



**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) 2025 PLAN TO SUPPORT
ACCESS AND FUNCTIONAL NEEDS POPULATION DURING PUBLIC SAFETY
POWER SHUTOFFS**

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Dated: **January 31, 2025**

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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 2025 Access and Functional Needs (AFN) Plan attached hereto as Attachment A. SCE's 2025 AFN Plan includes 2024 AFN Quarter 4 Update in Appendix D.

Respectfully submitted,

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Attachment A

Southern California Edison

SCE 2025 Plan to Support Access and Functional Needs Population During PSPS

**SOUTHERN CALIFORNIA EDISON COMPANY'S (U 338-E)
2025 PLAN TO SUPPORT ACCESS AND FUNCTIONAL NEEDS
POPULATION DURING PUBLIC SAFETY POWER SHUTOFFS
R.18-12-005**

January 31, 2025

TABLE OF CONTENTS

EXECUTIVE SUMMARY	1
1. SUBJECT MATTER EXPERTS (ENGAGE THE WHOLE COMMUNITY)	4
1.1. PURPOSE, SCOPE, SITUATION OVERVIEW, AND ASSUMPTIONS	6
1.1.1 Purpose/Background - WHY	6
1.1.2 Scope - WHO	6
1.1.3 Situational Overview	8
1.1.3.1 AFN Population– AFN Identification/Heat Map	8
1.1.4 Planning Assumptions	11
1.2 Operational Priorities - WHAT	11
1.3 Plan Development	12
1.4 Plan Preparation and Review	14
1.5 Plan Implementation	14
1.6 Research and Surveys	15
1.7 Success Measures and Metrics	15
2. CONCEPT OF OPERATIONS – HOW	16
2.2 Preparedness/Readiness (Before Power Shutoff)	17
2.2.1 Emergency Operations Centers	17
2.2.1.1 Preparation Exercises	18
2.2.1.2 Training	18
2.2.1.3 AFN Supervisor	19
2.2.1.4 Customer Care Supervisor and Customer Outreach Specialists	19

2.3	AFN Identification Outreach	20
2.3.1	AFN Self-Identification Survey	20
2.3.2	Self-Certification	21
2.3.3	Premises with Congregate Care/Housing	22
2.4	AFN Programs and Resources	22
2.4.1	Overview of 211 Services	27
2.4.1.1	Individualized Resiliency Planning (Care Coordination) and Needs Screening	28
2.4.1.2	Direct Referrals and Resources Provided (e.g., Temporary Accommodations, Transportation, and Food Support)	29
2.4.1.3	Preparedness and Safety Checks	30
2.4.2	Disability Disaster Access and Resources (DDAR) Pilot	30
2.4.3	Resiliency Zones	31
2.4.4	Accessible Transportation	32
2.4.5	Community Food Bank Support	32
2.4.6	Hotel Resources (Hotel Discount Program)	32
2.4.7	Cool Center Program	33
2.4.8	Back-Up Power Solutions	33
2.4.8.1	Emergency Back-Up Power	33
2.4.8.2	Critical Care Backup Battery (CCBB) Program	34
2.4.8.3	Portable Power Station and Portable Generator Rebate Program	35
2.4.8.4	In-Event Battery Loan Pilot	35
2.4.8.5	eMobility	36

2.4.8.6	Self-Generation Incentive Program (SGIP)	37
2.4.9	Customer Participation in Programs that Support Resiliency	38
2.5	Customer Bill Assistance Programs	39
2.5.1	Medical Baseline Allowance (MBL) Program	39
2.5.1.1	Joint IOU MBL Population Study	41
2.5.2	Income Qualified Programs	43
2.5.2.1	California Alternate Rates for Energy (CARE)	44
2.5.2.2	Family Electric Rate Assistance (FERA)	44
2.5.2.3	Energy Savings Assistance Program (ESA)	45
2.6	Customer Preparedness Outreach and Community Engagement	46
2.6.1	Advisory Councils	46
2.6.1.1	Collaborative Council and Joint IOU Statewide AFN Council	46
2.6.1.2	Regional Working Groups and Advisory Board	47
2.6.2	Tribal Engagement	48
2.6.3	CBO Outreach	49
2.6.3.1	Independent Living Centers (ILC)	49
2.6.3.2	CBO Engagement Wildfire and Safety Preparedness	50
2.6.3.3	Healthcare, durable medical equipment providers, In-Home Supportive Services (IHSS) and Regional Centers	50
2.6.4	Marketing Campaigns	51
2.6.5	Advertising	52
2.6.6	Dedicated AFN Webpage on SCE.com	53
2.6.7	Statewide Website for AFN Solutions	54

2.6.8	Community Meetings in High Fire Risk Areas (HFRA)	54
2.6.9	Meetings with Cities and Counties	55
2.7	PSPS Activation (During – Emergency Operation Center Activated)	55
2.7.1	In-PSPS Communications	55
2.7.1.1	PSPS Notifications to Community Stakeholders	56
2.7.1.2	PSPS Customer Notifications	58
2.7.1.3	Accessible Media Engagement	61
2.7.2	Community Resource Centers (CRCs) and Community Crew Vehicles (CCVs)	64
2.8	Recovery (After – Power has been restored)	66
2.8.1	After Event Support to Customers with AFN	66
2.8.2	Close the Loop	67
2.8.3	After Action Reviews and Reports	67
2.8.4	Lessons Learned and Feedback	68
2.8.4.1	Corrective Action Tracking	68
2.8.5	Customer Research and Surveys	68
2.8.5.1	SCE's PSPS Surveys	68
3.	Information Collection, Analysis and Dissemination	70
	APPENDIX A: COLLABORATIVE COUNCIL MEMBERS	71
	APPENDIX B: STATEWIDE COUNCIL MEMBERS	75
	APPENDIX C: Q4 2024 AFN COUNCIL MEETING SUMMARIES	81
	APPENDIX D: Q4 2024 AFN PLAN QUARTERLY UPDATE	88
D.1.	INTRODUCTION	89
D.2	CONCEPT OF OPERATIONS – HOW	91

D.2.1	Preparedness/Readiness (Before Power Shutoff)	91
D.2.1.1	Emergency Operations Centers	91
D.2.1.2	AFN Identification Outreach	91
D.2.1.3	AFN Programs and Resources	92
D.2.1.4	Customer Participation in Programs that Support Resiliency	92
D.2.1.4.1	Overview of 211 Services	92
D.2.1.4.2	Resource Planning and Partnerships	92
D.2.1.5	Back-up Power Solutions	94
D.2.1.6	Customer Bill Assistance Programs	96
D.2.1.7	Customer Preparedness Outreach and Community Engagement	97
D.2.1.7.1	Advisory Councils	97
D.2.1.7.2	Tribal Engagement	99
D.2.1.7.3	CBO Outreach	99
D.2.1.7.4	Marketing Campaigns	102
D.2.1.7.5	Advertisement	104
D.2.1.7.6	AFN Webpage/Website	104
D.2.1.7.7	Outreach To Cities and Counties	105
D.2.2	PSPS Activation (During – Emergency Operations Center Activated)	106
D.2.2.1	In-PSPS Communications	106
D.2.2.1.1	PSPS Notifications to Community Stakeholders	106
D.2.2.1.2	PSPS Customer Notifications	106
D.2.2.1.3	Accessible Media Engagement	107
D.2.2.2	Community Resource Centers	107

D.2.3	RECOVERY (AFTER – POWER HAS BEEN RESTORED)	107
D.2.3.1	After Event Support to Customers with AFN	107
D.2.3.2	Close the Loop	108
D.2.3.3	After Action Reviews and Reports	108
D.2.3.4	Lessons Learned and Feedback	108
D.2.3.5	Customer Research and Surveys	108
APPENDIX E: OBJECTIVES AND CONSIDERATIONS FROM PREVIOUS AFN PLANS		110
APPENDIX F: PROGRESS TOWARDS AFN PLAN KEY OBJECTIVES		112
APPENDIX G: PROGRAM PARTICIPATION BY CENSUS TRACT		116

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). This 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)¹ developed its respective 2025 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 101.²

The Joint 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 Team³ to seek guidance and address the "Why," "Who," "What," and "How" to better mitigate risk and support individuals with AFN.

The Joint IOUs acknowledge and sincerely thank the AFN Collaborative Council and AFN Core Planning Team for their guidance and commitment in developing the 2025 AFN Plan.

WHY

As climate conditions change, the threat of wildfires in California continues to grow. 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

¹ San Diego Gas & Electric (SDG&E), Southern California Edison (SCE), and Pacific Gas & Electric Company (PG&E).

² 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/operational-plan/developing-and-maintaining-emergency-operations-plans-comprehensive-preparedness-guide).

³ See Section 2.6.1.1 for details about the AFN Collaborative Council and AFN Core Planning Team. Additionally, see Appendix A for members of the AFN Collaborative Council and AFN Core Planning Team.

from becoming a source of ignition. These safety shutoffs are a measure of last resort for 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 million⁴ people across the state through defining, mapping, enabling, and promoting self-identification. To support and target individuals that are electricity dependent, the Joint IOU Statewide AFN Advisory Council and AFN Core Planning Team⁵ developed a definition of Electricity Dependent Individuals⁶ 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 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 2025.

⁴ Represents total counts of AFN designations in each IOU's database not unique individuals or accounts.

⁵ See Appendix B for a list of the members of the Joint IOU Statewide AFN Advisory Council and AFN Core Planning Team.

⁶ 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 Joint IOUs identified goals, objectives, and potential opportunities for enhancements in 2025, outlined in this Plan.

The Joint IOUs' overarching goal is to mitigate the impacts of PSPS 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 FEMA'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"¹ approach to develop an overarching Joint IOU Statewide strategy to meet the diverse needs of individuals with AFN.

Each IOU's 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 provides a high-level overview of the IOUs' shared vision for the 2025 AFN Plan and Sections 2-3 provide details for SCE's AFN Plan. 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.

¹ 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 (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 September 17, 2024, the Joint 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 the AFN Core Planning Team⁸ members on October 23, 2024. The 2025 AFN Core Planning Team is comprised of 8 organizations representing the diverse needs of the AFN community. The table below reflects the organizations involved in the development of the 2025 AFN Plan.

Table 1 Engaging the Whole Community

Planning Group	Participants/Stakeholders
AFN Collaborative Council (per the Phase 3 OIR PSPS Decision):	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)
	California 211 Providers Network ⁹
AFN Core Planning Team	Department of Developmental Services
	Disability Policy Consultant
	Inland Regional Center

⁸ See Appendices A and B.

⁹ Although California 211 Providers Network (211.org) was not required to participate per the PSPS Phase 3 decision, they have been invited to join the AFN Collaborative Council in 2024.

Planning Group	Participants/Stakeholders
	Pacific Power
	Redwood Coast Regional Center
	San Diego Regional Center
	San Gabriel/Pomona Regional Center
	Tre-Counties Regional Center
Joint IOUs	San Diego Gas & Electric (SDG&E)
	Southern California Edison (SCE)
	Pacific Gas & Electric (PG&E)

As a key component to engaging the Whole Community in planning, the Joint 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 Groups¹⁰ 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 Joint IOUs seek to conduct regular meetings with these subject matter experts 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, promote the Joint IOU statewide PSPS Preparedness

¹⁰ 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.

website, PrepareForPowerDown.com,¹¹ conduct outreach and education, as well as expand access to eligible populations.

1.1. PURPOSE, SCOPE, SITUATION OVERVIEW, AND ASSUMPTIONS

1.1.1 Purpose/Background - WHY

The Plan focuses on mitigating the impacts of PSPS for individuals with AFN. The Joint 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 2025 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

1.1.2 Scope - WHO

The Joint IOUs and the CPUC use 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."¹²

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

¹¹ Please see Section 2.6.7, Statewide Website for AFN Solutions for more details on Prepare for Power Down milestones and timelines.

¹² See also D.19-05-042 at p. 28.

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:

- 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 Equipment:**
 - Moving and positioning equipment: Lifts, 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)

1.1.3 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 has consistently recognized the ongoing key risk of PSPS over the past years as:

- 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.

1.1.3.1 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),¹³ including Life-Support (Critical Care)
- Customers with disabilities

¹³ 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 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
- 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 most likely to experience a PSPS.

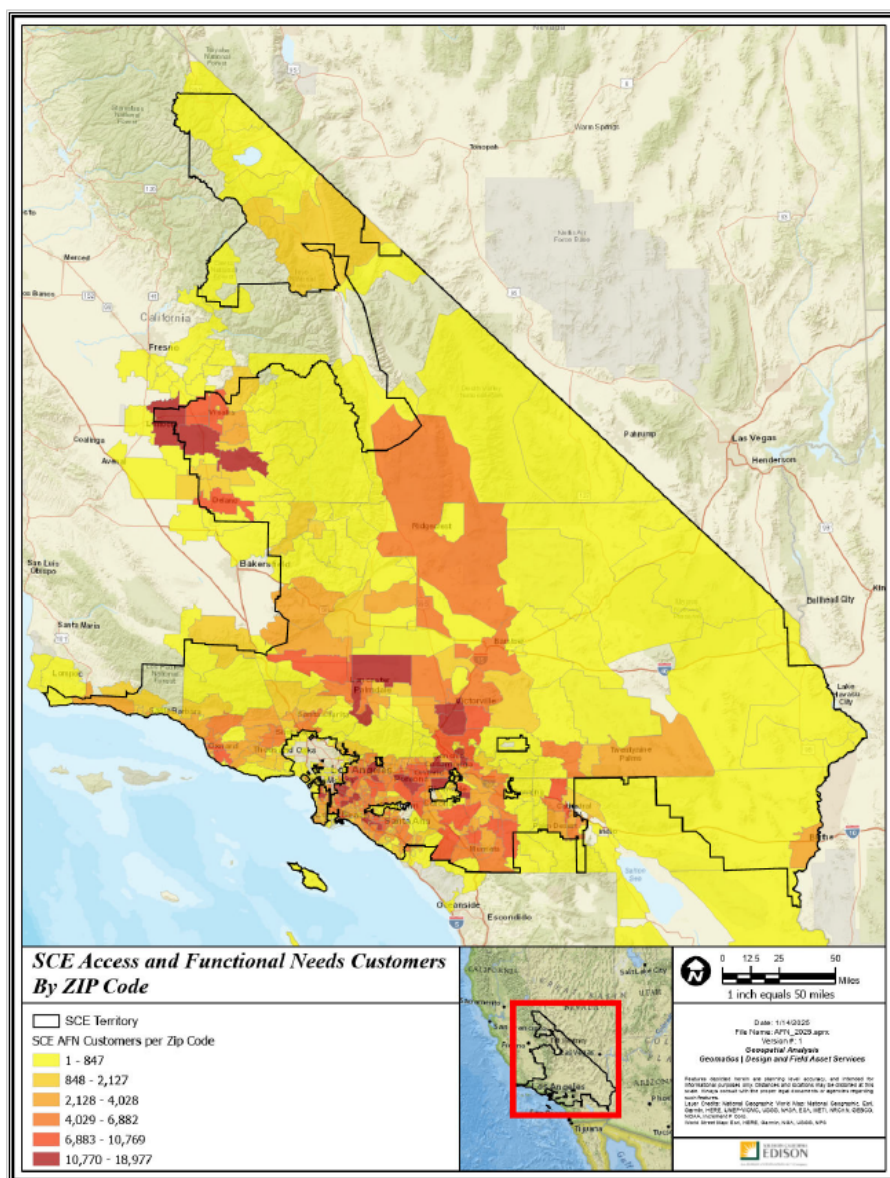
Table 2 Joint IOU Access & Functional Needs Individuals¹⁴

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: ~239,000	Total: ~255,000	Total: ~1.7 M	~31%
	HFRA: ~57,000	HFRA: ~13,000	HFRA: ~249,000	~27%
SDG&E	Total: ~62,000	Total: ~68,000	Total: ~404,000	~31%
	HFTD: ~12,000	HFTD: ~5,000	HFTD: ~46,000	~25%
SCE	Total: ~121,000	Total: ~562,000	Total: ~1.8M	~39%
	HFRA: ~41,000	HFRA: ~101,000	HFRA: ~386,000	~32%

¹⁴ Data collected as of November 2024. Notes: High Fire Risk Area (HFRA) / High Fire Threat District (HFTD) refers to a geographic region of customers potentially in scope for PSPS. Additionally, (1) Customers enrolled in MBL may include customers with Language Preference other than English and customers with an AFN; (2) Customers with Language Preference other than English may include customers enrolled in MBL and customers with an AFN; (3) Customers with AFN characteristics or CARE or FERA may include customers enrolled in MBL and customers with Language Preference other than English.

The Joint IOUs have an AFN density map that allows for quick identification of geographical areas with larger populations of individuals with AFN.¹⁵ 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



Data as of November 2024

¹⁵ See Section 1.1.2 for definition.

In 2025, 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 IOU's service area.

1.1.4 Planning Assumptions

Below are the initial planning assumptions used when developing the annual 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 advanced notification
- Effective support of individuals with AFN requires a Whole Community¹⁶ approach (e.g., utilities, Community Based Organizations, non-profits organizations, government agencies)
- PSPS may occur concurrently with unrelated emergencies (e.g., active wildfires, earthquakes, floods, tsunamis, cyber-attacks, technological hazard incidents)
- The IOUs will continue to create 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

1.2 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.

¹⁶ The term "Whole Community" refers to the concept as discussed in the FEMA Six Step Comprehensive Preparedness Guide.

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.

The Joint IOUs will continue our commitment to mitigating impacts of PSPS by focusing on key objectives identified through the 2025 planning meetings.¹⁷ Progress will be reported out within the IOU Quarterly updates. 2025 Key Objectives:

- Increase awareness of IOU programs and services available before, during, and after a PSPS
- Continue to identify individuals who are Electricity Dependent
- Identify new enhancements to programs and resources needed to mitigate the impacts of PSPS
- Coordinate and integrate resources with state, community, and utility to minimize duplication

1.3 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 Joint IOUs have worked to deliver consistent services and resource offerings; however, the delivery and eligibility will likely be different by service area. The following are recommendations proposed to meet the Key Objectives for 2025:

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

- Explore making appropriate updates to PSPS material to reflect the needs of

¹⁷ See Appendix C for continued efforts from key objectives identified in prior years planning meetings.

individuals in the intellectual and developmental community.

- Work with organizations including Regional Centers, Department of Developmental Services (DDS) and the State Council for Developmental Disabilities to identify potential changes and updates to PSPS material.
- Develop a PSPS resource guide in collaboration with the AFN Statewide Council and other stakeholders to identify gaps and overlaps with available customer resources.
- Share Prepare for Power Down (P4PD) website analytics on the quarterly updates for each IOU's AFN Plan report that is filed with the CPUC.

Continue to identify individuals who are Electricity Dependent

- Enhance existing marketing and outreach campaigns based on data received through AFN self-identification efforts.
- Continue to work with CBOs, Regional Centers, and healthcare organizations to ensure their clients are informed about available PSPS resources.
- Partner with stakeholders including Regional Centers, Department of Developmental Services (DDS) and the State Council for Developmental Disabilities to better understand the needs for individuals in the intellectual and developmental disability community during a PSPS.

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

- Continue to review customer feedback from PSPS survey results and verbatims to benchmark and evaluate if programmatic changes are needed to enhance existing

resources and support.¹⁸

- Develop a PSPS resource guide in collaboration with the AFN Statewide Council and other stakeholders to identify gaps and overlaps with available customer resources. Evaluate if additional resources or enhancements are needed to mitigate the impacts of PSPS.

Coordinate and integrate resources with state agencies, community-based organizations, and the utilities to minimize duplication

- Identify opportunities and efficiencies to ease Medical Baseline (MBL) program enrollment in accordance with CPUC and legislative framework.

1.4 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 2025 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 2025 AFN Plans with the CPUC by January 31, detailing its programs to support individuals and communities with AFN before, during, and after PSPS.

1.5 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.

¹⁸ PSPS survey results can be found in each IOU's PSPS Post-Event and PSPS Pre-/Post-Season Reports.

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.

1.6 Research and Surveys

In 2025, the Joint 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 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 Joint IOUs are committed to continuously assessing the needs of individuals with AFN before, during, and after a PSPS. This thorough review allows the Joint 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.

1.7 Success Measures and Metrics

In 2025, 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 2025 Q1 Progress Report.

Key Performance Indicators to measure the impact¹⁹:

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. Section 2 provides an overview of preparedness efforts for PSPS focusing on training, operational structure, and notifications. Additionally, this section highlights SCE's efforts to identify customers with AFN beyond our current MBL population 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 CRCs, hotel discounts, as well as food and transportation assistance. SCE's portfolio of customer support services has increased in maturity over the last several years by adding new support services and will continue to be refined in 2025 and beyond.

¹⁹ Metrics related to KPI 4 are reported in each IOU's PSPS Post-Event reports and PSPS Post-Season surveys.

2.2 Preparedness/Readiness (Before Power Shutoff)

2.2.1 Emergency Operations Centers

SCE follows the principles of the National Incident Management System (NIMS) and the Standardized Emergency Management System (SEMS) during a PSPS. This includes using an Incident Management Team (IMT) structure to execute a PSPS, assigning an Incident Commander responsible for all de-energization decision-making and coordinating at the Operational Area level during a PSPS. SCE's IMT and emergency response structure for all emergency events, including PSPS, are governed by the company's emergency plans and procedures.

The decisions to activate for a potential PSPS, as well as decisions on PSPS de-energization and re-energization are declared by an Incident Commander during the PSPS. These Incident Commanders 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. During the PSPS customers may have limited 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 a PSPS develops, 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 purpose of aiding those agencies in executing their own plans to assist customers with AFN

maintaining life safety. See Section 2.7.1.2 PSPS Customer Notifications for how we notify customers with AFN.

2.2.1.1 Preparation Exercises

SCE holds functional PSPS exercises in preparation for PSPS activations. In 2025, 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 of PSPS activation 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 2025, 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 understand 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, G606 SEMS, and position specific training.

In 2025, SCE will partner 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 IS 368 'Including People with Disabilities in Disaster'²⁰ in addition to the SCE-internal AFN Supervisor course prior to activating with a PSPS IMT. In 2025, 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 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 2025, SCE will continue to conduct 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 and Customer Outreach Specialists

SCE's Customer Care Supervisor deploys customer care resources to support customers impacted by PSPS. The team uses the monitored circuit list, circuit segmentation data, and

²⁰ IS-368.A: Including People with Disabilities in Disaster Operations, *available at* <https://training.fema.gov/is/courseoverview.aspx?code=is-368.a&lang=en>.

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 2025, 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 customers with AFN.

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, Braille 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 compliance with the CPUC's PSPS Phase 1-3 Guidelines, SCE initiated the AFN Self-Identification Survey Pilot to identify individuals with AFN. This survey was conducted by direct mail and email surveys in 2022 and 2023, aimed to identify households with AFN. In late 2024, additional surveys were conducted for newly identified HFRA customers, with the same goal of identifying households with AFN.

Through these efforts, SCE has successfully identified customers with AFN in HFRA and has a project underway to establish a single source of record that will be accessible across various SCE platforms for reporting, marketing, and timely PSPS communication in 2025. The information gathered from the AFN Self-Identification Survey will be used to update customer

profiles, enhancing SCE's ability to identify and track customers with AFN beyond those enrolled in the Medical Baseline (MBL) program. Updating the customer database system will reduce future self-identification outreach costs and streamline self-identifying households through the survey.

To better maintain current AFN Self-Identification data elements, increase enrollment in customer assistance programs, and foster a more customer-focused culture, in 2025, SCE will evaluate the capabilities of My Account on SCE.com to facilitate future self-service enhancements associated with the AFN Self-Identification Survey.

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.²¹ Customers may self-certify online²² or by calling SCE's Customer Support line throughout the year. The time period for Self-Certification after a customer enrolls in the program is valid for up to one year. After a year, customers can re-certify for Self-Certification, depending on their needs.

In the context of PSPS, a customer enrolled in Self-Certification will receive the same escalated contact attempts that are available to customers enrolled in Medical Baseline (MBL).²³

²¹ 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-A14; D.20-05-051, Appendix A at A8.

²² Self-Certified Sensitive Online Form is available at <https://cloud.sce.com/self-certify>.

²³ Refer to Section 2.7.1.2 PSPS Customer Notifications for detailed information on the escalated notification process under Notifications for Medical Baseline and Self-Certified Customers.

2.3.3 Premises with Congregate Care/Housing

Based on feedback, 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 is available for these 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 a PSPS. 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 3 below, 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 3 are those that require SCE to take actionable steps to provide customers with information and resources available before, during, or after a PSPS. Additionally, in Section 2.4.9 below, SCE provides 2024 participation data on each type of assistance supporting resiliency for individuals with AFN.

Table 3 Summary of Key Findings and Mitigation Measures for Customers with AFN

Key Findings	Mitigation Measure(s)
Overall PSPS advertising awareness remained steady compared to 2022, with de-energized customers with AFN much more aware than de-energized customers without AFN. <ul style="list-style-type: none">Customers with AFN think PSPS ads are most effective at reminding customers to sign	SCE recently launched the Outage Emergency Preparedness Checklist that encourages customers to take proactive action to be better prepared for outage emergencies, including PSPS. Additionally, Phase 2 of the prepareforpowerdown.com was implemented last year, which included an enhancement of the overall user journey, a utility-customized view of programs and resources, and

<p>up or update their outage alert preferences, followed by communicating wildfire mitigation efforts and informing customers about available programs/resources.</p> <ul style="list-style-type: none"> • Less effective advertising impact is related to helping customers create emergency preparedness plans. 	<p>enhanced accessibility of information on the site including the SCE PSPS decision-making video.</p> <p>In 2025, SCE will continue to provide these tools, as well as 211 and DDAR, both of which host emergency preparedness workshops and provide customers with one-on-one customer care support.</p> <ul style="list-style-type: none"> • 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
<p>Wildfire preparedness among de-energized customers with AFN is up significantly in 2023; preparedness remains largely the same among customers with AFN who are not de-energized and customers without AFN (whether de-energized or not). 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"> • De-energized customers with AFN have taken more preventive measures to prepare for wildfires this year, including purchasing fire extinguishers and backup generators and making fire-prevention modifications to their roofs. 	<p>SCE continues to enhance marketing material to include information about Outage Alerts. On sce.com/afn, 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>SCE's Outage Emergency Preparedness Checklist is a consolidated webpage and tool for all preparedness resources available at SCE, including updating contact information and contact preferences for emergency alerts. Additionally, enhancements made during phase 2 of prepareforpowerdown.com focused on accessibility and improving the customer journey, thus increasing the ease of use of the tools available on the site, including signing up for emergency alerts.</p> <p>In 2025, SCE will continue marketing efforts to increase enrollment in outage alerts and partner with statewide partners to market the newly refurbished prepareforpowerdown.com.</p>

	<ul style="list-style-type: none"> See Sections 2.6.4 Marketing Campaigns, 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
<p>Customers with AFN checked for more resources during a PSPS in 2023, especially SCE.com. Despite increased usage of SCE.com, fewer customers with AFN found the site useful for updates compared to 2022.</p>	<p>SCE will continue to market and outreach to customers and update sce.com/afn to ensure customers have the most accurate and up-to-date information about resources that can help them during PSPS.</p> <p>SCE's Outage Emergency Preparedness Checklist is a new resource available at SCE.com, which has been testing well with customers since production. The tool consolidates information into a simplified single checklist resource. The checklist provides direct links to get additional information on PSPS resources. Because the checklist is digital it can be updated dynamically and timely.</p> <p>Additionally, enhancements made during phase 2 of the prepareforpowerdown.com focused on accessibility and improving the customer journey, thus increasing the ease of use of the tools available on the site. In 2025, SCE will work with our statewide partners to socialize the website to ensure more customers know of improvements made to the website.</p> <ul style="list-style-type: none"> See Sections 2.6.6 Dedicated AFN Webpage on SCE.com, 2.6.4 Marketing Campaigns, and 2.6.7 Statewide Website for AFN Solutions
<p>De-energized customers with AFN felt they received too many PSPS alerts this year compared to 2022.</p> <ul style="list-style-type: none"> Additionally, these customers were less satisfied with the 	<p>SCE sends out PSPS notifications in alignment with CPUC requirements in D.21-06-034.</p> <p>SCE will continue to gather customer feedback through outreach forums (e.g., workshops, CBO engagement, advisory councils), surveys, research</p>

<p>information provided in the alerts.</p> <ul style="list-style-type: none"> • These customers were also less satisfied with the perceived available resources and notifications surrounding the PSPS program. 	<p>and analyzing customer complaints to improve PSPS alerts and offerings.</p> <ul style="list-style-type: none"> • See Sections 2.6.1 Advisory Councils, 2.6.2 Tribal Engagement, 2.6.3 CBO Outreach, 2.6.8 Community Meetings in HFRA, 2.6.9 Meetings with Cities and Counties, 2.8.2 Close the Loop, 2.8.3 After Action Reviews and Reports, and 2.8.5.1 SCE's PSPS Surveys
<p>De-energized customers with AFN have a lower opinion of PSPS (and as a result SCE) compared to 2022, as they have more doubt around SCE's commitment to power restoration after wildfires.</p> <ul style="list-style-type: none"> • Fewer de-energized customers with AFN feel PSPS were necessary in 2023. 	<p>SCE will continue to leverage expanded CBO partnerships and community engagement forums to educate customers regarding Wildfire Mitigation, PSPS decision making, and PSPS power restoration processes. In addition, significant improvement has been made during phase 2 of prepareforpowerdown.com to increase accessibility of education material (e.g., the PSPS Decision Making video), which is now posted on the site, as well as on SCE.com. In 2025, SCE will work with our statewide partners to socialize the website to ensure more customers make use of the website and have an opportunity to review the material.</p> <p>SCE will also continue to utilize resources available through the marketing PSPS Customer Journey, including the PSPS Newsletter to highlight the importance of proactive de-energization as a tool of last resort to ensure the safety of our customers and community.</p> <ul style="list-style-type: none"> • See Sections 2.6.1 Advisory Councils, 2.6.2 Tribal Engagement, 2.6.3 CBO Outreach, 2.6.6 Dedicated AFN Webpage on SCE.com, 2.6.4 Marketing Campaigns, 2.6.7 Statewide Website for AFN Solutions, 2.6.8 Community Meetings in HFRA, and 2.6.9 Meetings with Cities and Counties
<p>PSPS had a less positive impact on the safety of de-energized HFRA</p>	<p>SCE continues to offer preparedness resources through 211 and DDAR which can be utilized to</p>

<p>customers in households with AFN this year.</p> <ul style="list-style-type: none"> Specifically, de-energized seniors and CARE/FERA customers feel less positive about their household's safety during a PSPS. 	<p>improve how customers feel about their household's safety during PSPS. Resources such as emergency preparedness plans, program enrollment assistance and the Outage Emergency Preparedness Checklist available on SCE.com can improve customer preparedness during a PSPS.</p> <p>Additionally, SCE continues to offer programs and resources for customers to reduce the impact of 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 program. Customers may also utilize the DDAR program 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, 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"> See Sections 2.4.1 Overview of 211, 2.4.2 Disability Disaster Access and Resources (DDAR) Pilot, 2.6.4 Marketing Campaigns, and 2.4.8 Backup Power Solutions
<p>Awareness and satisfaction with the perceived availability of PSPS resources remain low this year, though interest in receiving them is higher than before.</p> <ul style="list-style-type: none"> Additionally, few customers with AFN are aware of SCE's community partnerships, such as 211, Meals on Wheels, and paratransit agencies, which assist during a PSPS. Access to resources during a PSPS is crucial for customers with AFN, yet just over half are 	<p>Leveraging data obtained through the AFN Self-Identification survey, in 2023, SCE began conducting personalized marketing and outreach to a small pilot audience of newly identified customers with AFN through the AFN Marketing Nurture campaign. In 2024 SCE integrated the AFN Nurture marketing campaign into the larger PSPS Preparedness Journey experience to maximize efficiency and reduce email fatigue. In 2025, SCE will continue to implement an integrated Preparedness Journey marketing campaign, which highlights programs including 211.org and DDAR.</p>

<p>aware of what SCE provides, indicating opportunity for SCE to improve resource awareness.</p>	<p>In addition, SCE will continue providing customers with information and resources in partnership with CBOs, through the accessible statewide website prepareforpowerdown.com, and on sce.com/afn.</p> <ul style="list-style-type: none"> • 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
<p>Interest in emergency resources and dedicated support during a PSPS is high among de-energized customers with AFN.</p> <ul style="list-style-type: none"> • This year, de-energized customers with AFN show increased interest in emergency battery loans during a PSPS and are more likely than customers without AFN to want a dedicated customer service representative for households with disabilities during a PSPS. 	<p>SCE provides several options that allow customers to utilize medical equipment with 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.</p> <p>During PSPS, SCE has a dedicated AFN Supervisor activated to provide support for customers with AFN. Additionally, SCE partners with CBOs such as 211 and DDAR who provide in-event support services.</p> <ul style="list-style-type: none"> • See Sections 2.4.8 Back-Up Power Solutions, 2.2.1 Emergency Operations Centers, 2.4.1 Overview of 211 Services, 2.4.2 DDAR Pilot, and 2.6.3 CBO Outreach

2.4.1 Overview of 211 Services

211 is an information and referral service that connects people to health and human services in their community. 211 plays a critical role in providing information and support in times of disaster, such as evacuation, shelter, food, medical, and recovery information. SCE partners with 211 to provide resources and services to individuals with AFN before, during, and after a 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 in their communities. 211 provides PSPS education, outreach, and emergency planning in advance of a PSPS, connecting those with AFN to critical resources like transportation, food, batteries, and other social services during a 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 an 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 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 households before, during, and after a 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 during in-person visits. In 2025, SCE will be piloting a self-service option to enroll customers in 211 Care Coordination through strategic marketing and outreach instead of performing needs screening.

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. 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 emails to households identified through the screening process about PSPS preparedness planning, equipment testing, and year-round tips on PSPS readiness.

In 2025, 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. 211 California Network performs preparedness and safety checks via outbound text and direct calls to individuals who are in scope for a PSPS (before they were de-energized) to make sure they are aware and prepared for an upcoming PSPS. In those instances where 211 Care Coordinators determined that direct assistance is needed, they connect the household with the resources needed. Direct assistance includes providing food support, transportation, and hotel stays to support customers through a 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 PSPS Customer Notifications for Medical Baseline Customers.

2.4.2 Disability Disaster Access and Resources (DDAR) Pilot

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 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 customer support during PSPS activations.

DDAR provides support prior to and during PSPS activations. In 2025, SCE will be exploring support for All Hazards activations. Prior to activation, 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 a PSPS activation, DDAR directly assists customers with AFN with portable backup batteries, food support, fuel vouchers, accessible transportation, and accessible hotel accommodations. To accommodate the provision of backup power, the ILCs assess individuals residing in HFRAs who rely on medical devices or assistive technology for independence, health, or safety and if eligible, provides a portable backup battery to temporarily power their devices during a PSPS. Upon delivery, customers receive a comprehensive overview of the safe operation of the portable battery. Additionally, eligible customers are provided hotel accommodation in ADA-compliant rooms and where possible, in rooms with a roll-in shower, as well as accessible parking spaces, and services. And finally, as needed, electricity-dependent individuals requiring transportation during a PSPS are provided access to accessible transportation.

In 2025, SCE will continue to partner with CFILC to offer DDAR support.

2.4.3 Resiliency Zones

The Resiliency Zones program provides customers, including individuals with AFN impacted by a 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 a 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 a 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 2025, SCE will continue to provide the 8 Resiliency Zone sites with backup generation for the duration of the contract terms during a PSPS should the sites be de-energized.

2.4.4 Accessible Transportation

Paratransit agencies have been identified as critical infrastructure entities per CPUC's decision D.20-05-051.²⁴ 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 a PSPS, but their routes are, SCE provides them with timely information through limited access to the Public Safety Partners Portal (PSP Portal) and invites them to participate in daily Coordination calls during a 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. Additionally, SCE partners with CFILC to provide accessible transportation. See Section 2.4.2 Disabilities Disaster Access and Resources (DDAR) 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 SCE's service area. In 2025, SCE will continue to expand partnerships with additional food banks to provide food support for customers with AFN impacted by a PSPS or All Hazards activation.

2.4.6 Hotel Resources (Hotel Discount Program)

SCE has agreements in place with hotels throughout SCE's service area that offer 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 the 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.

²⁴ See D.20-05-051 at p. 74.

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.

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 begins on June 1 and ends on October 31 each year.

In 2025, SCE will work to expand the list of counties with Cool Center locations that we assist financially across our service area.

2.4.8 Back-Up Power Solutions

Customers with AFN often depend on electricity to meet their daily needs. SCE is committed to supporting these customers by utilizing programs that increase customer resiliency and help support customer independence, health, and safety during a PSPS. In 2025, SCE will continue to support customers with AFN and enroll interested customers that may qualify for a backup power program.

2.4.8.1 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 AFN Supervisor, Customer Care Branch Director, and Business Resiliency Duty Manager and Incident Commander (IC) will assist with coordinating the best solution for the customer. Requests for support are initially reviewed by our AFN Supervisor and if there are unmet needs through our partners (e.g., 211and DDAR, etc.) SCE will contact the County OES

for input and may request their assistance 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 through the Business Resiliency Duty Manager (BRDM) to the appropriate county Office of Emergency Management (OEM) office for input. The OEM recommendation is included in the request that ultimately goes to the IC. The IC may provide directions to reroute the customer to a different circuit not impacted by de-energization or to deploy a portable generator. Once approval is given by the BRDM and IC to deploy a generator, the Logistics Section Chief will work with an engineer assigned to the Operation Section to appropriately size a generator to meet the needs of the residence. In all cases, customers are reminded to call 911 in case of any medical emergencies.

2.4.8.2 Critical Care Backup Battery (CCBB) Program

The Critical Care Backup Battery (CCBB) Program provides a 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 2,654 customers who received a battery in 2024 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 2025,

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.

2.4.8.3 Portable Power Station and Portable Generator Rebate Program

Residential customers who live in a Tier 2 or Tier 3 HFRA²⁵ 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 HFRAs.

Residential customers who live in a Tier 2 or Tier 3 HFRA can also receive a \$200 rebate for portable generators. 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.²⁶

2.4.8.4 In-Event Battery Loan Pilot

The In-Event Battery Loan pilot was launched in June 2023, to support customers with AFN who live in 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 who escalate a need for SCE to accommodate the provision of temporary

²⁵ 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.

²⁶ SCE Marketplace is available at <https://marketplace.sce.com>.

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, contactors 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 2025, 75 backup batteries will be available for loan to support customers with AFN during a PSPS activation.

2.4.8.5 eMobility

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.

In 2024, SCE further configured and updated the hardware and software of the MEVC units. The vendor provided SCE with a package of technical equipment to perform these updates and a technical script to execute.

In 2025, SCE will continue to test the MEVC units connected to the MBESS to successfully charge EVs during a PSPS. In addition to potentially deploying the units for PSPS outages, the SCE team is considering other potential use cases (e.g., deploying the chargers at other venues with temporary needs for public charging). SCE will continue working with operational stakeholders to develop use cases and align with an operational owner for pilot execution.

2.4.8.6 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 customers²⁷ 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.

The Equity Resiliency program is fully subscribed and new projects are currently waitlisted. Waitlisted projects can be 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 2024 have not yet been finalized, but SCE currently has 197 projects waitlisted in Equity Resiliency equaling approximately \$7.3 million in incentive funds.

In addition, the implementation of Assembly Bill (AB) 209,²⁸ was formally approved and outlined in D.24-03-071. AB 209 has added \$280 million in funding for SGIP statewide, with

²⁷ 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>.

²⁸ AB-209 text *is available at* https://leginfo.legislature.ca.gov/faces/billNavClient.xhtml?bill_id=202120220AB209.

SCE receiving \$97 million. 90% of the allocated funds will be made available for incentives, with the focus exclusively on residential equity customers. D.24-03-071 also provides incentives for participating customers to receive funding for new solar installations that are paired with their eligible energy storage device. 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 2024 participation data on each type of assistance supporting resiliency for individuals with AFN by census tract, in Appendix G.²⁹

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

- Total number of free portable backup batteries deployed in 2024 through the Critical Care Battery Backup program (2,654)
- Total number of Self-Generation Incentive Program resiliency projects completed in HFRA's in 2024 (627)
- Total number³⁰ of Portable Power Station Rebates (2,315) and total number of Portable Generator Rebates (297, including 3 whole house generators)

SCE provides additional assistance to customers by encouraging local hotels to provide discounts to customers experiencing a PSPS. Customers can review a list of participating hotels listed on SCE's website and can interact directly with the hotel to book rooms at a discounted rate.³¹

SCE established the In-Event Battery Loan pilot to provide eligible customers who are affected by PSPS with a battery loan. In 2024, SCE loaned 99 batteries to customers with AFN.

²⁹ 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 concluded in 2024. Details and the timeline are *available at* <https://www.sce.com/MIP>.

³⁰ Represents total number of rebates. Customers may be eligible to collect more than one rebate per service account.

³¹ SCE's list of participating hotels is *available at* <https://www.sce.com/wildfire/customer-resources-and-support/hotel-discounts>.

SCE partnered with CFILC for the DDAR program to provide assistance before, during, and after a PSPS. In 2024, DDAR made ~2,800 check-in calls to customers, assisted with 23 MBL escalations, provided 25 portable backup batteries, and provided customers with gift cards for food, gas, and lodging.

SCE partners with food banks to offer food support to individuals who have been de-energized by PSPS. In 2024, food banks distributed 2,450 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 2024, 211 provided 101 meals, 2 transportation support, and 12 hotel accommodations.

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 a 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.³²

³² Refer to Section 2.7.1.2 PSPS Customer Notifications for detailed information on the escalated notification process under Notifications for Medical Baseline and Self-Certified Customers.

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).³³

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 insert article to all residential customers raising awareness of the MBL program and directing customers to SCE's MBL website sce.com/mbi to learn about the program and enroll.
- Automated recurring email campaign to drive new MBL enrollments; this campaign began in 2022 and will continue through the end of 2028.
- 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 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.

³³ See D.19-05-042, Appendix A at A13.

- Partnerships with ILCs, CBOs, FBOs and other agencies to raise awareness of and increase enrollment in the MBL program.
- Partnering with In-Home Health Services³⁴ 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.
- Leveraging customers with AFN surveys responses that indicate there is medical equipment in a household to provide targeted marketing for Medical Baseline to highlight program awareness.

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's service areas.

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. In this decision, the Commission directed the Joint IOUs (in this context, the Joint IOUs are the three electric utilities and SoCalGas) 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.

³⁴ 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, at p. 5.

On September 24, 2021, the Commission issued Resolution E-5169, which approved with Modifications the Tier 3 ALs filed by each of the Joint IOUs and found that it was 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 provided an opportunity for the Joint IOUs to file a consolidated request for consideration of an estimated eligible population study for the MBL Program.

The Joint IOUs filed a joint motion on December 22, 2021, requesting approval to conduct an MBL eligible population study and hold a public workshop to finalize the scope of work.

The motion proposed the development of a single, coordinated, statewide study plan to produce an initial estimate of eligible MBL populations for each IOU's electric and gas territory. The Joint IOUs proposed that the study be performed by a single third-party consultant to ensure consistency in estimating MBL populations across the Joint IOUs' service territories. The estimates 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 established the regulatory requirements for the MBL study. 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 agreed that PG&E would 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 would be selected by PG&E through a competitive process in consultation with the staff of the other IOUs, and would 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 IOU's electric and gas territory.

- c. The third-party consultant would conduct a public workshop to seek input on its proposed study design on or before July 31, 2024.³⁵
- d. The Joint IOUs would file a Tier 3 AL to seek approval of the consultant's study design and budget within 13 months of the effective date of this decision.³⁶ The final scope of work would address the input of stakeholders from the public workshop.
- e. The Joint IOUs would collaborate with the consultant by providing data and other support throughout the study process.
- f. The third-party consultant would release a draft report and hold a public workshop to discuss the draft report within 11 months of the resolution of the Tier 3 AL.

Verdant Associates conducted a public workshop on the proposed study design on July 24, 2024. Verdant Associates produced a final MBL Study Design and budget, which was submitted to the CPUC for approval in a Joint IOUs Tier 3 AL on September 30, 2024. This AL is currently pending approval. Once the AL has been approved, the Joint Utilities will provide the necessary data to Verdant to begin work and will release a draft report and hold a public workshop to discuss the initial population estimates within 11 months of the AL's approval date.

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

³⁵ The original decision required the workshop to be held within 5 months of the effective date of the decision. However, the Joint IOUs received approval for two Extensions of Time to Comply, which moved the workshop date to within 11 months of the effective date of the decision.

³⁶ Similarly, an Extension of Time to Comply was approved that moved the Tier 3 AL due date from within nine months of the effective date of the decision until within 13 months of the effective date of the decision.

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 help 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.

2.5.2.1 California Alternate Rates for Energy (CARE)

SCE provides discounted rates to income-eligible households through the CARE program, offering a 32.5% monthly bill reduction. To promote CARE, SCE employs targeted direct mail letters and emails in English and Spanish, which include application forms. Information is also distributed in multiple languages on SCE.com, billing messages, and social media platforms. SCE facilitates CARE enrollment through various channels, such as self-service via SCE.com, Interactive Voice Response (IVR), direct phone applications with a call center agent, and mailed application options. In-language support and third-party translation services are utilized to assist customers. Additionally, SCE collaborates with over 60 community-based organizations (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 eligible income-qualified households within SCE's service area a monthly discount on energy rates. To qualify, households with three or more members must have incomes above 200% but not exceeding 250% of the Federal Poverty Guidelines (FPG). Participating households, including single-family residences and those in sub-metered facilities, can save 18% on their electricity bills.

SCE created a dedicated FERA information flyer. This flyer will offer detailed enrollment information accessible through SCE's online portal or toll-free IVR system. Also, customers can submit the CARE/FERA application by mail, conveniently provided on the reverse side of the flyer. In September 2024, Governor Newsom signed into law SB 1130 that will significantly change the FERA program, including the removal of household size limitations. SCE has already begun the process(es) to implement SB 1130. It is anticipated that these changes will be enacted no later than June 2025.

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 2025, SCE will be working with four new 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 customers with AFN, 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 customers with AFN 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 Engagement Division is an active participant 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.

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. In 2025, the utilities in collaboration with the AFN Collaborative and Advisory Councils will embark on the development of stakeholder “Framework” to share best practices on how to address community, including individuals with AFN, needs during a PSPS. SCE remains committed to building upon the expertise of these councils and further opportunities to serve the AFN populations across our service area. SCE will engage these councils throughout the year and continue incorporating feedback in quarterly reports.

2.6.1.2 Regional Working Groups and Advisory Board

In 2025, 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 2025, 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.³⁷

On June 7, 2021, CPUC issued D.21-06-015³⁸ 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.

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.³⁹

³⁷ 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, Appendix A at A13.

³⁸ 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.

³⁹ 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.)

To effectively meet these requirements, SCE has established a Tribal Mini-Grant Program where SCE partners 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 2 tribes have signed mini-grant agreements: Bridgeport Indian Colony, and Soboba Band of Luiseño Indians. SCE meets regularly with tribal organizations, actively participating in discussions to advocate for the CARE/FERA programs and encourages them to explore the possibility of becoming a capitation agency. Between January and November 2024, SCE collaborated with several tribes to support 33 events. SCE is exploring to extension of the mini-grant programs in 2025.

SCE developed a Tribal Nations website⁴⁰ 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.

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.⁴¹

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

⁴⁰ SCE's Tribal Nations Website, available at <https://www.sce.com/partners/partnerships/Tribal-Communities>.

⁴¹ See D.21-06-34, Appendix A at A9.

a PSPS. 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 2025, SCE will continue to collaborate with CBOs that represent and serve the AFN community residing in high-fire risk areas. SCE has achieved significant success in expanding its CBO coverage across its territory, and in 2025, we will have a total of 80 CBOs representing and serving the AFN population. 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 continue to 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

All CBOs will be required to attend webinars or 1:1 session with the program lead to review outreach strategy, program changes, and learn about new objectives or community resources as they become available. This will ensure that CBOs are kept informed and up to date with any changes.

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.

In 2025, the Joint IOUs will continue relationships with relevant organizations and agencies to deliver statewide training sessions, including but not limited 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 ([PrepareForPowerDown.com](https://www.prepareforpowerdown.com))
- 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.)

Engagement activity with these organizations will be provided in our quarterly report.

2.6.4 Marketing Campaigns

In Q4 2022, SCE implemented an AFN Self-Identification and Data Validation marketing campaign to select residential customers in high fire risk areas. The purpose of this data-gathering effort was to identify 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 customers with AFN, guiding them to various SCE programs, service and resources that can help them to stay safe, informed and be prepared for PSPS outages. In 2024, SCE successfully launched an AFN Nurture marketing campaign and integrated it into a single PSPS Preparedness Journey experience to maximize efficiency and reduce email fatigue. The AFN Nurture Campaign targeted newly identified customers with AFN with personalized communications featuring programs and community resources including rebates offerings, 211.org and Disability Disaster Access & Resources (DDAR). Campaign results have been positive. AFN audiences showed higher engagement, with 91% of those who clicked on email links engaging with AFN landing page. The PSPS Preparedness Journey also made a new "How

to Prepare for Outage Emergencies” online checklist⁴² available to customers. It encourages customers to take proactive action to be better prepared for outage emergencies, including PSPS. Customers are encouraged to use the checklist to learn more about PSPS-dedicated programs and services. The checklist is one of the most successful “Call to Action” tools developed in 2024, garnering 80% of the interactions.

In 2024, SCE continued to survey HFRA customers who were new to the service territory. Responses from surveys recently fielded in Q4 will be tabulated and reported in Q1 2025. SCE will continue to implement the AFN Self-Identification survey in 2025 to new HFRA Residential customers in SCE’s territory and to those who have not been previously identified as vulnerable.

For 2025, SCE will continue to implement an integrated Preparedness Journey marketing campaign which includes the aforementioned tools, as well as our annual PSPS Newsletter that emphasizes the importance of customers self-certifying a condition that can be significantly impacted by the interruption of power. SCE will continue to prioritize increasing awareness of PSPS-dedicated programs and resources, including 211.org, DDAR while also stressing the importance of signing up for outage alerts and managing notification preferences.

SCE will continue to partner with the other electric utilities, the AFN Statewide 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

⁴² <https://www.sce.com/factsheet/HFRA-AFN-checklist>.

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 2025, SCE plans to develop two new ads on Wildfire Mitigation and Emergency Preparedness and continue to run existing ads. All of SCE's ads are translated into 6 languages including Spanish, Cambodian, Chinese, Korean, Vietnamese and Tagalog. On top of that, static digital banners are 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, X/Twitter, Instagram, and Nextdoor. SCE measures impressions and click-through rates for these ads.

In 2025, SCE will continue to run advertisements in English and other languages concurrently service area wide, using a variety of channels, including billboards, 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 2025 advertising campaign will continue to emphasize PSPS readiness and customer programs, specifically for customers with AFN, with an overall impression goal of 371 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 the unique safety, resource, and information concerns of customers with Access and Functional Needs was also updated. In 2024, Accessible Hazard Alert System (AHAS) was added as a quick link to Access and Functional Needs page. SCE will continue updating the AFN page with relevant content in 2025.

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.

The Joint IOUs performed Phase 2 updates that focused on enhancing the user journey through the website. The updated site offers 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.

In 2025, the Joint IOUs will continue to share the website with stakeholder groups and organizations to drive awareness and potential use of the website. The website will be monitored and updated on a continuous basis. Website analytics will be provided in our quarterly report.

2.6.8 Community Meetings in High Fire Risk Areas (HFRA)

In 2025, 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 2025, 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 requests 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.⁴³

2.7 PSPS Activation (During – Emergency Operation Center Activated)

2.7.1 In-PSPS Communications

SCE has developed a notification and communication strategy⁴⁴ 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 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 2024 Pre-Season Report.⁴⁵

SCE's notification approach includes using accessible language for notifications, leveraging Community Based Organization (CBO) networks to augment SCE's messaging,

⁴³ 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.

⁴⁴ 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.

⁴⁵ 2024 PSPS Pre-Season Report is available at <https://on.sce.com/PSPSPreSeasonReporting>.

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,⁴⁶ 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. While every effort is made by SCE to notify customers in advance of PSPS, the sudden onset of unexpected weather conditions may require SCE to de-energize customers with little to no advanced notification in order to prevent our electric system from becoming a source of ignition.

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 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. The Public Safety Partner Portal includes PSPS planning and event-specific information for public safety partners that support emergency management efforts. This includes emergency responders from federal,

⁴⁶ 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.

state, local and tribal governments, telecommunications providers, water agencies, publicly-owned utilities, hospitals, and transportation agencies. When a PSPS is activated on the Portal, 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. Authorized local and tribal government representatives can request access by visiting the PSPS Partner Portal at: <https://publicsafetyportal.sce.com/>. Requests are reviewed and processed by system administrator: publicsafetyportal@sce.com.

CBO Notifications

Advanced notifications are available to CBOs who have partnered with SCE to perform customer education and outreach and who have expressed interest in receiving 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 2025, SCE will continue to do reviews and updates 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 circuits⁴⁷ 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

⁴⁷ SCE provides proactive notification and impacted zip code information to paratransit agencies. See D.21-06-034, Appendix A at A9.

critical infrastructure facility, but an area where the paratransit agency operates, SCE will notify paratransit agencies that have enrolled in SCE's daily 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.

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, relatives, in-person service providers, and frequent travelers.⁴⁸

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 scheduled to be notified again, one day before the forecasted conditions. PSPS notifications are delivered via the customer's preferred method: SMS, voice,⁴⁹ and e-mail. PSPS

⁴⁸ 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.

⁴⁹ PSPS Notifications for Mixteco, Zapoteco, and Purapecha languages are only available via Voice.

notifications to customers are available in 23 languages, as well as American Sign Language. 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 will continue to capture customer feedback in 2025 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-Certified⁵⁰ 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.⁵¹ 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.⁵² 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.

⁵⁰ These individuals certified as having a condition that could become life-threatening if electricity is disconnected.

⁵¹ 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.

⁵² 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.

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 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 in order to obtain this critical information.

Multi-Family Dwellings and Property Managers

In September 2024, 965,000 residential and business customers who reside in HFRA, including multifamily tenants who are individually metered, received SCE's annual PSPS Newsletter via email. Translated versions in all CPUC-designated prevalent languages were accessible to customers via the Wildfire Communications Center on SCE.com. Approximately 219,000 HFRA residential and business customers who did not have an email address on file received a postcard in the mail directing them to access the digitized HFRA PSPS newsletter in their preferred language, via SCE's Wildfire Communications Center.

All non-HFRA customers with an email address on file received SCE's annual non-HFRA versioned newsletter that focused on outage safety tips and how to prepare for emergencies. Links to drive PSPS Address Level Alert signups, and to SCE's new outage emergency preparedness checklist were included in the newsletter. The non-HFRA PSPS newsletter also highlighted SCE's wildfire mitigation and PSPS progress to date. Non-HFRA customers without an email address on file received a postcard in the mail directing them to access the digitized non-HFRA PSPS newsletter in their preferred language via SCE's Wildfire Communications Center.

In 2025, SCE will continue to email the HFRA and non-HFRA versioned PSPS Newsletters to all customers who comprise these respective audiences. Postcards will be mailed to those customers who do not have an email address on file.

In September 2024, SCE also mailed an updated 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.⁵³

Likewise in 2025, SCE will send its annual PSPS Master Meter bi-lingual letter and tenant education flyer to property owners and landlords to encourage proactive wildfire season preparedness behavior. Translated versions of the flyer in Spanish, Chinese, Vietnamese, Korean, and Tagalog will be accessible for download via SCE's Wildfire Communications Center webpage.

In 2022 and 2023, SCE has partnered with the California Apartment Association (CAA) to include Joint IOU wildfire season preparedness messaging in their e-newsletter and on their corporate website. Due to a shift in CAA's communications priorities during the 2024 election cycle, SCE was not afforded this opportunity. In 2025, SCE will reach back out to CAA to determine if they are open to extending this partnership opportunity to us again.

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

⁵³ Webpage is available at <https://www.sce.com/wildfire/wildfirecommunications-center>.

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 tested⁵⁴ 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. SCE launched its Accessible Hazard Alerts System (AHAS) in August 2024 and informed HFRA households with AFN through the AFN Marketing Nurture Campaign. Customers impacted by PSPS are directed to the AHAS site if they would prefer to view their PSPS notification and other resources in American Sign Language. In fact, in 2020 SCE recolored their PSPS outage map based directly on feedback from a Center For Accessible Technology (C4AT) representative on the Joint IOU Statewide AFN Advisory Council, which shows the impact and benefit of such advisory councils. Wildfire/PSPS content on SCE.com is 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.

⁵⁴ 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.

Wildfire Communications Center

SCE will continue to utilize its Wildfire Communications Center⁵⁵ 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

SCE uses Nextdoor as a channel to reach populations who may not have access to other channels of communication. Since 2022, SCE had used Nextdoor for general customer communications. SCE also uses Nextdoor to notify customers of CRC/CCV resource sites during PSPS activations, pointing customers to the outage page on SCE.com for real-time updates. Nextdoor is not used as a community management tool. SCE will also continue customer communications via Facebook, X/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.

⁵⁵ Formerly titled, Multicultural Media Engagement.

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). A dedicated CRC page is also available on SCE.com that offers a list of all our contracted locations for reference.⁵⁶ 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. 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 70 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 70 CRC locations, 62 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 8am to 10pm for the duration of the period of concern.⁵⁷ 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.

⁵⁶ Webpage is available at <https://www.sce.com/outage-center/customer-resources-and-support/community-resource-centers>.

⁵⁷ Except where governmental facilities have different operating requirements.

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:⁵⁸

- Medical thermal kits
- Privacy screens
- Wheelchairs
- Leave-behind device charging
- Real-time language translation of over 120 languages, including American Sign Language (ASL)
- Dog bowl and dog treats (introduced in 2024)
- Sensory kits (introduced in 2024)

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.

⁵⁸ SCE plans to continue offering these services while exploring new ways to better serve individuals with AFN visiting CRCs.

- SCE offers increased internet access with the 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 Zones.

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 a 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. 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 2025, SCE will continue to utilize this CLF program to identify and execute actions to improve our customer's experience. In 2025, 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. SCE captures lessons learned and has 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 2025 study will represent the sixth consecutive year the pre-/post- surveys have been conducted.

The PUC-mandated surveys are available in English and 19 other "prevalent" languages in SCE's service area and are 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 a control group of customers in non-HFRAs for comparison. The pre-season survey is fielded in June and 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 2024 Pre-/Post- In-Language Wildfire Mitigation / PSPS Communications Effectiveness Surveys used to track the AFN Plan KPIs will be reported in the Q1 2025 AFN Quarterly Report update. Similarly, the 2025 survey results will be reported in early 2026.

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 questions / 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 out key sub-groups within the AFN population. This segmentation assists in determining similarities and differences across the various customer groups in terms of their responses to SCE's wildfire safety and preparedness communications and outreach, in addition to any PSPS-specific experiences. 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 also conducted annually following the end of the prior year's wildfire season among targeted residential and business customers to assess and understand their awareness / opinions of and experiences with SCE's PSPS and wildfire mitigation activities.

The 2024 survey to be conducted in spring 2025 will also represent the sixth 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 samples of unaffected HFRA and non-HFRA customers. Detailed AFN demographic questions are included in the PSPS Tracker and In-Language Wildfire Communications surveys to help identify customers with AFN 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 the Q2 2025 AFN Quarterly Report update.

In 2025, 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.

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 communicate and educate our employees regarding the privacy rights of our customers. SCE also implements information security and cybersecurity safeguards to protect personal information in our care. Details regarding SCE's privacy policies and how we collect, use, share, and store information we receive through our interactions with our customers are available at <https://www.sce.com/privacy>.

APPENDIX A: COLLABORATIVE COUNCIL MEMBERS

Name	Organization	Title
Aaron Carruthers ⁵⁹	State Council on Developmental Disabilities (SCDD)	Executive Director
Alana Hitchcock	Executive Director	California 211
Andy Imparato	Executive Director	Disability Rights California (DRC)
April Johnson*	Customer Programs Supervisor	San Diego Gas & Electric (SDG&E)
Audrey Williams	Project and Program Supervisor	California Public Utilities Commission (CPUC)
Aurora Cantu	Senior Manager	Southern California Edison (SCE)
Beena Morar*	Senior Project Manager	Southern California Edison (SCE)
Brett Eisenberg	Executive Director	California Foundation for Independent Living Centers (CFILC)
Britney Gaines		CPUC
Chris Alario	President, California	Liberty
Chris Zenner	Vice President, Residential Services & Digital Channels	Pacific Gas & Electric Company (PG&E)

⁵⁹ Chris Zenner is the Co-Chair of AFN Collaborative Council, PG&E Vice President of Customer Channels and Services.

Christina Rathbun*	Access and Functional Needs Project Manager	San Diego Gas & Electric (SDG&E)
Dana Golan	Vice President of Customer Services	San Diego Gas & Electric (SDG&E)
Danielle De Clercq*	Access and Functional Needs Customer Strategy Manager	San Diego Gas & Electric (SDG&E)
Danielle Kyd	Manager of Customer Success	San Diego Gas & Electric (SDG&E)
Edward Jackson	President	Liberty
Hollie Bierman	Director, Customer Programs	San Diego Gas & Electric (SDG&E)
James Cho	Program Manager	California Public Utilities Commission (CPUC)
James Dui	Safety Policy Division	California Public Utilities Commission (CPUC)
Jennifer Guenther	Senior Regional Manager - West	Liberty
Jennifer Ocampo*	Access and Functional Needs Senior Advisor	Southern California Edison (SCE)
John Hagoski	Customer Programs Advisor	San Diego Gas & Electric (SDG&E)
Jordan Davis	Attorney	Disability Rights California (DRC)
Junaid Rahman	Senior Regulatory Analyst	California Public Utilities Commission (CPUC)

Karen Mercado	Senior Administrative Assistant - Executive Unit	Disability Rights California (DRC)
Kate Marrone	Customer Care Manager	Liberty
Kayla Price		BVES
Larry Chung	Vice President	Southern California Edison (SCE)
Lizz Stout*	Program Manager, Principal	Pacific Gas & Electric Company (PG&E)
Maria Jaya	Researcher	California Public Utilities Commission (CPUC)
Matthew Fehse*	Access and Functional Needs Regulatory and Compliance Advisor	San Diego Gas & Electric (SDG&E)
Matthew McVee	Vice President, Regulatory Policy and Operations	PacifiCorp
Moustafa Abou-Taleb	Safety Policy Division	California Public Utilities Commission (CPUC)
Nicholas Raft	Regulatory Analyst	Liberty
Nicole Bohn	Executive Director	Disability Rights Education & Defense Fund (DREDF)
Paul Marconi	President, Treasurer, & Secretary, Board Director	Bear Valley Electric Services (BVES)

Pooja Kishore	Renewable Compliance Officer	PacifiCorp
Robb Henderson	Communications Advisor	San Diego Gas & Electric (SDG&E)
Robert Carbajal	Senior Manager, Customer PSPS Compliance and Strategy	Southern California Edison (SCE)
Robert Hand	Interim Executive Director	California Foundation for Independent Living Centers (CFILC)
Ryan Bullard*	Senior Manager, PSPS Support and Accessibility	Southern California Edison (SCE)
Sarah Lee	Senior Advisor, Public Safety	Southern California Edison (SCE)
Sean Matlock	Energy Resource Manager / Assistant Corporate Secretary	Bear Valley Electric Services (BVES)
Tawny Re	Customer Program Specialist	Bear Valley Electric Services (BVES)
Tom Smith*	Sr. Manager, LCE Planning & Operations	Pacific Gas & Electric Company (PG&E)
Valarie Hernandez	Principal Manager, Customer Program Services	Southern California Edison (SCE)
Vance Taylor	Chief, Office of Access and Functional Needs	California Governor's Office of Emergency Services (Cal OES)

* Indicates member participated in the 2025 AFN Plan Core Planning Team

APPENDIX B: STATEWIDE COUNCIL MEMBERS

Name	Organization	Title
Aaron Christian	Assistant Deputy Director of Office of Community Operations	California Department of Developmental Services (DDS)
Adam Willoughby	Asst. Director of Legislation and Public Affairs	California Department of Aging (CDA)
Alana Hitchcock	Executive Director	California 211
Alejandro Garibay	Marketing Project Manager/Advisor	Southern California Edison (SCE)
Alexandria (Giobbi) Moffat	Director of Clean Transportation	San Diego Gas & Electric (SDG&E)
Alicia Menchaca	Rate Analyst	Bear Valley Electric Services (BVES)
Alyson Feldmeir	Disability Disaster Access and Resource Manager	California Foundation for Independent Living Centers (CFILC)
Amanda Kirchner	Legislative Director	County Welfare Directors Association of California (CWDA)
Annabel Vera	Program Analyst	California Department of Social Services (DSS)
April Johnson*	Customer Programs Supervisor	San Diego Gas & Electric (SDG&E)
Aurora Cantu	Senior Manager	Southern California Edison (SCE)
Beatrice Lavrov	Staff Service Manager	California Department of Developmental Services (DDS)
Beena Morar*	PSPS Readiness Senior Project Manager	Southern California Edison (SCE)
Carolyn Nava	Executive Assistant	Disability Action Center (DAC)
Carrie Bowers	Fire Science Meteorologist	San Diego Gas & Electric (SDG&E)
Chris Bober	Director, Customer Care	Pacific Gas & Electric Company (PG&E)
Chris Garbarini*	Senior Emergency Services Coordinator	California Department of Developmental Services (DDS)

Chris Zenner	Vice President, Residential Services & Digital Channels	Pacific Gas & Electric Company (PG&E)
Christina Mills	Executive Director	California Association of Area Agencies on Aging (C4A)
Christina Rathbun*	Access and Functional Needs Project Manager	San Diego Gas & Electric (SDG&E)
Dan Heller	President	Deaf Link
Dan Okenfuss	Public Policy Manager	California Foundation for Independent Living Centers (CFILC)
Dana Golan	Vice President of Customer Services	San Diego Gas & Electric (SDG&E)
Danielle De Clercq*	Access and Functional Needs Customer Strategy Manager	San Diego Gas & Electric (SDG&E)
Danielle Kyd	Manager, Customer Success	San Diego Gas & Electric (SDG&E)
Dara Mikesell	CFO	San Gabriel Pomona Regional Center (SGPRC)
David Siuta	Meteorology Senior Advisor	Southern California Edison (SCE)
Eleonore Yotsov	Director, Emergency Management, PacifiCorp	PacifiCorp
Evan Duffey	Manager, Forecasting and Operations	Pacific Gas & Electric Company (PG&E)
Gabby Eshrati	Consumer Services Director	North Los Angeles County Regional Center
Gina Esparza	Emergency Management Coordinator	Eastern Los Angeles Regional Center (ELARC)
Greg Oliva	Assistant Deputy Director, Central Operations, Community Care Licensing Division	California Department of Social Services (DSS)
James Cho	Program Manager	California Public Utilities Commission (CPUC)
James Collins	Community Educator	California Council of the Blind (CCB)
James Dui	Safety Policy Division	California Public Utilities Commission (CPUC)
Jeana Arnold	ADA Specialist, Expert	Pacific Gas & Electric Company (PG&E)
Jennifer Guenther	Senior Regional Manager - West	Liberty

Jennifer Nerida	Senior ADA Specialist	Pacific Gas & Electric Company (PG&E)
Jennifer Ocampo*	Senior Advisor, Corporate Giving	Southern California Edison (SCE)
Joe Xavier	Director	Department of Rehabilitation (DOR)
Jordan Davis	Attorney	Disability Rights California (DRC)
Jordan Parrillo	Manager of Regulatory Affairs	Liberty
Joseph Grounds	Emergency Services Officer	Kern Regional Center (KERNRC)
Josh Gleason	Unknown	California Department of Social Services (DSS)
JR Antablian	Chief, Disaster Services Branch	California Department of Social Services (DSS)
June Isaacson Kailes*	Disability Policy Consultant	Disability Policy Consultant
Karey Morris	HR Manager	Kern Regional Center (KERNRC)
Kari Gardner	Sr. Manager of Consumer Affairs	Southern California Edison (SCE)
Kate Marrone	Customer Care Manager	Liberty
Kayla Price		BVES
Kay Chiodo	CEO	Deaf Link
Kelly Brown	Community Information Officer	Interface Children & Family Services
Kendall Skillicorn	Bureau Chief, Department Operations Bureau	California Department of Social Services (DSS)
Kevin Sharp	Customer Insights Strategies	Pacific Gas & Electric Company (PG&E)
Kristopher Bourbois	Financial Planning - Senior Business Analyst II	San Diego Gas & Electric (SDG&E)
Larry Grable	Executive Director	Service Center for Independent Living (SCIL)
Lauren Burnett	Senior Manager, Customer Insights	Southern California Edison (SCE)
Lauren Giardina	Executive Director Managing Attorney	Disability Rights California (DRC)
Leora Filosena	Deputy Director, Adult Programs Division	California Department of Social Services (DSS)
Lisa Corbly*	Emergency Management Specialist	Pacific Power
Lizz Stout*	AFN Program Manager	Pacific Gas & Electric Company (PG&E)
Malorie Lanthier	IT Director	North Los Angeles County Regional Center

Maria Aliferis-Gierde	Executive Officer, California Committee on Employment of People with Disabilities	Department of Rehabilitation (DOR)
Maria Jaya	Researcher	California Public Utilities Commission (CPUC)
Matt Fehse*	Access and Functional Needs Regulatory and Compliance Advisor	San Diego Gas & Electric (SDG&E)
Matthew McVee	Vice President, Regulatory Policy	PacifiCorp
Megan Geraci	Manager, Customer Resiliency (Generation & Storage Team)	Pacific Gas & Electric Company (PG&E)
Melissa Kasnitz	Director, Legal	The Center for Accessible Technology (C4AT)
Michael Butier	Functional Assessment Service Team Coordinator	California Department of Social Services (DSS)
Miguel Larios	Director, Community Services	San Diego Regional Center (SDRC)
Molly Giguere	Equal Justice Works Disaster Resilience Fellow	Disability Rights California (DRC)
Moustafa Abou-Taleb	Safety Policy Division	California Public Utilities Commission (CPUC)
Muhammad Al-Ahmar	Principal Manager, Customer GridEdge	Southern California Edison (SCE)
Myisha Aban	Emergency Management Coordinator	San Gabriel Pomona Regional Center (SGPRC)
Nguyen Quan	Regulatory Affairs	Bear Valley Electric Services (BVES)
Nhu Tran	Supplier Diversity Project Manager	San Diego Gas & Electric (SDG&E)
Nicole Pachaeco	Operations Manager	California Council of the Blind (CCB)
Paul Marconi	President, Treasurer, & Secretary	Bear Valley Electric Services (BVES)
Paula Villescraz	Associate Director of Legislative Advocacy	County Welfare Directors Association of California (CWDA)
Pooja Kishore	Renewable Compliance Officer	PacifiCorp
Rachel Sweetnam	Legal Fellow	The Center for Accessible Technology (C4AT)

Rapone Anderson	Northern Region Manager, Career Executive Assignment (CEA)	California Department of Developmental Services (DDS)
Rick Yrigoyen	Staff Services Manager	California Department of Social Services (DSS)
Robb Henderson	Communications Advisor	San Diego Gas & Electric (SDG&E)
Robert Carbajal	Senior Manager, Customer PSPS Compliance and Strategy	Southern California Edison (SCE)
Ron Lee*	Emergency Management Coordinator	Redwood Coast Regional Center
Ronald Moore	Regulatory Affairs	Bear Valley Electric Services (BVES)
Rose Samaniego	Community Program Specialist III-FHA Supervisor	California Department of Developmental Services (DDS)
Ryan Bullard*	Senior Manager, PSPS Support and Accessibility	Southern California Edison (SCE)
Samuel Jain	Senior Attorney	Disability Rights California (DRC)
Scott O'Connell	Regional Disaster Officer	Red Cross
Sean Matlock	Energy Resource Manager / Assistant Corporate Secretary	Bear Valley Electric Services (BVES)
Seneca St. James	Community Program Specialist III	California Department of Developmental Services (DDS)
Serra Rea	DDAR Manager	California Foundation for Independent Living Centers (CFILC)
Sheri Farinha	Chief Executive Officer	NorCal Services for Deaf and Hard of Hearing
Staphany Lu*	Emergency Management Coordinator	San Diego Regional Center (SDRC)
Stephanie Tews Sheldrick	Director, Customer Experience & Insights	Pacific Gas & Electric Company (PG&E)
Sydney Schellinger	Senior Emergency Services Coordinator	California Department of Aging (CDA)
T. Abraham	Regional Vice President	Hospital Council

Tamara Rodriguez*	Officer, Emergency Preparedness & Response	California Department of Developmental Services (DDS)
Tammy Tran	Senior Manager, Government Relations	Southern California Edison (SCE)
Tawny Re	Customer Program Specialist	Bear Valley Electric Services (BVES)
Tiffany Swan	Community Services Home and Community Based Services Specialist	San Diego Regional Center (SDRC)
Tom Smith*	Sr. Manager, LCE Planning & Operations	Pacific Gas & Electric Company (PG&E)
Valarie Hernandez	Principal Manager, Customer Program Services	Southern California Edison (SCE)
Zeus Ferrao	Customer Insights Project Manager, Advisor	Southern California Edison (SCE)

* Indicates member participated in the 2025 AFN Plan Core Planning Team

APPENDIX C: Q4 2024 AFN COUNCIL MEETING SUMMARIES

Access and Functional Needs Collaborative Council Meeting	
Meeting	Summary of Engagement
<p>Date: December 3, 2024</p> <p>Location: Virtual</p> <p>Purpose: Collaborative discussion on major projects completed in 2024, SDG&E GRC Wildfire Mitigation update, 2024 PSPS season updates, and progress on 2025 AFN Plan.</p>	<p>Prepare for Power Down</p> <ul style="list-style-type: none"> Joint IOUs provided an update that the Prepare for Power Down marketing materials have been finalized and are ready to be downloaded from the site. Joint IOUs encouraged Council members to share the materials with their constituents. <p>Framework for AFN Support</p> <ul style="list-style-type: none"> CalOES provided an update on the Framework for AFN Support, noting that it is in its final stages of design. CalOES expressed the importance of this being a shared resource and published jointly. <ul style="list-style-type: none"> Request to the Council members made to contribute their organizations' logos to the final document. SCDD and DRC expressed openness to being a partner with the Framework. <p>SDG&E GRC Wildfire Mitigation Update</p> <ul style="list-style-type: none"> SDG&E provided an update on their recent GRC Proposed Decision and shared input on next steps of the proceeding. SDG&E explained that San Diego was ranked one of the highest wildfire risks by FEMA last year and this year. In response, SDG&E believes that 600 miles of undergrounding is the best way to reduce wildfire risk. <ul style="list-style-type: none"> SCDD agreed that balancing affordability and safety is a top priority and asked for the others' perspectives. PG&E concurred that undergrounding is an effective long-term mitigation.

Access and Functional Needs Collaborative Council Meeting

PSPS Season Update

- Joint IOUs provided an overview of the still-active PSPS season so far and discussed impacts.

2025 AFN Plan

- The meeting facilitator provided an overview of the 2025 AFN Plan Working Group process.
 - Highlighted Working Group met over three sessions to discuss and align key objectives and KPIs.
 - Discussed current tracking and reporting of KPI #4 through post event reports in agreement with the Working group.
 - For future Working Groups, Joint IOUs would like to encourage participation from a broader range of Statewide Joint IOU Advisory and representatives of the collaborative Council organizations.

Actions Guided by Feedback

Feedback

- Council members expressed that balancing affordability and safety should be a top priority.
- SCDD asked if there is a way to determine whose needs are being met and who needs additional support.
 - Joint IOUs responded that programs are designed to meet the needs of most customers emphasized the importance of preparedness and CBO coordination before a PSPS.

Access and Functional Needs Collaborative Council Meeting

- (211) added that when 211 encounters a unique situation where tools to support a customer are not readily available, they conduct additional research to provide support.

Completed Actions This Quarter

- Conduct follow-up discussions regarding the Blue Envelope Program and SCDD's go-kits and peer training.
- Joint IOUs to follow up on PSPS resources presented Cal OES and partnership opportunities with the Red Cross.
- Continue to provide updates on statuses of Blueprint for Best Practices and Prepare for Power Down campaign.

On-Going Actions:

- CPUC representative to identify additional opportunities to jointly present the AFN/Joint IOU progress made to the CPUC.
 - Status update: Additional follow up to be conducted in Q1 2025.
- 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
 - Status update: Additional follow up to be conducted in Q1 2025.
- Collaborative Council to provide names of statewide disability leaders with capacity and networks to connect with the IOUs.

Access and Functional Needs Collaborative Council Meeting	
	<ul style="list-style-type: none"> ○ Status update: Additional follow up to be conducted in Q1 2025. <p>Future Actions</p> <ul style="list-style-type: none"> • Joint IOUs to determine if it is possible to share data and GIS files from reporting provided in AFN reports. • Joint IOUs to provide Council with a finalized version of the Framework for AFN Support. • PG&E to research Medical Baseline enrollment drop-off with CPUC and SCDD. • Provide a list of Statewide Council members and AFN Plan Working Group participants to Collaborative Council members. • Joint IOUs to follow up on bed-shaker resource in 2025.
IOU Responsible Owner	Principal Manager - Customer Engagement Division
Future Meeting (s):	Q1 2025 Meeting TBD

Joint IOU Statewide AFN Council	
Meeting	Summary of Engagement and Feedback
<p>Date: December 10, 2024</p> <p>Location: Virtual</p> <p>Purpose: Collaborative discussion on the 2025</p>	<p>Summary of Engagement</p> <p>2025 AFN Plan</p> <ul style="list-style-type: none"> • IOUs gave an overview of the 2025 Plan process and Working Group sessions. • IOUs shared existing KPIs and objectives and how these are reported. <ul style="list-style-type: none"> ○ KPIs 1-3 are reported on a regular basis through the quarterly update.

Joint IOU Statewide AFN Council

AFN Plan, Prepare for Power Down updates, and an overview of the PSPS season and lessons learned in 2024.

- KPI 4 is in the 10-day report following each PSPS and in the annual post-season reports.

Prepare for Power Down

- IOUs gave an overview of updates made to the Prepare for Power Down website to highlight Medical Baseline, support resources and emergency preparedness resources.
- IOUs gave a walkthrough of the redesigned website, including the graphics and resources available to share.
- IOUs shared that there are marketing materials, including a social media toolkit, available for community organizations to use to promote and drive traffic to the site.
- IOUs encouraged Council members to share the materials with their constituents.

PSPS Season Update

- PG&E shared an overview of 2024 PSPS season, including 7 events, with one currently underway.
 - Lessons learned include working to improve the accuracy of coding and holding CRC trainings to better assist customers with AFN.
 - PG&E clarified that the statistics shared cover PSPS only and no other types of outages.
 - C4AT commented that it would be useful to understand how CRC staff direct customers in relation to specific resources.
- SCE shared an overview of their PSPS season, noting that one was currently underway.
Comment: C4AT noted that over 17 PSPS, just 5% of customers notified of a PSPS experienced de-energization. They expressed concern that SCE over-forecasts PSPS and that there is a risk of customers becoming desensitized to notifications that do not result in a shutoff.

Joint IOU Statewide AFN Council

Response: SCE follows a specific set of criteria to determine a PSPS and when those criteria are met, customers in the area must be notified. After notifications are sent, SCE continues to work to avoid shutting off power and prioritizes safety and unnecessary outages. SCE has and continues to make refinements to its PSPS notification system to make them easier for customers.

Comment: C4AT expressed that SCE's communication with community safety partners is difficult to understand due to the volume of information shared and the format (spreadsheets) in which it is shared.

Response: SCE provides the information that has been requested by safety partners through the Public Safety Partner portal and will work with partners to ensure they are able to navigate and understand the portal.

Comment: C4AT pointed out that the percentage of customers utilizing SCE's emergency resources is low compared with the other IOUs.

Response: SCE performs targeted outreach to customers to ensure they are prepared and aware of resources before a PSPS begins.

When customers are already aware of the various resources available, they may reach out to a partner such as 211 for support, resulting in a lower need to use SCE's resources.

- SDG&E shared an overview of their PSPS season noting that one is currently underway.
 - Noted that they are refining the process of obtaining impacted zip codes and community names through their new customer notification system (CNS), to share with AFN Support Partners.

Actions Guided by Feedback

Feedback

- Hospital Council asked if PG&E is focusing its efforts in areas of the service territory that are most impacted by PSPS.

Joint IOU Statewide AFN Council	
	<ul style="list-style-type: none"> ○ PG&E shared that efforts are made to be intentional and meaningful, but also noted that weather patterns are always changing and unpredictable which makes widespread awareness and preparedness important. • C4AT asked if customer data is tracked at the locations where services are rendered. <ul style="list-style-type: none"> ○ PG&E shared that PG&E is working towards tracking at the CRCs. Some of this data is gathered through DDAR and 211 and shared in the quarterly reports. <p>Completed Actions This Quarter</p> <ul style="list-style-type: none"> • Joint IOUs to share Prepare for Power Down materials, which will be added to PrepareForPowerDown.com, once they are available. <p>On-Going Actions</p> <ul style="list-style-type: none"> • Statewide Council member organizations to send a list of support services offered before, during, and after a PSPS to SCE. <ul style="list-style-type: none"> ○ Status update: Additional follow-up completed with follow-up planned for Q1 2025. <p>Future Actions</p> <ul style="list-style-type: none"> • Prepare for Power Down team to connect with PacificCorp about potential website integration.
IOU Responsible Owner	Principal Manager - Customer Engagement Division
Future Meeting (s):	Q1 2025 Meeting TBD

APPENDIX D: Q4 2024 AFN PLAN QUARTERLY UPDATE

D.1. INTRODUCTION

In accordance with Decision (D.) 20-05-051 and D.21-06-034, Southern California Edison Company (SCE) provides this quarterly update regarding SCE's progress toward meeting the 2024 PSPS Access and Functional Needs (AFN) Plan goals and the impact of our efforts to support the AFN and vulnerable population during proactive de-energization, also known as Public Safety Power Shutoff (PSPS). This update addresses 2024 Q4 activities between October 1, 2024, and December 31, 2024. The 2024 AFN Plan leveraged the Federal Emergency Management Administration's (FEMA) Developing and Maintaining Emergency Operations Plans Comprehensive Preparedness Guide 101 6-Step Process and described SCE's efforts to address challenges that customers with AFN face during PSPS.

SCE's 2024 AFN Plan, and the quarterly updates, focus on identifying, communicating with, and supporting customers with AFN who are disproportionately impacted by PSPS. In this update, SCE highlights its Q4 progress on the following key activities:

- In Q4 2024, the California Foundation of Independent Living Centers (CFILC) processed 129 Disability Disaster Access and Resources (DDAR) applications, aiding 114 MBL program enrollees. Additionally, 72 batteries were distributed to customers. CFILC actively participated in 13,145 community outreach and education events, reaching over 6,000 participants. In Q4, the DDAR Program participated in 13 PSPS Activations, offering support to customers through 22 escalations, conducting 2,609 wellness checks, and delivering 19 batteries during the events. Additionally, DDAR provided hotel assistance to 2 customers, provided 4-\$50 food gift cards, and arranged accessible transportation for 2 customers affected by the activation.

- In Q4 2024, 211 conducted 7,345 needs screenings. Approximately 2,838 SCE customers and households indicated interest in Care Coordination, which resulted in 1,716 Care Coordination contacts.
- In Q4 2024, SCE delivered 299 batteries to its customers through the Critical Care Backup Battery (CCBB) program.
- In Q4 2024, the Joint IOUs incorporated the joint marketing toolkit into the Prepare For Power Down Website and communication strategy, which was distributed to the AFN Council members for promotion.⁶⁰
- In Q4 2024, SCE's AFN marketing campaigns had several positive results in its outreach efforts:
 - o 91% of those who clicked on email links engaged with the AFN landing page.
 - o The click rate engagement increased 55% over 2023, indicating more visitors sought additional resources to stay prepared.
 - o Traffic to SCE.com landing pages grew ten times in 2024, compared to 2023.

For a full list of SCE's accomplishments towards meeting the Key Objectives identified in the plan, please see Appendix F.

⁶⁰ Available at <https://prepareforpowerdown.com/toolkit/>.

D.2 CONCEPT OF OPERATIONS – HOW

D.2.1 Preparedness/Readiness (Before Power Shutoff)

D.2.1.1 Emergency Operations Centers

Section	2024 Q4 Update
Preparation Exercises	<ul style="list-style-type: none">• No update in Q4 2024.
Training	<ul style="list-style-type: none">• No update in Q4 2024.
AFN Supervisor	<ul style="list-style-type: none">• Supported PSPS when activated in Q4.
Customer Care Supervisors and Customer Outreach Specialists	<ul style="list-style-type: none">• Supported PSPS when activated in Q4.

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.

Section	2024 Q4 Update
AFN Self Identification Survey	<ul style="list-style-type: none">• SAP IT Project Updates:<ul style="list-style-type: none">○ Held the Execution Phase Kick-off○ Completed Design Functional and Technical Specifications.○ Completed the Palantir CDP API for Tribal Nation.○ Setup of User Security Roles/Approvers of new AFN attributes by Data Governance.• Launched a campaign to newly identified high fire risk area (HFRA) customers; direct mail surveys were sent to these ~150,000 customers.
Self-Certification Sensitive	<ul style="list-style-type: none">• No update in Q4 2024.
Premises w/congregate care or housing	<ul style="list-style-type: none">• No update in Q4 2024.

D.2.1.3 AFN Programs and Resources

Pursuant to D.21-06-034,⁶¹ SCE offers programs and services in support of customers with AFN in preparation for before, during, and after PSPS. **The sections below provide 2024 Q4 updates to those programs, services, and related marketing and outreach.**

D.2.1.4 Customer Participation in Programs that Support Resiliency

D.2.1.4.1 Overview of 211 Services

Section	2024 Q4 Update
Individualized Resiliency Planning (Care Coordination) and Needs Screening	<ul style="list-style-type: none">• 211 conducted 7,345 Needs Screenings and identified 2,838 SCE customers and households interested in Care Coordination to create individualized emergency plans and/or receive program enrollment assistance for qualified individuals.• 211 conducted 1,716 calls/appointments and completed 673 Care Coordination activities.
Direct Referrals and Resources Provided (e.g., Temporary Accommodations, Transportation, and Food Support)	<ul style="list-style-type: none">• 211 provided assistance to 23 households in Q4, resulting in 12 rooms booked, 101 meals deliveries, and 2 transportation services.
Preparedness and Safety Checks	<ul style="list-style-type: none">• 211 performed 38 Outbound Calls performing safety checks.

D.2.1.4.2 Resource Planning and Partnerships

Section	2024 Q4 Update
Disability Disaster Access and Resources (DDAR) Pilot	<ul style="list-style-type: none">• CFILC received 129 DDAR applications, educated 1,415 customers on the MBL, and assisted 114 customers with MBL program enrollment.• 72 backup batteries were distributed to electricity dependent customers.

⁶¹ See D.21-06-034, Appendix G.5, p. A10.

Section	2024 Q4 Update
	<ul style="list-style-type: none"> The DDAR program conducted 131 community outreach and education events, reaching over 6,000 participants.
Resiliency Zones	<ul style="list-style-type: none"> SCE deployed one backup generator for Bridgeport on 10/27/2024 and 11/11/2024; and on 12/9/2024 SCE deployed backup generators to three sites in Santa Clarita and a single site in Cabazon.
Accessible Transportation	<ul style="list-style-type: none"> See Section D.2.1.4.1 Overview of 211 Services under Direct Referrals and Resources Provided (e.g., Temporary Accommodations, Transportation, and Food Support).
Community Food Bank Support	<ul style="list-style-type: none"> 1,850 food boxes were distributed to families who were impacted by PSPS in Q4. Collaborated with CalFresh in Q4 to identify customers eligible for CalFresh food benefits replacement.
Hotel Resources (Hotel Discount Program)	<ul style="list-style-type: none"> SCE continued to partner with existing hotels to gauge interest in becoming a Community Resource Center. Renewed individual hotel agreements as they are set to expire.
Cool Center Program	<ul style="list-style-type: none"> Cool Center locations have been added to the SCE Outage Map page, so customers can look up their address and find the Cool Centers that are closest to them. 2024 Annual Cool Center Report filed with the CPUC on December 20, 2024.

Section	2024 Q4 Update
	<ul style="list-style-type: none"> 2024 Cool Center Attendance: <ul style="list-style-type: none"> Riverside County - 23,230 Kern County - 860

D.2.1.5 Back-up Power Solutions

Section	2024 Q4 Update
Emergency Backup Power	<ul style="list-style-type: none"> As of Q4, a total of 12 generators were deployed to three counties (Los Angeles, Mono, and Riverside) during PSPS. The generators size totaled 345kW (one 20kW generator, three 25kW generators, one 35kW generator, two 50kW generators, and five 100kW generators). Generators supported resilient community resource centers (CRCs) (James A Venable Community Center in Cabazon and Acton Community Center in Acton) during three PSPS events and one resiliency zone (Bridgeport General Store) for two PSPS events.
Critical Care Back-up Battery (CCBB) Program	<ul style="list-style-type: none"> As of Q4, a total of 2,654 batteries were delivered to customers in 2024. In 2024, 94% of all batteries were delivered within 30 days or less of program enrollment. SCE continued to identify newly eligible customers to conduct outreach for program participation.
Portable Power Station and Portable Generator Rebate Program	<ul style="list-style-type: none"> SCE issued 2,315 Portable Power Station and 297 Portable Generator rebates. Post-participation surveys show 81% of customers who have received a rebate in Q3 were satisfied with the amount of time it took to receive their rebate check.

Section	2024 Q4 Update
	<ul style="list-style-type: none"> 100% of rebates were processed within 30 days or less.
In-Event Battery Loan Pilot (Emergency Batteries)	<ul style="list-style-type: none"> In Q4 2024, a total of 99 batteries were successfully loaned to customers as part of the In-Event Battery Loan Pilot.
eMobility Phase 2	<ul style="list-style-type: none"> The SCE Lab Operations and Engineering teams continue to work on the Mobile Electric Vehicle Chargers (MEVC) units for operational readiness. The SCE team has scheduled a call with PowerFlex to re-establish connectivity with the PowerFlex diagnostic system. Once units have been updated, the Lab Ops team will coordinate with the engineering team to schedule testing with the Mobile Battery Energy Storage System (MBESS). Testing is tentatively planned for Q1 2025.
Self-Generation Incentive Program (SGIP)	<ul style="list-style-type: none"> For Q4, SCE's SGIP received a total of 602 applications. 387 of those applications were approved, corresponding to \$7.2 million in incentives and 3.9 MW of energy storage capacity. 215 applications are currently under review and 187 applications have been placed on the waitlist.

D.2.1.6 Customer Bill Assistance Programs

Section	2024 Q4 Update
Medical Baseline Allowance (MBL) Program	<ul style="list-style-type: none">• SCE is utilizing the services of 211 to enhance the enrollment of MBL through 211 Care Coordination initiatives.• Efforts to promote MBL enrollment include email automation, digital banners and social media, and in Spanish, Chinese, Korean, Vietnamese, and Filipino newspapers.• As of December 31st, the MBL program has enrolled 118,736 residential households, representing 124,354 patients. The MBL program participated in 34 engagement events during Q4, bringing the total number of events to 161 year-to-date.• Quarterly MBL bill onserts were sent to all SCE residential customers.
Joint IOU ⁶² MBL Population Study	<ul style="list-style-type: none">• No update in Q4 2024.
California Alternate Rates for Energy (CARE)	<ul style="list-style-type: none">• As of December 2024, the CARE program is at 104% penetration rate with 1,353,981 customers enrolled.• In Q4, SCE suspended CARE marketing for 90 days due to the program being over-penetrated.• 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 Community-Based Organizations (CBOs) to inform and enroll income-qualified customers.

⁶² In this context, Joint IOU means the three electric utilities (SCE, PG&E, SDG&E) and SoCalGas.

Section	2024 Q4 Update
Family Electric Rate Assistance (FERA)	<ul style="list-style-type: none"> As of December 2024, the FERA program is at a 15% penetration rate with 32,493 customers enrolled. In December, approximately 62,777 emails and approximately 25,005 direct mail pieces were sent to potential FERA-eligible applicants. Notably, a heightened volume of FERA emails was distributed as part of an initiative to boost enrollments.
Energy Savings Assistance (ESA)	<ul style="list-style-type: none"> As of December 31, 2024, the ESA Program has served 47,587 customers, with a cumulative savings of 20,250,666 kWh and reduced demand of 3,912 kW. As directed in D.21-06-015, the Joint IOUs are exploring the feasibility of developing a Concurrent Application System (CAS)⁶³ to allow a customer a single point of entry for multiple income qualified programs. The CPUC is working with the State Legislature to revise the launch date to occur in mid-2025. SCE is continuing to work with the other IOUs along with the CPUC on the design of the CAS.

D.2.1.7 Customer Preparedness Outreach and Community Engagement

D.2.1.7.1 Advisory Councils

Section	2024 Q4 Update
Collaborative Council and Joint IOU Statewide AFN Council	<ul style="list-style-type: none"> See Appendix A for meeting participants and summary.

⁶³ See D.21-06-015, Ordering Paragraph (OP) 45, p. 4.

Section	2024 Q4 Update
SCE's Community Advisory Councils	<ul style="list-style-type: none"> SCE held its final 2024 CAP meeting in conjunction with its Government Advisory Panel on October 28, 2024. The meeting agenda centered around a presentation on key corporate focus areas plus a question-and-answer session with CEO Steve Powell.
Regional Working Groups and Advisory Board	<ul style="list-style-type: none"> PSPS Working Group meetings provide a formal environment to share lessons learned and conduct outreach between affected communities. SCE held Working Group virtual meetings for Q4 on November 6 - 7, 2024. Topics of discussion included: <ul style="list-style-type: none"> Weather & Wildfire Season Outlook PSPS Season Update & Feedback <ul style="list-style-type: none"> Microgrid Workshop <ul style="list-style-type: none"> Microgrid Incentive Program (MIP) Update + Handbook Demo Electric Grid Overview Reliability Overview MIP Portal Information +Demo Roundtable & Closing Remarks PSPS Advisory Board held its 4th quarter meeting virtually on November 20, 2024. The topics covered included the following: <ul style="list-style-type: none"> Weather and Wildfire Forecast 2024 PSPS Summary Expected Shut Off Notifications Naming Conventions for Liaison Notification Officer PSPS Notifications Monitoring for Unexpected Weather

D.2.1.7.2 Tribal Engagement

Section	2024 Q4 Update
Tribal Engagement	<ul style="list-style-type: none">• SCE collaborated with Tribal leaders, offering mini-grants aimed at providing training on SCE's income-qualified programs. The objective of the mini-grant program is to empower Tribal leaders to act as intermediaries within their communities, disseminating information about these programs to increase Tribal enrollments and installations.• SCE attended the monthly ConFab meetings with Morongo and Agua Caliente in September to December to provide updates on SCE's community-facing programs and PSPS customer support services.• Periodically, AFN-related messages appeared in the SCE video podcast "Weaving Energy" to highlight this information for Tribal leaders and key staff who view this.

D.2.1.7.3 CBO Outreach

Section	2024 Q4 Update
Independent Living Centers (ILCs)	<ul style="list-style-type: none">• See DDAR Pilot in Section D.2.1.4.2 Resource Planning and Partnerships.

Section	2024 Q4 Update
CBO Engagement Wildfire and Safety Preparedness	<p>CBOs continued to receive crucial safety preparedness messages, particularly as we approached the holiday season and faced potential weather impacts in certain regions. The key messages emphasized electrical safety around the home, the importance of signing up for outage alerts, and familiarizing oneself with SCE's outage map.</p> <p>Key Highlights:</p> <ul style="list-style-type: none"> • <u>Messaging Impact</u>: CBOs reported that the safety messages were well received and useful for their communities. • <u>Outreach Events</u>: Harvest festivals, turkey giveaways, tree lighting ceremonies, toy and food drives, and various in-kind donations. These events allowed CBOs to distribute material and giveaways, enhancing their engagement efforts. • <u>Event Participation</u>: SCE participated in 105 events, engaging with over 16,000 customers. This contributed to exceeding our annual goals, with over 300 events attended and nearly 60,000 customers engaged, surpassing the target of 288 events and 53,000 customers. • <u>New CBO Partnerships</u>: We continued to support the new group of CBOs onboarded in late Q3, providing additional training to ensure they fully understand their roles and responsibilities within the partnership.

Section	2024 Q4 Update
Healthcare, durable medical equipment providers, In-Home Supportive Services (IHSS) and Regional Centers	<ul style="list-style-type: none"> • The Joint IOUs continued conversations with the AFN Statewide Councils to identify opportunities to collaborate in order to further educate their members and/or constituents regarding PSPS preparedness, AFN Self-Identification, and MLB. • Joint IOUs presented to leaders within the Western Regional Alliance for Pediatric Emergency Management (WRAP-EM) on PSPS support services and program material such as the Joint IOU Prepare for Power Down Fact Sheet that incorporates the MBL program and AFN Self Identification information. Plans are underway for larger statewide training with WRAP-EM in 2025. • The Joint IOU team shared the updated Prepare for Power Down Fact Sheet with the following healthcare groups: Department of Developmental Services, and California Area Agency on Aging Support. • SCE partnered with the North LA Regional Center on an in-person presentation held on December 16, 2024. SCE provided information to staff, including Service Coordinators on PSPS support services and program material such as Medical Baseline (MBL). • The Joint IOUs launched Prepare for Power Down marketing material to the AFN Collaborative Council and the Statewide Joint IOU Advisory Council. Marketing material contained material that is easy to download and share through their respective organizations through their communication platforms, including social media.⁶⁴

⁶⁴ Available at <https://prepareforpowerdown.com/toolkit/>.

D.2.1.7.4 Marketing Campaigns

Section	2024 Q4 Update
Marketing Campaigns	<p data-bbox="753 338 1386 520"><u>AFN Marketing Nurture Campaign:</u> Following the success of the AFN Marketing Nurture pilot marketing campaign that began in Q4 2023, the campaign has been expanded to the larger HFRA AFN audience in 2024.</p> <ul data-bbox="802 531 1403 1413" style="list-style-type: none"><li data-bbox="802 531 1403 779">• The AFN Marketing Nurture campaign (email + direct mail) features two primary programs that benefit customers with AFN: Resiliency & Backup Power and 211 Community Assistance Programs and Referrals.<li data-bbox="802 789 1403 1413">• The second email featuring 211 and DDAR programs was sent in October to ~52,000 residential HFRA customers who self-identified as AFN and who specifically consented to receive communication about AFN programs and services. SCE re-sent the email to the same customers later in October and sent direct mail to ~17,000 residential HFRA customers with AFN with no email address on file. Overall, the AFN audience showed higher engagement, with 91% of those who clicked on email links engaging with AFN landing page.⁶⁵ <p data-bbox="753 1461 1403 1709"><u>AFN Self ID Survey:</u> In 2024, SCE continued to survey new HFRA customers and sent the AFN Self ID survey in mid-November. Since the last AFN Self ID survey campaign, there have been 144,373 new HFRA customers added to SCE territory.</p> <ul data-bbox="802 1719 1403 1787" style="list-style-type: none"><li data-bbox="802 1719 1403 1787">• To date, SCE has received ~3,000 survey responses via online survey and hard

⁶⁵ Available at <https://www.sce.com/wildfire/access-and-functional-needs>.

Section	2024 Q4 Update
	<p>copy survey submissions.</p> <p><u>2024 Wildfire/PSPS Preparedness Journey:</u></p> <ul style="list-style-type: none"> • SCE's Wildfire/PSPS Preparedness campaign continues to successfully drive awareness and motivate proactive preparedness behavior with engagement and interactions, exceeding goals. • Click engagement increased 55% over 2023, indicating more visitors sought additional resources to stay prepared. <ul style="list-style-type: none"> ○ A total of 5M emails delivered had a 3% Click to Open Rate (CTOR) in 2024, rather than 2M with a 2% CTOR in 2023. • Traffic to SCE.com landing pages grew 10x vs. the 2023 benchmark. <ul style="list-style-type: none"> ○ For every 100k emails delivered, there were 2k site visits vs. 400 in 2023. • Engaged Visit Rate to SCE.com increased by 52% compared to 2023 Preparedness Emails. <ul style="list-style-type: none"> ○ 2023 Engaged Visit Rate was 44%, while 2024 was 67%. • SCE's new Preparedness Checklists remain the most popular Call to Action (CTA), garnering 80% of the interactions.

D.2.1.7.5 Advertisement

Section	2024 Q4 Update
Advertisement	<ul style="list-style-type: none">• SCE’s mass media advertising campaign has an overall impression goal of 627 million for calendar-year 2024.• YTD Q4 total campaign impressions are 642 million, on track with the year-end goal.• Digital static banner ads are translated into 20 languages to reach in-language customers.• MBL program ads (digital and social) continued to run through the end of the year.

D.2.1.7.6 AFN Webpage/Website

Section	2024 Q4 Update
Dedicated AFN Webpage on SCE.com	<ul style="list-style-type: none">• No update in Q4 2024.

Section	2024 Q4 Update
Statewide Website for AFN Solutions	<ul style="list-style-type: none"> • PrepareForPowerDown.com (P4PD)⁶⁶ 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 CBOs resources for download including the Joint IOU training presentations, PSPS social media graphics, and utility specific PSPS support materials. • In response to the AFN Collaborative Council's request for a customer-facing website, the Joint IOUs completed a Prepare for Power Down website refresh. • In Q4, Joint IOUs launched the marketing campaign for the P4PD website through the AFN Collaborative Council and AFN Statewide Council members to amplify messaging to their constituents. The campaign includes a marketing toolkit that is easy to download and share through their respective organizations that can leverage their communication platforms, including social media.⁶⁷

D.2.1.7.7 Outreach To Cities and Counties

Section	2024 Q4 Update
Community Meetings in High Fire Risk Areas	<ul style="list-style-type: none"> • No update in Q4 2024.
Outreach To Cities and Counties	<ul style="list-style-type: none"> • See Section 2.1.7.2. Tribal Engagement.

⁶⁶ Available at <https://prepareforpowerdown.com/>.

⁶⁷ Available at <https://prepareforpowerdown.com/toolkit/>.

D.2.2 PPS Activation (During – Emergency Operations Center Activated)

D.2.2.1 In-PPS Communications

D.2.2.1.1 PPS Notifications to Community Stakeholders

Section	2024 Q4 Update
Notifications to Community Stakeholders	<ul style="list-style-type: none">• No update in Q4 2024.

D.2.2.1.2 PPS Customer Notifications

Section	2024 Q4 Update
PPS Customer Notifications	<ul style="list-style-type: none">• No update in Q4 2024.
Notifications for Medical Baseline (MBL) program and Self-Certified Customers	<ul style="list-style-type: none">• No update in Q4 2024.
Multi-Family Dwellings and Property Managers	<ul style="list-style-type: none">• In September 2024, an update of SCE's annual, bi-lingual PPS Master Meter Letter & Flyer was mailed to approximately 1,300 HFRA master-metered customers (and a few non-HFRA master-metered customers on downstream circuits that could be impacted).• The purpose of this communication was to request that property owners/landlords educate their sub-metered tenants about proactively preparing for wildfire season. The flyer included a QR code to help drive PPS Address Alert signups.• The flyer was translated into Spanish, Chinese, Vietnamese, Korean, and Tagalog, and available for download on SCE's Wildfire Communications Center webpage.

D.2.2.1.3 Accessible Media Engagement

Section	2024 Q4 Update
Accessible Website	<ul style="list-style-type: none">SCE maintains WCAG 2.0 AA compliance across its digital properties to ensure accessibility to wildfire mitigation content.
Wildfire Communications Center	<ul style="list-style-type: none">No update in Q4 2024.
Social Media	<ul style="list-style-type: none">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.SCE includes closed captioning on all videos with voiceover, and these videos are amplified on social media channels.

D.2.2.2 Community Resource Centers

Section	2024 Q4 Update
Community Resource Centers (CRCs)	<ul style="list-style-type: none">Added one CRC to the program portfolio, bringing our total to 70 locations.
CRC Surveys	<ul style="list-style-type: none">SCE will compile Q4 2024 survey in early Q1 2025.

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

D.2.3.1 After Event Support to Customers with AFN

Section	2024 Q4 Update
Support to Customers with Access and Functional Needs	<ul style="list-style-type: none">Customers supported during PSPS are also supported through recovery efforts. For example, in the scenario where a customer is provided transportation to a hotel, then the customer is also provided transportation to return home safely.

D.2.3.2 Close the Loop

Section	2024 Q4 Update
Close the Loop	<ul style="list-style-type: none">In Q4 a potential of 487 customers were flagged for follow-up. SCE will analyze the feedback for key topics, including AFN, to identify improvement opportunities. A working session is set up for early Q1 2025, to analyze the feedback and develop and prioritize solutions.

D.2.3.3 After Action Reviews and Reports

Section	2024 Q4 Update
Exercise After Action Reporting	<ul style="list-style-type: none">No update in Q4 2024.

D.2.3.4 Lessons Learned and Feedback

Section	2024 Q4 Update
Corrective Action Tracking	<ul style="list-style-type: none">No update in Q4 2024.

D.2.3.5 Customer Research and Surveys

Section	2024 Q4 Update
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SCE's PSPS Surveys and Feedback	<ul style="list-style-type: none"> To measure effectiveness of our communications / outreach and our wildfire safety / preparedness efforts, SCE conducted its fifth annual mandated pre-wildfire season survey in Q3 (July-August) 2024 with a representative sample of residential customers territory-wide and an augmented sample of HFRA customers, with the report in September. Q4 fieldwork for the post-wildfire season survey began in mid-November and was completed at year-end 2024 – and results (including AFN KPIs) will be reported in Q1 2025. Within this large survey population, customers with AFN are identified and their responses are analyzed with regard to their recall of SCE's wildfire and safety preparedness communications, level of preparedness and actions taken, opinion of SCE's PSPS program, and awareness of / satisfaction with PSPS support resources.
Targeted Customer Research	<ul style="list-style-type: none"> No update in Q4 2024.

APPENDIX E: OBJECTIVES AND CONSIDERATIONS FROM PREVIOUS AFN PLANS

The objectives and considerations were carried over from the 2022 AFN Plan and refined in 2023 to four Key Objectives and presented in the 2023 AFN Plan (as shown below). The Key Objectives will remain unchanged, going forward subject to an annual review per the FEMA 6-Step Comprehensive Guide process. We continue to use the same language in this document, as these considerations are still part of our ongoing planning journey.⁶⁸

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

⁶⁸ Each IOU's accomplishments will be included in the IOU-specific quarterly update.

- 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

APPENDIX F: PROGRESS TOWARDS AFN PLAN KEY OBJECTIVES

As stated in SCE’s 2024 PSPS AFN Plan, IOUs are reporting on progress made towards meeting Key Objectives in each AFN Plan Quarterly Update. Below is a table summarizing progress-to-date and recent updates made in the previous quarter. These updates are provided for activities that took place jointly with the other IOUs (i.e., Pacific Gas & Electric and San Diego Gas & Electric), as well as independently at SCE.

2024 Key Objectives	Team	Progress-To-Date	Q4 2024
§ Increase awareness of IOU programs and services available before, during and after a PSPS	Joint IOUs	<ul style="list-style-type: none"> • Prepare for Power Down website • Coordinating and benchmarking with CalFresh for food support for individuals with AFN impacted by PSPS activations • Joint IOUs presentation to IHSS to increase awareness of PSPS and resources • Joint IOUs updated the Joint IOU PSPS Fact Sheet • Joint IOUs participated at the California Hospital Association (CHA) 2024 Disaster Planning and 2024 Tribal Clean Energy Summit • SCE represented on behalf of the Joint IOUs at the Government and Disability Summit engaging in PSPS discussion with CFILC/DDAR and 211. 	<ul style="list-style-type: none"> • Requested CBOs and statewide partners to promote Prepare for Power Down (P4PD) website by using the CBO toolkit, which is now hosted on the P4PD website. • Joint IOUs presented to leaders within the Western Regional Alliance for Pediatric Emergency Management (WRAP-EM) on PSPS support services and program material; plans are underway for larger statewide training in 2025.

	SCE	<ul style="list-style-type: none"> • Dedicated AFN Landing Page with available programs (see KO #3), and resources (e.g., sign up for alerts, etc.) • MBL Nurture Campaign leveraging the AFN Self-Identification survey results • Expanded partnerships with CBOs 	<ul style="list-style-type: none"> • SCE partnered with the North Los Angeles County Regional Center (NLACRC) to deliver an in-person presentation to case managers, providing information on available programs and services.
§ Continue to identify individuals who are Electricity Dependent	Joint IOUs	<ul style="list-style-type: none"> • Partnership with In-Home Services (IHSS), Regional Centers, Department of Rehabilitation • On September 30, 2024, the Joint IOUs filed a Tier 3 Advice Letter seeking CPUC approval of the final Study Design and Budget of the MBL Population Study 	<ul style="list-style-type: none"> • The aforementioned Western Regional Alliance for Pediatric Emergency Management (WRAP-EM) partnership is a new agency partnership and has a potential of resulting in identifying additional individuals with electricity dependency • Leverage CBO and statewide partnerships to identify individuals who are electricity dependent through use of P4PD CBO toolkit materials.

	SCE	<ul style="list-style-type: none"> • Self-ID Survey • MBL acquisition campaign • Advancing AFN Self-ID system enhancements. • Utilizing data to nurture customer's enrollment in programs such as MBL and Self-ID. • Outreach to tribal governments pertaining to continued Self-ID efforts. 	<ul style="list-style-type: none"> • Launched a campaign for newly identified high fire risk area (HFRA) customers; sent direct mail surveys to ~150,000 customers.
§ Identify new enhancements to programs and resources needed to mitigate the impacts of PSPS	Joint IOUs	<ul style="list-style-type: none"> • AFN Statewide and Collaborative Council • AFN Plan Core Planning Team • Review results of the PSPS Pre-/Post-Season Survey • Launched Phase 2 of the PrepareforPowerDown.com website; developed marketing materials for statewide partners. • Joint IOUs aligned and shared best practices of 211's care coordination to enhance offerings. 	<ul style="list-style-type: none"> • In light of the active PSPS season, IOUs are actively benchmarking on resources and services provided to customers, making adjustments and alignments when possible. • Aligning and sharing best practices of 211's care coordination across all three utilities to enhance the offering, with a possible expansion into battery referrals.
	SCE	<ul style="list-style-type: none"> • 211, DDAR, In-Event Battery Loan Pilot, CRC/CCV AFN Enhancements, partnership with regional food banks. • Launched training, received material, full battery allocations for DDAR. 	<ul style="list-style-type: none"> • Sensory kits for processing disability and continued purchasing supplies as needed.

§ Coordinate and integrate resources with state, community, utility to minimize duplication	Joint IOUs	<ul style="list-style-type: none"> • Joint IOUs Blueprint • CAS Concurrent Application System, universal application. • Prepare for Power Down website. • Coordination with CalFresh regarding food support. • Worked with AFN councils and CBOs partners for their list of resources (e.g., the American Red Cross who offer Bed Shakers). 	<ul style="list-style-type: none"> • Continue to coordinate with CalFresh regarding food support for major outages.
	SCE	<ul style="list-style-type: none"> • Quarterly PSPS Regional Working Groups. • Quarterly PSPS Advisory Board. • Annual Critical Infrastructure Workshops. • Operational Area County Coordination meetings in conjunction with GO166 meetings. 	<ul style="list-style-type: none"> • Connect Regional Centers with SCE's DDAR program to help match customers with resources.

APPENDIX G: PROGRAM PARTICIPATION BY CENSUS TRACT

CENSUS TRACT	SGIP	Portable Generator	Portable Power Station	Whole House Generator	CCBB Program
Other	6	4	36	0	32
06019006402	0	0	0	0	2
06027000100	0	0	0	0	2
06027000300	0	0	2	0	0
06027000400	0	0	0	0	2
06027000500	0	0	1	0	0
06029003305	0	1	3	0	1
06029003306	3	0	2	0	3
06029005201	0	0	5	0	25
06029005203	1	0	1	0	11
06029005204	0	2	1	0	19
06029005401	0	1	0	0	0
06029005403	0	0	1	0	0
06029005506	0	0	1	0	0
06029005507	0	0	1	0	0
06029005801	0	1	2	0	0
06029005802	0	0	1	0	0
06029006003	0	1	2	0	8
06029006004	1	1	3	0	4
06029006006	0	2	8	0	6
06029006007	2	1	4	0	8
06029006008	3	2	1	0	15
06029006100	0	0	2	0	5
06037104124	1	0	2	0	0
06037113235	0	0	4	0	2

06037135203	0	0	1	0	0
06037194401	0	0	1	0	0
06037300100	3	1	5	0	6
06037300200	0	2	5	0	3
06037300501	0	0	1	0	4
06037300502	0	0	3	0	2
06037320100	0	1	0	0	0
06037320201	0	0	0	0	1
06037400204	1	2	3	0	22
06037400205	1	0	2	0	2
06037400206	0	0	2	0	3
06037400207	0	0	3	0	21
06037400302	0	0	0	0	6
06037400304	0	0	0	0	8
06037400402	0	0	0	0	1
06037400403	0	0	2	0	12
06037400404	0	0	1	0	3
06037400501	0	0	0	0	1
06037400800	0	0	0	0	3
06037400900	0	0	1	0	2
06037401001	0	0	1	0	1
06037401002	0	0	0	0	2
06037401101	0	0	1	0	5
06037401102	0	0	0	0	3
06037401201	0	0	0	0	3
06037401202	0	0	1	0	0
06037401203	0	0	0	0	2
06037401303	0	1	0	0	2

06037401304	1	0	2	0	11
06037401311	0	0	0	0	3
06037401312	0	0	0	0	2
06037401601	0	0	0	0	13
06037401602	0	0	1	0	2
06037401703	0	0	0	0	2
06037401704	0	0	1	0	1
06037401800	0	0	1	0	1
06037401902	0	0	1	0	0
06037402002	0	0	1	0	0
06037402403	0	0	0	0	1
06037402406	0	0	1	0	0
06037402502	0	0	1	0	0
06037402705	0	1	0	0	0
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06037800326	2	0	2	0	0
06037800327	5	1	2	0	4
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06037920030	1	0	4	0	4
06037920031	0	0	0	0	3
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06065040405	0	1	2	0	4
06065040502	0	0	0	0	1
06065040503	0	1	4	0	7
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06071002606	0	0	3	0	0
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06071002703	0	0	2	0	3
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06071002705	0	0	0	0	2
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06071010413	1	0	2	0	9
06071010417	2	1	0	0	5
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06071010902	0	1	3	0	9
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06111000400	1	1	2	0	2
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06111005403	0	0	1	0	0
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06111005801	4	1	1	0	0
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06111005901	3	1	10	0	8
06111005906	2	0	5	0	2
06111005907	1	1	2	0	2
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06111006301	2	0	5	0	4
06111006302	0	0	1	0	0
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06111006800	1	1	2	0	0
06111006900	0	0	2	0	0
06111007000	0	0	1	0	3
06111007100	0	0	3	0	2
06111007201	1	0	2	0	0
06111007202	1	2	6	0	2
06111007300	1	0	3	0	0

06111007402	4	0	2	0	1
06111007403	2	0	6	0	0
06111007405	1	0	6	0	1
06111007406	3	0	5	0	0
06111007505	0	1	4	0	4
06111007506	4	0	4	0	7
06111007507	3	0	8	0	5
06111007508	0	0	3	0	2
06111007509	1	0	1	0	3
06111007510	3	0	6	0	4
06111007511	4	0	1	0	5
06111007512	3	0	4	0	1
06111007513	2	0	2	0	0
06111007514	1	0	2	0	5
06111007606	2	0	4	0	1
06111007607	3	0	6	0	1
06111007609	1	0	1	0	0
06111007610	2	0	7	0	3
06111007611	0	0	2	0	4
06111007612	0	0	3	0	1
06111007613	4	0	1	0	3
06111007614	1	1	4	0	2
06111007700	0	2	5	0	4
06111007800	1	0	0	0	0
06111007901	0	0	1	0	4
06111007903	3	0	2	0	2
06111007904	1	1	4	0	1
06111008001	1	0	3	0	0

06111008002	1	0	3	0	6
06111008004	0	1	3	0	2
06111008005	1	0	4	0	1
06111008101	1	0	5	0	1
06111008201	3	0	7	0	2
06111008202	1	0	1	0	2
06111008302	7	0	2	0	4
06111008303	2	0	0	0	2
06111008304	3	3	5	0	4
06111008305	4	0	3	0	4
06111008306	0	0	3	0	3
06111008401	2	0	1	0	5
06111008402	5	0	1	0	7
06111008500	2	0	7	0	9
06111008600	0	0	1	0	0