing Campaigns, 2.6.5 Advertising, 2.6.6 Dedicated AFN Webpage on SCE.com and 2.6.7 Statewide Website for AFN Solutions</li> </ul>
<p>Emails and text messages from SCE remain the top sources of PSPS awareness. Text messages have even grown in popularity this year, especially among de-energized AFN customers.</p> <ul style="list-style-type: none"> <li>- TV reporting is becoming an increasingly popular avenue of awareness with de-energized AFN customers.</li> </ul>	<p>Beginning in 2022, SCE launched the AFN Self-ID Survey to better identify customers and households with AFN in HFRA. Data collected from the survey will broaden and improve targeted and tailored outreach via email, text message and other outreach channels. In 2024, SCE will continue to focus on enhancing existing information and outreach sources such as CBO, website, marketing, and advertising.</p> <ul style="list-style-type: none"> <li>- See sections 2.6.3 CBO Outreach, 2.6.4 Marketing Campaigns, 2.6.5 Advertising, 2.6.6 Dedicated AFN Webpage on SCE.com and 2.6.7 Statewide Website for AFN Solutions</li> </ul>
<p>AFN and non-AFN customers remain equally aware of PSPS advertising in 2022.</p> <ul style="list-style-type: none"> <li>- AFN customers think the advertising is most effective at communicating wildfire mitigation efforts and helping to remind customers to sign up or update their outage alert preferences.</li> <li>- In the coming year, there is room to improve communication on how to</li> </ul>	<p>SCE continues to enhance marketing and outreach material to highlight resources available to assist customers before, during and after PSPS. In 2024, SCE will continue providing customers with information and resources in partnership with CBOs, through the accessible statewide website <a href="https://prepareforpowerdown.com">prepareforpowerdown.com</a>, and <a href="https://sce.com/afn">sce.com/afn</a>. In 2024, SCE will focus on providing customers with information about 211 and Disability Disaster Access and Resources (DDAR) to provide education, training, and assistance with creating emergency preparedness plans, as well provide referrals or direct support such as portable backup batteries, transportation, lodging, and other critical resources.</p>



Key Finding	Mitigation Measure(s)
<p>create emergency preparedness plans and inform customers of available programs and resources during emergencies.</p>	<ul style="list-style-type: none"> <li>- See sections 2.4.1 Overview of 211, 2.4.2 Disability Disaster Access and Resources pilot, 2.6.3 CBO Outreach, 2.6.4 Marketing Campaigns, 2.6.5 Advertising, 2.6.6 Dedicated AFN Webpage on SCE.com and 2.6.7 Statewide Website for AFN Solutions</li> </ul>
<p>Overall, awareness of and familiarity with wildfire mitigation programs outside of PSPS remains steady among AFN customers in 2022.</p> <ul style="list-style-type: none"> <li>- Some de-energized AFN customers (notably physically impaired and Seniors) are less aware of and familiar with a few programs this year, like Power Pole Replacement. These declines among de-energized AFN customers are not seen across all programs.</li> </ul>	<p>In 2023, SCE began conducting personalized marketing and outreach to a small pilot audience of newly identified AFN customers through AFN Marketing Nurture campaign. The campaign guided customers to various SCE programs and resources that can help them to stay safe, informed and be prepared for PSPS outages. In 2024, SCE will expand the AFN Marketing Nurture campaign to all AFN customers, including those that are newly identified through SCE's AFN Self ID Survey.</p> <ul style="list-style-type: none"> <li>- See sections 2.3.1 AFN Self Identification Survey, and 2.6.4 Marketing Campaigns</li> </ul>
<p>Wildfire preparedness among AFN customers remains largely the same, with only about a third thinking they are prepared in the event of one. That said, specific measures taken to prepare are down this year, including signing up for emergency alerts from SCE.</p> <ul style="list-style-type: none"> <li>- De-energized Seniors, MBL, and hearing-impaired customers are among those less likely to sign up for emergency alerts from SCE.</li> </ul>	<p>SCE continues to enhance marketing material to include information about Outage Alerts. On <a href="https://sce.com/afn">sce.com/afn</a>, customers are encouraged to sign up to receive alerts about PSPS outages. Customers that visit Community Resource Centers or Community Crew Vehicles are also encouraged to update contact information and sign up for outage alerts.</p> <p>In 2024, SCE will continue marketing efforts to increase enrollment in outage alerts, and is making updates to the accessible statewide website <a href="https://prepareforpowerdown.com">prepareforpowerdown.com</a> to include encouragement to sign up for outage alerts, enroll in the Medical Baseline Allowance program if eligible, and gain access to other utility customer</p>

Key Finding	Mitigation Measure(s)
<ul style="list-style-type: none"> <li>- De-energized AFN customers are also less likely to install a flame-retardant roof or purchase a backup generator.</li> </ul>	<p>support programs such as free or subsidized portable backup batteries or generators.</p> <ul style="list-style-type: none"> <li>- See sections 2.4.8 Backup Power Solutions, 2.6.6 Dedicated AFN Webpage on SCE.com, 2.6.7 Statewide Website for AFN Solutions, and 2.7.2 Community Resource Centers and Community Crew Vehicles</li> </ul>
<p>This year, even more de-energized HFRA customers, no matter their AFN designation, are aware of a PSPS event prior to a shutoff.</p> <ul style="list-style-type: none"> <li>- They continue to receive this information through direct SCE communication, with text messages being the most used among all HFRA customers.</li> </ul>	<p>SCE will continue to market and outreach to customers and will continue to update <a href="https://www.sce.com/afn">sce.com/afn</a> to ensure customers have the most accurate and up to date information about resources that can help during PSPS.</p> <ul style="list-style-type: none"> <li>- See sections 2.6.3 CBO Outreach, 2.6.4 Marketing Campaigns, 2.6.5 Advertising, and 2.6.6 Dedicated AFN Webpage on SCE.com</li> </ul>
<p>Though SCE.com remains the most utilized source for updates during a de-energization, utilization levels this year are lower than they were in 2021.</p> <ul style="list-style-type: none"> <li>- That said, SCE.com was considered more useful for AFN customers who visited the site for updates during de-energizations this year.</li> </ul>	<p>SCE will continue to market and outreach to customers and will continue to update <a href="https://www.sce.com/afn">sce.com/afn</a> to ensure customers have the most accurate and up-to-date information about resources that can help them during PSPS.</p> <ul style="list-style-type: none"> <li>- See sections 2.6.3 CBO Outreach, 2.6.4 Marketing Campaigns, 2.6.5 Advertising, and 2.6.6 Dedicated AFN Webpage on SCE.com</li> </ul>
<p>PSPS events have had a more positive impact on AFN customers' health and independence this year.</p> <ul style="list-style-type: none"> <li>- Despite this, challenges remain among AFN customers during PSPS events surrounding body temperature regulation and medical equipment usage.</li> </ul>	<p>SCE continues to expand its resources and offerings for customers impacted by PSPS. Customers that require the use of medical equipment may be eligible to receive a free portable backup battery through the Critical Care Backup Battery (CCBB) program. Customers may also utilize the Disability Disaster Access &amp; Resources (DDAR) pilot to receive portable backup batteries or may opt to request transportation to a location not impacted by PSPS. For larger power needs such as an HVAC system,</p>

Key Finding	Mitigation Measure(s)
	<p>customers may be eligible to receive a rebate towards the purchase of a whole home battery through SGIP.</p> <ul style="list-style-type: none"> <li>- See sections 2.4.1 Overview of 211, 2.4.2 Disability Disaster Access and Resources (DDAR) pilot, and 2.4.8 Backup Power Solutions</li> </ul>
<p>Awareness of AFN resources provided by SCE during PSPS events remains generally low among AFN customers. Of those aware, rebate programs and Community Resource Centers are most known.</p>	<p>Beginning in 2022, SCE launched the AFN Self-ID Survey to better identify customers and households with AFN in HFRA. Data collected from the survey will broaden and improve targeted and tailored outreach via email, text message and other outreach channels. In 2023, SCE began conducting personalized marketing and outreach to a small pilot audience of newly identified AFN customers through AFN Marketing Nurture campaign. The campaign guided customers to various SCE programs and resources that can help them to stay safe, informed and be prepared for PSPS outages. In 2024, SCE will expand the AFN Marketing Nurture campaign to all AFN customers, including those that are newly identified through SCE's AFN Self-ID Survey. In addition, SCE will continue providing customers with information and resources in partnership with CBOs, through the accessible statewide website <a href="https://prepareforpowerdown.com">prepareforpowerdown.com</a>, and at <a href="https://sce.com/afn">sce.com/afn</a>.</p> <ul style="list-style-type: none"> <li>- See sections 2.3.1 AFN Self-ID Survey, 2.6.3 CBO Outreach, 2.6.4 Marketing Campaigns, 2.6.5 Advertising, 2.6.6 Dedicated AFN Webpage on SCE.com and 2.6.7 Statewide Website for AFN Solutions</li> </ul>
<p>De-energized AFN customers continue to be most interested in the food delivery service through SCE partnerships.</p> <ul style="list-style-type: none"> <li>- This year there is less interest in accessible</li> </ul>	<p>SCE has established partnerships with local food banks, 211, and the California Foundation of Independent Living Centers through DDAR to provide food support, including meal delivery options, to customers with AFN impacted by PSPS. Customers interested in receiving a free portable</p>

Key Finding	Mitigation Measure(s)
<p>transportation through SCE partnerships among not de-energized physically impaired, MBL, and Critical Care customers, as well as Seniors.</p> <ul style="list-style-type: none"> <li>- There is also less appetite for the battery loan program among de-energized CARE/FERA customers as well.</li> </ul>	<p>backup battery may be eligible for CCBB or can coordinate through the DDAR pilot to be provided a battery permanently. Battery loan options are available to customers via the In-Event Battery Loan pilot, and referrals may also be provided through 211.</p> <ul style="list-style-type: none"> <li>- See sections 2.4.1 Overview of 211, 2.4.2 Disability Disaster Access and Resources (DDAR) pilot, 2.4.5 Community Food Bank Support, and 2.4.8 Backup Power Solutions</li> </ul>
<p>Access to medical refrigeration, medical equipment usage, and spoiled food are the most negative impacts on AFN customers' health, safety, and independence.</p>	<p>SCE provides several options that allow customers to utilize medical equipment or power small refrigerators through a portable backup battery. Customers may be eligible to receive a free portable backup battery through the CCBB or may be able to request a battery on loan through the In-Event Battery Loan pilot. Additionally, SCE partners with 211, DDAR, and with local food banks to provide food support with option including meal delivery, gift cards to purchase or replace spoiled food, and food boxes.</p> <ul style="list-style-type: none"> <li>- See sections 2.4.1 Overview of 211, 2.4.2 Disability Disaster Access and Resources (DDAR) pilot, 2.4.5 Community Food Bank Support, and 2.4.8 Backup Power Solutions</li> </ul>

### 2.4.1 Overview of 211 Services

SCE has partnered with 211 to provide resources and services to individuals with AFN before, during, and after PSPS. D.21-06-034 requires IOUs to administer a program to support resiliency for customers with AFN to prepare for and during the anticipated duration of a PSPS. The IOUs developed PSPS 211 Services as a statewide solution that provides customers with AFN a single source of information/point of contact for resources available to them in their communities. 211 provides PSPS education, outreach, and emergency planning in advance of

PSPS, connecting those with AFN to critical resources like transportation, food, batteries, and other social services during PSPS. These services are also available immediately after the conclusion of PSPS to help households recover, including providing accessible transportation from a Community Resource Center (CRC) or Community Crew Vehicle (CCV) back to the customer's home.

Outside of active PSPS, 211 focuses on outreach to eligible households by performing personalized safety and emergency plans or connecting customers with existing programs that offer social services that can help them prepare for outages (e.g., paratransit agency to schedule accessible transportation, or a food pantry to support food needs) and assist them in completing applications for these programs. 211 Services supports all customers, and their households, with access and functional needs who reside in SCE's HFRA.

#### **2.4.1.1 Individualized Resiliency Planning (Care Coordination) and Needs Screening**

In partnership with 211, SCE offers individualized resiliency planning to supplement SCE's ongoing efforts to educate and prepare SCE's households for PSPS. To help identify households with AFN who may need assistance preparing for emergencies, 211 performs needs screening assessments. 211 screens PSPS needs via incoming calls and texts, outbound efforts, and in-person visits to identify needs of households before, during and after PSPS.

Households who are identified through the needs screening process are offered Care Coordination. Care Coordination is offered year-round and provides customers with emergency safety planning, raises awareness of utility programs, and connects customers to local resources such as Independent Living Centers. This involves direct referrals to CBOs, yearly check-ins, and resiliency planning by 211 Care Coordinators. This service gives customers access to CBOs across SCE's service area. Although the focus for emergency preparedness is PSPS, these efforts may help customers be better prepared for other emergencies.

In the initial assessment, individuals go through an intake process with a 211 Care Coordinator to understand individual needs. Assessment includes the individuals' current household situation, electricity needs and medication and/or assistive technology usage to determine their needs before, during and after a PSPS. Based on needs, 211 evaluates customers' resiliency plans, which may include backup generation and enrollment in SCE's programs (e.g., Medical Baseline Program, Portable Battery Rebates, or Portable Generator Rebates). Additionally, Care Coordination provides a personalized safety plan that will list the individual's emergency contacts, contacts of local emergency organizations, health information, and medical information. During a PSPS, 211 Care Coordinators will check if they need additional support. 211 provides scheduled reminders via push notifications and email to households identified through the screening process about PSPS preparedness planning, equipment testing, and year-round tips on PSPS readiness.

In 2024, in partnership with 211, SCE will evaluate data gathered through Care Coordination to identify potential unmet needs. This evaluation will help SCE better understand customer needs and develop solutions to address any potential gaps.

#### **2.4.1.2 Direct Referrals and Resources Provided (e.g., Temporary Accommodations, Transportation, and Food Support)**

When customers contact 211 during a PSPS, 211 will screen SCE customers to determine any unique needs that may arise. 211 provides eligible customers 24 x 7 live support, including providing accurate and up-to-date information about the active PSPS and connecting customers to transportation, shelf-stable food, meal delivery, or reasonable accommodations, as needed. For example, SCE's partnership with 211 offers transportation assistance to and from a CRC or CCV, at no cost to the customer.

### **2.4.1.3 Preparedness and Safety Checks**

SCE provides advanced notifications to public safety partners and targeted CBOs, including 211. This allows 211 to prepare in advance of a potential PSPS, amplify messaging, and perform preparedness and safety checks on their constituents as needed. In 2023, 211 California Network performed preparedness and safety checks via outbound text and direct calls to individuals who were in scope for PSPS (before they were de-energized) to make sure they were aware and prepared for upcoming PSPS. In those instances where 211 Care Coordinators determined that direct assistance was needed, they connected the household with the resources needed. Direct assistance included delivering food, and providing hotel stays to support customers through PSPS. These preparedness and safety checks are performed in addition to SCE's notification process to customers enrolled in the Medical Baseline Allowance (MBL) program, Critical Care and Self-Certified when there is an undelivered notification. See Section 2.7.1.2 Notifications for Medical Baseline Customers.

### **2.4.2 Disability Disaster Access and Resources (DDAR) Pilot**

In 2023, SCE launched the Disability Disaster Access and Resources (DDAR) pilot to provide additional support to customers with AFN. In partnership with the California Foundation for Independent Living Centers (CFILC), DDAR leverages geographically based Independent Living Centers (ILCs) to implement the pilot. ILCs have many decades of experience working with the individuals with AFN and have a deep level of trust and recognition in the community. ILCs provide tailored solutions for individuals with cognitive or physical disabilities leveraging expertise that is unique to their organization. Additionally, ILCs have direct relationships with vendors to provide to customer support during PSPS activations.

DDAR provides support prior to and during PSPS activations. Prior to PSPS, DDAR conducts education via community-based emergency preparedness trainings, public awareness, outreach, and individual assessments. The ILCs utilize disaster kits to train

individuals with disabilities on disaster preparedness, emphasizing readiness for emergencies and power outages while developing personal disaster preparedness plans with them.

During PSPS, DDAR will directly assist customers with portable backup batteries, food support, fuel vouchers, accessible transportation, and accessible hotel accommodations. To accommodate the provision of backup power, the ILC's will assess individuals residing in HFRA's who rely on medical devices or assistive technology for independence, health, or safety and if eligible, will provide a portable backup battery to temporarily power their devices during a PSPS. Upon delivery, customers will receive a comprehensive overview of the safe operation of the portable battery. Through DDAR, eligible customers are provided hotel accommodations in ADA-compliant rooms and where possible, in rooms with a roll-in shower, as well as accessible parking spaces, and services. Electricity-dependent individuals requiring transportation during a PSPS activation will be provided access, as needed, to accessible transportation.

In 2023, the ILC's held 14 community training events as well as conducted close to 1,000 "check-in "calls during PSPS activations to ensure customers were well prepared and safe. In 2024, SCE will continue to partner with the CFILC to offer the DDAR pilot.

### **2.4.3 Resiliency Zones**

The Resiliency Zones program provides customers, including individuals with AFN impacted by PSPS, with continued access to essential services by deploying backup generation to essential service sites such as gas stations, small grocery stores, mini marts, and pharmacies during PSPS. Ensuring resiliency to services such as these provides aid to all customers, and those who are most often significantly impacted or residing in rural remote communities. SCE recognizes that access to these critical services is crucial to resiliency during PSPS. SCE executed contracts with 8 customer sites in the Resiliency Zone communities: 3 in Agua Dulce, and 1 each in Cabazon, Bridgeport, Lee Vining, Mammoth Lakes and Tehachapi (Stallion Springs). In 2023, SCE deployed backup generators to the 3 sites in Agua Dulce during the



PSPS on October 29, 2023, and 1 generator during the PSPS on December 8, 2023 to the Tehachapi site.

In 2024, SCE will continue to provide the 8 Resiliency Zone sites with backup generation for the duration of the contract term during PSPS should the sites be de-energized.

#### **2.4.4 Accessible Transportation**

Paratransit agencies have been identified as critical infrastructure entities per CPUC's D.20-05-051.<sup>19</sup> As a result, these agencies participate in annual pre-season workshops and follow notification protocols for critical infrastructure customers.

When paratransit facilities are not directly impacted by PSPS, but their routes are, SCE provides them with timely information through limited access to the Public Safety Partners Portal (PSP Portal) and inviting them to participate in the CBO Coordination calls led by AFN Supervisor during PSPS. In the PSP Portal, they have access to see affected circuits by ZIP Code and view an overlay of PSPS-impacted areas and communities they serve. For more information on notifications to paratransit agencies, please see Section 2.7.1.1 PSPS Notifications to Community Stakeholders. In 2023, SCE increased support through the partnership with California Foundation of Independent Living Centers to provide accessible transportation to individuals who use wheelchairs or people who may not be able to drive independently. See Section 2.4.2 Disabilities Disaster Access and Resources pilot for more details.

#### **2.4.5 Community Food Bank Support**

SCE has established partnerships with several nonprofits operating food banks and nutrition programs throughout the SCE service area. In 2024, SCE will continue to expand partnerships with additional food banks to provide food support for AFN customers impacted by PSPS.

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<sup>19</sup> See D. 20-05-051 at p. 74.

#### **2.4.6 Hotel Discounts**

SCE has agreements in place with hotels throughout SCE's service area that offers discounts to customers impacted by a PSPS or an extended outage. The list of contracted hotels is available at SCE's website <https://www.sce.com/hotel-discounts>. SCE makes best efforts to partner with hotels that are ADA-compliant, have accessible parking spaces and services, and have at least one accessible room with a roll-in shower; exceptions are listed on our website.

#### **2.4.7 Cool Center Program**

Extreme heat is a health hazard, particularly for the elderly, infants, and those with chronic medical conditions. Public Cool Centers provide safe, air-conditioned facilities where all residents can cool down during extreme heat conditions. Locations and temporary cool centers are listed on county websites, and a county list is available at [www.sce.com/residential/rebates-savings/energy-savings-tips/Cool-Center-Locator](http://www.sce.com/residential/rebates-savings/energy-savings-tips/Cool-Center-Locator).

SCE supports county and city run cool centers by providing snacks, water, and handheld battery-operated personal fans. SCE provides cool centers with collateral materials to promote income qualified programs and training to inform staff on addressing questions related to income qualified programs. The Cool Center Program year begins on June 1 and ends on October 31 each year.

In 2024, SCE will reinstate the interactive map available on [sce.com](http://sce.com) that identifies active Cool Center locations. Additionally, on a pilot basis SCE will offer streaming services to understand what the process will entail and overall feasibility. SCE will also work to expand the list of counties with Cool Center locations that we assist financially across our service territory.

#### **2.4.8 Back-Up Power Solutions**

Customers with AFN often depend on electricity to meet their daily needs. SCE is committed to supporting customers with AFN by utilizing programs that increase customer resiliency and help support customer independence, health, and safety during a PSPS. In 2024,

SCE will continue to support customers with AFN and enroll interested customers that may qualify for a backup power program.

#### **2.4.8.1.1 Emergency Back-Up Power**

During PSPS activations, SCE may receive escalated requests from customers for backup power. On a case-by-case basis, SCE will triage such escalations based on medical need or other safety risks. The on-duty AFN Supervisor, Customer Support Branch Director and Incident Commander will assist with coordinating the best solution for the customer. Depending on the severity of each situation, SCE may contract the deployment of temporary mobile generators. Under this process, all requests for generators involving a public safety need are coordinated with the appropriate county Office of Emergency Management (OEM) for input. The OEM recommendation is included in the request that ultimately goes to the Incident Commander. The Incident Commander may provide direction to reroute the critical care customer to a different circuit not impacted by de-energization or to deploy a portable generator. To support this process, SCE has performed a competitive solicitation to onboard regional vendors who could support mobile generator deployment. SCE maintains a list of generator vendors assigned to different regions.

#### **2.4.8.1.2 Critical Care Backup Battery (CCBB) Program**

The Critical Care Backup Battery (CCBB) Program provides a free portable backup battery to eligible customers enrolled in the Medical Baseline Allowance (MBL) Program and reside in a HFRA. The program supports electricity-dependent customers who rely on electrically operated medical devices. The CCBB Program safeguards customers by supporting their ability to remain resilient during a PSPS activation.

SCE conducts outreach to eligible customers through multiple marketing and outreach channels to encourage program enrollment. SCE utilizes direct mail, outbound calling, social media campaigns, in-person visits, and provides training to CBOs to help increase awareness of, and enrollment into the program.

## **CCBB Program related Surveys**

SCE attempted to contact all 4,149 customers who received a battery in 2023, to identify if customers were satisfied with the program. Approximately 99% of customers who participated in the survey reported they were satisfied with the services they received. In 2024, SCE will continue conducting customer satisfaction surveys to gauge customer satisfaction with the program and capture valuable feedback that may aid in improving the program in future years.

### **2.4.8.1.3 Portable Power Station and Portable Generator Rebate Program**

Residential customers who live in a Tier 2<sup>20</sup> or Tier 3 high fire risk area (HFRA) can receive up to five (5) \$150 rebates to purchase qualified Electric Portable Power Stations (e.g., portable batteries). While the CCBB Program is the main backup battery program for customers who use medical devices, this offering is available to all customers who live in HFRA.

Residential customers who live in a Tier 2 or Tier 3 HFRA can also receive a \$200 rebate for portable generators. For customers enrolled in MBL, California Alternate Rates for energy (CARE), or Family Electric Rate Assistance (FERA) are eligible to receive a \$600 rebate towards the purchase of a portable generator. Factsheets and more information are available on SCE Marketplace<sup>21</sup>.

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<sup>20</sup> Tier 2 consists of areas on the CPUC Fire-Threat Map where there is an elevated risk (including likelihood and potential impacts on people and property) from wildfires associated with overhead utility power lines or overhead utility power-line facilities also supporting communication facilities. Tier 3 consists of areas on the CPUC Fire-Threat Map where there is an extreme risk (including likelihood and potential impacts on people and property) from wildfires associated with overhead utility power lines or overhead utility power-line facilities also supporting communication facilities. Tier 3 is distinguished from Tier 2 by having the highest likelihood of utility-associated fire initiation and growth that would impact people or property, and where the most restrictive utility regulations are necessary to reduce utility fire risk. See R.15-05-006.

<sup>21</sup> SCE Marketplace is available at <https://marketplace.sce.com>

#### **2.4.8.1.4 In-Event Battery Loan Pilot**

The In-Event Battery Loan pilot was launched in June 2023, to support AFN customers who live in an HFRA and utilize a medical device or assistive technology for independence, health or safety. Customers who participate in this pilot are those who would not otherwise be eligible for the CCCB or have yet to apply for CCBB participation. The pilot provides in-event support to customers that escalate a need for SCE to accommodate the provision of temporary power for a medical device or assistive technology during a PSPS activation. Through partnerships with Community and Faith-based organizations (CBOs and FBOs), customer escalations will be collected and provided to a contractor who will coordinate a battery loan delivery with the customer. At delivery, contractors provide customers with an overview of the safe operation of the portable battery and arrange a date and time for battery retrieval. To participate, customers must confirm the use of a medical device or assistive technology that supports independence, health, or safety, and are in scope for a potential PSPS de-energization.

In 2024 SCE will procure 25 additional backup batteries to support a larger number of customers with AFN during a PSPS activation.

#### **2.4.8.1.5 Mobile Battery Energy Storage System (MBESS)**

SCE is piloting a mobile electric vehicle charger (MEVC) that can be deployed to select PSPS activations within SCE service area to provide electric vehicle charging services during PSPS outages. The MEVC can be powered by either a portable power source on deployment or by the grid at fixed sites. During PSPS deployment, the MEVC will be powered by the mobile battery energy storage system (MBESS) to provide up to 100kW direct current fast charging from each charging station built onto the MEVC platform.

The MEVC was delivered and successfully tested using grid power in 2023. The MEVC was previously expected to deploy during the 2023 wildfire season using a portable power source but was delayed due to the unavailability of a MBESS that met SCE's grounding and UL-

listing requirements. SCE will perform portable power tests of the MEVC with multiple MBESS models in 2024 with deployments expected for the 2024 wildfire season.

#### **2.4.8.1.6 Self-Generation Incentive Program (SGIP)**

SCE remains committed to promoting clean energy solutions that expand the growth of distributed generation, focusing on disadvantaged communities and helping increase customer resilience in High Fire Threat Districts (HFTDs). To support this goal, the statewide Self-Generation Incentive Program (SGIP) has been modernized with targeted incentives for resiliency related to wildfires.

SGIP provides eligible customers<sup>22</sup> with financial incentives for the installation of new qualifying technologies installed to meet all, or a portion of, the electric energy needs of a facility. To help address the need for resiliency and better prepare our customers for outages and PSPS, SGIP offers incentives for the installation of self-generating energy storage systems designed to offset the customer's energy use and work as backup battery to provide power when an outage occurs. The incentives for "resiliency" qualified projects cover close to 100% of residential and roughly 85% of non-residential battery cost.

Both the Equity Resiliency and Non-Residential Equity Storage programs have been fully subscribed and new projects are waitlisted. Waitlisted projects are funded through the attrition of projects that are cancelled, or through a replenishment of budget, in the order they were received.

In December of 2021, D. 21-12-031 directed the SGIP Program Administrators to allocate and release all accumulated unallocated funds to Equity Resiliency applications waitlisted on an annual basis. The unallocated funds from 2023 have not yet been finalized, but SCE currently has 305 projects waitlisted in Equity Resiliency equaling approximately \$12.0

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<sup>22</sup> The eligibility requirements to qualify for these incentives differ between residential and non-residential customers and are outlined in the SGIP handbook *available at* <https://www.selfgenca.com/documents/handbook/2022>

million in incentive funds. The Non-Residential Equity Storage program currently has 12 waitlisted applications equaling approximately \$12.6 million in incentive funds.

In addition, Assembly Bill (AB) 209,<sup>23</sup> which was passed by the State Assembly late 2023, will add approximately \$630 million in funding for SGIP statewide. The breakdown of funding allocation has not been finalized but SCE expects a decision in Q1 2024, which will lead to implementation by mid-2024. SCE does not anticipate any additional funding except through AB 209 and future project attrition.

#### **2.4.9 Customer Participation in Programs that Support Resiliency**

Pursuant to D. 21-06-034, SCE is providing 2023 participation data on each type of assistance supporting resiliency for individuals with AFN by census tract, in Appendix F.<sup>24</sup>

Please see Appendix D for total count by census tract for the following programs:

- Total number of free portable backup batteries deployed in 2023 through the Critical Care Battery Backup program (4,148)
- Total number of Self-Generation Incentive Program resiliency projects completed in HFRA's in 2023 (642)
- Total number<sup>25</sup> of Portable Power Station Rebates (2,529) and total number of Portable Generator Rebates (585)

SCE provides additional assistance to customers by encouraging local hotels to provide discounts to customers experiencing a PSPS activation. Customers can review a list of

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<sup>23</sup> Assembly Bill (AB)-209 text is available at [https://leginfo.legislature.ca.gov/faces/billNavClient.xhtml?bill\\_id=202120220AB209](https://leginfo.legislature.ca.gov/faces/billNavClient.xhtml?bill_id=202120220AB209)

<sup>24</sup> SCE does not have data to report for Microgrids at this time. SCE launched the Community Microgrid Program in October 2023 and the application period will open in 2024. Timeline available at <https://www.sce.com/partners/partnerships/microgrid-incentive-program>.

<sup>25</sup> Represents total number of rebates. Customers may be eligible to collect more than one rebate per service account.

participating hotels listed on SCE's website and can interact directly with the hotel to book rooms at a discounted rate.<sup>26</sup>

SCE launched the In-Event Battery Loan pilot to provide eligible customers who are affected by PSPS with a battery loan. In 2023, SCE loaned 40 batteries to customers with AFN.

SCE partnered with California Foundation of Independent Living Centers (CFILC) to launch the DDAR pilot. Beginning in October 2023, approximately 30 customers enrolled onto SCE's Medical Baseline Allowance program. In addition, CFILC held 14 community outreach and education events which had a combined total of over 2,000 participants. During PSPS events, CFILC made 989 check-in calls to customers. Although, DDAR provides customers support with portable backup batteries, food assistance, accessible transportation, and accessible hotel accommodations, customers did not request these services in 2023.

SCE partners with foodbanks to offer food support to individuals who have been de-energized by PSPS. In 2023, foodbanks distributed 1,860 food boxes or bags to individuals affected by PSPS.

SCE partners with 211 to provide direct support to customers with AFN such as transportation, hotel accommodations, hot meal deliveries, and shelf stable food. In 2023, 211 provided 87 meals, and 8 hotel accommodations. 211 did not receive any requests for transportation in 2023.

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<sup>26</sup> SCE's list of participating hotels can be found at <https://www.sce.com/wildfire/customer-resources-and-support/hotel-discounts>



## **2.5 Customer Bill Assistance Programs**

Enrollment in one of SCE's bill assistance programs is one of several ways to identify customers or households with AFN and provide targeted outreach to better support customers impacted by PSPS.

### **2.5.1 Medical Baseline Allowance (MBL) Program**

SCE encourages customers who require electrically operated medical or mobility equipment, or have other qualifying conditions, to sign up for the MBL Program. Customers can enroll by submitting their completed application online or by direct mail. This program provides customers with additional electricity each day at the lowest baseline rate. Additionally, enrollment in MBL adds protections during PSPS activations and prior to disconnections through an escalated notification process.<sup>27</sup>

SCE reaches all customers enrolled in the MBL program through an annual letter to update contact information and enable them to provide additional means of contact (SMS, voice, email).<sup>28</sup>

SCE will continue to raise customer awareness about the MBL program using the following opportunities and tactics:

- Interactive MBL webpage that provides information about the program and enables customers to print an application or enroll using the online application form. This page and the corresponding applications are currently translated into prevalent languages.
- Quarterly bill onsert, an article raising awareness of the MBL program and directing customers to SCE MBL website <http://www.sce.com/medicalbaseline> to learn about the program and enroll.

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<sup>27</sup> Refer to Section 2.8.1.2 PSPS Customer Notifications for detailed information on the escalated notification process under Notifications for Medical Baseline and Self-Certified Customers.

<sup>28</sup> See D.19-05-042 at p. A13

- Automated recurring email campaign to drive MBL enrollments; this campaign began in 2022 and will continue through the end of 2024.
- Conversations with customer service representatives either through SCE's contact center, social media, virtual meetings, or in-person at community events. SCE can direct customers to program resources and assist in filling out an application, as needed.
- Socializing SCE's new MBL video which introduces the program and provides details about where and how to apply. This video can be found on SCE's YouTube channel; in 2023, the video was enhanced to include American Sign Language (ASL) translation and linked to the MBL website.
- During PSPS activations, CRCs and CCVs provide information on SCE's available programs including MBL, rebates and incentives.
- Partnerships with ILCs, CBOs, FBOs and other agencies to raise awareness of and increase enrollment in the MBL program.
- Partnering with In-Home Health Services<sup>29</sup> and other health organizations (see section 2.6.3.3 for additional details) by providing training to home healthcare workers and other social service agencies on MBL and providing them with resources including brochures and applications that they can make available at their facilities.
- Contracting with 211 to help enroll qualifying individuals in MBL through Care Coordination.

Additionally, the Joint IOUs hold monthly MBL benchmarking meetings to highlight activities and share best practices in areas of outreach campaigns, awareness, and enrollments to ensure alignment within the respective IOU service areas.

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<sup>29</sup> SCE provides annual training to county health workers who perform in-home visits before the second quarter of each calendar year. See D. 20-06-003, OP (37), *available at* <https://docs.cpuc.ca.gov/PublishedDocs/Published/G000/M340/K648/340648092.PDF>. On August 17, 2020, SCE filed an advice letter with the CPUC, ADVICE 4276-E, that describes Southern California Edison Company's Plan to Implement Requirements in Support of the Medical Baseline Program. p. 5.

### **2.5.1.1 Joint IOU MBL Population Study**

On June 16, 2020, the CPUC issued D. 20-06-003 to adopt various rules and policy changes for the large Investor-Owned Utilities (IOUs) to reduce the number of residential customer disconnections and to improve reconnection processes for disconnected customers of the IOUs. In this decision, the Commission directed the Joint IOUs to file a Tier 3 Advice Letter (AL) to establish enrollment goals for the MBL Program and articulate plans for increasing customer outreach activities. On August 17, 2020, the Joint IOUs each filed a Tier 3 AL under D. 20-06-003.

On September 24, 2021, the Commission issued Resolution E-5169, which approved with Modifications of the Tier 3 ALs filed by each of the Joint IOUs and found that it is reasonable for the Joint IOUs to request formal consideration of an estimated eligibility study for the MBL Program in each IOU's service territory to inform enrollment goals. Ordering Paragraph 4 of Resolution E-5169 provides an opportunity for the Joint IOUs to file a consolidated request for consideration of an estimated eligible population study for the MBL Program.

To understand how well current marketing efforts are performing in reaching and enrolling eligible MBL customers, the four IOUs (Joint IOUs and SoCalGas) filed a joint motion on December 22, 2021 requesting approval to conduct a public workshop to finalize the scope of work for a MBL eligible population study.

The scope encompasses the development of a single, coordinated, statewide study plan to produce an initial estimate of eligible MBL populations for each IOU electric and gas territory. The Joint IOUs propose that the study be performed by a single third-party consultant to ensure consistency in measuring estimated MBL populations across the Joint IOUs' service territories.

The study is intended to calculate a rough estimate of MBL eligible individuals within each IOUs service territory. The estimate will then be compared to existing MBL enrollment

numbers and, if gaps are identified, utilized to improve current identification and outreach efforts.

#### Study Requirements:

D.23-08-049 establishes the regulatory requirements for the MBL study. Representatives from each Joint IOU met after the release of the decision and agreed on specific details for its execution. The key study requirements as agreed by the Joint IOUs, and as consistent with the requirements of the decision, are as follows:

- a. The Joint IOUs have agreed that PG&E will conduct a request for proposals and hire a single third-party consultant to conduct the MBL Study and stakeholder workshop.
- b. The third-party consultant, to be selected by PG&E by a competitive process in consultation with the staffs of the other IOUs, will develop a single, coordinated, statewide study plan to produce an initial estimate of eligible customers for the MBL Program (or medical discounts for non-tiered rates) for each IOUs' electric and gas territory.
- c. The third-party consultant will conduct a public workshop to seek input on its proposed study design on or before April 2, 2024.
- d. The Joint IOUs will file tier 3 advice letter to seek approval of the consultant's study design and budget within 9 months of the effective date of this decision. The final decision will address the input of stakeholders from the public workshop.
- e. The IOUs will collaborate with the consultant by providing data and other support throughout the study process.
- f. The third-party consultant will release a draft report and hold a public workshop to discuss the draft report within 11 months of a resolution of the tier 3 advice letter.

### **2.5.2 Income Qualified Programs**

SCE offers a variety of bill assistance programs designed to help customers balance their energy and household costs that are also utilized to identify customers with AFN. Enrollment in

the California Alternate Rates for Energy (CARE) or Family Electric Rate Assistance (FERA) program allows customers to qualify for a number of financial assistance, debt forgiveness, and bill reducing programs. Both CARE and FERA provide significant discounts to customers who qualify for bill assistance based on their household size and income, or approval for public assistance programs, including but not limited to: Medi-Cal/Medicaid, CalFresh, Women, Infants and Children (WIC) program, Low Income Home Energy Assistance Program (LIHEAP), or Supplemental Security Insurance (SSI). Additionally, the Energy Savings Assistance (ESA) program is designed to customers conserve energy and save money. Income-qualified customers may be eligible to receive energy-efficient appliances at no charge or a minimal charge. These programs are described in detail below. For additional information on financial assistance, debt forgiveness, and bill reduction programs, visit [sce.com/billassistance](https://sce.com/billassistance).

#### **2.5.2.1 California Alternate Rates for Energy (CARE)**

Southern California Edison (SCE) offers discounted rates to income-qualifying households through the CARE program, providing a 30% monthly bill discount. To promote CARE, SCE employs targeted direct mail letters and emails in English and Spanish, including application forms. Information is also disseminated through multiple languages on [sce.com](https://sce.com), billing messages, and social media. SCE facilitates CARE enrollment through various channels, including self-service Interactive Voice Response (IVR), direct phone applications, and mailed application options. In-language support and third-party translation services are utilized for customer assistance. Additionally, SCE collaborates with over 60 CBOs to enroll customers in the CARE program, compensating them for their participation in the capitation program.

#### **2.5.2.2 Family Electric Rate Assistance (FERA)**

The Family Electric Rate Assistance (FERA) program offers qualifying customers an 18% discount on their monthly bill, employing similar outreach methods as the CARE program. Monthly direct mail letters and emails in English and Spanish, featuring application forms and

postage-paid reply envelopes, facilitate easy enrollment for low-income customers. Complementary to the CARE Program, communication efforts extend to SCE.com, billing messages, and social media. Furthermore, SCE collaborates with Community-Based Organizations (CBOs) through the capitation program, providing compensation to assist in enrolling customers into the FERA program.

### **2.5.2.3 Energy Savings Assistance Program (ESA)**

ESA helps income-qualified households conserve energy and reduce electricity costs by replacing old, inefficient appliances with new, energy-efficient ones. SCE pays all the costs of purchasing and installing the measures, which are free to eligible homeowners and renters.

To qualify for ESA, households must receive electricity service from SCE, meet the program's income and feasibility requirements for measure installation, and own or rent a home. Renters must have the homeowner's written permission before receiving certain program services.

In 2024, SCE is planning to competitively solicit to onboard additional agencies to conduct outreach, marketing, and lead generation services for the ESA program. These agencies will focus on hard-to-reach areas, some of which may be AFN customers, collecting customer leads in the communities via events and partnerships with other organizations. These companies will not visit homes but will obtain leads that SCE can refer to current contractors to complete the ESA enrollment. The goal is to increase enrollments for ESA program as a whole, however, this may result in an added benefit of reaching more AFN customers through these additional outreach efforts.

## **2.6 Customer Preparedness Outreach and Community Engagement**

### **2.6.1 Advisory Councils**

#### **2.6.1.1 Collaborative Council and Joint IOU Statewide AFN Council**

SCE is committed to understanding the unique and diverse needs of individuals with AFN. To receive feedback from stakeholders, SCE, in partnership with the other California IOUs, participates in the AFN Collaborative Council and Joint IOU Statewide AFN Advisory Council. Each Council serves a specific purpose and supports SCE in directing efforts for customers with AFN.

The AFN Collaborative Council consists of executive leaders across the AFN community and IOU executive leaders. This Council functions as the steering committee (decision-making forum) for the Statewide Joint IOU AFN Advisory Council (working group forum). See Appendix A for the list of Collaborative Council members and Joint IOU Statewide AFN Advisory Council members. Both Councils meet on a quarterly basis, or more frequently as needed.

The Joint IOU AFN Statewide Advisory Council is comprised of a diverse group of recognized CBO leaders that support the AFN population as well as members and advocates from within the AFN community. SCE's Vice President of Customer Programs and Services serves as the co-chair of the AFN Collaborative Council and sponsors the Joint IOU AFN Statewide Advisory Council. The Joint IOU AFN Statewide Advisory Council serves as a working group and opens the dialogue to discuss unique needs of individuals with AFN and develop a holistic strategy on how to better serve them. The Joint IOU AFN Statewide Advisory Council aids all stakeholders in developing and executing meaningful strategies to serve individuals with AFN. It provides independent expertise to help ensure that utility customer programs incorporate best practices. The Joint IOU AFN Statewide Advisory Council also helps utilities and other stakeholders further develop their AFN strategies to implement robust programs that will adequately and appropriately educate, communicate with, and aid individuals with AFN in building resiliency for emergencies, outages, and de-energization events such as PSPS.

In 2024, the utilities in collaboration with the AFN Collaborative and Advisory Councils will embark on the development of stakeholder “blueprint” to share best practices on how to address community, including individuals with AFN, needs during emergencies.

Members of the Joint IOU AFN Statewide Advisory Council are encouraged each year to serve on the Core Planning Team by working alongside the utilities to develop the AFN Plan. See Appendix B for the list of Core Planning Team members who participated this year. SCE remains committed to building upon the expertise of these councils and further opportunities to serve individuals with AFN across our service area. SCE will engage these councils throughout the year and continue to incorporate feedback in quarterly reports.

#### **2.6.1.2 SCE’s Community Advisory Councils**

SCE is engaging with organizations, and community leaders who serve on advisory groups facilitated or co-facilitated by SCE, such as the Community Advisory Panel (CAP), the Community Based Organization Marketing & Outreach Group (CBOMO), and the Clean Energy Access Working Group (CEAWG).

The CAP meets three times per year and includes consists of diverse community stakeholders across SCE’s service areas. Members of the CAP are leaders in the nonprofit, community, and business sectors that represent various AFN and consumer groups, including communities of color, veterans, disabled, LGBTQ, and low-income customers. For the past four years, CAP members have regularly been briefed on SCE’s wildfire mitigation efforts, clean energy policies, and provided feedback that has helped shape SCE’s customer service and outreach into these diverse communities.

CBOMO is a group of CBOs who increases awareness and educates customers on wildfire and safety preparedness in the event of a disaster.

CEAWG is a group co-facilitated by SCE and the Greenlining Institute, which mostly consists of environmental, clean energy, and environmental justice non-profit organizations focusing on community resilience. The CEAWG regularly advises SCE on emerging policies and



programs and actively works on developing new projects that help increase access to clean energy resources in disadvantaged communities. SCE also shares resilience information and work with government officials and institutions who work with local community organizations.

SCE will continue to adhere to these important restrictions and conduct virtual meetings with CAP, CEAWG, and CBOMO. PSPS and wildfire mitigation have been standing topics of discussions during these meetings.

SCE has also introduced SCE's climate adaptation efforts in disadvantaged communities on the agendas via a newly launched forum, the Climate Resilience Leadership Group (CRLG). In CRLG, SCE works with community leaders in disadvantaged communities to develop engagement material for these leaders to utilize to collect feedback from their communities in order. This feedback informs SCE's service area-wide vulnerability assessment that examines climate change impacts to grid infrastructure and SCE's ability to deliver electricity safely and reliably over a 2030-2070 timeframe. SCE will continue to consult and partner with CAP members eager to provide support in reaching AFN, in-language, and diverse communities. These activities will include virtual meetings, one-on-one engagements, and joint meetings/presentations with local stakeholders. SCE will continue implementing recommendations for improvements based on feedback received after each meeting.

#### **2.6.1.3 Regional Working Groups and Advisory Board**

In 2024, SCE will continue to meet quarterly with the PSPS Working Groups, which include small multi-jurisdictional electric utilities, community choice aggregators (CCAs), publicly owned electric utilities, communications, and water service providers, CPUC staff, tribal and local government entities, Public Safety Partners, and representatives of AFN communities. The PSPS Working Groups discuss communication strategies, information sharing, identification of critical facilities, customer care programs, strategies for supporting customers with AFN, and contingency plans. Additionally, these forums are used to leverage lessons

learned, solicit feedback, and discuss recommendations for improving the PSPS experience overall.

SCE will also continue to hold the quarterly PSPS Advisory Board meeting which includes participants from Public Safety Partners, Critical Facilities such as communications and water service providers, local and tribal government officials, business groups, non-profits, representatives of communities with AFN, and academic organizations. The Advisory Board provides hands-on, direct involvement and advisory functions on various aspects of PSPS de-energizations. The Advisory Board has senior-level representation from the stakeholder organizations and efforts are coordinated to ensure alignment of topics and sharing of key issues between the Working Groups and Advisory Board.

### **2.6.2 Tribal Engagement**

In 2024, SCE will continue to actively engage with tribal governments in our service area, primarily those with PSPS circuits located in their jurisdictions, to share and provide updates on SCE's Wildfire Mitigation Plan (WMP) and PSPS. SCE holds and attends meetings focused on educating and seeking feedback from tribal government officials on SCE's wildfire mitigation efforts, PSPS de-energization process, how SCE communicates and works with tribal agencies and emergency operations during PSPS activations, and assistance in promoting customer programs such as the MBL program and the CCBB Program.<sup>30</sup>

On June 7, 2021, CPUC issued D.21-06-015<sup>31</sup> which authorizes SCE to continue ongoing engagement with tribal communities, including offering grants for services, to help increase enrollment into the low-income programs, decrease participation barriers and negative perceptions, and build trust with tribal communities.

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<sup>30</sup> SCE partners with tribal governments to encourage identification of AFN population and promote education and outreach of customer programs and services. See D.19.05.042 at A13.

<sup>31</sup> D.21-06-015 - Decision On Large Investor-Owned Utilities' And Marin Clean Energy's California Alternate Rates For Energy (CARE), Energy Savings Assistance (ESA), And Family Electric Rate Assistance (FERA) Program Applications For Program Years 2021-2026.

Additionally, PSPS guidelines directed the electric utilities to work with public safety partners, which includes tribal governments, to identify assistance required by current and potentially eligible MBL program customers during de-energization events.<sup>32</sup>

To effectively meet these requirements, SCE's income-qualified program and AFN group launched a Tribal Mini-Grant Program in 2022. Through the Tribal Mini-Grant, SCE partnered with tribal governments to conduct AFN Self-ID surveys and MBL enrollment outreach to customers in tribal communities. To date, SCE tribal liaison team has met with over 10 tribes and the following 5 tribes have signed mini-grant agreements: Benton Paiute, Bridgeport Indian Colony, Timbisha Shoshone, Tule River Indian Tribe, and Soboba Band of Luiseño Indians. SCE met regularly with tribal organizations, actively participating in discussions to advocate for the CARE/FERA programs and encouraged them to explore the possibility of becoming a capitation agency. Between January and November 2023, SCE collaborated with several tribes to support or take part in 19 events. SCE is exploring to extend the mini-grant programs in 2024.

SCE developed a Tribal Nations website<sup>33</sup> which provides tribal communities access to relevant information such as tribal areas served by SCE, recorded community trainings, and partnerships available to its constituents. Additionally, SCE will work with tribal elected officials and their communications team/contact to help market and educate tribal members about AFN programs. SCE will alert tribal nation leadership anytime there is a new posting on the SCE Tribal Nation website about all SCE-related programs, including targeted AFN updates.

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<sup>32</sup> D.19-05-042, Appendix A at A12-A13, A20-21; D.20-05-051, Appendix A at A8; D.21-06-034, Appendix A at A8-A9. The CPUC modified the definition of "public safety partners" to: "The term 'public safety partners' refers to first/emergency responders (defined in D.19-05-042, Appendix A at A3-A4) at the tribal, local, state, and federal level; water, wastewater and communication service providers; community choice aggregators (CCAs); affected publicly-owned utilities (POUs)/electrical cooperatives; the Commission; Cal OES; and CAL FIRE. Public safety partners will receive priority notification of a de-energization event, as discussed in subsequent sections." (D.19-05-042, Appendix A at A4.)

<sup>33</sup> SCE's Tribal Nations Website, available at <https://www.sce.com/partners/partnerships/Tribal-Communities>.

### **2.6.3 CBO Outreach**

SCE cultivates new partnerships and expands on existing partnerships with the Whole Community, including CBOs, healthcare, and public health departments to perform proactive education and outreach. These efforts minimize the impact of PSPS on customers with AFN and improve overall knowledge of programs and services available to them.<sup>34</sup>

#### **2.6.3.1 Independent Living Centers (ILC)**

SCE continues to partner with the ILCs through our Disability Disaster Access and Resource (DDAR) pilot that partners with ILCs to serve the community before during and after PSPS events. Please see section 2.4.2 Disability Disaster Access and Resource (DDAR) pilot for updates.

#### **2.6.3.2 CBO Engagement Wildfire and Safety Preparedness**

In 2024, SCE will continue to work with CBOs that represent and serve the AFN community, that resides in high fire risk areas. To establish a robust network of community partners, an additional 30 CBOs will be identified through a request for proposal (RFP) process to increase the total number of CBOs from 20 to 50. Increasing the CBO coverage will assist SCE in expanding its reach with customers to help them prepare before, during and after a wildfire or PSPS activation.

CBOs will receive resources to assist with their education and outreach efforts. These resources will be provided quarterly and will include the following:

- Turnkey messages that can be shared via social media
- Diverse and inclusive imaging to support messages
- In-language content
- Premiums/giveaways that reinforce “safety and preparedness” and represent the AFN community

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<sup>34</sup> See D.21.06.34, Appendix at A9.

Each quarter, all CBOs will be required to attend quarterly webinars to review outreach strategy, program changes or learn about new objectives or community resources as they become available.

### **2.6.3.3 Healthcare, durable medical equipment providers, In-Home Supportive Services (IHSS) and Regional Centers**

SCE recognizes that on-going engagement with healthcare practitioners, medical associations, and representatives of durable medical equipment is a key opportunity to increase enrollment in the MBL program and connect individuals with AFN to programs and services that help our customers prepare for a PSPS.

The Joint IOUs will continue partnering to deliver statewide training sessions to the California's Department of Social Services In-Home Supportive Services (IHSS) program managers, the Department of Developmental Services' Regional Center staff, and the California Hospital Association/California Hospital Council. The training sessions will cover relevant information such as:

- Emergency preparedness and planning
- MBL program and Self-Certify program
- 211 support services such as Care Coordination and direct support during PSPS
- Generator and backup battery programs
- Other resources and offerings provided to customers during PSPS activations (e.g., CRCs/CCVs, food support, etc.)

In 2024, the Joint IOUs will work to cultivate new partnerships to help amplify IOU PSPS outreach efforts to increase preparedness and drive enrollment in the MBL Program.

### **2.6.4 Marketing Campaigns**

In Q4 2022, SCE implemented an AFN Self-Identification and Data Validation marketing campaign to residential customers in high fire risk areas (HFRA). This data-gathering effort

identified customers with AFN and append this information to SCE's internal customer database. This will allow SCE to be more precise in conducting future marketing and outreach to AFN customers, guiding them to various SCE programs, service and resources that can help them to stay safe, informed and be prepared for PSPS outages.

In 2023, SCE successfully completed the AFN Self-Identification and Data Validation marketing campaign pilot which received over 18% survey response rate and expanded the AFN Self-Identification and Data Validation marketing campaign to all HFRA customers. The full HFRA audience was approximately 1.2 million and the campaign consisted of both email and direct mail assets to accommodate residential customers with and without an email address on file. Campaign results have been very positive, and 199,600 survey completions have been collected through November 2023. Accordingly, SCE will continue implementing this highly successful marketing campaign to non-HFRA customers beginning in 2025.

In 2024, SCE will continue to identify and leverage low and no-cost opportunities through the newly developed integrated PSPS preparedness journey which includes the annual PSPS Newsletter to promote the importance of customers self-certifying a condition that can be significantly impacted by the interruption of power and to make customers aware of important support services available through 211 and DDAR. SCE also began conducting personalized marketing and outreach to a small pilot audience of newly identified AFN customers through AFN Marketing Nurture campaign at the end of 2023, guiding them to various SCE programs, services and resources that can help them to stay safe, informed and be prepared for PSPS outages. SCE will expand this campaign to all AFN customers in 2024.

Additionally, SCE will continue to partner with the other electric IOUs, the AFN Advisory Council, and other key stakeholders to identify potential opportunities to co-create and jointly fund AFN-focused statewide customer marketing materials and advertising assets, including expansion of assets currently housed on the statewide PrepareForPowerDown.com website for AFN-focused CBOs and state agencies to amplify those IOU resources to their constituents.

### **2.6.5 Advertising**

SCE's advertising seeks to educate customers and the public on PSPS, including the conditions that trigger a PSPS, how to prepare for a PSPS and emergencies, what SCE has done and continues to do to mitigate the risk of wildfires, and the programs and resources SCE offers to those who are impacted by PSPS. In 2024, SCE plans to continue running new ads created in 2023. Ads are translated into 6 languages including Spanish, Cambodian, Chinese, Korean, Vietnamese and Tagalog. The static digital banner will also be translated into 13 additional languages including Arabic, Armenian, Farsi, French, German, Japanese, Khmer, Punjabi, Russian, Portuguese, Hindi, Hmong and Thai. SCE also uses social media to support its advertising and marketing campaign with paid and organic posts informing customers about PSPS, emergency preparedness tips, how to sign up for PSPS alerts and storytelling around SCE's wildfire mitigation efforts. Also, information about SCE's CRCs and CCVs is shared on Facebook, Twitter, Instagram and Nextdoor. SCE measures impressions and click-through rates for these ads.

In 2024, SCE plans to continue to run advertisements in English and other languages concurrently service area wide, using a variety of channels, including digital banners, digital video, social media, digital audio and broadcast radio. SCE will continue to use digital banners to reach Medical Base Line customers, to encourage program enrollment and emergency preparedness. The 2024 advertising campaign will continue to emphasize PSPS readiness and customer programs, specifically for customers with AFN, with an overall impression goal of 334 million.

### **2.6.6 Dedicated AFN Webpage on SCE.com**

In 2023, SCE launched the redesigned and optimized Wildfire Safety, PSPS and Outage Center content and digital experience on SCE.com. The pre-existing AFN landing page that highlights resources and information for customers with AFN was also updated. Quick links and

simplified content facilitate easy access to PSPS alert signups, Self-Certification, 211 community assistance programs and referrals, Independent Living Centers, Disability Disaster Access & Resources (DDAR) pilot and Cool Centers. Customers with diverse needs can also learn more about SCE's Medical Baseline Allowance program and financial assistance programs that can help manage household electricity expenses.

### **2.6.7 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.

In 2023, the Joint IOUs conducted a walk-through of the updated website with the AFN Collaborative Council for additional feedback, prior to beginning Phase 2 of the website refresh, to ensure inclusive design. In 2024, the Joint IOUs will continue Phase 2 updates that focus on enhancing the user journey through the website. The updated site will offer a utility-customized view of programs and resources, customized preparedness checklists, and additional encouragement to sign up for outage alerts, enroll in Medical Baseline Allowance program, if eligible, and gain access to other utility customer support programs.

### **2.6.8 Community Meetings in High Fire Risk Areas (HFRA)**

In 2024, SCE plans to host virtual community meetings in HFRA to provide information on SCE's wildfire mitigation efforts and PSPS. ASL interpretation will be available in all meetings and will include information on programs and services available to the AFN community. The meetings will also provide information on communications and notifications around PSPS,



customer programs such as the MBL program and CCBB, and resources to help customers be better prepared. These meetings offer participants the opportunity to ask questions of SCE staff and provide feedback. SCE will advertise the meetings to customers in HFRA, and information about the meetings will be available on SCE's website. SCE plans to record the meetings and post them with closed captioning on SCE's YouTube channel, which provides the ability for customers to view closed captioning in multiple languages.

### **2.6.9 Meetings with Cities and Counties**

In 2024, SCE will continue its regular outreach with local and tribal governments in high fire risk areas across its service area (primarily those with PSPS circuits located in their jurisdictions) to share and provide updates on SCE's WMP and PSPS. Outreach will focus on educating and seeking feedback from local government officials on SCE's wildfire mitigation efforts, PSPS de-energization process, PSPS tools and resources and, how SCE communicates and works with government agencies and emergency operations during PSPS activations. SCE also request the assistance of local and tribal governments in promoting customer programs such as the MBL program and the CCBB Program. SCE will also solicit advice on outreach to individuals with AFN.<sup>35</sup>

## **2.7 PPS Activation (During – Emergency Operation Center Activated)**

### **2.7.1 In-PPS Communications**

SCE has developed a notification and communication strategy<sup>36</sup> to provide state agencies, Public Safety Partners, critical infrastructure and facilities providers, as well as customers, including those with access and functional needs, and all interested stakeholders

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<sup>35</sup> SCE partners with local governments to encourage identification of AFN population and promote education and outreach of customer programs and services. See D.19.05.042, Appendix A at A13.

<sup>36</sup> SCE develops and reviews communication plan in collaboration with CalOES, County and Local Governments, independent living centers and other representatives of people with AFN. See D.20.05.051, Appendix A at A3 and D.21.06.034, Appendix A at A11.

with accessible, actionable, and easy to understand information before, during and after Public Safety Power Shutoff (PSPS) events that may impact them. This notification strategy is available in SCE's 2023 Pre-Season Report.<sup>37</sup>

SCE's notification approach includes using accessible language for notifications, leveraging Community Based Organization (CBO) networks to augment SCE's messaging, notifying paratransit agencies as well as owners and managers of multi-family dwellings, implementing PSPS Address Level Alerts for non-account holders and taking additional steps to ensure MBL and self-certified customers are receiving notifications advising them about potential PSPS.

### **2.7.1.1 PSPS Notifications to Community Stakeholders**

#### **Notifications to Public Safety Partners**

SCE's goal is to notify all public safety partners,<sup>38</sup> critical facilities and infrastructure, and customers in accordance with the minimum timelines set forth by the CPUC in D.19-05-042. Public Safety Partners require lead time to prepare to respond to potential de-energizations. To support this need, when possible, SCE provides priority notification to these agencies between 48 and 72 hours before a potential PSPS de-energization. Additional alerts and warning update notifications are made again at 24-hour intervals and throughout the event.

SCE implemented the Central Data Platform (CDP) in 2022. The CDP system integrates the PSPS management under a single platform which improves the timeliness and accuracy of notifications to Public Safety Partners and customers.

SCE has also implemented a Public Safety Partner Portal that went live in June 2021. The Portal is for Public Safety Partners contains non-public PSPS related. When a PSPS is activated

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<sup>37</sup> 2023 PSPS Pre-Season Report is available at <https://on.sce.com/PSPSPreSeasonReporting>.

<sup>38</sup> The term Public Safety Partner refers to first emergency responders such as tribal, federal, state, and local governmental and nongovernmental public safety, fire, law enforcement, emergency response, emergency medical services providers (including hospital emergency facilities), and related personnel, agencies and authorities. See D.19-05-042, Appendix A at A4.

on the Portal or updated PSPS information is posted, those partners who have subscribed to Portal updates will receive automated e-mail communications. Users can opt-out of these automated e-mail communications by setting their personal preferences in the Portal.

## **CBO Notifications**

CBOs that have partnered with SCE to perform customer education and outreach and who have expressed interest receive Public Safety Partner notifications. These advance notifications allow CBOs to prepare in advance of a potential PSPS, amplify messaging, and perform safety and preparedness checks on their constituents as needed. CBOs can request limited access to the Public Safety Partner Portal. In 2024, SCE will do a review of these advanced notifications to ensure that CBO partners who need to stay informed receive them.

## **Paratransit Notifications**

SCE provides priority advance notifications to critical infrastructure customers, including paratransit agencies, as early as 72 hours prior to the period of concern for a PSPS. These customers may also request access to the Public Safety Partner Portal ("Portal"), where they can obtain detailed information about potential PSPS activations, including access to aggregated information on customers served by the circuits being monitored. If full circuits <sup>39</sup> are affected, the corresponding zip codes are also available on the Portal. If only a segment is in scope, the zip code will not show up in the file. In those cases when a PSPS is not anticipated to affect a critical infrastructure facility, but an area where the paratransit agency operates, SCE will notify paratransit agencies that have enrolled in SCE's daily CBO Coordination Calls, which includes an email with information about the PSPS as early as 72 hours prior to the period of concern, and invitation to participate in our daily briefings. For more information on partnerships with accessible transportation, please see Section 2.4.4.

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<sup>39</sup> SCE provides proactive notification and impacted zip code information to paratransit agencies. See D.21.06.034, Appendix A at A9.

## **Address Level Alerts**

PSPS Address Level Alerts (ALA) launched on October 25, 2021. These notifications are meant for non-account holders, and are helpful for master-meter residential tenants, small business tenants, landlords, caregivers, and relatives, in-person service providers and frequent travelers.<sup>40</sup>

As of December 31, 2023, over 7,500 distinct premises are enrolled in PSPS Address Level Alerts. Distinct premises enrolled by channel: Voice = 1,201, SMS = 6,726, Email = 2,362. Address Level Alerts are available in 7 languages (English, Spanish, Cantonese, Mandarin, Korean, Vietnamese, and Tagalog). The availability of these notifications is being communicated through advertising and through customer newsletters and CBO partnerships. SCE will continue to identify and implement improvements for the PSPS Address Level Alerts based on feedback from users.

### **2.7.1.2 PSPS Customer Notifications**

SCE begins notification, when possible, 48 hours before forecasted conditions to customers via their preferred method of communication (e.g., SMS, e-mail, voice call). Customers are again scheduled to be notified one day before the forecasted conditions. PSPS notifications are delivered via the customer's preferred channel via SMS, voice,<sup>41</sup> and e-mail. PSPS notifications to customers are available in 23 languages. In 2023, SCE the accessibility SCE's PSPS notifications by incorporating American Sign Language translations. In September 2023, in response to customer feedback, circuit information was added to notifications to assist with helping customers understand the location and impact of a potential PSPS activation. SCE

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<sup>40</sup> SCE leverages on CBO partnerships to outreach and educate individuals on options to receive notifications regardless of whether they are the customer on record. See D.21.06.34, Appendix A at A9.

<sup>41</sup> PSPS Notifications for Mixteco, Zapoteco, and Purapecha languages are only available via Voice.

will continue to capture customer feedback in 2024 and evaluate what improvements can be implemented.

### **Notifications for Medical Baseline and Self-Certified Customers**

SCE takes steps to ensure that MBL, including Critical Care, and Self-Certified<sup>42</sup> customers are notified of forecasted PSPS activations. During each PSPS, SCE receives a report identifying forecast notifications that were not delivered successfully to the customer. The Consumer Affairs department will research these customer accounts and look for alternative channels of communication.<sup>43</sup> In most cases, SCE successfully reaches these customers through this process. However, should SCE not reach a customer remotely by phone or email, then SCE will send a field service representative to the customer's address.<sup>44</sup> If personal contact is not made, a notice (doorhanger) is left with information about PSPS and a request for the customer to contact SCE to update their contact information. The secondary verification for MBL, including Critical Care, and Self-Certified customers occurs during pre-event (advance) notifications. Unforeseen weather conditions may prevent notice to customers in advance of de-energization.

To maintain the most current contact information in the databases, SCE leverages all touch points with customers as an opportunity to validate or update their contact information. For example, in the process outlined above, if a Consumer Affairs representative speaks with these customers, the representative will update their contact information in SCE's systems. On an annual basis, SCE sends every customer enrolled in the MBL program a letter covering

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<sup>42</sup> These individuals certified as having a condition that could become life-threatening if electricity is disconnected.

<sup>43</sup> In the event when disruption of traditional communication channels occur, SCE provides contingency alternatives to communicate with MBL and Self-Certified Customers. See D.20.05.051, Appendix A at A3.

<sup>44</sup> Notifications for Medical Baseline and Self-Certified customers is intended to strive a coordinated positive/affirmative notification strategy for customers that depend on electricity for the provision of life sustaining services. This strategy includes up to in-person notification when possible. See D.19-05-042, Appendix A at A20.

power outages and the importance of a resiliency plan and asks that they contact SCE to make sure their contact information is up to date. SCE conducts a review of all MBL accounts to identify customers who do not have contact preference information designated for outages or emergency notifications so it can seek to obtain this critical information.

### **Multi-Family Dwellings and Property Managers**

In 2023, more than 1 million copies of the PSPS annual newsletter were mailed to customers who live in HFRA, including multifamily tenants who are individually metered. Translated versions in all CPUC-designated prevalent languages are accessible to customers via the Wildfire Communications Center on SCE.com. We followed up with those customers with a reminder email or postcard once we approached the height of the wildfire season.

SCE also emailed customers to direct them to digital versions of the annual newsletter to non-HFRA residential and business customers prior to the onset of wildfire season. Customers that could not be reached via email received a printed copy of the newsletter. Translated versions of the non-HFRA version of the newsletter are available in all CPUC-designated prevalent languages via the Wildfire Communications Center on SCE.com.

In August 2023, SCE also mailed a bi-lingual (English and Spanish) PSPS Annual Master Letter & Flyers to master-metered customers in High Fire Risk Areas (and a few Non-HFRA customers on downstream circuits that could be impacted) to request that landlord and property owners educate their sub-metered tenants about wildfire and PSPS, including steps their sub-metered tenants can take to plan, prepare, and stay safe during a PSPS outage. We requested that master-meter customers post the flyers provided for tenant awareness. The flyer also included a QR code to help drive PSPS Address Alert signups. Translated versions of the flyer in Chinese, Vietnamese, Korean and Tagalog (in addition to Spanish) were made accessible for download via SCE's Wildfire Communications Center webpage.<sup>45</sup>

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<sup>45</sup> Webpage available at: <https://www.sce.com/wildfire/wildfirecommunications-center>

SCE will continue to leverage current relationships to expand outreach and education. For instance, in 2023, SCE collaborated with apartment owners and associations for opportunities to provide PSPS education and outreach to their tenants and association members. In late September, The California Apartment Association (CAA) published a wildfire season preparedness article on behalf of the Joint IOUs to educate Californians about wildfire safety and the importance of preparing for potential PSPS outage emergencies. The article was featured on CAA's website<sup>46</sup> and in their e-newsletter. SCE will continue to promote Address Level Alerts for non-account holders, which gives sub-metered tenants, property managers, tenants, and any individual with AFN (e.g., out-of-town travelers, caregivers, individuals struggling with homelessness, etc.) access to valuable notifications.<sup>47</sup>

### **2.7.1.3 Accessible Media Engagement**

#### **Accessible Website**

On SCE.com, customers can find information about SCE's wildfire mitigation efforts, tips for how to become more resilient during major events and updates regarding PSPS outages in their area. Mass media advertising, which can include online radio, digital banners/videos, and social media, directs customers to SCE.com for more information. SCE also maintains a toll-free 1-800 phone line staffed with trained personnel who receive calls from impacted customers.

SCE.com is routinely tested<sup>48</sup> to support visitors who use a wide range of assistive technologies – including screen readers – to access the internet. Maps denoting PSPS locations and details have been optimized to support customers with visual limitations, including color blindness. In fact, in 2020 SCE recolored their PSPS outage map based directly on feedback

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<sup>46</sup> CAA website is available at <https://caanet.org/are-you-prepared-for-wildfire-season-2/>

<sup>47</sup> SCE conducts outreach to multi-family building account holders, building managers and tenants to provide education on PSPS notifications and programs that offer resiliency support. See D.21.06.034, Appendix A at A9.

<sup>48</sup> External-facing digital properties such as SCE.com, Edison.com, Energized.Edison.com and our online newsroom include web pages and various assets that are assessed for WCAG compliance. This includes compliance regarding font, colors, images and videos. SCE staff who work on these various websites also take annual trainings for WCAG compliance.

from a Center For Accessible Technology (C4AT) representative on the Join IOU Statewide AFN Advisory Council, which shows the impact and benefit of such advisory councils. Additionally, Wildfire/PSPS content on SCE.com is now available in nineteen languages prevalent in the service area (including English) to further assist customers with language dependency.

In late January 2023, SCE launched redesigned, customer-centric Wildfire Safety, PSPS and Outage Center content and user experience on its sce.com website making it easier for customers to find, understand and if needed, act upon important Wildfire Safety/PSPS/Outage information.

SCE will continue to advance SCE.com's WCAG levels to meet or exceed compliance across its digital properties to ensure wildfire mitigation content is accessible to all customers. These properties include SCE.com, Edison.com, and Energized by Edison (energized.edison.com). We will also continue to maintain accessibility of our wildfire mitigation-related video assets hosted on third-party sites such as YouTube to the greatest extent possible based on the accessibility features of those third-party sites.

### **Wildfire Communications Center**<sup>49</sup>

SCE will continue to utilize its Wildfire Communications Center to provide customers and community partners with ready access to important Wildfire Safety and PSPS-related communications and outreach in all 19 mandated prevalent languages (including English). It features links to various direct mail, email, radio, social media, digital banners, and videos, PSPS notifications, and community meetings that are part of SCE's efforts to keep customers safe and informed before, during and after a wildfire event and is updated periodically as new information becomes available. In addition to SCE.com, SCE will evaluate and assess the addition of in-language wildfire mitigation content across various external digital properties.

### **Social Media**

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<sup>49</sup> Formerly titled, Multicultural Media Engagement.



SCE uses Nextdoor as a channel to reach populations who may not have access to other channels of communications. Since 2022, SCE had used Nextdoor for general customer communications, but not for PSPS notifications because Nextdoor cannot be used in a sufficiently targeted manner to only reach customers impacted. SCE will continue customer communications via Facebook, Twitter, and Instagram responding to and triaging customer concerns during PSPS activations.

In 2023, the social media team will begin using Alt Text options on social media images to make descriptions and information more accessible to people with vision loss. Alt Text makes social media more accessible by describing images so people who use assistive technologies such as a screen reader or Braille refresh display can more seamlessly browse SCE's social media content.

### **2.7.2 Community Resource Centers (CRCs) and Community Crew Vehicles (CCVs)**

During PSPS activations, SCE provides in-person local support to its customers through Community Resource Centers (CRCs) and Community Crew Vehicles (CCVs). Customers can find the location of activated CRCs on SCE's website ([www.SCE.com](http://www.SCE.com)). SCE's CRCs are required to comply with the Americans with Disabilities Act (ADA) or is handicap accessible so that all customers may access CRC services. These locations provide customers with information, support, and resources to minimize the impact of PSPS. CRCs and CCVs offer customers the ability to charge portable mobile and medical devices, receive water, light snacks, ice or ice vouchers, and access to ADA compliant restrooms (when not limited by COVID-19-related restrictions). SCE offers insulated bags and ice vouchers for individuals who have the need to keep medication cool. Additionally, SCE offers in-language translation, including American Sign Language, to support customers at CRCs and CCVs for whom spoken English is not their primary language. Customers may also update their contact information and enroll in outage alerts at CRCs and CCVs.

To date, SCE has contracts with 66 CRCs in different locations and can currently activate approximately 15 of these locations simultaneously across its service area, including deploying CCVs as needed. Of SCE's 66 CRC locations, 59 operate between the hours of 8am to 10pm. To the extent possible when SCE selects and publishes a CRC location availability, SCE is committed to maintaining operations of CRCs from 8 am to 10 pm for the duration of the period of concern.<sup>50</sup> Due to weather changes or other constraints, SCE may relocate the CRC as needed to best serve customers who are experiencing PSPS. CRCs are activated and CCVs are dispatched to communities that are impacted by a PSPS de-energization activation.

Since 2019, SCE has contracted with sites to serve as CRCs based on various factors including: (1) analysis of circuit locations at high risk of being impacted by PSPS, (2) grid hardening initiatives under way, (3) AFN and other essential customer groups on the circuits, (4) population density, (5) special needs within the community, and (6) feedback from various internal and external community stakeholders. With a portfolio of 60+ contracted sites, SCE now strategically seeks contracts with additional sites based on identified coverage gaps. SCE identifies coverage gaps through reviews of impacted locations from the previous PSPS season and connects with external community stakeholders to identify sites to contract with to address the gaps for future potential PSPS activations.

In 2024, SCE continued to offer the enhancements introduced in 2022 to improve overall accessibility and customer satisfaction, including providing privacy screens, manual wheelchairs and piloting a leave-behind device charging service at each CRC location.

In summary, SCE's CRC service offerings include:<sup>51</sup>

- Privacy screens
- Wheelchairs
- Leave-behind device charging

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<sup>50</sup> Except where governmental facilities have different operating requirements.

<sup>51</sup> SCE plans to continue offering these services while exploring new ways to better serve individuals with AFN visiting CRCs

- Real-time language translation of over 120 languages, including American Sign Language (ASL)

Operation in rural areas impacted by PSPS:

- SCE offers 2-gallon water containers in rural areas, which may be used for livestock, cooking, or other needs.
- SCE offers increased internet access with deployment of satellite based internet communication devices.
- SCE has equipped or identified CRC locations in the most remote communities with resiliency (back up generation for the CRC) to support customers who are without power.
- SCE identified seven remote communities as having the most frequent PSPS activations in 2019 and 2020 and developed a pilot to provide up to three essential service sites (e.g., grocery store, gas stations) in each Resiliency Zone community with back-up generation. For more information see Section 2.4.3 Resiliency Zone.

## **CRC Surveys**

SCE solicits customer feedback on their CRC experience in three different ways: (1) via a QR coded display at each CRC location, (2) via QR code on an SCE business card that provides links to PSPS information, and (3) via email surveys to customers who prefer to receive the survey via email. After a PSPS, SCE emails a survey link to those customers who provided an email address. SCE reads all survey responses to gauge the helpfulness of the staff and services at CRCs and CCVs to identify areas of improvement.

## **2.8 Recovery (After – Power has been restored)**

### **2.8.1 After Event Support to Customers with AFN**

SCE is committed to supporting customers recovering from a PSPS. Assistance available after a PSPS may include:

- Connecting customers with AFN to accessible transportation from shelter, lodging, or CRC
- Returning emergency battery loans
- For up to three days following a PSPS activation, provide food support via food bank, Meals-On-Wheels, or food pantries

For details on the continuity of support offered to customers with AFN after PSPS, see Section 2.4 AFN Programs and Resources that Support Resiliency.

### **2.8.2 Close the Loop**

SCE utilizes a Closed Loop Feedback (CLF) process to gather and understand feedback from individuals who have been affected by PSPS, leveraging information gathered through SCE's Voice of Customer surveys. Voice of the Customer surveys are sent to customers who are notified of a PSPS activation and to those who were de-energized. SCE reviews survey responses to resolve any outstanding issues and follow ups directly with customers. Reviewing survey responses in aggregate, SCE analyzes the survey responses to identify root causes, major themes and/or pain points to be addressed. This process helps SCE identify and execute actions needed to ensure a customer's needs are being met in a timely manner. It also shows customers and employees that the company listens to feedback and drives internal operational improvements to ultimately result in better customer service.

In 2024, SCE will continue to utilize this CLF program to identify and execute actions to improve our customer's experience. In 2024, the survey invitation questions will be reviewed to ensure SCE is capturing relevant feedback in an effective manner. SCE will also continue to identify ways to improve and streamline the CLF program to increase the support provided to customers with AFN.

### **2.8.3 After Action Reviews and Reports**

SCE is committed to continuous improvement and operational excellence in both response planning and execution during an exercise, drill, or activation. SCE adheres to the guidelines established in the Homeland Security Exercise and Evaluation Program (HSEEP) for completion of After-Action Reviews (AAR) and tracking of Corrective Action items for each exercise and real-world event SCE responds to throughout the year.

During the after-action process, response gaps, best practices, and lessons learned are noted and collected to determine how the process or procedure can be improved and/or better executed. Adhering to this process provides SCE with an opportunity to gain maximum benefit from every exercise or real-world event by evaluating its effectiveness and assigning corrective actions for continuous improvement. This procedure documents how SCE conducts After Action Reporting and identifies corrective actions for timely resolution. This tracking includes improvements related to AFN. For more details see Sections 2.8.4 Lessons Learned and Feedback, and 2.8.4.1 Corrective Action Tracking.

### **2.8.4 Lessons Learned and Feedback**

SCE is committed to continuous improvement. We capture lessons learned and have a system to implement changes based on lessons learned, surveys, and feedback.

#### **2.8.4.1 Corrective Action Tracking**

A Corrective Action is any action taken to "correct" or address a potential root cause(s) for a reported deviation designed to eliminate or minimize the potential for recurrence of the deviation. Any corrective actions identified during real-world activations and preparedness exercises contribute to an overall continuous improvement model and inform future planning, training, and exercise requirements. SCE's Business Resiliency assigns and tracks corrective actions regardless of which organizational unit within the SCE enterprise owns remediation of the action. This is necessary to improve plans, build and sustain capabilities, and maintain readiness. In addition to corrective action tracking, SCE investigates lessons learned from other emergencies affecting utilities and works to implement best practices related to these lessons

learned. Corrective actions and lessons learned are documented in each PSPS Post-Event Report and filed with the Commission.

## **2.8.5 Customer Research and Surveys**

### **2.8.5.1 SCE's PSPS Surveys**

Beginning in 2020, SCE annually conducts pre- and post- wildfire season surveys using the In-Language Wildfire Mitigation/PSPS Communications and Outreach Effectiveness Surveys. These surveys measure awareness and understanding of SCE's wildfire safety and preparedness communications, and PSPS activities among both residential and business customers. The 2024 study will represent the fifth consecutive year the pre-/post- surveys have been conducted.

The mandated surveys are available in English and 19 other "prevalent" languages in SCE's service area and administered both by email and phone. A large random sample of SCE customers throughout our territory participate in the surveys, with a targeted focus on customers in High Fire Risk Areas (HFRAs) and included is a control group of customers in non-HFRAs for comparison. The pre-season survey is fielded from June to July with a report in September, while the post-season survey, with more detailed PSPS-specific questions, is conducted in November-December with a final report in late January or early February. Results from the combined Pre-/Post- In-Language Wildfire Communications Surveys, which is used to track the AFN Plan KPIs, will be reported in Q1 2024 AFN Quarterly Report update.

In addition to the critical in-language component of the surveys, numerous demographic questions are included that allow us to profile different sub-groups of customers and compare their responses to all other topics captured throughout the surveys. Among the demographics collected are identifiers that help SCE isolate customers with AFN from customers without AFN, as well as separate key sub-groups within the AFN population. This segmentation assists in determining similarities and differences across the various groups in terms of their responses to SCE's wildfire safety and preparedness communications and outreach. Measures of analysis include recall of SCE's communications, assessment of their

usefulness, awareness, and opinion of PSPS communications, activity, and resources and support, etc.

The PSPS Tracker Survey is conducted annually at the end of prior year's wildfire season among residential and business customers to assess and understand customer awareness, experience, and opinions of SCE's PSPS and wildfire mitigation activities. The 2023 survey conducted in spring 2024 will also represent the fifth consecutive year this study has been conducted. This customer research is administered over the phone and online, focusing on customers affected by a PSPS notification or de-energization in HFRA during the previous fall's wildfire season, as well as a sample of non-HFRA customers. AFN demographic questions were added to the PSPS Tracker and In-Language Wildfire Communications surveys to help identify the AFN customers within the studies and to report on activities outlined in D.21-06-034, K.4. Results from the latest PSPS Tracker surveys will be reported in Q2 2024 AFN Quarterly Report update.

Survey results completed in Q2 2023 from the 2022 PSPS Tracker Survey:

- Customer feedback on PSPS notifications provided the following insights:
  - Emails and text messages from SCE are a top source of PSPS awareness, with text messages growing in popularity
  - AFN customers are satisfied with the cadence and number of PSPS alerts they receive, and in 2022, even more satisfied with the content's clarity and helpfulness
  - To enhance notifications further, many AFN customers would find it valuable to have their circuit information included
- Customer feedback on PSPS:
  - Awareness of PSPS events continues to be higher among customers with than customers without AFN
  - Though SCE.com is the most utilized source for updates during a de-energization; utilization levels were lower in 2022, than in 2021

- AFN customers are more positive toward PSPS practice compared to customers without AFN, and are more likely to think PSPS are necessary
- Awareness of AFN resources remains generally low among customers with AFN, yet interest in support is still high
- Customers continue to be most aware of the rebate program (both rebates) and Community Resource Centers (CRCs)
- De-energized customers with AFN continue to be the most interested in food delivery service through SCE partnerships
- The impact of PSPS events was viewed more positively in terms of AFN customers' health and independence.
- Challenges remain among AFN customers during PSPS events surrounding body temperature regulation and medical equipment usage

In 2024, SCE will continue identifying new and additional opportunities to capture additional metrics where possible, as outlined in D.21-06-034, Appendix A, Section K.4.

### **2.8.5.2 Targeted Customer Research**

In 2022, SCE began conducting annual market research of AFN households to better understand their needs and experiences, with a study at the user experience of SCE.com for blind/low-vision and deaf/hard-of-hearing customers. The insights from this study helped inform the SCE.com web content optimization efforts.

In 2023, SCE conducted an outage (including PSPS) experience study on AFN households, and to better understand their preparedness needs. SCE's AFN Outage Experience research interviewed 27 customers with varying access or functional needs. SCE examined how different types of outages (PSPS, Maintenance, and Repair) impacted AFN households. Observations from the study participants include:

- Participants rely on SCE's texts and emails for pertinent outage information



- Participants preparation for outages is usually limited to backup light sources and food/water
- Few surveyed participants have backup battery and generators today, though interest in obtaining one in the future is high
- Participant awareness of SCE's programs is low, but interest is high to learn more

Based on these insights, SCE will continue working to ensure timely, accurate notifications, encouraging customers to sign up for outage alerts, assist customers in finding secure backup power sources, and increasing engagement efforts to raise awareness of SCE support programs.

In 2024, SCE will continue tracking the experience of PSPS for customers with AFN and exploring the accessibility of SCE resources (e.g., native mobile application, digital assets, backup power operation instructions) to identify areas of continuous improvement.

### **3. INFORMATION COLLECTION, ANALYSIS AND DISSEMINATION**

#### **Customer Privacy**

SCE recognizes the importance of protecting its customers' Personally Identifiable Information (PII). To help keep our customers' PII secure, we regularly train our employees regarding the privacy rights of our customers. SCE also implements information security and cybersecurity safeguards to protect the personally identifiable information in our care. Details regarding SCE's privacy policies are available at <https://www.sce.com/privacy>.

## APPENDIX A: COLLABORATIVE COUNCIL MEMBERS

Name	Organization	Title
Aaron Carruthers <sup>52</sup>	State Council on Developmental Disabilities (SCDD)	Executive Director
Andy Imparato	Disability Rights California (DRC)	Executive Director
Audrey Williams	California Public Utilities Commission (CPUC)	Project and Program Supervisor – SPD
Brett Eisenberg	California Foundation for Independent Living Centers (CFILC)	Executive Director
Brian Weisel*	State Council on Developmental Disabilities (SCDD)	Legal Counsel
Chris Alario	Liberty	President, California
Edward Jackson	Liberty	President
James Cho	California Public Utilities Commission (CPUC)	Program Manager
James Dui	California Public Utilities Commission (CPUC)	Safety Policy Division
Joe Nitti	Bear Valley Electric Services (BVES)	Supervisor, Customer Care and Operations Support
Jordan Davis	Disability Rights California (DRC)	Attorney
Junaid Rahman	California Public Utilities Commission (CPUC)	Senior Regulatory Analyst - SPD
Karen Mercado	Disability Rights California (DRC)	Senior Administrative Assistant - Executive Unit
Kate Marrone	Liberty	Key Account Manager

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<sup>52</sup> 2023 Co-Chair of AFN Collaborative Council with Katie Sloan, Vice President of Customer Programs and Services, SCE

Maria Jaya	California Public Utilities Commission (CPUC)	Public Utilities Regulatory Analyst - SPD
Matthew McVee	PacifiCorp	Vice President, Regulatory Policy and Operations
Moustafa Abou-taleb	California Public Utilities Commission (CPUC)	Safety Policy Division
Nicholas Raft	Liberty	Regulatory Analyst
Paul Marconi	Bear Valley Electric Services (BVES)	President, Treasurer, & Secretary, Board Director
Pooja Kishore	PacifiCorp	Renewable Compliance Officer
Robert Hand	California Foundation for Independent Living Centers	Interim Executive Director
Sean Matlock	Bear Valley Electric Services (BVES)	Energy Resource Manager / Assistant Corporate Secretary
Susan Henderson	Disability Rights Education & Defense Fund (DREDF)	Executive Director
Tawny Re	Bear Valley Electric Services (BVES)	Customer Program Specialist
Vance Taylor	California Governor's Office of Emergency Services (CalOES)	Chief, Office of Access and Functional Needs

\* Indicates member participated in the 2024 AFN Plan Core Planning Team

## APPENDIX B: STATEWIDE COUNCIL MEMBERS

Name	Organization	Title
Aaron Christian	California Department of Development Services (DDS)	Assistant Deputy Director of Office of Community Operations
Adam Willoughby	California Department of Aging (CDA)	Asst. Director of Legislation and Public Affairs
Alana Hitchcock	California 211	Executive Director
Allyson Bartz	California Department of Social Services (DSS)	Manager, Staff Services
Alyson Feldmeir	California Foundation for Independent Living Centers (CFILC)	Disability Disaster Access and Resource Manager
Amanda Kirchner	County Welfare Directors Association of California (CWDA)	Legislative Director
Ana Acton*	Department of Rehabilitation (DOR)	Deputy Director Independent Living and Community Access Division
Annabel Vera	California Department of Social Services (DSS)	Program Analyst
Beatrice Lavrov	California Department of Development Services (DDS)	Staff Service Manager
Brian Weisel*	State Council on Developmental Disabilities	Legal Counsel
Carolyn Nava	Disability Action Center (DAC)	Executive Assistant
Chris Garbarini*	California Department of Developmental Services (DDS)	Senior Emergency Services Coordinator
Dan Heller	Deaf Link	President
Dan Okenfuss	California Foundation for Independent Living Centers (CFILC)	Public Policy Manager
Dara Mikesell	San Gabriel Pomona Regional Center (SGPRC)	CFO
Eleonore Yotsov	PacifiCorp	Director, Emergency Management, PacifiCorp
Gabby Eshrati	North Los Angeles County Regional Center	Consumer Services Director
Gina Esparza	Eastern Los Angeles Regional Center (ELARC)	Emergency Management Coordinator
Greg Oliva	California Department of Social Services (DSS)	Assistant Deputy Director, Central Operations, Community Care Licensing Division
James Cho	California Public Utilities Commission (CPUC)	Program Manager
James Collins*	California Council of the Blind (CCB)	Community Educator

James Dui	California Public Utilities Commission (CPUC)	Safety Policy Division
Jennifer Guenther	Liberty	Senior Manager - Customer Solutions
Joe Xavier	Department of Rehabilitation (DOR)	Director
Jordan Davis	Disability Rights California (DRC)	Attorney
Jordan Parrillo	Liberty	Manager of Regulatory Affairs
Joseph Grounds	Kern Regional Center (KERNRC)	Emergency Services Officer
Josh Gleason	California Department of Social Services (DSS)	Unknown
JR Antablian	California Department of Social Services (DSS)	Chief, Disaster Services Branch
June Isaacson Kailes*	Disability Policy Consultant	Disability Policy Consultant
Karey Morris	Kern Regional Center (KERNRC)	HR Manager
Kate Marrone*	Liberty	Key Account Manager
Kay Chiodo*	Deaf Link	CEO
Kelly Brown	211, Interface Children & Family Services	Community Information Officer
Kendall Skillicorn	California Department of Social Services Disaster Unit (DSS)	Bureau Chief, Department Operations Bureau
Larry Grable*	Service Center for Independent Living (SCIL)	Executive Director
Lauren Giardina	Disability Rights California (DRC)	Executive Director Managing Attorney
Leora Filosena	California Department of Social Services Adult Program Division (DSS)	Deputy Director, Adult Programs Division
Malorie Lanthier	North Los Angeles County Regional Center	IT Director
Maria Aliferis-Gierde	Department of Rehabilitation (DOR)	Executive Officer, California Committee on Employment of People with Disabilities
Maria Jaya	California Public Utilities Commission (CPUC)	Public Utilities Regulatory Analyst - SPD
Matthew McVee	PacifiCorp	Vice President, Regulatory Policy
Melissa Kasnitz	The Center for Accessible Technology (C4AT)	Director, Legal
Michael Butier	California Department of Social Services Disaster Unit (DSS)	Functional Assessment Service Team Coordinator
Michael Costa	California Association of Area Agencies on Aging (C4A)	Executive Director
Miguel Larios	San Diego Regional Center (SDRC)	Director, Community Services
Molly Giguiere	Disability Rights California (DRC)	Equal Justice Works Disaster Resilience Fellow

Moustafa Abou-taleb	California Public Utilities Commission (CPUC)	Safety Policy Division
Myisha Aban	San Gabriel Pomona Regional Center (SGPRC)	Emergency Management Coordinator
Nguyen Quan	Bear Valley Electric Services (BVES)	Regulatory Affairs
Nicole Pachaeco	California Council of the Blind (CCB)	Operations Manager
Paul Marconi	Bear Valley Electric Services (BVES)	President, Treasurer, & Secretary
Paula Villescraz	County Welfare Directors Association of California (CWDA)	Associate Director of Legislative Advocacy
Pooja Kishore	PacifiCorp	Renewable Compliance Officer
Rapone Anderson	California Department of Development Services (DDS)	Northern Region Manager, Career Executive Assignment (CEA)
Rachel Sweetnam	The Center for Accessible Technology (C4AT)	Legal Fellow
Rick Yrigoyen	California Department of Social Services Adult Program Division (DSS)	Staff Services Manager
Ron Lee*	Redwood Coast Regional Center	Emergency Management Coordinator
Rose Samaniego	California Department of Development Services (DDS)	Community Program Specialist III-FHA Supervisor
Samuel Jain	Disability Rights California (DRC)	Senior Attorney
Scott O'Connell	Red Cross	Regional Disaster Officer
Sean Matlock	Bear Valley Electric Services (BVES)	Energy Resource Manager / Assistant Corporate Secretary
Seneca St. James	California Department of Development Services (DDS)	Community Program Specialist III
Serra Rea	California Foundation for Independent Living Centers (CFILC)	DDAR Manager
Sheri Farinha	NorCal Services for Deaf and Hard of Hearing	CEO
Sydney Schellinger	California Department of Aging (CDA)	Senior Emergency Services Coordinator
T. Abraham	Hospital Council	Regional Vice President
Tamara Rodriguez*	California Department of Development Services (DDS)	Officer, Emergency Preparedness & Response
Tawny Re	Bear Valley Electric Services (BVES)	Customer Program Specialist
Tiffany Swan	San Diego Regional Center (SDRC)	Community Services Home and Community Based Services Specialist
Yenter Tu	Deaf Link Inc. / No Barrier Communications (NOBACOMM)	National Deaf Liaison - Deaf/Deaf-Blind Community

\* Indicates member participated in the 2024 AFN Plan Core Planning Team

## **APPENDIX C: ACCESS AND FUNCTIONAL NEEDS MEETING SUMMARY Q4**

Access and Functional Needs Collaborative Council Meeting	
Meeting	Summary of Engagement and Feedback
<p><b>Date:</b> November 13, 2023</p> <p><b>Location:</b> CalOES 10370 Peter A McCuen Blvd, Mather, CA 95655 and Virtual</p> <p><b>Purpose:</b> Provide a forum for open conversation and collaboration on developing a vision for the blueprint for sharing best practices, discussing potential resource expansion for customers with Access and Functional Needs and reviewing All-Hazards response plans.</p>	<p><b>Summary of Engagement</b></p> <ul style="list-style-type: none"> <li>• <b>Blueprint for Sharing Best Practices</b> <ul style="list-style-type: none"> <li>○ Collaborative Council aligned on developing core working group to lead development of blueprint for sharing best practices. <ul style="list-style-type: none"> <li>▪ Core working group will begin reviews in January and aim to finalize project in March/April.</li> <li>▪ Core working group will consist of Vance Taylor (Cal OES), Tom Smith (PG&amp;E), Ryan Bullard (SCE) and Danielle De Clercq (SDG&amp;E).</li> </ul> </li> </ul> </li> <li>• <b>Prepare for Power Down</b> <ul style="list-style-type: none"> <li>○ Joint IOUs shared highlights of Prepare for Power Down Phase 2 features and development and outlined timeline for Phase 2 completion. <ul style="list-style-type: none"> <li>▪ IOU-specific information and resources will be shared with webpage users who provide their zip code, streamlining information about customer programs and resources.</li> <li>▪ Joint IOUs are beta testing the AFN user experience of <a href="https://PrepareforPowerDown.com">PrepareforPowerDown.com</a> and requested collaboration from CBO partners: DOR, the California Center for the Blind and 211.</li> </ul> </li> </ul> </li> <li>• <b>PSPS Mitigation Resources</b> <ul style="list-style-type: none"> <li>○ Joint IOUs provided overview of current PSPS mitigation resources and challenges and successes.</li> </ul> </li> <li>• <b>All Hazards Response</b></li> </ul>



## Access and Functional Needs Collaborative Council Meeting

- Joint IOUs shared resources considered and coordination procedures with agency leading emergency efforts during All-Hazards responses.
  - In All-Hazards situations, the main priority for the IOUs is the safe restoration of gas and electric services.
  - The Joint IOUs look to the lead jurisdiction in these events and work primarily at their request to deploy appropriate resources and support.
  - The Joint IOUs communicate with customers about service outages throughout All-Hazard events.
  - Established that during an All-Hazards response, support begins after IOU EOC activation.
- **Q1 2024 Collaborative Council Planning**
  - Collaborative Council aligned on the following goals and priorities for 2024:
    - More clearly define and call out KPIs for tracking progress around AFN programs.
    - Develop blueprint for shared success and jointly share the blueprint with key stakeholders.
    - Continued improved coordination of Collaborative Council and proactive use of Collaborative Council while solving key issues.
- Align on questions for Joint IOUs to utilize in post-PSPS season survey.

### Actions Guided by Feedback

## Access and Functional Needs Collaborative Council Meeting

### Feedback

- **Prepare for Power Down Phase 2**
  - Collaborative Council discussed confirming if MBL criteria is consistent across the Joint IOUs and the recertification cadence for individuals with permanent disabilities.
- **PSPS Mitigation Resources**
  - Collaborative Council suggested following expansions of PSPS mitigation resources:
    - Improvement of availability and on-demand taxi services at no-cost for evacuees.
    - Developing a designated, consistent phone number to be used for AFN needs during PSPS or other utility-caused events.
    - Reviewing language options that pre-event messaging and notifications are shared through via social media – (e.g. adding an ASL link)
    - Leaving MBL and Self ID Vulnerable customers with a list of resources to use after verifying they received the pre-notifications incase help is needed at a future time.
    - Providing checklists and preparedness packages ahead of time that included mitigation lists.
  - Collaborative Council suggested that IOUs align on consistent list of PSPS mitigation resources to include in customer post-event surveys.
- **All-Hazards Response**
- Collaborative Council discussed how proactive preparedness messaging can be used in 2024 so customers can understand when they should reach out for support ahead of time.

### Completed Actions This Quarter

## Access and Functional Needs Collaborative Council Meeting

- Joint IOUs provided confirmation that the MBL criteria is consistent across the utilities.
- Coordinated working group establishment for blueprint for sharing best practices.
- SDG&E to provide Collaborative Council with list of PSPS services outlined in PSPS study.
- Schedule working session to meet with CAL OES communications team regarding Prepare for Power Down soft launch planning.
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### **On-Going Actions:**

- 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:
  - Disability Rights California monthly staff meeting
  - Statewide AFN Community Advisory Committee
  - State Council on Developmental Disabilities meetings
- Collaborative Council to provide names of statewide disability leaders with capacity and networks to connect with the IOUs.

### **Future Actions**

- Provide Medical Baseline Allowance Program materials to the Collaborative Council for amplification.
- Facilitate coordination on developing a survey for understanding opportunities Access and Functional Needs resource expansion.

Access and Functional Needs Collaborative Council Meeting	
<b>IOU Responsible Owner</b>	Katie Sloan, Vice President Customer Programs & Services
<b>Future Meeting (s):</b>	Q1 2024 Meeting TBD

Joint IOU Statewide AFN Council	
Meeting	Summary of Engagement and Feedback
<b>Date:</b> December 4, 2023  <b>Location:</b> Virtual  <b>Purpose:</b> Provide updates on the 2023 PSPS season, 2023 AFN Plan KPIs and share an update regarding the draft 2024 AFN plan.	<b>Summary of Engagement</b> <ul style="list-style-type: none"> <li>• <b>PSPS Season Update</b> <ul style="list-style-type: none"> <li>○ Joint IOUs shared summary of 2023 PSPS activations in each IOU service territory and shared key learnings.</li> </ul> </li> <li>• <b>AFN Plan Update</b> <ul style="list-style-type: none"> <li>○ Joint IOUs reviewed the 2024 AFN Plan Timeline, shared status update and identified 2024 AFN Plan Core Objectives.</li> </ul> </li> <li>• <b>2023 AFN Plan KPIs</b></li> <li>• Joint IOUs reviewed 2023 AFN Plan Key Performance Indicators.</li> </ul>
	<b>Actions Guided by Feedback</b>
	<b>Feedback</b>

Joint IOU Statewide AFN Council	
	<p>Joint IOUs to consider suggestion of adopting a uniform naming convention for PSPS activations and corresponding reports.</p> <p><b>Completed Actions This Quarter</b></p> <ul style="list-style-type: none"> <li>• SCE confirmed four PSPS led to de-energization, as of December 4, 2023.</li> </ul> <p><b>On-Going Actions</b></p> <ul style="list-style-type: none"> <li>• N/A</li> </ul> <p><b>Future Actions</b></p> <ul style="list-style-type: none"> <li>• N/A</li> </ul>
<b>IOU Responsible Owner</b>	Katie Sloan, Vice President of Customer Programs & Services
<b>Future Meeting (s):</b>	Q1 2024 Meeting TBD

## **APPENDIX D: Q4 QUARTERLY UPDATE TO 2023 AFN PLAN FOR PSPS SUPPORT**

## **D.1. INTRODUCTION**

Pursuant to the California Public Utilities Commission's (CPUC or Commission) Decision (D.) 20-05-051<sup>53</sup> and D.21-06-034,<sup>54</sup> Southern California Edison Company (SCE) submitted its 2023 Access and Functional Needs (AFN) Plan for Public Safety Power Shutoff (PSPS) Support on January 30, 2023 (2023 AFN Plan). The 2023 AFN Plan leveraged the Federal Emergency Management Administration's (FEMA) Developing and Maintaining Emergency Operations Plans Comprehensive Preparedness Guide (CPG) 101 6 Step Process and described SCE's efforts to address challenges that people with AFN face during PSPS.

SCE's 2023 AFN Plan, and its quarterly updates, focus on identifying, communicating with, and supporting customers with AFN who are most disproportionately impacted by PSPS. Since its submittal of the 2023 Q3 update of the AFN Plan filed in October, SCE highlights progress on the following key activities:

- In Q4 2022, SCE officially launched its first Access & Functional Needs Self-Identification Survey in High Fire Risk Areas (HFRAs), reaching over 1.2 million households through direct mail and email, receiving 199,600 responses.
- In partnership with the California Foundation of Independent Living Centers (CFILC), the Disability Disaster Access and Resources (DDAR) program was launched in Q3 2023. The program offers customers with AFN that are impacted by PSPS with support and resources before, during and after PSPS activations.
- SCE also launched the In-Event Battery Loan Pilot and in Q4 2023 provided in-event support to 40 eligible AFN customers who were notified of a potential PSPS de-

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<sup>53</sup> Pursuant to D.20-05-051, Decision Adopting Phase 2 Updated and Additional Guidelines for De-Energization of Electric Facilities to Mitigate Wildfire Risk, SCE submitted its first AFN Plan for PSPS Support on June 1, 2020. SCE submits quarterly updates on progress toward goals outlined in the AFN Plan. SCE has since continued to file its updated AFN Plans annually, along with their respective updates quarterly.

<sup>54</sup> D.21-06-034, Decision Adopting Phase 3 Revised and Additional Guidelines and Rules for Public Safety Power Shutoffs (Proactive De-energizations) of Electrical Facilities to Mitigate Wildfire Risk Caused by Utility Infrastructure.

energization and escalated a need for battery backup power for a medical device or assistive technology.

- In Q4 2023, 211 conducted 8,341 needs screenings, identified 2,845 SCE customers and households interested in Care Coordination, and conducted 2,003 Care Coordination contacts.
- In Q4 2023, SCE deployed a total of 4,149 batteries through the Critical Care Backup Battery (CCBB) program.

## **D.2. CONCEPT OF OPERATIONS – HOW**

### **D.2.1 Preparedness/Readiness (Before Power Shutoff)**

#### **D.2.1.1 Emergency Operations Centers**

<b>Section</b>	<b>2023 Q4 Update</b>
Preparation Exercises	<ul style="list-style-type: none"> <li>• No update in 2023 Q4.</li> </ul>
Training	<ul style="list-style-type: none"> <li>• No update in 2023 Q4.</li> </ul>
AFN Supervisor	<ul style="list-style-type: none"> <li>• No update in 2023 Q4.</li> </ul>
Customer Care Supervisors and Customer Outreach Specialists	<ul style="list-style-type: none"> <li>• Trained Customer Care Supervisors and Customer Outreach Specialists on new streamlined inventory from and process.</li> </ul>

#### **D.2.1.2 AFN Identification Outreach**

SCE is committed to exploring and implementing ongoing efforts to increase the identification of customers and households with AFN.

<b>Section</b>	<b>2023 Q4 Update</b>
Self-Certification Sensitive	<ul style="list-style-type: none"> <li>• MBL remains committed to advocating for safety through education and communication outreach materials. MBL continues to support customers who rely on life-sustaining medical equipment or require electricity to manage a medical condition, even if they are not currently enrolled in the MBL program. Self-Certification form is available at</li> </ul>



Section	2023 Q4 Update
	<a href="https://www.sce.com/mbi">https://www.sce.com/mbi</a> or <a href="https://cloud.sce.com/self-certify">https://cloud.sce.com/self-certify</a>
Market Research & Survey	<ul style="list-style-type: none"> <li>• In Q4, SCE completed its Outage Experience Study to better understand the impact of power outages on households with AFN and customer knowledge of SCE programs.</li> <li>• SCE interviewed 27 customers with varying degrees of AFN in the home and determined the following key insights:             <ul style="list-style-type: none"> <li>• Customers rely on communications from SCE for pertinent outage information</li> <li>• Preparation for outages is usually limited to backup light sources such as flashlights, and food/water.</li> <li>• Awareness of SCE's programs is low, but customers are interested in learning more</li> </ul> </li> <li>• These insights emphasize the importance of continuing SCE's efforts to ensure accurate, reliable notifications and educating customers of our support programs.</li> <li>• SCE also completed research with 20 customers (3 of whom were blind/low vision customers who use a screen reader) to understand their experience with the SCE Outage Map webpage.             <ul style="list-style-type: none"> <li>○ The 3 interviewees who were blind/low vision customers are members of the California Council for the Blind</li> <li>○ In general, customers appreciate the available information on the Outage Map and generally find</li> </ul> </li> </ul>

Section	2023 Q4 Update
	<p>the page easy to navigate, contributing to an overall positive experience.</p> <ul style="list-style-type: none"> <li>○ There is an opportunity to enhance the experience for customers who use a screen reader so they can obtain information about the outage area(s) that appear(s) on the map in text format</li> <li>• Please see Section 2.1.7.4 Marketing Campaigns for the Q4 update on SCE's AFN Self Identification Campaign.</li> </ul>
SCE.com - Dedicated AFN Webpage	<ul style="list-style-type: none"> <li>• Disability Disaster Access &amp; Resources (DDAR) program: In Q4, a link to the new Disability Disaster Access &amp; Resources (DDAR) program page on SCE.com was added to the SCE.com/AFN landing page under the 'PSPS Support' section. DDAR will provide support to customers with disabilities or other AFN before, during and after a PSPS outage.</li> </ul>
Statewide Website for AFN Solutions	<ul style="list-style-type: none"> <li>• 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.</li> </ul>

Section	2023 Q4 Update
	<ul style="list-style-type: none"> <li>In Q4 2023, the Joint IOUs conducted beta testing of the website prior to the implementation of the Phase 2 enhancements to ensure inclusive design. Community organizations and individuals with AFN, including a native screen reader user, participated in testing resulting in accessible and functional recommendations on the design. Programming and design implementation began in December, including weekly website reviews with the Vendor. In 2024, the Joint IOUs will continue Phase 2 enhancements, including website translations WCAG 2.2AA upgrade, and additional stakeholder testing. Site will officially launch in 2024.</li> </ul>
Premises w/congregate care or housing	<ul style="list-style-type: none"> <li>No update in 2023 Q4.</li> </ul>

### D.2.1.3 AFN Support Resources

As required in D. 21-06-034,<sup>55</sup> SCE offers programs and services in support of customers with AFN in preparation for before, during, and after PSPS. **The sections below report any 2023 Q2 updates to those programs, services, and related marketing or outreach.**

### D.2.1.4 Customer Participation in Programs that Support Resiliency

#### D.2.1.4.1 Overview of 211 Services

Section	2023 Q4 Update
Individualized Resiliency Planning (Care Coordination) and Needs Screening	<p>The following were achieved in Q2 2023:</p> <ul style="list-style-type: none"> <li>211 conducted 8,341 Needs Screenings and identified 2,845 SCE customers and households interested in Care Coordination. Care Coordination is individualized</li> </ul>

<sup>55</sup> See D. 21-06-034, Appendix G.5, p. A10.

Section	2023 Q4 Update
	<p>emergency planning and program enrollment assistance for qualified individuals.</p> <ul style="list-style-type: none"> <li>• 211 conducted 2,003 calls or appointments and completed 730 Care Coordination's.</li> </ul>
Direct Referrals and Resources Provided (e.g., Temporary Accommodations, Transportation, and Food Support)	<ul style="list-style-type: none"> <li>• SCE partners with 211 to provide direct support to customers with AFN such as transportation, hotel accommodations, hot meal deliveries, and shelf stable food. In 2023 Q4, 211 provided 87 meals, and 8 hotel accommodations. 211 received no requests for transportation in 2023 Q4.</li> </ul>
Preparedness and Safety Checks	<ul style="list-style-type: none"> <li>• In 2023 Q4, 211 California Network performed 72 preparedness and safety checks via outbound text and direct calls to individuals in scope for PSPS (before they were de-energized) to make sure they were aware and prepared for upcoming PSPS. In those instances where 211 Care Coordinators determined that direct assistance was needed, they connected the household with the resources needed. Direct assistance included delivering food, and providing hotel stays to support customers through PSPS.</li> </ul>

#### **D.2.1.4.2 Resource Planning and Partnerships**

Section	2023 Q4 Update
Accessible Transportation	<ul style="list-style-type: none"> <li>• SCE partners with California Foundation for Independent Living Centers (CFILC) to provide ADA-accessible car rides to customers with disabilities affected by a PSPS. See DDAR Pilot section for additional details.</li> </ul>

Section	2023 Q4 Update
Community Food Bank Support	<ul style="list-style-type: none"> <li>SCE partners with foodbanks to offer food support to individuals who have been de-energized by PSPS. In 2023 Q4, foodbanks distributed 1,860 food boxes or bags to individuals affected by PSPS.</li> </ul>
Hotel Resources (Hotel Discount Program)	<ul style="list-style-type: none"> <li>Reached out to hotels with expiring contracts in December 2023 to determine whether they would like to renew through 2024 and beyond or be removed from the program.</li> </ul>
Resiliency Zones	<ul style="list-style-type: none"> <li>SCE provides generators to Resiliency Zone locations when the circuits providing load to these locations are under consideration for PSPS. In Q4, SCE deployed temporary backup generators to Resiliency Zone sites in Los Angeles (10.29.23 event) and Kern (12.14.23 POC of 12.08.23 event) counties. SCE also deployed backup generators to resilient CRCs in Los Angeles and Riverside counties; both of these generators were deployed during the 10.29.23 event.</li> </ul>
Disability Disaster Access and Resources (DDAR) Pilot	<ul style="list-style-type: none"> <li>In the fourth quarter of the year, the California Foundation for Independent Living Centers (CFILC) bought 96 portable battery backups to distribute to Disability Disaster Access and Resources Centers (DDARCs) who will be distributing them to customers in need of power backup.</li> <li>In Q4, the DDAR landing page on sce.com became available to customers seeking assistance, including the addition of the DDAR tile on the AFN landing page.</li> <li>In 2023, CFILC received 534 DDAR applications, educated 146 customers on Medical Baseline Allowance (MBL), and</li> </ul>

Section	2023 Q4 Update
	<p>assisted 30 customers in enrolling onto MBL.</p> <ul style="list-style-type: none"> <li>• The DDAR program held 14 community outreach and education events which had over 2,000 participants.</li> <li>• CFILC Program Manager was hired and trained to provide support during Public Safety Power Shutoff (PSPS) activations.</li> <li>• DDARC contracts were finalized, and staff has been hired on to provide support</li> <li>• In Q4 CFILC in collaboration with the DDARCs provided a presentation on the DDAR program to the PSPS Working Group who consisted of Public Safety Partners - which include city, county, local officials and tribal community leaders, as well as other public safety partners from each designated region.</li> </ul>

## **D.2.1.5 Back-up Power Solutions**

### **D.2.1.5.1 Portable Battery Program**

Section	2023 Q4 Update
Critical Care Back-up Battery (CCBB) Program	<ul style="list-style-type: none"> <li>• As of Q4 2023, 4,149 batteries were deployed through the CCBB program. In Q4, SCE continued to identify newly eligible customers to conduct outreach for program participation.</li> </ul>
In Event Battery Loan Pilot (Emergency Batteries)	<ul style="list-style-type: none"> <li>• In Q4, SCE loaned 40 batteries to eligible AFN customers who were in scope for a potential PSPS and escalated a need for a backup battery.</li> </ul>

Section	2023 Q4 Update
	<ul style="list-style-type: none"> <li>• In 2024 SCE will monitor pilot performance to determine if onboarding additional CBOs is needed.</li> </ul>
Portable Power Stations (Battery) Rebate	<ul style="list-style-type: none"> <li>• SCE has issued 2,529 Portable Power Station rebates YTD.</li> <li>• Post participation survey for Portable Power Station Rebates and Portable Generator Rebates shows 77% of customers who have received a rebate YTD are satisfied with the amount of time it took to receive their rebate check.</li> <li>• 72% of those customers have stated their ideal timeframe to receive a rebate check is within 2 to less than 4 weeks, currently program average is 14 days.</li> <li>• 100% of rebates were processed within 30 days.</li> </ul>
Mobile Battery Energy Storage System (MBESS)	<ul style="list-style-type: none"> <li>• In Q4, SCE continued internal testing of the Mobile EV Charger (MEVC). The MEVC was successfully demonstrated to charge vehicles during Q4. The demonstration was performed in a lab environment using a test unit mobile battery system from NOMAD. The first deployment for a PSPS is expected during the 2024 wildfire season, delayed from 2023 due to testing delays. The MEVC will be powered by the MBESS during PSPS deployment if the MBESS is available; alternative power sources continue to be evaluated.</li> </ul>
Portable Generator Rebate	<ul style="list-style-type: none"> <li>• SCE has issued 585 Portable Generator rebates YTD.</li> <li>• Post participation survey for Portable Power Station Rebates and Portable Generator Rebates shows 77% of customers who have received a rebate YTD</li> </ul>

Section	2023 Q4 Update
	<p>are satisfied with the amount of time it took to receive their rebate check.</p> <ul style="list-style-type: none"> <li>• 72% of those customers have stated their ideal timeframe to receive a rebate check is within 2 to less than 4 weeks, currently program average is 14 days.</li> <li>• 100% of rebates were processed within 30 days.</li> </ul>
Self-Generation Incentive Program (SGIP)	<ul style="list-style-type: none"> <li>• During Q4 2023, SCE's SGIP received a total of 475 applications. SCE approved 431 of those applications, corresponding to \$2.2 million in incentives and 4.4 MW of energy storage capacity. The remaining 44 applications are currently under review. In addition, 312 applications have been placed on the wait list.</li> </ul>



#### D.2.1.6 Customer Assistance Programs

Section	2023 Q4 Update
Medical Baseline Allowance (MBL) Program	<ul style="list-style-type: none"><li>• SCE continues to leverage 211 to increase MBL enrollment through Care Coordination efforts.</li><li>• Marking efforts include, Email Automation, banners, newspapers in Spanish, Chinese, Korean, Vietnamese, and Filipino, and Social Media platforms</li><li>• As of December 31, 2023, the MBL program has enrolled 103,252 residential households, with 108,101 patients.</li><li>• Identifying 21,090 critical care households and 21,655 critical care patients.</li><li>• SCE's enrollment rate of 99.58%, approximately .042% short of the enrollment goal set by the CPUC of 103,683 target enrollments.</li></ul>

Section	2023 Q4 Update
Joint IOU <sup>56</sup> MBL Population Study	<ul style="list-style-type: none"> <li>On August 31, 2023, the CPUC approved the request of the Joint IOUs to conduct a population study eligible for MBL. On December 1, 2023, PG&amp;E announced an opportunity for interested contractors to register and receive a Request for Proposal (RFP). On January 10, 2024, PG&amp;E sent the RFP link to contractors who had expressed their interest. A Bidder Conference Workshop will be held on January 22, 2024, led by PG&amp;E with supported IOUs representation. Contractors who wish to submit a proposal must express their interest by January 26, 2024, at 5 p.m. PST. The deadline for submitting RFP responses is February 2, 2024, at 3 p.m. PST.</li> <li>Following selection of a contractor, the Joint IOUs will hold a workshop and file a joint Tier 3 advice letter to seek approval of the study design and budget no later than May 31, 2024.</li> </ul>
California Alternate Rates for Energy (CARE)	<ul style="list-style-type: none"> <li>As of December 31, 2023, the CARE program is at 98% penetration rate with 1,289,493 customers enrolled.</li> <li>In Q4, SCE sent 91,987 CARE direct mail and 127,559 email communications. In the future, SCE will continue marketing and outreach efforts via direct mail, email, text message campaigns, social media, sce.com, and through ongoing partnerships with CBOs to inform and enroll income-qualified customers.</li> </ul>

<sup>56</sup> In this context, Joint IOU means the three electric utilities (SCE, PG&E, SDG&E) and SoCalGas.

Section	2023 Q4 Update
Family Electric Rate Assistance (FERA)	<ul style="list-style-type: none"> <li>As of December 31, 2023, the FERA program is at a 14% penetration rate with 30,397 customers enrolled.</li> <li>In Q4, SCE sent 48,005 FERA direct mail and 193,917 email communications. Notably, a heightened volume of FERA emails was distributed as part of an initiative to boost enrollments.</li> </ul>
Energy Savings Assistance (ESA)	<ul style="list-style-type: none"> <li>As of December 31, 2023, the ESA Program has served 13,186 customers, saving 7,186,532kWh and reducing demand by 1,146kW.</li> <li>As directed in Decision (D.21-06-015), SCE in conjunction with the Joint IOUs are exploring the feasibility of developing a Universal Application (UAS)<sup>57</sup> to allow a customer to have a single point of entry for multiple income qualified programs. On September 29, 2022, Senate Bill (SB) 1208 (Hueso) was passed into law and requires the CPUC to coordinate with other state agencies to develop a Concurrent Application System (CAS) to complete the application processes similar to UAS referenced above. CPUC is working with State Legislature on revising the launch date of June 30, 2024, to occur in mid-2025. SCE is continuing to work with the other IOUs along with CPUC on the design of CAS.</li> </ul>

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<sup>57</sup> See D.21-06-015, Ordering Paragraph 45 p.4.

Section	2023 Q4 Update
Arrearage Management Plan (AMP)	<ul style="list-style-type: none"> <li>As of December 31, 2023, 41,410 customers enrolled in AMP for calendar year 2023.</li> <li>Since program inception, 144,619 customers participated in AMP.</li> </ul>
Percentage of Income Payment Plan Pilot (PIPP)	<ul style="list-style-type: none"> <li>The PIPP pilot began accepting applications on Jan. 31, 2023.</li> <li>As of December 31<sup>st</sup>, there are 3,999 customers enrolled in this pilot.</li> <li>SCE has marketed to over 83,000 customers by direct mail and email to inform customers about the new pilot and how they may qualify to participate.</li> </ul>
Energy Assistance Fund (EAF)	<ul style="list-style-type: none"> <li>During Q4, EAF assisted over 3,000 households and disbursed over \$590,000 to customers facing financial hardship.</li> </ul>
Cooling Centers	<ul style="list-style-type: none"> <li>Q4: Attendance for Riverside County Cool Centers was 22,727. SCE filed our Annual Cool Center Report with the CPUC on Dec 21, 2023.</li> </ul>
Low Income Home Energy Assistance Program (LIHEAP)	<ul style="list-style-type: none"> <li>The Low-Income Home Energy Assistance Program is a Federally Funded program that assists low-income households that pay a high portion of their income to meet their energy needs. For Q4-2023, SCE received \$10.9M in pledges from Service Providers, averaging \$1,131 per pledge and directly assisting 9,642 eligible households.</li> </ul>
San Joaquin Valley Disadvantaged Communities Pilot (SVJ DAC)	<ul style="list-style-type: none"> <li>The Pilot completed the final installation projects in Q4-2023. As of December 31, 2023, the Pilot completed 135 installations.</li> </ul>

## **D.2.1.7 Customer Preparedness Outreach and Community Engagement**

### **D. 2.1.7.1 Advisory Councils**

<b>Section</b>	<b>2023 Q4 Update</b>
Collaborative Council and Joint IOU Statewide AFN Council	<ul style="list-style-type: none"><li>• See Appendix A for meeting participants and summary.</li></ul>
SCE's Community Advisory Councils	<ul style="list-style-type: none"><li>• The Community Advisory Panel partnered with the Government Advisory Panel (GAP) for a meeting on December 1. A company update and discussion was led by Jill Anderson EVP of Operations. 39 GAP members and 7 CAP members attended the virtual convening. A presentation was shared covering electric demand, third quarter progress on reducing wildfire risk and PSPS impacts, affordability, calls to action and scholarship information.</li></ul>
Regional Working Groups and Advisory Board	<ul style="list-style-type: none"><li>• PSPS Working Group meetings provide a formal environment to share lessons learned and conduct outreach between impacted communities and SCE. SCE held a series of virtual meetings in Q3 with PSPS Working Groups on August 8, 9 &amp; 10 and PSPS Advisory Board on August 24, 2023.</li><li>• Topics of discussion included: Weather &amp; Wildfire Forecast, SCE Grid Hardening Update, Community Based Partnership Overview, SCE Microgrid Incentive Program Update + Handbook Demo, and a short 3-question 'Live' Poll, during roundtable section. Additionally, there was a guest presentation on Disability Disaster Access &amp; Resources (DDAR) Program Overview Speaker from Service Center for Independent Life (SCIL), Danny Hume (Emergency Preparedness</li></ul>

Section	2023 Q4 Update
	<p>Coordinator and from California Foundation for Independent Living Centers (CFILC), Serra Rea (DDAR Program Manager). PSPS Working Groups were invited to attend on three separate dates, according to their specified Region.</p> <ul style="list-style-type: none"> <li>Regions include Central (Kern, Tulare, Fresno, Madera, and Tuolumne Counties) on Nov 28; LA Metro &amp; Coastal (LA, OC, Ventura and Santa Barbara Counties) on Nov 29; Inland Empire &amp; Northern (San Bernardino, Riverside, Inyo and Mono Counties) on Nov 30.</li> </ul>

#### **D.2.1.7.2 Tribal Engagement**

Section	2023 Q4 Update
Tribal Engagement	<ul style="list-style-type: none"> <li>SCE continued to focus on engagement with Tribal nations to bring awareness of SCE's customer support services for individuals with a disability or AFN.</li> <li>SCE continued outreach efforts to Tribal nations across its service territory. SCE collaborated with Tribal leaders, offering mini grants aimed at providing training on SCE's income-qualified programs. The objective was to empower Tribal leaders to act as intermediaries within their communities, disseminating information about these programs to increase Tribal enrollments and installations.</li> <li>To date, the following five Tribes have signed mini-grant agreements: Benton Paiute, Bridgeport Indian Colony, Timbisha Shoshone, Tule River Indian</li> </ul>

Section	2023 Q4 Update
	Tribe, and Soboba Band of Luiseño Indians.

#### D.2.1.7.3 CBO Outreach

Section	2023 Q4 Update
Independent Living Centers (ILCs)	<ul style="list-style-type: none"> <li>See Disability Disaster Access and Resources Pilot in Section 2.1.4.2 Resource Planning and Partnerships.</li> </ul>
CBO Engagement Wildfire and Safety Preparedness	<p>CBOs continued to highlight the HFRA Self-ID campaign (survey). Letting customers know that this effort would be completed by end of fall, and encouraging them to complete the survey, which would be delivered by either a paper survey in the mail or an email with an online link, and to not confused this as a "scam".</p> <p>In addition, CBOs also shared the following SCE program information:</p> <ul style="list-style-type: none"> <li>Highlight partnership between SCE and 211. Reminding customers that 211 supports customers who reside in HRFAs with AFN needs.</li> <li>SCE resources available for AFN customers during PSPS outages</li> <li>How customers can prepare for a PSPS, by visiting <a href="http://www.PrepareForPowerDown.com">www.PrepareForPowerDown.com</a></li> <li>Learn more about the Medical Baseline program and example of qualified equipment</li> </ul> <p>SCE also had an opportunity to collaborate with San Joaquin Valley Clean Energy Organization to produce a Q&amp;A video and highlight the following:</p> <ul style="list-style-type: none"> <li>What is the SCE Self-ID Program?</li> </ul>

Section	2023 Q4 Update
	<ul style="list-style-type: none"> <li>• MBL program overview and how customers can enroll</li> <li>• Safety during the holiday season</li> <li>• Information on SCE residential electrification measures</li> </ul> <p>To view the video, please click <a href="#">HERE</a></p>
Healthcare, durable medical equipment providers, In-Home Supportive Services (IHSS) and Regional Centers	<ul style="list-style-type: none"> <li>• In November, the Joint IOU's collaborated with the California Department of Rehabilitation (DOR) providing a statewide webinar to their constituents and partner agencies. Topics included PSPS Support Services, Medical Baseline Program participation, Customer Assistance programs and AFN Self-Identification/ Vulnerable programs.</li> <li>• Three additional presentations with DOR were provided in each IOU service territory for a deeper dive into programs, and local resources.</li> <li>• Regular conversations with the Statewide Councils and among the joint IOU team to look for opportunities to present on PSPS preparedness, AFN Self-Identification and MBL Allowance programs will continue through 2024.</li> </ul>

#### D.2.1.7.4 Marketing Campaigns

Section	2023 Q4 Update
Marketing Campaigns	<ul style="list-style-type: none"> <li>• AFN Self-Identification Survey: Following the success of the AFN Self-Identification Survey pilot marketing campaign, in Q2, the AFN Self-Identification Survey campaign was expanded to all HFRA residential customers (~1.2M). This campaign was executed over two primary drops</li> </ul>



Section	2023 Q4 Update
	<p>(Q3/Q4) using both email and direct mail assets. For drop 2, the direct mail was sent early (9/26), and the emails deployed in Q4 (10/5 &amp; 10/19). Survey responses for drop 2 (as of 12/31) are – 39,577 (28,766 via Direct Mail campaign / 10,811 via Email Campaign/Online Submission). Total survey response for the full HFRA campaign is 199,600 (as of 12/31).</p> <ul style="list-style-type: none"> <li>• AFN Marketing Nurture Campaign: In Q4, a nurture campaign (email + direct mail) featuring resources and support for customers with AFN was launched to a small newly identified AFN pilot audience (approximately 6,624). The campaign featured two primary programs that benefit AFN customers: Resiliency &amp; Backup Power and 211 Community Assistance Programs and Referrals. The campaign went well pilot (above average engagement (CTR 6.45% - Resiliency &amp; Backup Power version) and plan to deploy both communications to the larger HFRA AFN audience in 2024.</li> <li>• 211 &amp; PSPS Preparedness statewide advertising campaign: Billboard ad and social media campaign continue to run through Q4.</li> </ul>

#### D.2.1.7.4 Advertisement

Section	2023 Q4 Update
Advertisement	<ul style="list-style-type: none"> <li>• SCE's mass media advertising campaign has an overall impression goal of 647 million for calendar-year 2023.</li> <li>• YTD Q4 total campaign impressions are 220 million, 2023 total impressions are</li> </ul>

Section	2023 Q4 Update
	<p>702 million, well above the year-end goal.</p> <ul style="list-style-type: none"> <li>• Digital static banner ads are translated to 20 languages to reach in-language customers.</li> <li>• Medical Baseline Program ads (digital and social) continue to run through Q4.</li> </ul>

#### **D.2.1.7.5 Outreach To Cities and Counties**

Section	2023 Q4 Update
Community Meetings in High Fire Risk Areas	<ul style="list-style-type: none"> <li>• No update in Q4 2023.</li> </ul>
Outreach To Cities and Counties	<ul style="list-style-type: none"> <li>• See Section 2.1.7.2. Tribal Engagement.</li> <li>• No update in Q4 2023.</li> </ul>

### **D.2.2 PSPS Activation (During – Emergency Operations Center Activated)**

#### **D.2.2.1 In-PSPS Communications**

##### **D.2.2.1.1 PSPS Notifications to Community Stakeholders**

Section	2023 Q4 Update
Notifications to Public Safety Partners	<ul style="list-style-type: none"> <li>• No update in 2023 Q4.</li> </ul>
CBO Notifications	<ul style="list-style-type: none"> <li>• No update in 2023 Q4.</li> </ul>
Paratransit Notifications	<ul style="list-style-type: none"> <li>• No update in 2023 Q4.</li> </ul>
Address Level Alerts	<ul style="list-style-type: none"> <li>• No update in 2023 Q4.</li> </ul>

##### **C.2.2.1.2 PSPS Customer Notifications**

Section	2023 Q4 Update
PSPS Customer Notifications	<ul style="list-style-type: none"> <li>• No update in 2023 Q4.</li> </ul>
Notifications for Medical Baseline and Self-Certified Customers	<ul style="list-style-type: none"> <li>• No Update in 2023 Q4</li> </ul>

Section	2023 Q4 Update
Multi-Family Dwellings and Property Managers	A joint electric IOU co-authored article emphasizing the importance of PSPS preparedness was featured on the California Apartment Association’s website in late September. <sup>58</sup> A link to the article was also included in their electronic newsletter that was sent to approximate 30,000 subscribers in early October.

#### D.2.2.1.3 Accessible Media Engagement

Section	2023 Q4 Update
Accessible Website	<ul style="list-style-type: none"> <li>SCE will continue to maintain WCAG 2.0 AA compliance across its digital properties to ensure accessibility to wildfire mitigation content.</li> </ul>
Wildfire Communications Center	<ul style="list-style-type: none"> <li>In Q4, the 2023-2025 Wildfire Mitigation Plan Fact Sheet was updated and added to the site under Customer Engagement section.</li> </ul>
Social Media	<ul style="list-style-type: none"> <li>The social media team provides alt text for images that are posted on social media platforms and to describe the copy in the image. Alt text, or descriptive text, describes what is going on within an image or has the copy of what is in the graphic written out. This helps accessibility for visually impaired users who are using a screen reader. Edison Studios includes CC on all video with voice and these videos are amplified on social.</li> </ul>

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<sup>58</sup> PSPS Preparedness article available at [Are you prepared for wildfire season? • California Apartment Association \(caanet.org\)](https://www.caanet.org/are-you-prepared-for-wildfire-season/)

### **D.2.2.2 Community Resource Centers**

<b>Section</b>	<b>2023 Q4 Update</b>
Community Resource Centers	<ul style="list-style-type: none"><li>• No update in 2023 Q4.</li></ul>
CRC Surveys	<ul style="list-style-type: none"><li>• SCE requested customer feedback via CRC survey after each PSPS event.</li><li>• The key takeaways are that customers were very satisfied with their CRC/CCV experience (91% top 3 box) and considered the CRC/CCV staff helpful.</li></ul>

## **D.2.3 RECOVERY (AFTER – POWER HAS BEEN RESTORED)**

### **D.2.3.1 Support to Customers with Access and Functional Needs**

<b>Section</b>	<b>2023 Q4 Update</b>
Support to Customers with Access and Functional Needs	<ul style="list-style-type: none"><li>• SCE is committed to supporting customers recovering from a PSPS. Assistance offered in 2023 Q4 after a PSPS included:<ul style="list-style-type: none"><li>• Returning emergency battery loans</li><li>• Food support available up to three days of de-energization via partnering food banks or food pantries</li></ul></li></ul>

### **D.2.3.2 After Action Reviews and Reports**

<b>Section</b>	<b>2023 Q4 Update</b>
Exercise After Action Reporting	<ul style="list-style-type: none"><li>• No update for PSPS exercises in 2023 Q4.</li></ul>

### **D.2.3.3 Lessons Learned and Feedback**

<b>Section</b>	<b>2023 Q4 Update</b>
Corrective Action Tracking	<ul style="list-style-type: none"><li>• No update for PSPS exercises in 2023 Q4.</li></ul>

#### D.2.3.4 Customer Surveys

Section	2023 Q4 Update
SCE's PSPS Surveys and Feedback	<ul style="list-style-type: none"><li>Fielding for the fourth annual Post-Wildfire season survey with more PSPS-specific questions, using the In-Language Wildfire Mitigation/PSPS Communications and Outreach Effectiveness Surveys, began in mid-November and was completed at the end of December with a report to be finalized in late January 2024. This report will also include a special AFN analysis from the combined Pre-/Post-survey results, for 2023 – and will be added to a 4-year trend analysis for 2020-2023 also completed in Q4 2023 for AFN HFRA and Non-HFRA residential customers.</li></ul>
Close the Loop	<ul style="list-style-type: none"><li>Reviewed Voice of Customer survey feedback from customers identified as potential AFN for the PSPS events in Q4. Determined if customer outreach was needed and followed up as necessary to provide resolution to unresolved issues or questions to “close the loop” with customers.</li><li>Analyzed root cause findings from close the loop research to determine if there were any re-occurring issues that should be addressed. Established that all issues identified had been, or were in process of, solutions being implemented to improve or remove the issue.</li></ul>

## **APPENDIX E: OBJECTIVES AND CONSIDERATIONS FROM PREVIOUS AFN PLANS**

The objectives and considerations are carried over from the 2022 and 2023 AFN Plans, remaining unchanged. We continue to use the same language in this document, as these considerations are still part of our ongoing planning journey<sup>59</sup>.

### 2023 Key Objectives:

- Provide overall preparedness resources for individuals with AFN regardless of emergency type
- Increase awareness of IOU programs and services available before, during and after a PSPS
- Implement tracking and metrics for escalations, programs and services offered and utilized by conducting surveys, table-top exercises, etc.
- Ensure customers with sensory disabilities are able to provide feedback, understand and successfully operate provided equipment

### 2022 Objectives

- Identify individuals who are Electricity Dependent
- Establish a communication plan to reach AFN segments
- Continuously improve tools to make them easy to understand and navigate for individuals and external organizations to access the information
- Identify new enhancements to programs and resources needed to mitigate the impacts of PSPS
- Cultivate new partnerships and expand existing partnerships with the whole community
- Coordinate and integrate resources with state, community, utility to minimize duplication
- Establish measurable metrics and consistent service levels
- Effectively serve and adapt to the needs of individuals with AFN before, during, and after any PSPS

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<sup>59</sup> Each IOU's accomplishments will be included in the IOU-specific quarterly update

## **APPENDIX F: PROGRAM PARTICIPATION BY CENSUS TRACT**

<b>CENSUS TRACT</b>	<b>SGIP</b>	<b>Portable Generator</b>	<b>Portable Power Station</b>	<b>CCBBP</b>
<b>Other</b>	9	14	53	38
<b>06019006402</b>	0	0	1	1
<b>06027000100</b>	0	0	0	2
<b>06027000200</b>	1	0	0	1
<b>06027000300</b>	0	1	7	3
<b>06027000400</b>	0	0	0	2
<b>06027000500</b>	0	1	0	2
<b>06029003305</b>	0	1	2	6
<b>06029003306</b>	4	2	7	10
<b>06029004901</b>	0	0	1	0
<b>06029005201</b>	1	2	6	13
<b>06029005203</b>	0	1	0	12
<b>06029005204</b>	0	5	3	22
<b>06029005506</b>	0	0	0	1
<b>06029005801</b>	0	0	2	0
<b>06029005900</b>	0	0	2	0
<b>06029006003</b>	1	4	3	15
<b>06029006004</b>	3	2	2	6
<b>06029006006</b>	0	2	6	13
<b>06029006007</b>	2	2	6	18
<b>06029006008</b>	5	5	17	17
<b>06029006100</b>	0	0	1	18
<b>06037104124</b>	1	0	0	1
<b>06037113211</b>	0	0	0	1
<b>06037113235</b>	0	2	5	3
<b>06037135203</b>	1	0	4	2
<b>06037137402</b>	0	0	0	2



<b>06037300100</b>	3	0	13	2
<b>06037300200</b>	2	2	5	2
<b>06037300501</b>	0	0	1	3
<b>06037300502</b>	0	0	3	3
<b>06037320300</b>	0	0	0	1
<b>06037400204</b>	1	1	7	6
<b>06037400205</b>	0	0	2	1
<b>06037400206</b>	0	1	4	7
<b>06037400207</b>	0	0	1	5
<b>06037400302</b>	0	0	1	1
<b>06037400304</b>	0	0	1	6
<b>06037400402</b>	0	0	2	0
<b>06037400403</b>	0	1	3	4
<b>06037400404</b>	1	3	1	6
<b>06037400501</b>	0	1	3	0
<b>06037400800</b>	0	0	3	1
<b>06037400900</b>	0	0	0	4
<b>06037401001</b>	0	0	0	3
<b>06037401002</b>	0	0	1	1
<b>06037401101</b>	0	1	2	2
<b>06037401102</b>	0	0	0	2
<b>06037401201</b>	1	0	5	9
<b>06037401202</b>	0	1	6	1
<b>06037401203</b>	0	0	0	3
<b>06037401303</b>	0	0	0	4
<b>06037401304</b>	0	1	8	6
<b>06037401311</b>	0	0	0	7
<b>06037401312</b>	0	0	1	4

<b>06037401601</b>	0	1	2	5
<b>06037401602</b>	0	0	1	2
<b>06037401603</b>	0	0	1	0
<b>06037401701</b>	0	0	0	2
<b>06037401703</b>	0	1	0	0
<b>06037401800</b>	0	0	2	3
<b>06037401902</b>	0	0	1	0
<b>06037402002</b>	0	1	0	0
<b>06037402303</b>	0	0	1	0
<b>06037402402</b>	0	1	1	0
<b>06037402403</b>	0	0	0	1
<b>06037402600</b>	0	0	1	0
<b>06037402801</b>	0	0	1	0
<b>06037403000</b>	0	0	1	0
<b>06037403304</b>	0	0	0	1
<b>06037403305</b>	0	0	2	0
<b>06037403316</b>	0	0	8	0
<b>06037403317</b>	0	0	1	0
<b>06037403318</b>	0	0	1	0
<b>06037403320</b>	0	0	2	0
<b>06037403321</b>	0	0	3	0
<b>06037403323</b>	0	0	0	1
<b>06037403324</b>	1	1	9	1
<b>06037403325</b>	1	1	7	5
<b>06037403403</b>	0	0	2	2
<b>06037403405</b>	0	0	0	3
<b>06037403406</b>	0	1	5	0
<b>06037403407</b>	0	0	1	0

<b>06037403500</b>	0	2	2	0
<b>06037403600</b>	0	0	0	2
<b>06037403702</b>	0	0	0	3
<b>06037403703</b>	0	0	3	6
<b>06037403722</b>	0	0	0	1
<b>06037403802</b>	0	1	5	0
<b>06037403901</b>	0	1	1	0
<b>06037404202</b>	0	1	0	0
<b>06037404600</b>	0	0	1	0
<b>06037405001</b>	0	0	1	0
<b>06037405600</b>	0	0	0	1
<b>06037405702</b>	0	0	1	0
<b>06037406300</b>	0	0	5	1
<b>06037406402</b>	0	0	2	3
<b>06037406412</b>	0	1	1	0
<b>06037406500</b>	0	0	4	0
<b>06037406601</b>	0	0	1	1
<b>06037406602</b>	0	0	3	0
<b>06037406701</b>	0	0	1	0
<b>06037407101</b>	0	1	0	0
<b>06037407302</b>	0	1	5	0
<b>06037407602</b>	0	1	0	0
<b>06037407802</b>	0	0	1	0
<b>06037407900</b>	0	0	2	0
<b>06037408003</b>	0	0	4	5
<b>06037408004</b>	0	0	0	2
<b>06037408005</b>	0	0	0	2
<b>06037408006</b>	0	0	1	0

<b>06037408137</b>	0	0	1	0
<b>06037408141</b>	0	1	1	0
<b>06037408212</b>	0	0	1	1
<b>06037408303</b>	0	0	1	0
<b>06037408402</b>	0	1	9	10
<b>06037408501</b>	0	0	0	2
<b>06037408503</b>	1	0	12	14
<b>06037408504</b>	0	0	0	3
<b>06037408505</b>	0	0	0	2
<b>06037408623</b>	0	1	0	0
<b>06037408624</b>	0	0	0	3
<b>06037408625</b>	0	0	0	1
<b>06037408626</b>	0	0	2	4
<b>06037408627</b>	0	0	4	5
<b>06037408628</b>	1	1	3	6
<b>06037408629</b>	0	1	2	5
<b>06037408703</b>	2	1	11	2
<b>06037408704</b>	0	0	1	3
<b>06037408705</b>	0	0	1	4
<b>06037408706</b>	0	0	0	2
<b>06037408722</b>	0	0	0	3
<b>06037408723</b>	0	0	0	1
<b>06037430002</b>	0	0	2	7
<b>06037430003</b>	0	1	1	12
<b>06037430101</b>	0	0	0	7
<b>06037430200</b>	0	0	3	0
<b>06037430301</b>	3	3	14	15
<b>06037430302</b>	0	1	9	10

<b>06037430400</b>	1	0	8	3
<b>06037430501</b>	1	0	17	4
<b>06037430502</b>	0	0	3	5
<b>06037430600</b>	0	0	2	2
<b>06037430701</b>	0	0	1	0
<b>06037430724</b>	0	0	1	0
<b>06037430802</b>	0	0	1	0
<b>06037430803</b>	0	0	1	0
<b>06037430901</b>	0	0	1	2
<b>06037431001</b>	0	0	2	4
<b>06037431002</b>	0	0	4	2
<b>06037431200</b>	0	0	3	0
<b>06037431300</b>	0	0	4	0
<b>06037431400</b>	0	0	4	0
<b>06037431700</b>	0	0	1	0
<b>06037431800</b>	0	0	1	0
<b>06037431900</b>	0	0	1	0
<b>06037432102</b>	0	0	1	0
<b>06037460000</b>	0	1	5	0
<b>06037460100</b>	2	3	2	18
<b>06037460200</b>	0	1	3	9
<b>06037460301</b>	1	1	13	9
<b>06037460302</b>	0	0	7	5
<b>06037460501</b>	7	0	9	5
<b>06037460502</b>	1	1	1	2
<b>06037460600</b>	1	0	3	4
<b>06037460700</b>	5	2	10	4
<b>06037461000</b>	0	0	1	8

<b>06037461100</b>	0	1	1	3
<b>06037461200</b>	1	0	1	11
<b>06037461300</b>	0	0	2	0
<b>06037463101</b>	0	0	3	0
<b>06037464200</b>	0	0	2	0
<b>06037480302</b>	0	1	0	0
<b>06037480303</b>	0	0	1	0
<b>06037480304</b>	0	1	1	0
<b>06037480500</b>	0	0	1	0
<b>06037480600</b>	0	0	0	2
<b>06037480702</b>	0	2	20	7
<b>06037480703</b>	0	0	2	2
<b>06037480704</b>	0	0	1	2
<b>06037480803</b>	0	0	0	2
<b>06037480804</b>	0	0	1	0
<b>06037480901</b>	0	1	0	0
<b>06037480903</b>	0	0	1	0
<b>06037481001</b>	0	0	1	0
<b>06037481202</b>	1	0	0	0
<b>06037481500</b>	0	0	1	0
<b>06037481603</b>	0	0	2	0
<b>06037481606</b>	0	0	2	0
<b>06037481800</b>	0	0	1	0
<b>06037500100</b>	0	0	1	3
<b>06037500201</b>	1	1	0	19
<b>06037500202</b>	0	0	0	8
<b>06037500300</b>	0	0	0	7
<b>06037500402</b>	0	0	1	0

<b>06037500403</b>	0	2	0	4
<b>06037501200</b>	0	1	0	8
<b>06037501300</b>	0	0	0	10
<b>06037501400</b>	0	0	0	6
<b>06037501501</b>	1	0	1	9
<b>06037501503</b>	0	0	0	5
<b>06037501504</b>	0	0	0	2
<b>06037501600</b>	0	1	1	11
<b>06037501700</b>	0	0	0	15
<b>06037501802</b>	0	0	0	9
<b>06037501900</b>	0	0	0	6
<b>06037502005</b>	0	0	0	1
<b>06037502200</b>	0	0	1	0
<b>06037502902</b>	0	0	1	0
<b>06037503105</b>	0	0	1	0
<b>06037503301</b>	0	0	0	9
<b>06037503302</b>	0	0	0	1
<b>06037503401</b>	0	0	0	6
<b>06037503802</b>	0	0	0	1
<b>06037554201</b>	0	0	0	1
<b>06037599000</b>	0	0	0	4
<b>06037600912</b>	0	0	0	2
<b>06037601303</b>	0	0	0	1
<b>06037602600</b>	0	0	3	0
<b>06037604001</b>	0	0	1	0
<b>06037604002</b>	0	1	1	0
<b>06037621326</b>	0	0	1	0
<b>06037650001</b>	0	0	1	0

<b>06037650004</b>	0	0	2	0
<b>06037650102</b>	0	0	1	0
<b>06037650200</b>	0	0	5	0
<b>06037650300</b>	0	0	2	0
<b>06037650603</b>	0	0	1	0
<b>06037650800</b>	0	0	3	0
<b>06037651001</b>	0	0	1	0
<b>06037651101</b>	0	0	2	0
<b>06037651102</b>	0	0	1	0
<b>06037651221</b>	0	0	1	0
<b>06037651302</b>	0	0	0	1
<b>06037651401</b>	0	0	0	1
<b>06037670001</b>	0	0	1	0
<b>06037670100</b>	0	0	3	0
<b>06037670201</b>	4	5	8	6
<b>06037670202</b>	1	0	4	1
<b>06037670324</b>	2	0	1	3
<b>06037670326</b>	0	1	10	1
<b>06037670328</b>	0	0	1	1
<b>06037670403</b>	0	0	2	3
<b>06037670405</b>	0	0	0	1
<b>06037670406</b>	0	0	0	1
<b>06037670407</b>	0	0	1	3
<b>06037670411</b>	1	3	21	0
<b>06037670413</b>	0	0	9	2
<b>06037670416</b>	1	0	1	3
<b>06037670500</b>	0	0	2	0
<b>06037670602</b>	2	0	9	8



<b>06037670701</b>	0	1	1	8
<b>06037670702</b>	1	1	5	3
<b>06037700101</b>	0	0	3	0
<b>06037700102</b>	0	0	1	0
<b>06037700300</b>	0	1	0	2
<b>06037700501</b>	0	0	0	2
<b>06037700502</b>	0	0	1	0
<b>06037700600</b>	0	0	1	1
<b>06037700700</b>	1	0	0	1
<b>06037701302</b>	0	0	0	1
<b>06037702002</b>	0	0	4	0
<b>06037702202</b>	0	0	1	0
<b>06037702300</b>	0	0	1	0
<b>06037702502</b>	0	0	0	1
<b>06037702600</b>	0	0	2	0
<b>06037703002</b>	0	0	2	2
<b>06037703100</b>	0	0	0	2
<b>06037703200</b>	0	0	0	3
<b>06037800101</b>	0	1	7	2
<b>06037800102</b>	7	3	8	10
<b>06037800202</b>	4	1	5	2
<b>06037800203</b>	2	1	18	7
<b>06037800204</b>	3	0	1	1
<b>06037800324</b>	2	1	10	5
<b>06037800325</b>	1	0	1	1
<b>06037800326</b>	3	1	4	0
<b>06037800327</b>	3	0	2	4
<b>06037800328</b>	0	0	4	1

<b>06037800329</b>	1	0	4	3
<b>06037800330</b>	1	1	1	1
<b>06037800331</b>	1	0	0	0
<b>06037800332</b>	5	1	6	5
<b>06037800406</b>	2	0	0	1
<b>06037800408</b>	3	1	6	2
<b>06037800504</b>	3	0	0	5
<b>06037800506</b>	2	0	1	4
<b>06037900300</b>	0	1	1	0
<b>06037900504</b>	0	1	1	0
<b>06037900505</b>	0	0	2	0
<b>06037900507</b>	0	0	1	0
<b>06037900607</b>	0	1	0	0
<b>06037900608</b>	0	0	1	0
<b>06037901007</b>	0	0	1	0
<b>06037901009</b>	0	1	0	0
<b>06037901101</b>	0	0	0	1
<b>06037901205</b>	0	1	0	0
<b>06037901209</b>	0	1	0	2
<b>06037901210</b>	0	3	6	3
<b>06037901213</b>	0	0	0	2
<b>06037910001</b>	0	1	0	0
<b>06037910201</b>	0	1	0	0
<b>06037910205</b>	0	0	2	4
<b>06037910206</b>	0	0	3	9
<b>06037910208</b>	0	1	1	2
<b>06037910301</b>	0	0	0	2
<b>06037910401</b>	0	0	1	1

<b>06037910404</b>	0	0	0	3
<b>06037910501</b>	0	0	0	1
<b>06037910504</b>	0	1	1	0
<b>06037910602</b>	0	1	0	0
<b>06037910603</b>	0	0	1	1
<b>06037910705</b>	0	1	3	0
<b>06037910706</b>	0	0	2	0
<b>06037910707</b>	0	0	0	4
<b>06037910709</b>	0	0	1	2
<b>06037910711</b>	0	1	2	0
<b>06037910712</b>	0	0	0	3
<b>06037910715</b>	0	0	0	1
<b>06037910716</b>	0	0	1	0
<b>06037910804</b>	6	0	0	7
<b>06037910805</b>	2	3	1	5
<b>06037910807</b>	1	1	7	10
<b>06037910808</b>	2	0	0	7
<b>06037910809</b>	2	0	1	4
<b>06037910810</b>	4	0	1	5
<b>06037910812</b>	1	0	0	2
<b>06037910813</b>	5	1	0	4
<b>06037911001</b>	0	2	0	2
<b>06037920011</b>	0	3	0	0
<b>06037920012</b>	0	1	0	1
<b>06037920013</b>	4	0	15	9
<b>06037920015</b>	1	0	15	2
<b>06037920016</b>	0	1	8	3
<b>06037920017</b>	2	2	1	3

<b>06037920018</b>	0	0	0	1
<b>06037920020</b>	2	0	8	3
<b>06037920023</b>	0	0	3	4
<b>06037920026</b>	0	0	0	1
<b>06037920028</b>	3	1	16	3
<b>06037920029</b>	1	1	2	1
<b>06037920030</b>	0	2	6	5
<b>06037920031</b>	1	0	2	11
<b>06037920032</b>	6	2	9	2
<b>06037920034</b>	13	2	3	15
<b>06037920035</b>	1	0	1	9
<b>06037920036</b>	0	0	1	2
<b>06037920037</b>	0	0	3	1
<b>06037920038</b>	0	1	1	4
<b>06037920039</b>	2	0	4	2
<b>06037920040</b>	1	1	2	2
<b>06037920041</b>	0	3	3	1
<b>06037920042</b>	1	3	4	3
<b>06037920043</b>	4	2	11	5
<b>06037920044</b>	0	1	10	4
<b>06037920045</b>	0	1	5	3
<b>06037920102</b>	4	1	0	3
<b>06037920104</b>	0	0	2	4
<b>06037920106</b>	1	1	4	4
<b>06037920107</b>	9	0	7	2
<b>06037920108</b>	1	2	7	1
<b>06037920109</b>	2	0	4	2
<b>06037920110</b>	0	0	3	0

<b>06037920111</b>	1	0	2	3
<b>06037920112</b>	1	0	1	6
<b>06037920114</b>	3	1	7	4
<b>06037920115</b>	3	1	2	3
<b>06037920116</b>	1	0	15	3
<b>06037920118</b>	3	1	9	4
<b>06037920119</b>	1	0	0	4
<b>06037920303</b>	5	1	1	6
<b>06037920312</b>	1	1	2	9
<b>06037920313</b>	2	1	5	13
<b>06037920314</b>	4	1	3	0
<b>06037920322</b>	0	1	2	3
<b>06037920326</b>	4	0	1	4
<b>06037920328</b>	0	0	1	0
<b>06037920329</b>	2	1	11	0
<b>06037920330</b>	1	0	1	0
<b>06037920331</b>	0	0	1	3
<b>06037920332</b>	1	1	3	1
<b>06037920334</b>	0	1	7	0
<b>06037920336</b>	0	1	0	5
<b>06037920337</b>	0	1	2	3
<b>06037920338</b>	5	1	15	4
<b>06037920339</b>	3	1	20	5
<b>06037930101</b>	0	1	2	0
<b>06037930200</b>	1	0	0	2
<b>06037930301</b>	0	1	4	1
<b>06051000101</b>	3	2	2	0
<b>06051000102</b>	3	2	2	1

<b>06051000200</b>	0	0	9	1
<b>06059001101</b>	0	0	0	2
<b>06059001301</b>	0	1	2	1
<b>06059001303</b>	0	0	2	0
<b>06059001304</b>	0	0	1	0
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<b>06059001403</b>	0	0	0	1
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<b>06059021809</b>	0	0	1	1
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<b>06065042403</b>	0	0	1	5
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<b>06065042411</b>	1	0	0	5
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