

**BEFORE THE CALIFORNIA 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
(File December 13, 2018).

**BEAR VALLEY ELECTRIC SERVICE, INC. (U 913 E) PLAN TO ADDRESS ACCESS
AND FUNCTIONAL NEEDS DURING DE-ENERGIZATION EVENTS**

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February 2, 2026

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In accordance with Ordering Paragraph 1 of Decision (“D.”) 20-05-051 and the guidelines set forth in Appendix A, Section (g) – Medical Baseline and Access and Functional Needs Populations to that decision, Bear Valley Electric Service, Inc. (“BVES”) submits this plan to address access and functional needs (“AFN”) customers and communities during a deenergization event. D.20-05-051 provides:

The record supports continuing efforts to collaborate with public safety partners, local governments, and representatives of people and communities with access and functional needs, in order to identify any needed assistance in relation to de-energization events. Having appropriate plans in place increases the effectiveness of these efforts. Thus, the electric IOUs shall provide their plans to the Commission by June 1, 2020, and thereafter by January 31 of each following year, regarding the planned efforts to address people/communities with access and functional needs during deenergization events.¹

BVES’ AFN plan is provided in Appendix A.

¹ D.20-05-051, p. 63; *see also* Finding of Fact 50, Conclusion of Law 36, and Appendix A, Section (g), p. 8.

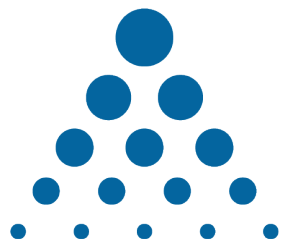
Respectfully submitted,

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APPENDIX A



Bear Valley Electric Service, Inc.

A Subsidiary of American States Water Company

**BEAR VALLEY ELECTRIC SERVICE, INC.
PLAN TO SUPPORT POPULATIONS WITH
ACCESS AND FUNCTIONAL NEEDS
DURING PUBLIC SAFETY POWER SHUTOFFS IN 2026**

JANUARY 31, 2026

TABLE OF CONTENTS

EXECUTIVE SUMMARY INTRODUCTION

Subject Matter Experts (Engage the Whole Community)

Statewide AFN Collaborative Planning Team

1. PURPOSE, SCOPE, SITUATION OVERVIEW, AND ASSUMPTIONS

1.1 Purpose, Scope, Situation Overview, and Assumptions

1.1.1 Purpose/Background – Why

1.1.2 Scope – Who

1.1.3 Situational Overview

1.1.3.1 AFN Population – AFN Identification/Heat Map

1.1.4 Planning and Assumptions

1.2 Operation Priorities - What

1.3 Plan Development

1.4 Plan Preparation and Review

1.5 Plan Implementation

1.6 Research and Surveys

1.7 Success Measure and Metrics

2. CONCEPT OF OPERATIONS

2.1 Preparedness/Readiness (Before Power Shutoff)

2.1.1 AFN Identification Outreach

2.1.2 AFN Support Resources

211 Care Coordination & Referral Service

Resource Planning and Partnerships

2.1.3 Back-Up Power

Portable Battery Program

Generator Program

Resiliency Efforts and Surveys

Individual Action Plans (CERTs, 211, DDAR)

2.1.4 Customer Assistance Programs

- 2.1.5 Emergency Operations Centers
 - Preparation Exercises
 - Training AFN
 - Liaison
 - Customer Care
 - 2.1.6 PSPS Preparedness Outreach and Community Engagement AFN
 - Public Education and Outreach
 - Accessibility of Communications CBO
 - Outreach
 - AFN Outreach Tribal
 - Engagement
 - 2.1.7 Community Resource Centers (CRCs)
 - Planning and Standards
 - 2.2 PSPS Activation (During – Emergency Operation Center activated)
 - 2.2.1 PSPS Communications PSPS
 - Notifications
 - PSPS Customer Notifications Accessible
 - Media Engagement
 - 2.3 Recovery (After – Power has been restored)
 - 2.3.1 AFN Support
 - After Action Reviews and Reports Lessons
 - Learned and Feedback Customer Surveys
- 3. Information Collection, Analysis and Dissemination
 - 3.1 Customer Privacy
- 4. AUTHORITIES AND REFERENCES
 - 4.1 Annual Report and Emergency Response Plan in Compliance with General Order 166

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 systems 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 2026 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 Agency (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 Joint IOU Statewide AFN Advisory Council (AFN Statewide Council)³ 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 Statewide Council for their guidance and commitment in developing the 2026 AFN Plan.

WHY

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

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-maintaining-emergency-operations-plans-comprehensive-preparedness-guide).

³ As of 2025, the Core Planning Team has transitioned and now listed as the AFN Statewide Council. See Appendix A for members of the AFN Statewide Council and Collaborative Council

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,

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 2026.

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 2026, outlined in this Plan. These groups have shaped programs and support, and their engagement has led to measurable improvements.

The Joint IOUs' overarching goal is to mitigate the impacts of PSPS events on individuals with AFN through specialized customer outreach, education, assistance programs, and services. To assess the effectiveness of these efforts, the following key performance indicators (KPIs) are used:

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.

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"⁷ 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.

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.

⁷ 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").

Section 1 below provides a high-level overview of the IOUs' shared vision for the 2026 AFN Plan and Sections 2-3 provide details for Bear Valley Electric Service, Inc. AFN Plan. The Joint 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. SUBJECT MATTER EXPERTS (ENGAGE THE WHOLE COMMUNITY)

FEMA Step 1, Form a Collaborative Planning Team. 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.

A Core Planning Team, comprised of volunteers from the Statewide Council and the Joint IOUs, was created to develop the annual Access and Functional Needs (AFN) Plan. To encourage more of a “whole community approach” the Joint IOUs began leveraging the 2025 Statewide Council quarterly meetings for the development of the 2026 AFN plan. This new approach increased transparency and stakeholder participation while alleviating the time constraints typically faced during Q4 planning. The new structure removed the need for a separate Core Planning Team and maintains adherence to the 6-Step FEMA planning process.

The Joint IOU Statewide AFN Advisory Council is comprised of eighty-nine organizations representing the diverse needs of the AFN community. The table below reflects the organizations involved in the development of the 2026 AFN Plan.

Table 1 Engaging the Whole Community

Planning Group	Participants/Stakeholders
AFN Collaborative Council (per the Phase 3 OIR PSPS Decision) - (see appendix A for full list):	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)
	2-1-1 ⁸
AFN Statewide Council (See appendix B for full list of invited participants):	Bear Valley Electric Service, Inc. (BVES)
	California Association of Area Agencies on Aging (C4A)
	California Department of Developmental Services (DDS)
	California Department of Rehabilitation (DOR)
	California Department of Social Services (DSS)
	California Public Utilities Commission (CPUC)
	County Welfare Directors Association of California (CWDA)
	Deaf Link
	Disability Action Center (DAC)
	Disability Policy Consultant
	Disability Rights California (DRC)
	Eastern Los Angeles Regional Center (ELARC)
	Hospital Council
	Interface Children & Family Service
	Kern Regional Center (KERNRC)
	Liberty Utilities
	North Los Angeles County Regional Center (NLACRC)
	PacifiCorp
	Redwood Coast Regional Center (RCRC)
	San Diego Regional Center (SDRC)
	San Gabriel/Pomona Regional Center (SGPRC)
Joint IOUs	San Diego Gas & Electric (SDG&E)
	Southern California Edison (SCE)
	Pacific Gas & Electric (PG&E)

⁸ Although 211 was not required per the Phase 3 decision, they have been invited to join the AFN Collaborative Council

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 Groups⁹ 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 website, [PrepareForPowerDown.com](https://www.prepareforpowerdown.com),¹⁰ 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 2026 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 or intellectual disabilities, physical disabilities, chronic conditions, injuries, limited English proficiency, or who are non-English speaking, older adults, children, people living in institutionalized 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."¹¹

Acknowledging that the California Government code definition of AFN is broad, the CPUC authorized the IOUs to follow the FEMA 6-Step Process by engaging the Whole Community through the Joint IOU Statewide AFN Advisory Council to create a common definition of "Electricity

⁹ 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.

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

¹¹ See also D.19-05-042 at p. 28.

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

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.

The “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 AFN Statewide Council has identified the following key risks of PSPS:

- 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 Joint 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),¹² including Life-Support (Critical Care)
- Customers with disabilities
- Customers who receive their utility bill in an alternate format (e.g., Braille, large print)
- Customers who have identified their preferred language as a language other than English
- Customers who self-identify as an older adult (65+)
- Customers who self-certify or self-identify
- 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 Individuals¹³

Joint IOU	MBL Individuals	Customers with Language Preference	Individuals Identified as AFN	Percentage of Individuals Identified as AFN base of Total Residential Customer Base
BVES	Total: ~205	Total: ~0	Total: ~799	3%
	HFRA: ~205	HFRA: ~0	HFRA: ~799	3%

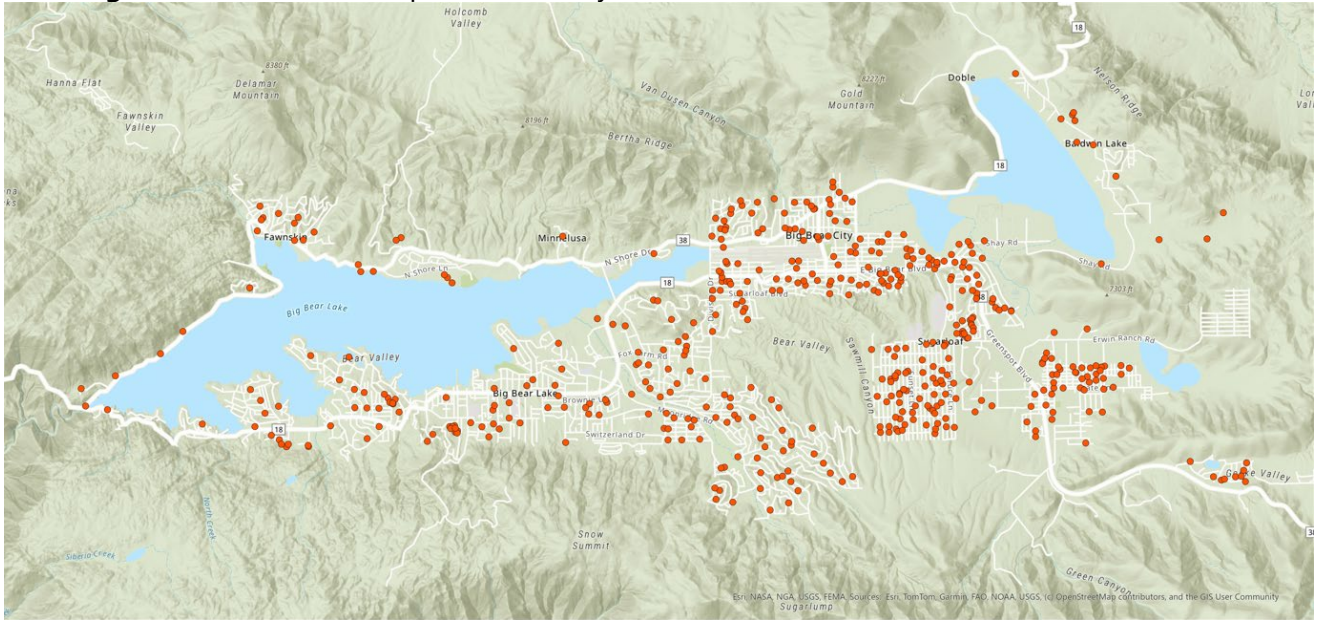
The Joint IOUs have an AFN density map that allows for quick identification of geographical areas with larger populations of individuals with AFN.¹⁴ These maps enable the utilities to strategically allocate resources by geography such as staffing a support site or Customer Resource Center for individuals who are experiencing a PSPS. See **Figure 1**.

¹² 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.

¹³ Data collected as of December 2025. 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.

¹⁴ See Section 1.1.2 for definition.

Figure 1 Service Area Map of Bear Valley Electric Service, Inc. Customers with AFN



In 2026, 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.

BVES is a small electric utility in the Big Bear Lake recreational area of the San Bernardino Mountains located about 80 miles east of Los Angeles that provides electric distribution service to 23,301 residential customers in a resort community with a mix of approximately 40% full-time and 60% part-time residents. Its service area also includes 1,493 commercial, industrial and public-authority customers, including two ski resorts and the local waste-water treatment facility. BVES differs significantly from California's largest electric investor-owned utilities, Pacific Gas & Electric Company, Southern California Edison Company, and San Diego Gas & Electric Company (collectively, the "Large IOUs"). BVES has a substantially smaller customer base over which to spread fixed costs of service, has a mountainous and remote service territory subject to greater seasonal climate fluctuations, and faces greater resource limitations in comparison to the Large IOUs. The Commission has historically recognized these distinctions between BVES and the Large IOUs. BVES continues work on system modifications to CIS and OMS to allow the recording of AFN customer categories and data beyond medical baseline customers. As of December 31, 2025, the CIS system identifies 205 Medical Base Line (MBL) customers marked as AFN customers. BVES's total AFN customer count is currently 799.

BVES is continuously working to evaluate and seeks to implement system enhancements, modifications and manual work around on the CIS, OMS, and GIS systems.

BVES is continuously working to evaluate and seeks to implement system enhancements, modifications and manual work around on the CIS, OMS, and GIS systems. Data tracking continues to be reviewed for areas of improvement to allow BVES more visibility into the AFN customer

population. In 2022, BVES explored options to establish the ability to track AFN categories of customers beyond MBL in the CIS, including the following categorical identifiers: AFN customers enrolled in low-income programs, AFN customers with a physical, intellectual or developmental disability, AFN customers with a chronic condition or injury, AFN customers identified with limited English proficiency, AFN customers in households with older adults / children, AFN homeless / transportation disadvantaged customers, and an additional AFN category for customers who wish to self-identify but may not necessarily fit into the aforementioned categories. In 2024 BVES implemented AFN category tracking into the CIS. As a part of BVES' recent and ongoing system improvements, the capability to map AFN customers beyond MBL is anticipated to be integrated into the OMS in the near future and further refined throughout 2026.

As a part of BVES' recent and ongoing system improvements, the capability to map AFN customers beyond MBL was integrated into the OMS and further refined throughout 2026.

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 Community 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

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

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

The Joint IOUs will continue our commitment to mitigating impacts of PSPS by focusing on key objectives identified through the 2026 planning meetings.¹⁵ Progress will be reported out within the IOU Quarterly updates. 2026 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

¹⁵ See Appendix C for continued efforts from key objectives identified in prior years planning meetings. (Appendix C will be included in final filing)

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

1.3 Plan Development

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 will continue to deliver consistent services and resource offerings with affordability remaining a guiding principle within the plan development framework as resources allow. The programs and eligibility may differ by service area. Recommendations to meet the Key Objectives for 2026:

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

- Joint IOUs will continue to identify opportunities to participate in outreach events and connect with CBOs to engage to share utility preparedness messaging.
- Joint IOUs will continue to fund partnerships with CBOs as trusted messengers for outreach information, as resources allow.
- Joint IOUs will improve access to toolkits that facilitate simple outreach and message consistency.
- Joint IOUs will continue to enhance the Prepare For Power Down (P4PD) site to increase accessibility.

Continue to identify individuals who are Electricity Dependent

- Joint IOUs will continue evaluating and refining outreach tactics, such as posters, in collaboration with marketing teams.
- Joint IOUs will continue to benchmark on self ID outreach to ensure data accuracy, as resources allow.

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

- To better understand those benefiting from programs, Joint IOUs will explore opportunities, including focus groups, to develop a HFRA multi-unit dwelling customer survey, in consultation with their customer insights internal teams, as resources allow.
- Joint IOUs will identify opportunities to collaborate with PSPS contractors, CBOs, and partners to implement, and benchmark standardized anonymous post-event surveys, as resources allow.
- Joint IOUs will continue to assess pilot enhancements and resources, including sensory kits and standardized AFN resource signage at CRCs, as resources allow.

- Joint IOUs will continue working with internal teams to explore additional permanent solutions, including solutions for those that cannot leave their homes, as resources allow.

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

- Joint IOUs will continue to explore opportunities for presentations and future outreach collaboration, including partnering with Voluntary Organizations Active in Disasters (VOAD) and the Department of Aging, as resources allow.

1.4 Plan Preparation and Review

FEMA Step 5, Prepare and Review the Plan – This step is a process of preparing the document and getting it ready for implementation.

Prior to finalizing the 2026 AFN Plans, the Joint IOUs provided members of the AFN Collaborative Council and AFN Statewide Council a draft plan for their review. As a result, each of the IOUs will file their respective 2026 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

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

Upon filing the AFN plan, the IOUs will implement new goals and objectives while maintaining existing ones as specified in the Plan. Additionally, the IOUs will provide quarterly updates on progress made and report on performance through identified success measures and metrics.

1.6 Research and Surveys

In 2026, 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 2026, 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 2026 Q1 Progress Report.

Key Performance Indicators to measure the impact¹⁶:

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

2.1. Preparedness/Readiness (Before Power Shutoff)

2.1.1. AFN Identification Outreach

BVES plans to execute AFN identification outreach through a variety of channels. Additional methods of AFN identification include CBO and community outreach targeted efforts to encourage AFN self-identification and increase awareness of resource availability.

BVES successfully integrated AFN category tracking into its CIS. This enhancement involved updating the online AFN application to allow for more accurate and efficient tracking of the various AFN categories. The system now enables BVES to categorize and manage AFN customer data more effectively. System improvements have been a significant area of focus. This effort will continue to be a main point of focus throughout 2026 and beyond.

2.1.2. AFN Support Resources

- **211 Care Coordination & Referral Service**

BVES plans to continue to engage contacts throughout the State of California to increase collaboration. 2-1-1 offers support to residents of San Bernardino County. BVES successfully implemented a webpage dedicated to 211 customer resource information during 2022. BVES does not currently participate in 211 Care Coordination contracts, however, 211 partnership is an area of focus and further exploration.

- **Resource Planning and Partnerships**

BVES anticipates further exploration of CBO and agency partnerships on an ongoing basis in terms of AFN specific support and resource planning.

¹⁶ Metrics related to KPI 4 are reported in each IOU's PSPS Post-Event reports and PSPS Post-Season surveys.

2.1.3 Back-Up Power

BVES has staff available to deploy batteries on a small scale and educate each customer on the basic functionality of each battery unit. BVES also has an 8.4MW natural gas generation station in its service territory, available to produce energy during emergency events.

2.1.4 Customer Assistance Programs

- Medical Baseline Allowance Program (MBL)
- Energy Saving Assistance (ESA) Program
- California Alternate Rates for Energy (CARE)

2.1.5 Emergency Operations Centers

BVES will activate their Emergency Operations Center (EOC) if forecasted sustained wind or 3- second wind gusts expected to exceed 35-65 mph (dependent upon circuit wire type and circuit infrastructure) or actual sustained wind are expected to increase. Under normal conditions the Field Operations Supervisor controls the system line-up and during EOC activation the system line-up is controlled by the Storm Operations Supervisor (SOS).

2.1.6 PSPS Preparedness Outreach and Community Engagement

- Advisory Councils
- CBO Outreach

BVES seeks out opportunities to provide PSPS preparedness information through established Community Based Organizations regularly throughout the year. BVES leadership has fostered a working relationship with the City of Big Bear Lake, where the city manager has a direct line of communication with the President of BVES.

BVES executes customer outreach to share information about customer programs (CARE, ESA, MBL) and PSPS awareness through a variety of methods including community events, website, resources, social media, bill inserts, targeted outreach to multi-family dwellings and mobile home parks, radio ads (multicultural media), digital ads, print ads and through call center staff. AFN identification and available resource communication will be a focus.

As a result of recent MDC Research customer and CBO survey results, areas of focus include increased messaging around preparation of emergency kits and readiness. Suggestions provided by customer and CBO feedback highlight the effectiveness of increased use of email, local media and driving website traffic to existing PSPS information.

Development of additional materials related to AFN self-identification and available resources is an area of focus.

- **Customer Research and Surveys**

In 2023, BVES partnered with MDC Research to execute two waves of surveys to measure the public's awareness of messaging related to wildfire preparedness and safety. Customers were surveyed at random, targeted for either phone or web administration. Surveys were available to customers in English and Spanish. BVES conducted a survey in June 2025 to evaluate the effectiveness of its outreach efforts. 313 surveys were conducted, 233 were online surveys and 80 were completed via phone. BVES updated the AFN identification questions on the survey to better assist customers by improving the accuracy of identifying those at increased risk during power outages. The revised two-step approach separates the initial risk identification from the specific reasons, ensuring that customers with medical or health-related electricity needs are appropriately flagged. The questions that were added to the survey are below:

New AFN Identification Questions

- A11 Are you, or anyone else in your household, at increased risk of harm to health, safety, and independence during a power outage?
- 1 Yes
 - 2 No
- A13 For what reasons are you, or anyone else in your household, at increased risk of harm to health, safety, and independence during a power outage? MULTIPLE MENTIONS
- 11 Physical, developmental, or intellectual disability
 - 12 Chronic conditions or injuries
 - 13 Limited English proficiency
 - 14 Adults age 62+ in the household
 - 15 Limited access to transportation in the case of an emergency
 - 16 Low-income household
 - 17 Children in household
 - 18 Individual living in an institutionalized setting
 - 19 Currently pregnant
 - 20 Do not have stable housing
 - 99 Other (specify)
 - 88 None of these apply

IF A13=11-99, OR Q14=1 FLAG AS AFN

Results of the AFN identification questions added to June 2025 survey

- June 2025 survey, 21% of customers were considered AFN, compared to 76% in the previous survey conducted December 2024.
- Breakdown of AFN customer criteria of 21% considered AFN

Age 65+	52%
<\$40K income	11%
Chronic conditions or injuries	62%
Physical, developmental, or intellectual disability	28%
Limited access to transportation	8%
Non-English language needs	15%
Medical need	15%

The results from the survey's conducted in 2025 survey are as follows:

Notable customer survey findings include:

- 21% of customers surveyed are considered AFN.
- Awareness of available resources:
 - Of the resources available to the public, customers are most likely to be aware of electrical and wildfire safety information, LIHEAP, and special payment arrangements; 34% have not utilized the resources, remaining in line with December 2024 (37%).
- AFN Self-Identification Awareness:
 - 5% of AFN customers surveyed have heard of AFN Self-Identification.
 - 7% of all customers surveyed and 5% of AFN customers surveyed are aware of the resource.
 - 19% of those aware of the resource have used it, with satisfaction among most users.
- Medical Needs and PSPS Notices:
 - Among those reporting that they rely on electricity for medical needs, 44% surveyed are aware of additional notices from BVES.
- Language Preferences:
 - 97% of respondents indicated it would not be helpful to receive communications in a language other than English.
- Communication and Outreach Recommendations:
 - Continue the use of text messages, emails, direct mail, and bill inserts for customer communications, with a goal of driving customers to the BVES website. Although direct mail takes second place behind email as the most common channel for wildfire preparedness, it is viewed as the clearest and most useful source.
 - Customers continue to indicate notifications via text as the most effective form of communication from BVES, followed by email, and the BVES website is far and away the most common channel customers would turn to first for information relating to PSPS. Roughly half of BVES customers are satisfied with all tested statements about outreach and engagement.
- Actionable Recommendations
 - Evaluate the strategy for reaching individuals with medical conditions requiring electricity, as most are unaware of additional PSPS notices.
 - Educate customers about the benefits of self-reporting their AFN status and the available resources.

The first wave of interviews resulted in four completed CBO interviews, whereas the second wave resulted in two completed four CBO interviews. Notable CBO interview findings include:

- Community Based Organizations interviewed expressed a willingness and ability to share BVES PSPS preparedness information to the community during typical interactions, through social media and by handing out printed materials provided by BVES

- English and Spanish are the primary languages required for effective communication in the communities to which BVES provides service
- Simplified, easy-to-understand written communications are of importance to reach individuals with all levels of reading comprehension
- Education, resources and advanced notifications are essential for these groups

BVES conducted the second wave survey in December 2025 to evaluate the effectiveness of its outreach efforts. 311 surveys were conducted, 231 were online surveys and 80 were completed via phone.

Notable customer survey findings include:

- 23% of customers are considered AFN, consistent with June 2025 (21%).
- Of the resources available to the public, customers are most likely to be aware of electrical and wildfire safety information, LIHEAP, and special payment arrangements; 35% have not investigated any of the resources, remaining in line with June 2025 (34%).
- 6% of AFN customers have heard of AFN Self-Identification.
 - Among those reporting that they rely on electricity for medical needs, 22% are aware of additional notices from BVES.

Based on recent customer research and survey findings, BVES will continue to refine its outreach, education, and engagement strategies to improve customer awareness, participation, and preparedness related to PSPS, wildfire safety, and AFN resources.

While overall awareness of PSPS remains strong, BVES recognizes an opportunity to further increase customer understanding of proactive notification tools. To address this, BVES will:

- Continue promoting the ability for customers to update contact information through the BVES website, bill inserts, social media, and customer service interactions.
- Reinforce messaging that emphasizes the importance of accurate contact information for timely PSPS notifications.
- Incorporate reminders into seasonal wildfire and PSPS communications.

AFN Self-Identification Awareness

Given low awareness and utilization of AFN Self-Identification, BVES will continue to strengthen education and outreach by:

- Integrating AFN Self-Identification messaging into broader PSPS and wildfire communications.

- Leveraging existing outreach channels, including direct mail, bill inserts, digital platforms, and CBO partnerships, to normalize and promote AFN self-identification.
- Encouraging customer service representatives to proactively discuss AFN resources during routine customer interactions.

These corrective actions reflect BVES's commitment to continuous improvement, customer education, and proactive engagement. By building on existing awareness levels and expanding targeted outreach, BVES aims to strengthen customer readiness, improve resource utilization, and enhance overall wildfire and PSPS preparedness.

Utilizing CBO networks and targeted customer program outreach including multi-family housing, community events and direct mailings are an identified area of opportunity to expand customer communications in terms of AFN identification and increase customer awareness of available resources.

- **Tribal Engagement:** BVES does not have a tribal community in its service territory.
- **Marketing and Communications**

BVES has developed the following communications outreach plan to notify AFN customers of pertinent PSPS status updates, including ongoing proactive education.

BVES will continue to engage AFN customers throughout the year, and especially during wildfire season, to educate on the PSPS determination and notification process and how customers can prepare for prolonged de-energization through the following channels:

- **Community Meetings:** BVES will host community meetings throughout the service territory to educate on the PSPS determination and notification process and detailing ways for customers to prepare, as resources allow. When applicable, BVES will co-host meetings with Public Safety Partners and AFN advocacy groups.
- **Website:** BVES will publish and maintain PSPS web copy outlining BVE's determination and notification process and detailing ways for customers to prepare, including information specific to AFN populations.
- **Social Media:** BVES will post content to Facebook notifying customers of BVE's PSPS determination and notification process and outlining safety information specific to AFN populations.
- **Customer Email:** BVES will distribute an email notifying customer of BVE's PSPS determination and notification process and outlining safety information specific to AFN Population, as resources allow.
- **Bill Insert/Mail:** BVES will distribute a bill insert/mailler notifying customers of BVE's
- **Prepare for PowerDown website:** BVES Successfully collaborated with IOUs/SMJUs to implement links on the PrepareForPowerDown.com website that will direct customers to BVES PSPS website. BVES links will be present in two prominent

sections on the PrepareForPowerDown.com website.

- **PSPS determination and notification process and outlining safety information specific to AFN populations.**

BVES plans to assess and enhance communication accessibility. Notable areas of focus are additional Spanish language support and AFN available resource and self-identification information accessibility on BVES webpages.

BVES has taken the following proactive steps to increase customer awareness and education regarding AFN support services:

- Direct Mail Campaign: Distributed AFN self-identification letters to approximately 23,416 residential customers.
- Digital Accessibility: Uploaded AFN self-identification forms in English and Spanish to the BVES website.
- Video Education: Produced and promoted an AFN-focused educational video, hosted on BVES's website and social media platforms.
- Ongoing Social Media Outreach.
- Customer Service Training: Customer service representatives are trained to inquire about AFN eligibility during routine interaction.

BVES call centers provide customer access to bilingual (Spanish and English) Customer Service Representatives, as resources are available.

2.1.7 Community Resource Centers (CRCs)

BVES has established an internal working group comprised of representatives from a variety of departments including Emergency Management and Wildfire Mitigation to focus on Community Resource Center planning. The group meets to develop plans, determine priorities, and execute required action for CRC preparedness. This internal group continues to develop a thorough approach to CRC execution and collaborates externally with community stakeholders.

BVES plans to provide concessions, water, device charging ability, Wi-Fi, ADA accessible restrooms, resource information, BVES Customer Service staff (including bilingual representation, as resources allow), portable cell phone chargers, and blankets at CRC location. CRC location present a unique opportunity for program enrollment, PSPS preparedness information sharing and AFN identification, and BVES plans to provide information on CARE, ESA and MBL programs at its CRC. PSPS information will be shared in English and Spanish at CRC location. BVES continues to work to establish agreements with community partners and facilities throughout the service territory in preparation for PSPS events. Additional information for BVES CRC includes:

- Food Replacement: BVES is exploring options to fulfill this

- **Transportation:** BVES coordinates with Mountain Transit, the region's sole public transportation provider. Mountain Transit does not enter into exclusive agreements with individual agencies but supports communitywide emergency needs, including potential PSPS events.
If activated, transportation assistance would prioritize essential services, such as hospital access and agency support, and, as resources allow, transportation to a Community Resource Center (CRC).
Any associated costs would be funded through existing operational budgets at the time of need, with BVES tracking expenses for potential future cost recovery.
- **Lodging:** BVES has identified a centrally located hotel with backup generation that can provide temporary lodging during extended outages. Local hotels cannot reserve rooms exclusively for BVES due to seasonal demand, but BVES maintains ongoing coordination to ensure availability when feasible.
Lodging costs would be incurred only as needed and funded through existing utility resources, with expenses tracked for future regulatory review.
- **Backup Power Resources:** BVES maintains six portable backup battery units for deployment to medical baseline customers during outages. These units are existing assets and do not rely on PSPS-specific funding. Deployment would be prioritized based on customer need and circuit-level impacts.
BVES will continue to assess and document any future PSPS-related use of these resources.
- **IOU Customer Communications:** BVES conducts annual preparedness outreach and has an established communications plan for PSPS preparedness communication
- **In Language / Accessible Materials:** BVES provides all PSPS toolkit information in English and Spanish. BVES looks to continually improve accessibility of materials throughout 2026
- **CBO Partners:** BVES communicates with Community Based Organizations throughout the service territory and is currently focused on expanding CBO networks throughout 2026
- **Training:** BVES regularly conducts training, tabletop, full-scale and PSPS exercises for all BVES employees to prepare for potential PSPS events
- **Community Engagement:** BVES hosts community meetings throughout the service territory to educate on the PSPS determination and notification process and detailing ways for customers to prepare. When applicable, BVES will co-host meetings with Public Safety Partners and AFN advocacy groups. BVES also discusses PSPS preparation with CBOs during physical and/or virtual meetings throughout the year. BVES provides PSPS materials to CBOs, city, county and school contacts proactively.

2.2 PSPS Activation (Emergency Operation Center activated)

2.2.1 MBL Customer Communication

To identify MBL customers for an event, BVES identifies MBL customers with accounts in the potentially impacted PSPS zone. The MBL notification sequence is as follows:

1. OMS notification
2. Two-way Text Communication
3. If no positive contact, phone call to customer from customer service representative.
4. If no positive contact, physical site visit to the residence.
5. If no positive contact, door hanger notification left at the residence.

To contact MBL customers behind master metered accounts, BVES consults a list of master meter locations to determine if these meters are in the Public Safety Power Shut-off ("PSPS") de-energization zone. Each master meter has a database that provides behind-the-meter information. From this database, BVES can determine if there are MBL customers, who they are, and what units they occupy. The communication steps utilized for MBL customer contact also apply to master meter MBL customer contact.

- **PSPS Notifications**

BVES will notify AFN customers before, during and after a PSPS through the following channels with at least two different and preferred methods of notification (posted and updated as needed):

OMS Alerts: BVES OMS system is alerted of an outage, identifies the outage area, identifies the customers affected, and will distribute an alert through the OMS system notifying customers of the status of the PSPS.

Two-way Text Communications: BVES has the capability of notifying customers who opted in for two-way text communications of an outage, the status of an outage, and restoration of an outage.

CBO Engagement: BVES will notify CBOs that serve AFN populations of the status of the PSPS and request that they distribute the alert to their contact list. CBOs may include:

- Unhoused shelters
- Food banks
- Special needs programs

Critical Facilities & Infrastructure: BVES will notify critical facilities and infrastructure of the status of the PSPS and request that they distribute the alert to their own contact lists.

Critical facilities and infrastructure include:

- Police stations
- Fire stations
- Big Bear Community Hospital
- Visitors Center

Website: BVES will publish an alert to the website notifying customers of the status of the PSPS and outlining safety information specific to AFN populations.

Social Media: BVES will post content to Facebook notifying customers of the status of the PSPS and outlining safety information specific to AFN populations.

Customer Email: BVES will distribute an email to all customers affected by a PSPS, including those in the AFN community notifying them of the status of the PSPS and outlining safety information specific to their needs. An enhancement will include Spanish language messaging within PSPS customer emails.

News Release: BVES will distribute a news release to local media outlets alerting customers of the status of the PSPS and outlining safety information specific to AFN populations. In 2021, BVES added multicultural media outlets to lists of media contacts utilized for PSPS notification.

Customer Service Representatives (CSR): BVES will provide CSRs with information specific to safety guidelines and resources for AFN customers during a PSPS.

All content intended for customers will be translated and disseminated in English and Spanish, when possible. Please note, social media parameters may prohibit the sharing of information in multiple languages. All digital content intended for customers will additionally be compliant with ADA regulations.

BVES improved its PSPS communication framework in 2025 by:

- Updating message templates to incorporate more detailed AFN-focused community resource information.
- Coordinating with CBOs and state agencies to ensure messages reflect current regional health conditions and community needs.
- Strengthening redundant communication channels, including phone calls, SMS, email, website updates, and social media.
- Enhancing AFN communication, ensuring Medical Baseline and AFN-designated customers receive priority notifications.

BVES's Prioritization of AFN Customers in Power Restoration

BVES prioritizes AFN customers during PSPS events and unplanned outages by leveraging medical baseline data, real-time outage management, and coordination with public safety partners. Using its Outage Management System (OMS) and updated Geographic Information System (GIS) mapping tools, BVES identifies AFN customers who rely on electricity for life-sustaining medical equipment and flags them for priority restoration efforts to ensure they are among the first to be restored when conditions allow.

BVES also coordinates with public safety agencies, emergency responders, CBOs, mutual aid partners, and the public to facilitate timely notification issuances. These efforts help communicate the process for sectionalizing circuits during a PSPS event and provide transparency on restoration timelines. Additionally, BVES ensures that AFN customers receive

appropriate support, including power restoration timeline notices, access to CRC resources, medical assistance, and real-time updates. Following each event, post-outage assessments are conducted to refine prioritization strategies, incorporating feedback from AFN customers and key stakeholder organizations to further enhance BVES's approach to restoration, communication, and emergency preparedness.

2.3 Recovery (After - Power has been restored)

2.3.1 AFN Customer Support

- After Action Reviews and Reports
- BVES intends to continue partnerships with local organizations to remain
 - Aware of customer needs before, during and after PSPS events.
 - Lessons Learned and Feedback
- Customer Surveys
- BVES has created a confidentiality agreement in order to share its AFN population with the City of Big Bear Lake and the Local Fire Department. This is ongoing.
- BVES continues to increase advertising regarding PSPS, AFN education. In the next quarter and / or subsequent quarter(s) within 2026, BVES will conduct a campaign to engage more vulnerable populations as it continues to refine its outreach, communication, and notification plans.
- During a PSPS event, BVES will effectively communicate with its customers and work with local government officials to minimize any impacts on its AFN population. No notable changes occurred during this reporting period.
- BVES will continue to establish partnerships with CBOs and continue to integrate these groups into PSPS operations. No changes occurred over this quarter to report.
- Has established a Public Safety Power Shutoff (PSPS) portal for its critical facilities to view BVES's AFN customer list. BVES ensures updates are routinely made and will provide information as outreach campaigns occur and annual reports are filed.
- BVES's AFN application will continue to be available on its website in both English and Spanish. No other third prevalent language is identified within BVES' territory.
- BVES AFN self-identification letter was mailed to BVES customers within the quarter to capture any new or changed statuses.
- Purchase portable batteries in case of a PSPS event to assist Medical Baseline and AFN populations. Amenities at CRCs will be updated with these resources.

An area of opportunity for BVES is expansion of customer, CBO and public safety partner surveys before and after PSPS events. To address these challenges BVES

implemented the following mitigation measures:

- **Expanded virtual engagement**, including remote coordination meetings with CBOs, and healthcare providers.
- **Targeted digital and mailed outreach**, ensuring AFN and Medical Baseline customers continue to receive preparedness information without requiring in-person contact.
- **Reinforcing resource** with public safety partners and local jurisdictions to improve alignment on health-related risk communication.
- **Strengthened relationships with healthcare providers**, offering additional updates before PSPS season to ensure real-time operational points of contact.

3. INFORMATION COLLECTION, ANALYSIS AND DISSEMINATION

3.1 Customer Privacy SMJU

BVES has entered into confidentiality agreements with both the City of Big Bear Lake and the Big Bear Fire Department to begin the process of data sharing amongst agencies. BVES has also developed new contacts and working relationships with the local Red Cross representatives in its district, as well as other community organizations such as the Mountain Mutual Aid Association and Fire Safe Big Bear. Other efforts to contact visually and hearing-impaired citizens is underway by reaching out to the California Council of the Blind, the Center for Access Technology, Disability Disaster Access Program & Resources, and NorCal Services for the Deaf and Hard of Hearing to better identify customers of need.

4. AUTHORITIES AND REFERENCES

4.1 Annual Report and Emergency Response Plan in Compliance with General Order 166

The Emergency Response Plan (ERP) is provided to all "BVES employees to ensure an efficient, effective and uniform response during an emergency situation. BVES recognizes the importance of an integrated ERP to safely provide for the energy needs of our customers and the requirements of our stakeholders in the event of an emergency.

The ERP further establishes the structure, processes and protocols for the Company's emergency response and identifies departments and individuals that are directly responsible for that response and critical support services. In addition, it provides a management structure for coordination and deployment of the essential resources necessary for the response.

Table A-1

ACCESS AND FUNCTIONAL NEEDS COLLABORATIVE COUNCIL:

Name	Organization	Title
Aaron Carruthers ¹⁷	State Council on Developmental Disabilities (SCDD)	Executive Director
Alana Hitchcock	California 211	Executive Director
Andy Imparato	Disability Rights California (DRC)	Executive Director
April Johnson	San Diego Gas & Electric (SDG&E)	Customer Programs Supervisor
Audrey Williams	California Public Utilities Commission (CPUC)	Project and Program Supervisor
Aurora Cantu	Southern California Edison (SCE)	Senior Advisor, PSPS Customer Support and Accessibility
Britney Gaines	California Public Utilities Commission (CPUC)	Research Data Specialist
Chris Zenner ¹⁸	Pacific Gas & Electric Company (PG&E)	Vice President, Residential Services & Digital Channels
Christina Rathbun	San Diego Gas & Electric (SDG&E)	Access and Functional Needs Project Manager
Dana Golan	San Diego Gas & Electric (SDG&E)	Vice President of Customer Services
Danielle Finch	San Diego Gas & Electric (SDG&E)	Director of Customer Success
Hollie Bierman	San Diego Gas & Electric (SDG&E)	Director, Customer Programs
James Cho	California Public Utilities Commission (CPUC)	Program Manager
James Dui	California Public Utilities Commission (CPUC)	Public Utilities Regulatory Analyst
Jendy Burchfield	Southern California Edison (SCE)	Vice President, Customer Operations
Jennifer Guenther	Liberty	Senior Regional Manager - West
Jennifer Ocampo	Southern California Edison (SCE)	Senior Advisor, Access and Functional Needs
Jenny Limones	Pacific Gas & Electric Company (PG&E)	AFN Program Specialist, Expert
John Hagoski	San Diego Gas & Electric (SDG&E)	Customer Programs Advisor
Jordan Davis	Disability Rights California (DRC)	Attorney

¹⁷ Aaron Carruthers is the Co-Chair of the AFN Collaborative Council.

¹⁸ Chris Zenner is the Co-Chair of the AFN Collaborative Council, PG&E Vice President of Customer Channels and Services.

Name	Organization	Title
Junaid Rahman	California Public Utilities Commission (CPUC)	Senior Regulatory Analyst
Karen Mercado	Disability Rights California (DRC)	Senior Administrative Assistant - Executive Unit
Kate Marrone	Liberty	Customer Care Manager
Katelin Scanlan	San Diego Gas & Electric (SDG&E)	Manager, Customer Engagement
Kayla Blackwell	Bear Valley Electric Service (BVES)	Customer Service Supervisor
Lisa Corbly	Pacific Power	Emergency Management
Lizz Stout	Pacific Gas & Electric Company (PG&E)	Program Manager, Principal
Lori Blackwell	Southern California Edison (SCE)	Principal Manager, Outage and PSPS
Maria Jaya	California Public Utilities Commission (CPUC)	Researcher
Matthew Fehse	San Diego Gas & Electric (SDG&E)	Access and Functional Needs Regulatory and Compliance Advisor
Michelle Uzeta	Disability Rights Education and Defense Fund	Interim Executive Director
Moustafa Abou-Taleb	California Public Utilities Commission (CPUC)	Public Utilities Regulatory Analyst
Nicholas Raft	Liberty	Regulatory Analyst
Paul Marconi	Bear Valley Electric Service (BVES)	President, Treasurer, & Secretary, Board Director
Pooja Kishore	PacifiCorp	Renewable Compliance Officer
Robb Henderson	San Diego Gas & Electric (SDG&E)	Communications Advisor
Robert Carbajal	Southern California Edison (SCE)	Senior Manager, Customer PSPS Compliance and Strategy
Robert Hand	California Foundation for Independent Living Centers (CFILC)	Interim Executive Director
Rosa Perea	Southern California Edison (SCE)	Senior Manager, PSPS Support and Accessibility
Sarah Lee	Southern California Edison (SCE)	Senior Advisor, Public Safety

Name	Organization	Title
Sean Matlock	Bear Valley Electric Service (BVES)	Energy Resource Manager / Assistant Corporate Secretary
Tawny Re	Bear Valley Electric Service (BVES)	Customer Program Specialist
Tom Smith	Pacific Gas & Electric Company (PG&E)	Sr. Manager, LCE Planning & Operations
Vance Taylor	California Governor's Office of Emergency Services (Cal OES)	Chief, Office of Access and Functional Needs

JOINT STATEWIDE ADVISORY COUNCIL PARTICIPANTS:

Name	Organization	Title
Adam Willoughby	California Department of Aging (CDA)	Asst. Director of Legislation and Public Affairs
Alana Hitchcock	California 211	Executive Director
Alexandria (Giobbi) Moffat	San Diego Gas & Electric (SDG&E)	Director of Clean Transportation
Alicia Menchaca	Bear Valley Electric Services (BVES)	Rate Analyst
Alyson Feldmeir	California Foundation for Independent Living Centers (CFILC)	Disability Disaster Access and Resource Manager
Amanda Kirchner	County Welfare Directors Association of California (CWDA)	Legislative Director
Annabel Vera	California Department of Social Services (DSS)	Program Analyst
Anthony Hoang	San Gabriel/Pomona Regional Center	Emergency Coordinator
April Johnson	San Diego Gas & Electric (SDG&E)	Customer Programs Supervisor
Aurora Cantu	Southern California Edison (SCE)	Senior Advisor, PSPS Customer Support and Accessibility
Carolyn Nava	Disability Action Center (DAC)	Executive Assistant
Chris Bober	Pacific Gas & Electric Company (PG&E)	Director, Customer Care

Name	Organization	Title
Chris Garbarini	California Department of Developmental Services (DDS)	Senior Emergency Services Coordinator
Chris Zenner	Pacific Gas & Electric Company (PG&E)	Vice President, Residential Services & Digital Channels
Christina Mills	California Association of Area Agencies on Aging (C4A)	Executive Director
Christina Rathbun	San Diego Gas & Electric (SDG&E)	Access and Functional Needs Project Manager
Dan Heller	Deaf Link	President
Dan Okenfuss	California Foundation for Independent Living Centers (CFILC)	Public Policy Manager
Danielle Finch	San Diego Gas & Electric (SDG&E)	Director of Customer Success
Eleonore Yotsov	PacifiCorp	Director, Emergency Management, PacifiCorp
Eric Schwarzrock	Liberty	President
Evan Duffey	Pacific Gas & Electric Company (PG&E)	Manager, Forecasting and Operations
Gina Esparza	Eastern Los Angeles Regional Center (ELARC)	Emergency Management Coordinator
Greg Oliva	California Department of Social Services (DSS)	Assistant Deputy Director, Central Operations, Community Care Licensing Division
James Cho	California Public Utilities Commission (CPUC)	Program Manager
James Dui	California Public Utilities Commission (CPUC)	Senior Utilities Engineer
Jeana Arnold	Pacific Gas & Electric Company (PG&E)	ADA Specialist, Expert
Jendy Burchfield	Southern California Edison (SCE)	Vice President, Customer Operations
Jennifer Guenther	Liberty	Senior Regional Manager - West
Jennifer Nerida	Pacific Gas & Electric Company (PG&E)	Senior ADA Specialist
Jennifer Ocampo	Southern California Edison (SCE)	Senior Advisor, Access and Functional Needs
Jenny Limones	Pacific Gas & Electric Company (PG&E)	AFN Program Specialists, Expert

Name	Organization	Title
Jonathan Malicdem	Department of Social Services (DSS)	Unknown
Jordan Davis	Disability Rights California (DRC)	Attorney
Jordan Parrillo	Liberty	Manager of Regulatory Affairs
Joseph Grounds	Kern Regional Center (KERNRC)	Emergency Services Officer
Josh Gleason	California Department of Social Services (DSS)	Unknown
JR Antablian	California Department of Social Services (DSS)	Chief, Disaster Services Branch
June Isaacson Kailes	Disability Policy Consultant	Disability Policy Consultant
Karey Morris	Kern Regional Center (KERNRC)	HR Manager
Kate Marrone	Liberty	Customer Care Manager
Katelin Scanlan	San Diego Gas & Electric (SDG&E)	Manager, Customer Engagement
Kay Chiodo	Deaf Link	CEO
Kayla Blackwell	Bear Valley Electric Services (BVES)	Customer Service Supervisor
Kelly Brown	Interface Children & Family Services	Community Information Officer
Kendall Skillicorn	California Department of Social Services (DSS)	Bureau Chief, Department Operations Bureau
Kevin Sharp	Pacific Gas & Electric Company (PG&E)	Customer Insights Strategies
Kristopher Bourbois	San Diego Gas & Electric (SDG&E)	Financial Planning - Senior Business Analyst II
Larry Grable	Service Center for Independent Living (SCIL)	Executive Director
Lauren Giardina	Disability Rights California (DRC)	Executive Director Managing Attorney
Leora Filosena	California Department of Social Services (DSS)	Deputy Director, Adult Programs Division
Lisa Corbly	Pacific Power	Emergency Management Specialist
Lizz Stout	Pacific Gas & Electric Company (PG&E)	AFN Program Manager
Lori Blackwell	Southern California Edison (SCE)	Principal Manager, Outage and PSPS

Name	Organization	Title
Malorie Lanthier	North Los Angeles County Regional Center	IT Director
Maria Aliferis-Gierde	Department of Rehabilitation (DOR)	Executive Officer, California Committee on Employment of People with Disabilities
Maria Jaya	California Public Utilities Commission (CPUC)	Researcher
Matt Fehse	San Diego Gas & Electric (SDG&E)	Access and Functional Needs Regulatory and Compliance Advisor
Mayra Alvarado	North Los Angeles County Regional Center	Manager
Miguel Larios	San Diego Regional Center (SDRC)	Director, Community Services
Moustafa Abou-Taleb	California Public Utilities Commission (CPUC)	Safety Policy Division
Nguyen Quan	Bear Valley Electric Services (BVES)	Regulatory Affairs
Nicole Pacheco	California Council of the Blind (CCB)	Operations Manager
Paul Marconi	Bear Valley Electric Services (BVES)	President, Treasurer, & Secretary
Pooja Kishore	PacifiCorp	Renewable Compliance Officer
Rick Yrigoyen	California Department of Social Services (DSS)	Staff Services Manager
Robb Henderson	San Diego Gas & Electric (SDG&E)	Communications Advisor
Robert Carbajal	Southern California Edison (SCE)	Senior Manager, Customer PSPS Compliance and Strategy
Ron Lee	Redwood Coast Regional Center	Emergency Management Coordinator
Ronald Moore	Bear Valley Electric Services (BVES)	Regulatory Affairs
Rosa Perea	Southern California Edison (SCE)	Senior Manager, PSPS Support and Accessibility
Samuel Jain	Disability Rights California (DRC)	Senior Attorney
Sarah Harris	California Department of Rehabilitation	Section Chief, Independent Living and Assistive Technology
Scott O'Connell	Red Cross	Regional Disaster Officer

Name	Organization	Title
Sean Matlock	Bear Valley Electric Service (BVES)	Energy Resource Manager / Assistant Corporate Secretary
Seneca St. James	California Department of Developmental Services (DDS)	Community Program Specialist III
Serra Rea	California Foundation for Independent Living Centers (CFILC)	DDAR Manager
Sheri Farinha	NorCal Services for Deaf and Hard of Hearing	Chief Executive Officer
Staphany Lu	San Diego Regional Center (SDRC)	Emergency Management Coordinator
Stephanie Tews Sheldrick	Pacific Gas & Electric Company (PG&E)	Director, Customer Experience & Insights
Sydney Schellinger	California Department of Aging (CDA)	Senior Emergency Services Coordinator
T. Abraham	Hospital Council	Regional Vice President
Tamara Rodriguez	California Department of Developmental Services (DDS)	Officer, Emergency Preparedness & Response
Tawny Re	Bear Valley Electric Service (BVES)	Customer Program Specialist
Tiffany Swan	San Diego Regional Center (SDRC)	Community Services Home and Community Based Services Specialist
Tom Smith	Pacific Gas & Electric Company (PG&E)	Sr. Manager, LCE Planning & Operations
Victor Duron	Department of Rehabilitation	Acting Director
Yvonne Gratianne	San Gabriel/Pomona Regional Center	Communications and Public Engagement Officer
Zeus Ferrao	Southern California Edison (SCE)	Customer Insights Project Manager, Advisor