



**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) QUARTERLY UPDATE
TO ITS 2026 ACCESS AND FUNCTIONAL NEEDS PLAN**

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Dated: **July 30, 2026**

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TO ITS 2026 ACCESS AND FUNCTIONAL NEEDS PLAN**

Pursuant to Commission Decisions in Phase Two and Phase Three of R.18-12-005,
Southern California Edison Company (SCE) hereby submits the attached quarterly update to its
2026 Access and Functional Needs Plan for Public Safety Power Shutoff Support.

Respectfully submitted,

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Attachment A
Access and Functional Needs Quarterly Report
April-June 2026

Southern California Edison
2026 Q2 Access & Functional Needs (AFN) Plan for
Public Safety Power Shutoff (PSPS) Support
Quarterly Plan Update of Activities
Between April 1, 2026 and June 30, 2026

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APPENDIX B

I. INTRODUCTION

In accordance with California Public Utilities Commission (CPUC or Commission) 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 2026 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 Q2 2026 activities between April 1, 2026, and June 30, 2026. The 2026 AFN Plan leveraged the Federal Emergency Management Administration's (FEMA) Developing and Maintaining Emergency Operations Plans Comprehensive Preparedness Guide 101 Six-Step Planning Process and described SCE's efforts to address challenges that customers with AFN face during PSPS.

SCE's 2026 AFN Plan, and its quarterly updates, focus on identifying, communicating with, and supporting customers with AFN who are disproportionately impacted by PSPS. Since its submittal of the AFN Plan filed in January, SCE highlights progress on the following key activities that took place during Q2 2026:

- Completed SCE's 2026 PSPS Exercise Series and related preparedness training to strengthen operational readiness and support for customers with AFN.
- Advanced AFN identification and preparedness outreach through targeted campaigns, AFN Self-Identification Survey promotion, and AFN webpage enhancements informed by Council feedback.
- Continued 211 Care Coordination support for AFN customers, including 7,398 needs screenings, 668 customers or households interested in Care Coordination, 1,206 contacts, and additional preparedness and safety check outreach.
- Expanded backup power and resiliency support by delivering 4,607 Critical Care Backup Batteries, issuing portable power station and generator rebates, and continuing implementation of permanent home battery backup pilot efforts.
- Convened a working session with 211 and Independent Living Center partners to evaluate in-home emergency preparedness service models and escalated in-event support for customers with AFN.

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

2. CONCEPT OF OPERATIONS – HOW

2.1 Preparedness/Readiness (Before Power Shutoff)

2.1.1 Emergency Operations Centers

Section	2026 Q2 Update
Preparation Exercises	• 2026 SCE PSPS Exercise Series was successfully conducted and completed on April 27, 2026 and June 2 through June 5, 2026. • All appropriate internal personnel have participated.
Training	• All trainings were successfully conducted and completed on April 28, 2026, May 18 through May 20, 2026, and May 28, 2026. • All appropriate personnel were trained.
AFN Supervisor	• On May 19, 2026, AFN Supervisors completed the annual PSPS Access & Functional Needs Supervisor Training to reinforce AFN program requirements, customer support processes, disability culture, and PSPS-related responsibilities. • AFN Supervisors participated in SCE's 2026 PSPS Exercise Series for hands-on practice with PSPS response procedures, transfer-of-command protocols, incident coordination, and customer support operations. • On June 10-11, 2026, SCE offered G197 emergency management training to employees new to their role in the Customer Care Branch, including AFN Supervisors, to strengthen emergency response and incident management capabilities • SCE conducts recurring AFN Supervisor Meetings to provide ongoing operational training, readiness discussions, and knowledge

Section	2026 Q2 Update
	sharing. Training topics included: secondary verification FAQs, best practices, overview of AFN programs, and overview of Customer Care Supervisor roles.
Customer Care Supervisors and Customer Outreach Specialists (COS)	• In Q2, SCE continued to hold bi-weekly meetings with the Bodewell Group¹ and finalized the activation and deployment process for Bodewell leadership and field staff. • SCE finalized integrating Bodewell email addresses into SCE's MS Teams Structure and implemented a process for providing Bodewell field staff with laptops to use when deployed to the field. • SCE completed annual certification IMT role specific training for its Customer Care Supervisor and Customer Outreach Specialist (COS) roles. The COS training document was shared with Bodewell for inclusion in its training materials. • SCE Customer Service leadership decided to activate the Bodewell Team for events requiring nine (9) or more customer support sites. This decision supports limiting the activation of SCE COSs to the on-call Team.

¹ Southwest Strategies LLC ("Southwest Strategies"), referenced in prior AFN Plan filings, is now operating as Bodewell Group (BWG). For consistency, this report uses "Bodewell Group" or "BWG" throughout.

2.1.2 AFN Programs and Resources

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

Section	2026 Q2 Update
AFN Self-Identification Survey	During Q2, the AFN Self-ID Survey was incorporated into the broader Start Preparing customer awareness campaign. As part of the outreach effort, customers residing in High Fire Risk Areas (HFRA's) received communications that included a direct link to the survey, providing an opportunity for customers to voluntarily identify any Access and Functional Needs (AFN) that may require additional support during emergencies or Public Safety Power Shutoff (PSPS) events. The campaign leveraged existing customer engagement channels to increase awareness of emergency preparedness resources while simultaneously expanding AFN identification efforts. The Q2 Start Preparing campaign successfully generated 88 completed Self-ID survey responses, supporting ongoing AFN identification and customer preparedness efforts.
Self-Certification	No update in Q2 2026.
Premises w/ Congregate Care or Housing	- See Section 2.3.3 - Back-up Power Solutions, Senior Care Facility Backup Power System Rebate Pilot. - Engaged with the California Assisted Living Association (CALA) to explore outreach collaboration opportunities focused on older adults, including disseminating information on IOU PSPS programs and support services through CALA's communication channels.

2.1.3 AFN Programs and Resources

Pursuant to D.21-06-034,² SCE offers programs and services for customers with AFN to help them prepare before a PSPS and to support them during and after a PSPS. The sections below report Q2-2026 updates to those programs and services and the related marketing or outreach.

2.1.4 Customer Participation in Programs that Support Resiliency

2.1.5 Overview of 211 Services

² See D. 21-06-034, Appendix G.5, p. A10.

Section	2026 Q2 Update
Individualized Resiliency Planning (Care Coordination) and Needs Screening	• 211 conducted 7,398 Needs Screenings and identified 668 SCE customers and households interested in Care Coordination to create individualized emergency plans and/or receive program enrollment assistance for qualified individuals. • 211 conducted 1,206 calls/appointments and completed 395 Care Coordination activities. • SCE conducted site visits and virtual engagements with regional 211 call centers across its service territory to strengthen coordination, validate roles and expectations, and enhance internal understanding of 211's Care Coordination model for customers with AFN. These engagements provided direct insight into 211 operations and customer workflows before, during, and after PSPS events, strengthened relationships with regional 211 partners, and improved internal readiness to support consistent messaging and effective customer referrals. ○ 4/6: United Way of Orange County ○ 4/13: Interface Children and Family Services
Direct Referrals and Resources Provided (e.g., Temporary Accommodations, Transportation, and Food Support)	• SCE supported customers during PSPS through 211 by providing five meal deliveries.

Section	2026 Q2 Update
Preparedness and Safety Checks	• 211 received three inbound calls for information and referrals and conducted outbound preparedness and safety check outreach to 63 customers by phone and text. • 211 supported SCE's 2026 PSPS Operational Readiness Showcase, annual full-scale exercises, and working group meetings by sharing program information to increase awareness of available services.

2.1.6 Resource Planning and Partnerships

Section	2026 Q2 Update
Resiliency Zones	• In Q2, SCE did not deploy a backup generator to any of the eight Resiliency Zone sites.
Accessible Transportation	• See Section 2.3.1.1 under direct referrals and resources provided (e.g., temporary accommodation, transportation, and food support).
Community Food Bank Support	• The AFN Food Bank resource list was reviewed and updated on SCE.com to ensure customers have access to current and accurate information regarding available food assistance resources during Public Safety Power Shutoff (PSPS) and emergency events. • In support of operational readiness, training was developed and delivered to AFN Supervisors to reinforce established food bank activation processes, eligibility guidelines, customer referral procedures, and available community resources. The training was designed to ensure supervisors can provide consistent support and guidance to customers who may experience food insecurity during extended outages. • Additionally, Feeding America participated in the annual 2026 PSPS Operational Readiness Showcase providing valuable insight into food assistance operations, resource coordination, and community support capabilities during emergency events. Their participation strengthened collaboration between SCE and key community partners while increasing awareness among IMT personnel of available food support resources and response strategies that can be leveraged to support Access and Functional Needs (AFN) customers during PSPS and other emergency activations.

Section	2026 Q2 Update
Hotel Resources (Hotel Discount Program)	In Q2, 78 hotels participated in the program.
Cool Center Program	- The 2026 Cool Center season officially began June 1, 2026. - SCE presented bill assistance programs at Riverside County's 2026 Cool Center program kick-off meeting on May 12, 2026. - Cool Centers for each county are activated based on their temperature triggers. Each county has provided a list of their Cool Center facilities along with the operating hours for each facility. These are listed on their respective websites (County links are included on SCE's Cool Center Website) as well as on the SCE Outage Page. - SCE provides funding to the counties to assist with the costs associated with operating county-run Cool Centers, so they can provide water, snacks, and shelter during extreme heat events.

2.1.7 Back-up Power Solutions

Section	2026 Q2 Update
Emergency Backup Power	In Q2, no generators were deployed in support of PSPS. See Section 2.1.4.2 for Resiliency Zones update.
Critical Care Backup Battery (CCBB) Program	- In Q2, SCE delivered 4,607 batteries to customers. - All batteries were delivered within 30 days of program enrollment. - SCE continues to identify and conduct outreach to newly eligible customers for program participation.
Portable Power Station and Portable Generator Rebate Program	- In Q2, SCE issued 474 Portable Power Stations and 115 Portable Generator rebates. - All rebates were processed within 30 days or less.
In-Event Battery Loan Pilot (Emergency Batteries)	No battery loan requests were issued during Q2 2026.

Section	2026 Q2 Update
Self-Generation Incentive Program (SGIP)	During Q2, SCE's SGIP received a total of 266 applications. SCE approved 46 of those applications, corresponding to ~\$1.4 million in requested incentives and ~706 kW of energy storage capacity and solar. The remaining 220 applications are currently under review.
Microgrid Incentive Program (MIP) ³	No update in Q2 2026.
K-12 Backup Power System Rebate Pilot	- During Q2, SCE reached out to eligible customers for awareness with the support of Customer Engagement Division (CED) assigned Account Managers. - During Q2, SCE received four complete rebate applications. - SCE plans to do a second round of customer communications in Q3.
Senior Care Facility Backup Power System Rebate Pilot	- During Q2, SCE reached out to eligible customers for awareness. Since the targeted customers are unassigned, the program did not have the support of CED assigned Account Managers. - SCE has not received rebate applications yet and plans to do a second round of customer communications in Q3 and to partner with Local Public Affairs (LPA) to expand outreach efforts.
Permanent Home Battery Backup Pilots	- The rebate pilot initiated targeted outreach to eligible customers, resulting in 24 active project applications currently in the pipeline for general market rate customers, with the first fully installed batteries expected at the end of July. - The fully subsidized Permanent Home Battery Backup Pilot continued implementation and customer outreach activities during Q2 2026, including eligibility screening, site assessments, and targeted customer engagement. SCE also established additional customer-targeting capabilities to support future outreach efforts and plans to expand outreach activities in Q3 2026.

³ There have been no PSPS applications submitted under the Microgrid Incentive Program; therefore, there are no PSPS customers with AFN data to report. At this time, no further funding is anticipated. For more information is available at <https://www.sce.com/MIP>.

2.2 Customer Bill Assistance Programs

Section	2026 Q2 Update
Medical Baseline Allowance (MBL) Program	• SCE is using the services of 211 to enhance the enrollment of MBL through 211 Care Coordination initiatives. • Efforts to promote MBL enrollment include an ongoing email campaign, Quarterly Home Energy Report emails, digital banners and social media in Spanish, Chinese, Korean, Vietnamese, and Filipino newspapers. • As of June 2026, the MBL program enrolled 130,368 residential households, representing 136,392 patients. • During Q2, the MBL program participated in 64 engagement events. • Quarterly MBL bill onserts were sent to all SCE residential customers.
Joint IOU ⁴ MBL Population Study	• No update in Q2 2026; pending approval of the Advice Letter from the CPUC filed in September 2024.
California Alternate Rates for Energy (CARE)	• As of Q2, the CARE program has a 106% penetration rate with 1,373,720 customers enrolled.
Family Electric Rate Assistance (FERA)	• As of Q2, the FERA program has a 15% penetration rate with 50,062 customers enrolled.
Energy Savings Assistance (ESA)	• As of Q2, the ESA Program served 17,878 customers, with cumulative savings of 8,917,921 kWh and reduced demand of 1,422 kW. • As directed in D.21-06-015, the IOUs are advancing the development of a Concurrent Application System (CAS)⁵ to provide customers with a single point of entry for multiple income-qualified programs. SCE is currently preparing to begin the build phase, with testing anticipated to start in October 2026 and system readiness targeted for December 2026. The overall CAS launch is now scheduled for March 2027. SCE continues to collaborate with the other IOUs and the CPUC on the design

⁴ In this context, Joint IOU means the three electric utilities (SCE, PG&E, SDG&E) and SoCalGas.

⁵ See D.21-06-015, Ordering Paragraph (OP) 45, p. 4.

Section	2026 Q2 Update
	and implementation of the CAS.

2.3 Customer Preparedness Outreach and Community Engagement

2.3.1 Advisory Councils

Section	2026 Q2 Update
Collaborative Council and JIOU ⁶ Statewide AFN Council	• See Appendix A for the list of council members, meeting invitees, and meeting summary.
Regional Working Groups and Advisory Board	• SCE held a combined Advisory Board/Working Group in-person/hybrid meeting for Q2 on June 3, 2026. Topics of discussion included: ○ Highlights from PSPS Showcase/Exercise ○ Weather & Wildfire Season Outlook ○ PSPS 2026 Season Update ○ SCE Drone Overview ○ Guest Presentation: 211 Overview ○ SCE System Reliability Overview ○ PSPS Resource Guide ○ Roundtable/Q&A ○ Closing Remarks

⁶ Joint Investor-Owned Utilities (JIOU) includes SCE, PG&E and SDG&E.

2.3.2 Tribal Engagement

Section	2026 Q2 Update
Tribal Engagement	• The Tribal team continues to partner with tribes participating in the Mini-Grant Program to support the sharing of SCE programs and services within their communities. As of Q2, participating tribes include Soboba, Tule River, Bridgeport, and Chemehuevi. • Through June 2026, SCE participated in 6 monthly Tribal ConFab meetings to strengthen engagement with tribal communities and share program updates. In May, SCE also participated in the 2026 Tribal Leaders Energy and Safety Summit, providing information on community-facing programs, customer assistance offerings, and Public Safety Power Shutoff (PSPS) preparedness and support services. In June, SCE presented on AFN programs and services at the SoCal Tribal Emergency Managers Group meeting. • SCE also supported four successful Tribal Earth Day Safety Fair events. Cross-functional collaboration with Customer Solutions, Income Qualified Programs (IQP), Local Public Affairs (LPA), Public Safety Power Shutoff (PSPS), and Business Resiliency enabled the delivery of program information, safety education, and resiliency kits to tribal community members. • Nine tribes have been contacted for PSPS (Public Safety Power Shutoff) outreach — 8 presentations completed or scheduled, with 1 tribe declining a meeting and receiving update via email. • Two Government Relations Managers are overseeing outreach efforts, including presentations conducted from May 14 through July 28, 2026. • Agua Caliente — completed on July 28, 2026 • Benton Paiute Tribe — completed on May 14,

	2026 • Bishop Paiute Tribe — completed on May 14, 2026 • Bridgeport Indian Colony — completed on June 5, 2026 • Morongo Band of Mission Indians — completed on June 10, 2026 • Pechanga Tribe of Indians — completed on March 13, 2026 • Soboba Band of Luiseño Indians — completed on June 23, 2026 • Tule River Tribe — Declined meeting; PSPS update provided via email on June 2, 2026
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2.3.3 Community-Based Organizations (CBO) Outreach

Section	2026 Q2 Update
Independent Living Centers (ILCs)	• SCE conducted a collaborative working session with 211 and ILC partners to evaluate service models for in-home emergency preparedness and escalated in-event support for customers with Access and Functional Needs.
Community-Based Organization (CBO) Engagement Wildfire and Safety Preparedness	• In Q2, Community-Based Organizations (CBOs) supporting Access and Functional Needs (AFN) populations continued to receive coordinated customer messaging and engagement opportunities focused on safety, preparedness, and customer resource awareness. Messaging shared with CBOs emphasized wildfire preparedness, Public Safety Power Shutoff (PSPS) awareness, vegetation management, scam and fraud prevention, emergency readiness, and customer assistance resources. CBOs were provided with updated PSPS fact sheets, wildfire preparedness campaign materials, safety-related customer stories, and shareable graphics to help disseminate timely and actionable information throughout their communities. Resources were designed to encourage customers to prepare for

Section	2026 Q2 Update
	warmer weather conditions, maintain defensible space around their homes, and strengthen their overall emergency preparedness efforts. • In addition, SCE facilitated its Q2 CBO quarterly webinar on June 23, providing participating organizations with updates and refresher information on key customer programs and services. The webinar included information on the 211 referral program, Medical Baseline program eligibility and benefits, vegetation management efforts and available community resources, and preparedness resources available through SCE Marketplace. CBOs also received updates regarding the Wildfire Recovery Compensation Program for eligible customers and were provided educational materials to help customers identify, avoid, and report fraudulent communications and scams targeting SCE customers. These updates reinforced the important role CBOs play in connecting vulnerable customers to critical preparedness information, assistance programs, and safety resources. • Across Q2, participating Community-Based Organizations conducted 1,223 outreach events and engaged 192,130 constituents throughout SCE's service area. These outreach efforts provided meaningful opportunities to share safety and preparedness information, increase awareness of available customer resources, and encourage proactive planning for warmer weather conditions and potential emergency situations. Through trusted community partnerships, critical preparedness messaging was delivered directly to Access and Functional Needs populations and other vulnerable customers, helping ensure they receive timely, accessible, and reliable information. These community touchpoints remain a cornerstone of SCE's partnership efforts and help strengthen community resilience through ongoing education, outreach, and preparedness engagement.

Section	2026 Q2 Update
Healthcare, durable medical equipment providers, In-Home Supportive Services (IHSS) and Regional Centers	• SCE recognizes that ongoing engagement with health care practitioners, medical associations, and durable medical device suppliers in 2026 is a key opportunity to increase enrollment in the MBL Program and connect individuals with AFN to medical device resources if needed during a PSPS. • In Q2, the Joint IOUs continued conversations with the AFN Statewide Councils and among the Joint IOU teams to identify opportunities to collaborate in order to further educate their members and/or constituents regarding PSPS preparedness, AFN Self-Identification, and MBL through 2026. • The Joint IOUs continued discussion about ongoing collaboration with the California Department of Developmental Services (DDS) emergency response staff to identify opportunities for outreach. • The Joint IOUs reengaged with the Western Regional Alliance for Pediatric Emergency Management (WRAP-EM) to coordinate a Q3 outreach and engagement opportunity in Q3 to share JIOU programs, PSPS preparedness materials (including P4PD), and AFN resources with pediatric healthcare providers, that will enable them to disseminate critical information to patients and families to help increase awareness. • Additionally, the Joint IOU collaborated with the California Assisted Living Association (CALA) to explore opportunities for expanding PSPS preparedness support to individuals who are electric dependent, senior, and disabled, in a residential-rate care facilities through the JIOU's partnership with 211. • SCE conducted various in-person events aimed at educating county, CBOs, and communities on PSPS safety. These initiatives also promoted MBL enrollment and AFN Self-

Section	2026 Q2 Update
	Identification Survey participation. ○ 05/13: Adaptive Expo, Long Beach ○ 06/13: East LA Regional Center's Emergency Preparedness Expo, Alhambra
Edison Community Ambassadors	• SCE ambassadors completed 30 events in Q2, bringing the year-to-date total to 51 events. The team has engaged more than 500 customers and remains on track to achieve its goal of 100 events by year-end. • SCE supported customer outreach across the service territory, and increased awareness of the Wildfire Recovery Compensation Program.

2.3.4 Marketing Campaigns

Section	2026 Q2 Update
Marketing Campaigns	• In Q2 2026, Marketing Communications supported a portfolio of AFN-focused outreach efforts to help customers prepare for PSPS and emergency events, increase awareness of resiliency resources, promote AFN-related programs and resources, and support customer feedback efforts that inform future program enhancements. • Start Preparing campaign: Targeted customers in High Fire Risk Areas (HFRAs) with emergency preparedness messaging and a direct link to the AFN Self-Identification Survey, encouraging customers to take proactive preparedness actions and voluntarily identify AFN-related support needs before potential PSPS or emergency events. • AFN Resiliency Nurture campaign: Increased awareness among AFN customers living in HFRAs of backup power options, Medical Baseline resources, and other resiliency support

Section	2026 Q2 Update
	available to help customers plan for extended outages and emergency events. • PSPS Newsletter AFN content: Integrated AFN resources into PSPS communications, including information about customer support services, emergency preparedness resources, Community Resource Centers, Community Crew Vehicles, and available backup power rebates and programs. • Disability Disaster Access and Resources (DDAR) Survey: Deployed a third wave of survey outreach to DDAR program participants who did not respond to the January survey. The survey supports customer feedback collection and helps inform potential AFN program enhancements. • Permanent Home Battery Program Rebate Pilot: Sent a second wave of direct mail communications to qualified customers, informing eligible customers about a partially subsidized \$7,500 rebate pilot program designed to provide additional resiliency support for customers with AFN. • Feedback and accessibility: AFN Collaborative Council input helped inform messaging priorities, resource emphasis, customer-centered framing, and clarity of communications to ensure outreach reflected the needs and priorities of AFN customers.

2.3.5 Advertisement

Section	2026 Q2 Update
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Section	2026 Q2 Update
Advertisement	• SCE continued to run PSPS preparedness and informational campaigns for the general service area with google search, videos, radio, digital, social, cinema and billboard ads. • SCE launched digital and social Medical Baseline ads in May and will continue to run until November. • SCE ran paid social media campaigns targeted to High Fire Risk Areas (HFRAs) with general information about PSPS education, May 2026 Virtual Wildfire Community Meetings, grid hardening projects and efforts to keep communities safe from the threat of wildfires. Paid ads appear on Meta (Facebook and Instagram) and Nextdoor. • Supported PSPS IMT activations with paid social ads about Community Crew Vehicle and Customer Resource Centers in PSPS impacted areas. Paid ads appear on Meta (Facebook and Instagram) and Nextdoor.

2.3.6 AFN Webpage/Website

Section	2026 Q2 Update
Dedicated AFN Webpage on SCE.com	• In Q2 2026, SCE enhanced the dedicated AFN landing page on SCE.com through a customer-centered redesign focused on improving access to preparedness, resiliency, and support resources for customers with Access and Functional Needs both inside and outside High Fire Risk Areas (HFRAs). • The redesign incorporated AFN Collaborative Council feedback to improve page layout, content organization, accessibility, and overall customer navigation. The updated experience makes it easier for customers to find emergency preparedness information, customer assistance programs, backup power solutions, and AFN-specific support services.

Section	2026 Q2 Update
	Content was reorganized to clearly distinguish resources available to all AFN customers from additional resiliency programs, preparedness tools, and benefits available to customers living in HFRA's. These enhancements support SCE's ongoing efforts to increase awareness of AFN programs, encourage customer engagement, and help customers prepare before, during, and after PSPS and emergency events.
Statewide Website for AFN Solutions	- In Q2 2026, the Joint IOUs finalized an agreement with an ASL translation provider to support the P4PD website and scheduled a Q3 kickoff meeting with both the ASL translation provider and the P4PD website vendor. The team also began collaborating with marketing partners to expand statewide awareness through presentations and the development of promotional media and video content. - Website Activity: - Between April 1 and June 30, 2026, website performance metrics showed over 2,200 active users. The homepage continues to receive the most visits, while the CPUC HFTD Map and Medical Baseline Allowance pages are the next most engaged. Direct search remains the primary traffic source, accounting for 64.8% of all visits. Active users averaged just over a minute on the site. Bot activity continued to be monitored with slightly skewed reporting accuracy resulting in the vendor manually filtering the data to ensure reporting accuracy. Additional measures have been implemented to mitigate such activity, with no security concerns to report.

2.3.7 Outreach to Cities and Counties

Section	2026 Q2 Update
Community Meetings in High Fire Risk Areas (HFRA ⁷)	• Local Public Affairs (LPA) completed pre-season proactive outreach to all HFRA cities, counties, and tribal partners by June 30. Government Relations Managers (GRMs) reached out to local and tribal officials to share updates on PSPS operations and preparedness resources, and to offer more in-depth briefings • The outreach conducted by GRMs was one of several complementary efforts to brief stakeholders on what to expect during this PSPS season. • Additional activities LPA contributed to or led include: • Distributing a PSPS preparedness resource guide to local and tribal governments on April 27; • Hosting PSPS and wildfire mitigation workshops/briefings/presentations, including an April 28 session for local and tribal officials/staff, and other stakeholders as well as one on May 6 for state and federal officials/staff; • Hosting service area-wide customer community meetings on May 19 (55 participants) and May 21 (217 participants);
Outreach To Cities and Counties	• Local Public Affairs (LPA) completed pre-season proactive outreach to all HFRA cities, counties, and tribal partners by June 30. Government Relations Managers (GRMs) reached out to local and tribal officials to share updates on PSPS operations and preparedness resources, and to offer more in-depth briefings • The outreach conducted by GRMs was one of several complementary efforts to brief stakeholders on what to expect during this PSPS season. • Additional activities LPA contributed to or led include: • Distributing a PSPS preparedness resource

⁷ A recording of the meetings and presentations is posted on SCE.com. Available at <https://www.sce.com/outages-safety/wildfire-safety/community-safety-meetings>.

Section	2026 Q2 Update
	guide to local and tribal governments on April 27; • Hosting PSPS and wildfire mitigation workshops/briefings/presentations, including an April 28 session for local and tribal officials/staff, and other stakeholders as well as one on May 6 for state and federal officials/staff; • Hosting service area-wide customer community meetings on May 19 (55 participants) and May 21 (217 participants); • A total of 126 briefings and presentations were completed between May 1 and July 27, 2026. These engagements included in-person and virtual staff briefings, city council and county presentations, public comments, phone meetings, and email updates when local governments declined meeting requests or determined that an update by email or phone was sufficient.

2.4 PSPS Activation (During – Emergency Operations Center Activated)

2.4.1 In-PSPS Communications

2.4.1.1 PSPS Notifications to Community Stakeholders

Section	2026 Q2 Update
Notifications to Community Stakeholders	• No update in Q2 2026.

2.4.1.2 PSPS Customer Notifications

Section	2026 Q2 Update
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Section	2026 Q2 Update
PSPS Customer Notifications	Automation features implemented in Q1 are being used during recent Q2 PSPS activations to support notification accuracy and timeliness.
Notifications for MBL Program and Self-Certified Customers	The 2nd Annual customer contact test was completed in Q2. Customers with undelivered email contact devices were sent direct mail communications to update their contact information. In June, SCE issued its annual communication to all MBL customers, requesting that they review and update their contact information. SCE has provided clear instructions for submitting any necessary changes.
Multi-Family Dwellings and Property Managers	SCE is working with a customer research vendor to execute a survey aimed at gaining deeper insight into the needs of customers residing behind master meter accounts.

2.4.1.3 Accessible Media Engagement

Section	2026 Q2 Update
Accessible Website	- No updates in Q2 2026. - SCE continues to maintain Web Content Accessibility Guidelines (WCAG) 2.0 AA compliance across its digital properties to ensure accessibility to wildfire mitigation content.
Wildfire Communications Center	No update in Q2 2026.
Social Media	- No update in Q2 2026. - The team continues to share organic social media posts externally supporting PSPS and safety preparedness messaging, including closed captions or ALT text when able.

2.4.2 Community Resource Centers (CRCs)

Section	2026 Q2 Update
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Section	2026 Q2 Update
Community Resource Centers (CRCs)	As of Q2, SCE had 131 contracted CRCs.
CRC Surveys	As of Q2, SCE had an overall satisfaction score of 74%.

2.5 Recovery (After – Power Has Been Restored)

2.5.1 After Event Support to Customers with AFN

Section	2026 Q2 Update
Support to Customers with AFN	No update in Q2 2026.

2.5.2 Close the Loop

Section	2026 Q2 Update
Close the Loop	In Q2, SCE implemented automated customer follow-up processes to improve response efficiency and strengthen its ability to effectively close the loop on customer concerns and feedback.

2.5.3 After Action Reviews and Reports

Section	2026 Q2 Update
Exercise After Action Reporting (AAR)	SCE conducted its annual PSPS Exercise during Q2 and completed the associated After-Action Report.

2.5.4 Lessons Learned, Surveys, and Feedback

Section	2026 Q2 Update
Corrective Action (CA) Tracking	SCE maintained ongoing oversight of corrective actions (CA) from events occurring before Q2 by logging, managing, and tracking progress toward completion in support of regulatory compliance and governance requirements.

2.5.5 Customer Research and Surveys

Section	2026 Q2 Update
SCE's PSPS Surveys and Feedback	2025 Pre-/Post-PSPS Season In-Language Survey analysis and reporting wrapped up in Q2. - Annual PSPS Tracker research completed (i.e., analysis and reporting) in Q2.
Targeted Customer Research	No update in Q2 2026.

APPENDIX A

ACCESS AND FUNCTIONAL NEEDS COLLABORATIVE COUNCIL:

Name	Organization	Title
Aaron Carruthers ¹²	State Council on Developmental Disabilities (SCDD)	Executive Director
Alana Hitchcock	California 211 Network	Executive Director
Andy Imparato	Disability Rights California (DRC)	Executive Director
Anne Rarick	Liberty	Community Outreach (AFN) Lead
April Johnson	San Diego Gas & Electric Company (SDG&E)	Sr. Supervisor Marketing Program Management
Audrey Williams	California Public Utilities Commission (CPUC)	Project and Program Supervisor
Aurora Cantu	Southern California Edison Company (SCE)	Senior Advisor, PSPS Customer Support and Accessibility
Christina Mills	California Association of Area Agencies on Aging (C4A)	Executive Director
Dana Golan	San Diego Gas & Electric Company (SDG&E)	Vice President of Customer Services
Danielle Finch	San Diego Gas & Electric Company (SDG&E)	Director of Customer Success
Eric Schwarzrock	Liberty	President
James Cho	California Public Utilities Commission (CPUC)	Program Manager
Jendy Burchfield ¹³	Southern California Edison Company (SCE)	Vice President, Customer Operations
Jennifer Guenther	Liberty Utilities	Senior Regional Manager - West
Jennifer Ocampo	Southern California Edison Company (SCE)	Senior Advisor, Access and Functional Needs
Jenny Limones	Pacific Gas and Electric Company (PG&E)	AFN Program Specialist, Expert
Joe Wilson	Pacific Gas and Electric Company (PG&E)	Regional Vice President
Jordan Davis	Disability Rights California (DRC)	Attorney
Karen Mercado	Disability Rights California (DRC)	Senior Administrative Assistant - Executive Unit
Katelin Scanlan	San Diego Gas & Electric Company (SDG&E)	Sr. Manager, Customer Support & Operations
Kayla Price	Bear Valley Electric Services (BVES)	Customer Service Supervisor
Lisa Corbly	Pacific Power	Access and Functional Needs Program Manager
Lisa Hayes	California Foundation for Independent Living Centers (CFILC)	Executive Director
Lizz Stout	Pacific Gas and Electric Company (PG&E)	Program Manager, Principal

Name	Organization	Title
Lori Blackwell	Southern California Edison Company (SCE)	Principal Manager, Outage and PSPS
Maria Jaya	California Public Utilities Commission (CPUC)	Researcher
Matthew Fehse	San Diego Gas & Electric Company (SDG&E)	Regulatory Affairs & Compliance Senior I
Moustafa Abou-Taleb	California Public Utilities Commission (CPUC)	Public Utilities Regulatory Analyst
Nicholas Raft	Liberty Utilities	Regulatory Analyst
Paul Marconi	Bear Valley Electric Services (BVES)	President, Treasurer, & Secretary, Board Director
Pooja Kishore	PacifiCorp	Regulatory Affairs Manager
Robert Carbajal	Southern California Edison Company (SCE)	Senior Manager, Customer PSPS Compliance and Strategy
Rosa Perea	Southern California Edison Company (SCE)	Senior Manager, PSPS Customer Support and Accessibility
Sarah Lee	Southern California Edison Company (SCE)	Senior Advisor, Public Safety
Sean Matlock	Bear Valley Electric Services (BVES)	Energy Resource Manager / Assistant Corporate Secretary
Tawny Re	Bear Valley Electric Services (BVES)	Customer Program Specialist
Tom Smith	Pacific Gas and 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

¹² Aaron Carruthers is the Co-Chair of AFN Collaborative Council.

¹³ Jendy Burchfield is the Co-Chair of AFN Collaborative Council, SCE Vice President of Customer Operations.

STATEWIDE JIOU ADVISORY COUNCIL INVITEES:

Name	Organization	Title
Adam Willoughby	California Department of Aging (CDA)	Asst. Director of Legislation and Public Affairs
Alexandria (Giobbi) Moffat	San Diego Gas & Electric Company (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
Angela Nielsen	Hospital Council	Administrative Director
Annabel Vera	California Department of Social Services (DSS)	Program Analyst
Anne Rarick	Liberty	Community Outreach (AFN) Lead
Anthony Hoang	San Gabriel/Pomona Regional Center	Emergency Coordinator
April Johnson	San Diego Gas & Electric Company (SDG&E)	Senior Supervisor, Marketing Program Management
Aurora Cantu	Southern California Edison Company (SCE)	Senior Advisor, PSPS Customer Support and Accessibility
Carolyn Nava	Disability Action Center (DAC)	Executive Assistant
Chris Bober	Pacific Gas and Electric Company (PG&E)	Director, Customer Care
Chris Garbarini	California Department of Developmental Services (DDS)	Senior Emergency Services Coordinator
Christina Mills	California Association of Area Agencies on Aging (C4A)	Executive Director
Dan Heller	Deaf Link	President
Danielle Finch	San Diego Gas & Electric Company (SDG&E)	Director of Customer Success
Eleonore Yotsov	PacifiCorp	Emergency Management Director
Evan Duffey	Pacific Gas and 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

Name	Organization	Title
James Cho	California Public Utilities Commission (CPUC)	Program Manager
James Dui	California Public Utilities Commission (CPUC)	Senior Utilities Engineer
Jeana Arnold	Pacific Gas and Electric Company (PG&E)	ADA Specialist, Expert
Jendy Burchfield	Southern California Edison Company (SCE)	Vice President, Customer Operations
Jennifer Guenther	Liberty Utilities	Senior Regional Manager - West
Jennifer Isabell	Pacific Gas and Electric Company (PG&E)	Senior ADA Specialist
Jennifer Ocampo	Southern California Edison Company (SCE)	Senior Advisor, PSPS Customer Support and Accessibility
Jenny Limones	Pacific Gas and Electric Company (PG&E)	AFN Program Specialists, Expert
Joe Wilson	Pacific Gas and Electric Company (PG&E)	Regional Vice President
Jonathan Malicdem	California Department of Social Services (DSS)	Unknown
Jordan Davis	Disability Rights California (DRC)	Attorney
Jordan Parrillo	Liberty Utilities	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
Karla Leon	California Foundation for Independent Living Centers (CFILC)	DDAR Program Manager
Kate Marrone	Liberty Utilities	Customer Care Manager
Katelin Scanlan	San Diego Gas & Electric Company (SDG&E)	Senior Manager, Customer Support & Operations
Kay Chiodo	Deaf Link	CEO
Kayla Price	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 and Electric Company (PG&E)	Customer Insights Strategies
Kristopher Bourbois	San Diego Gas & Electric Company (SDG&E)	Regulatory Case Manager
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

Name	Organization	Title
Linda Wingert	211 California	Sr. Director Operations & 211 Engagement
Lisa Corbly	PacifiCorp	Access and Functional Needs Program Manager
Lisa Hayes	California Foundation for Independent Living Centers (CFILC)	Executive Director
Lizz Stout	Pacific Gas and Electric Company (PG&E)	AFN Program Manager
Lori Blackwell	Southern California Edison Company (SCE)	Principal Manager, Outage and PSPS
Malorie Lanthier	North Los Angeles County Regional Center	IT Director
Maria Aliferis-Gierde	California 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 Company (SDG&E)	Regulatory Affairs & Compliance, Senior I
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	Regulatory Affairs Manager
Rick Yrigoyen	California Department of Social Services (DSS)	Staff Services Manager
Robb Henderson	San Diego Gas & Electric Company (SDG&E)	Communications Advisor
Robert Carbajal	Southern California Edison Company (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 Company (SCE)	Senior Manager, PSPS Customer Support and Accessibility
Samuel Jain	Disability Rights California (DRC)	Senior Attorney
Sarah Harris	California Department of Rehabilitation (DOR)	Section Chief, Independent Living and Assistive Technology
Sean Matlock	Bear Valley Electric Services (BVES)	Energy Resource Manager / Assistant Corporate Secretary
Sheri Farinha	NorCal Services for Deaf and Hard of Hearing	Chief Executive Officer

Name	Organization	Title
Staphany Lu	San Diego Regional Center (SDRC)	Emergency Management Coordinator
Stephanie Tews Sheldrick	Pacific Gas and Electric Company (PG&E)	Director, Customer Experience & Insights
Sydney Schellinger	California Department of Aging (CDA)	Senior Emergency Services Coordinator
Tamara Rodriguez	California Department of Developmental Services (DDS)	Officer, Emergency Preparedness & Response
Tawny Re	Bear Valley Electric Services (BVES)	Customer Program Specialist
Tom Smith	Pacific Gas and Electric Company (PG&E)	Sr. Manager, LCE Planning & Operations
Victor Duron	California Department of Rehabilitation (DOR)	Acting Director
Yvonne Gratianne	San Gabriel/Pomona Regional Center	Communications and Public Engagement Officer
Zackary Hughes	San Diego Gas & Electric Company (SDG&E)	Regulatory Affairs & Compliance Associate II
Zeus Ferrao	Southern California Edison Company (SCE)	Advisor, Customer Insights Project Manager

ACCESS AND FUNCTIONAL NEEDS MEETING SUMMARY Q2

Statewide Joint IOU Advisory Council	
Meeting	Summary of Engagement and Feedback
Date: June 25, 2026 Location: Virtual Purpose: Discuss the 2027 AFN Plan focus areas and priorities.	Statewide Council Quarterly Lookahead - BWG gave an overview of the FEMA six step planning process for developing the yearly AFN Plan. 2026 AFN Plan Review - The Joint IOUs gave an overview of their four Key Objectives, how they have worked toward them in 2026, and the work that is planned for the remainder of the year. 2027 AFN Plan Workshop - Council members broke into four groups to brainstorm potential activities for the JIOUs to achieve their Key Objectives in 2027. Participants then regrouped to share their ideas and engage in further discussion. Key themes across all groups are detailed below. - Objective 1: Increase awareness of IOU programs and services available before, during, and after a PSPS. - Groups emphasized expanding outreach beyond traditional channels to increase awareness, including multi-format communications, in-person engagement, and partnerships with trusted community organizations. 211 CA, PG&E, and Hagerty highlighted the importance of using diverse outreach channels such as radio, community events, and CBO engagement, particularly to reach residents without internet access. - DDS and SDRC supported expanding partnerships with regional centers and service providers through trainings, events, and direct engagement with staff and individuals served. - PG&E and CPUC emphasized meeting customers where they are, including retail locations, fairs, and community events, and embedding messaging into recurring touchpoints such as utility bills. - Deaf Link stressed the need for accessible communication across all stages of the disaster cycle, including ASL components and continuity of messaging. - A disability policy consultant raised concerns about gaps in accessible transportation and the need to better understand how effectively it supports AFN populations. - PG&E emphasized helping individuals self-identify as AFN and increasing awareness that services are broadly accessible, including clarifying that income is not a barrier. - PG&E suggested focusing awareness efforts on a small number of key resources (e.g., 211) to improve recall and utilization.

	• Objective 2: Continue to identify individuals who are Electricity Dependent. ○ Groups discussed expanding identification of electricity-dependent individuals by working through intermediaries such as caregivers, healthcare providers, and community-based organizations. ○ BWG and PG&E recommended targeting in-home caregivers, social workers, and authorized payment agencies to increase awareness of IOU programs and identify vulnerable populations. ○ PG&E emphasized deeper engagement with the healthcare system, including doctors, nurses, and medical providers, to reach individuals reliant on medical devices. ○ 211 CA suggested working with schools and other community touchpoints to distribute information broadly. ○ Deaf Link highlighted challenges in reaching multilingual and deaf populations, emphasizing the need for accessible surveys and in-person interpreter support to avoid undercounting. ○ A disability policy consultant emphasized prioritizing identification of individuals at greatest risk and understanding barriers that prevent people from evacuating or accessing services. ○ DDS recommended using data (e.g., zip code-level analysis) to better understand gaps in program awareness and identify underserved populations. ○ PG&E and the CPUC noted social media and community-based channels can help normalize self-identification as AFN and improve comfort with disclosing electricity dependence. • Objective 3: Identify new enhancements to programs and resources needed to mitigate the impacts of PSPS. ○ Groups discussed improving engagement and feedback mechanisms, noting the limitations of traditional surveys and the need for more qualitative, in-depth engagement methods. ○ PG&E emphasized that general population surveys have limitations and recommended supplementing them with qualitative research, including focus groups and direct conversations with impacted customers. ○ The CPUC and DDS raised concerns about low survey response rates and suggested exploring alternative feedback methods, including in-person engagement at CRCs where feasible. ○ SDRC highlighted affordability gaps in programs (e.g., battery access) based on direct anecdotal feedback from community members. ○ PG&E, BWG, and 211 CA emphasized the importance of radio as a critical and reliable communication channel, particularly in rural areas, and suggested expanding its use. ○ A disability policy consultant emphasized ensuring accessibility for individuals with low literacy or limited digital access, including those who may not use keyboards or written communication effectively.
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	○ PG&E highlighted the need to prioritize individuals with the least capacity to respond to emergencies, recognizing variation in how much time individuals have to act. ● Objective 4: Coordinate and integrate resources with state agencies, community-based organizations, and the utilities to minimize duplication. ○ Groups discussed improving coordination, data sharing, and information consistency across stakeholders while recognizing structural challenges to centralization. ○ PG&E emphasized leveraging partner websites and improving consistency of PSPS messaging across platforms. ○ 211 CA and BWG noted that a single centralized information source may not be feasible due to the number of stakeholders, and recommended coordinating through VOADs to reduce duplication. ○ Deaf Link and a disability policy consultant emphasized the need for shared databases and automatic data sharing with state agencies to improve coordination and access. ○ PG&E stressed the importance of expanding representation to ensure all AFN groups are included in program design and decision-making. ○ PG&E suggested partnering with community-based organizations and attending high-traffic events (e.g., food distribution events) to expand reach and improve engagement. ○ Kern Regional Center and DDS highlighted opportunities to improve data integration, including leveraging Everbridge shape files and regional data sources to better identify and notify energy-dependent populations. ○ Participants raised implementation questions regarding system compatibility and access (e.g., integration with regional centers and the Public Safety Partner Portal), indicating ongoing coordination challenges.
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Statewide Joint IOU Advisory Council

	Actions Guided by Feedback
	Feedback • Feedback from the breakout groups is noted in the above section. • A disability policy consultant asked that the list of previous Key Objectives be shared so the group does not duplicate ideas, expressing frustration with discussing the same topics each meeting.

Statewide Joint IOU Advisory Council	
	Completed Action Items Future Action Items • BWG to prepare the list of recommended actions for each of the four AFN Plan Key Objectives. • BWG to schedule Statewide Council meetings through end of 2027.
IOU Responsible Owner	Lori Blackwell - Principal Manager, Outage and PSPS
Future Meeting (s):	Q3 2026 Virtual Meeting TBD

Access and Functional Needs Collaborative Council Meeting	
Meeting	Summary of Engagement
Date: June 15, 2026 Location: In person (Cal OES headquarters) & virtual (Zoom) Purpose: Develop a charter for the Collaborative Council, provide an overview of community resource center statistics from the previous wildfire season, discuss SCE's AFN budget, and review the AFN framework.	• Council Charter Workshop Council members broke into five groups (three in person and two virtual) to discuss different sections of the Charter. Participants then regrouped to share their ideas and engage in further discussion. Key themes across all groups are detailed below. • Section 1: Purpose and Mission. ○ All groups recommended formalizing and developing a mission and vision statement for the Council. ○ Groups recommended engaging the Council in a review of the annual AFN plan, allowing members to review recommended outcomes, changes, and reestablish the baseline of current offerings. ○ Groups emphasized that criteria and programmatic changes — such as battery size or qualification criteria — should be brought to the Council for review, with a goal of aligning the IOUs around consistent standards. ○ Beyond tracking KPIs, the Council should focus on outcomes — how plans perform after actual events and emergency responses. ○ Groups suggested standing quarterly updates on the annual AFN plan process. ○ Groups recommended being more explicit about engaging specific AFN communities, including Native/Indigenous communities, deaf and hard of hearing communities, language access, and critical infrastructure such as shelters and hospitals. • Section 2: Membership Discussion ○ Membership should be a standing agenda topic, reviewed once per year by consensus, with established criteria for nominating new organizations. ○ The Council should develop an onboarding process for new members and consider expanding representation to include groups oriented around seniors and healthcare. ○ SCDD noted the need to address transitions in representatives within member organizations. • Section 3: Roles and Responsibilities ○ Co-Chair Structure • SCDD recommended leaving the current co-chair selection process as-is. Participants agreed that AFN representatives should select their co-chair, and the IOUs should select their co-chair. ○ Communication and Scheduling

	• PG&E raised the need for a process to communicate updates outside of meetings and call emergency meetings, as needed. • SCE recommended building the calendar around co-chairs' availability and holding an in-person meeting once per year. All member organizations should formally consent to participation. • All groups recommended scheduling meetings through the end of 2027. • SCE suggested not tying meetings to calendar quarters and instead scheduling by strategic need. • Section 5: Key Performance Indicators and Measuring Impact ○ Groups discussed gathering post-event input to inform KPI development, including after-event debriefs on unmet needs. ○ SCDD emphasized the need for benchmarks beyond outputs and suggested the Collaborative Council assign the Statewide Council specific questions, such as how to establish true community need. ○ SCE expressed interest in developing a performance dashboard. ○ DRC stressed the importance of documenting the broader impact of the collaboration, noting the IOUs are building disability confidence, and AFN stakeholders are learning about emergency preparedness. The Council's work extends beyond PSPS. ○ CFILC raised fundamental questions about understanding the true scope of the AFN population, noting that battery needs extend far beyond oxygen users and urging the Council to get better at understanding whom it is trying to reach. Community Resource Centers (CRCs) SDG&E provided an overview of CRC offerings, including device chargers, water, snacks, ASL and video interpretation, privacy screens, priority medical device charging, enhanced signage, and sensory support kits. CRC operations adapt to each event's unique needs. • PG&E noted PG&E recently opened nine CRCs across eight counties with approximately 1,100 attendees. PG&E focuses on AFN support and real-time referrals to 211 or CFILC. Staff wear "Ask Us About AFN" buttons to encourage self-identification without screening customers. • CRC locations shift between events due to site availability. SDG&E operates 11 static indoor locations plus mobile CRCs. SCE is now working with third-party contractors for surge demand. • SDG&E noted SDG&E partners with accessible transportation services to retrieve items or transport customers. SDG&E maintains an open feedback loop with customers. • To determine resource needs, IOUs coordinate across utilities. In some cases, if another IOU's CRC
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is closer to a customer, customers may go there instead. Media coverage can also significantly increase CRC attendance, which affects the average visitor numbers.

SCE Funding Reallocation

- SCE provided an overview of SCE's AFN budget, noting that the full DDAR program was \$2 million and the proposed interim reallocation identifies approximately \$500,000 per year to redirect toward Independent Living Centers (ILC) support while SCE drafts its next GRC.
- SCDD outlined three gaps following the DDAR disallowance: communications to customers, inventory/needs assessment, and in-event direct support. He identified three possible funding pathways: subcontract through 211, subcontract through CRCs, or expand the ILC scope to include direct in-event support.
- CFILC and 211 CA raised concerns about capacity and staffing, noting that without sufficient blue-sky support, it is difficult to activate resources during events. \$500,000 across 11 ILCs would not cover one full-time employee per center.
- C4A emphasized the focus should be on the people ILCs serve, not the organizations, and suggested using weather prediction data and MBL enrollment data to identify priority areas.
- CFILC cautioned against ranking disabilities and shared personal experiences illustrating the life-safety stakes involved. She praised CFILC's leverage model across Northern and Southern California ILCs.
- Cal OES urged SCE to expand the funding pool beyond the AFN allocation box rather than spreading limited resources too thin.
- SCDD rejected \$500,000 as the defining constraint, stating community need should be the driver.
- PG&E noted PG&E provides zip code lists during events and conducts hourly outreach to non-responsive AFN customers.

AFN Framework

- BWG provided a status overview of the AFN Framework document.
- SCDD noted the new language is too general for someone outside the room to apply. He also noted DDAR is still in effect in half the state and should not be erased from the document.
- C4A noted the need to provide context for ILCs and Regional Centers for a national audience.
- PG&E suggested adding a footnote for DDAR and shared that Hawaii, Idaho, and Washington are now using the Framework to build their own programs.
- Cal OES identified three audience buckets: AFN leaders, regulators, and utilities. Regulators must lay the track for utilities to do the work.

	• SCDD requested to review the next draft before broader distribution. BWG to identify a distribution strategy to reach all three audience buckets. • DRC noted that it would be a good idea to prepare an op-ed from an IOU and AFN CEO.
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Access and Functional Needs Collaborative Council Meeting	
	Actions Guided by Feedback
	Feedback • Feedback from the breakout groups is noted in the above section. • CFILC praised SCE's partnership with ILCs during the January 2025 LA wildfire events, noting the San Bernardino center provided sensory-friendly accommodations for children with autism and was one of SCE's biggest successes. • In response to SCE's proposed reallocation of funding, there was concern around digital literacy among the aging community and a recommendation to create a working group to continue refining the budget shifts. Completed Actions This Quarter • BWG circulated updated AFN Framework language for review, alongside the charter and mission and vision statement. • BWG coordinated with CFILC and C4A to schedule the first working group meeting on SCE AFN direct in-event support. • BWG compiled a comprehensive action item list with responsibilities and timelines. Future Actions • SCE to compile and share data on AFN needs to support the funding reallocation discussion. • BWG to schedule Collaborative Council meetings through end of 2027.
IOU Responsible Owner	Lori Blackwell – Principal Manager, Outage and PSPS
Future Meeting (s):	Q3 2026 Virtual Meeting TBD

APPENDIX B

As stated in SCE's 2026 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., PG&E and SDG&E), as well as independently at SCE.

2026 Key Objectives	Team	Progress-To-Date	Q2 2026
Increase awareness of IOU programs and services available before, during and after a PSPS	Joint IOUs	• Creation of the Prepare for Power Down (P4PD) website • Collaborating with CalFresh on food support for individuals with AFN impacted by PSPS activations and identified information sharing needs for program participation. • Participated in MBL required annual training for the Department of Social Services' In Home Supportive Services (IHSS) for greater engagement to increase PSPS awareness. • Continued awareness of PSPS and IOU supported programs and services to CBOs and agencies.	• Finalized agreement with vendor with ASL Translation company and scheduled Q3 Kickoff meeting. • To continue awareness of IOU programs and services, the Joint IOUs participated in three outreach events, hosting informational booths to highlight AFN customer programs, outreach with AFN customers, and promote the Prepare for Power Down (P4PD) website as a central resource. Engagements included: • 4/3 - 4/4: Developmental Disability Neurodivergent Conference (DDNC) • 4/22- 4/23: 211 Conference • 5/18 - 5/20: CA Tribal Leaders Energy and Safety Summit • Met with Village Movement California in April to explore a statewide partnership focused on increasing awareness of IOU PSPS programs and services for older adults. • Western Regional Alliance for Pediatric Emergency Management (WRAP-EM): Coordinated a Q3 outreach and engagement opportunity with WRAP-EM to share JIOU programs, PSPS preparedness materials (including P4PD), and AFN resources with

2026 Key Objectives	Team	Progress-To-Date	Q2 2026
			pediatric healthcare providers, that will enable them to disseminate critical information to patients and families to help increase awareness. Engaged with the California Assisted Living Association (CALA) to explore opportunities for expanding PSPS preparedness support and resources to residential-rate care facilities through the Joint IOUs' partnership with 211.

2026 Key Objectives	Team	Progress-To-Date	Q2 2026
	SCE	• 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 Service territory to promote resiliency programs.	• Incorporated Collaborative Council feedback into AFN nurture campaigns and the self-identification survey to enhance customer awareness of available IOU programs and support services. • Conducted outreach at the SoCal Tribal Emergency Managers meeting to raise awareness of IOU AFN programs and support services. Engaged tribal, local, state, and federal emergency management partners across Riverside and San Bernardino counties. • Hosted 2026 PSPS Operational Readiness Showcase where community-based organizations (CBOs), local and tribal governments, critical infrastructure representatives, and public safety partners participated to strengthen PSPS preparedness through cross-sector collaboration. The event featured a Vendor Alley highlighting key customer support programs such as 211, Community Resource Centers (CRCs), Community Crew Vehicle (CCV) services, Community Crew Backup Batteries (CCBB), in-event battery loan programs, and food assistance resources to improve stakeholder awareness, partner readiness, and understanding of available customer support solutions during PSPS. • SCE supported four Tribal Earth Day Safety Fair events where SCE provided program information, safety education, and resiliency kits to tribal community members.

2026 Key Objectives	Team	Progress-To-Date	Q2 2026
			• SCE conducted various in-person events aimed at educating county, CBOs, and communities on PSPS safety. These initiatives also promoted MBL enrollment and AFN Self-Identification Survey participation. • 05/13: Adaptive Expo, Long Beach • 06/13: East LA Regional Center's Emergency Preparedness Expo, Alhambra • SCE ambassadors completed 30 events in Q2, bringing the year-to-date total to 51 events. The team has engaged more than 500 customers and remains on track to achieve its goal of 100 events by year-end.

2026 Key Objectives	Team	Progress-To-Date	Q2 2026
Continue to identify individuals who are Electricity Dependent	Joint IOUs	- Partnership with In-Home Supportive Services (IHSS) and Regional Centers - Continue to monitor Joint IOUs MBL population study to better understand the opportunity to promote MBL program. Currently awaiting CPUC approval of the study design and budget. - Continue to participate in community and CBO outreach events to reach and identify individuals who may be electricity dependent.	- Initiated discussions with Village Movement California in April regarding a statewide partnership to expand outreach to older adult villages in high fire-risk areas, leveraging trusted community networks to raise awareness of available resources and help identify electricity-dependent individuals. - Engaged with the California Assisted Living Association (CALA) to explore opportunities for expanding PSPS preparedness support to those who are electric dependent, senior, and disabled, in a residential-rate care facilities through the JIOU's partnership with 211. - Western Regional Alliance for Pediatric Emergency Management (WRAP-EM): Coordinated a Q3 outreach and engagement opportunity with WRAP-EM to share JIOU programs, PSPS preparedness materials (including P4PD), and AFN resources with pediatric healthcare providers, that will enable them to disseminate critical information to patients and families help identify those who are electricity dependent. programs. Approximately 61 individuals attended.

2026 Key Objectives	Team	Progress-To-Date	Q2 2026
	SCE	• AFN Self-Identification Survey. • On-going MBL acquisition campaign. • Advancing AFN Self-ID system enhancements. • Utilizing data to nurture customers' enrollment in programs such as MBL and Self-ID. • Outreach to tribal governments pertaining to continued Self-ID efforts.	• Incorporated Collaborative Council feedback into AFN nurture campaigns and the Self-Identification Survey to enhance customer identification efforts, improve data quality, and support outreach to electricity-dependent populations.

2026 Key Objectives	Team	Progress-To-Date	Q2 2026
Identify new enhancements to programs and resources needed to mitigate the impacts of PSPS	Joint IOUs	- Establishment of the AFN Collaborative Council and the AFN Statewide Advisory Council - 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. - Redesigned the Statewide Council Advisory quarterly meetings by including the development of the 2026 AFN Plan expanding council participation. - Confirmed all JIOUs have a permanent subsidized solution for customers who cannot leave their homes.	- Selected a vendor to conduct a non-account holder survey to better understand the needs and experiences of customers who may qualify for PSPS support services but are not account holders, for example multi-dwelling. - Finalized agreement with vendor with ASL Translation company and scheduled Q3 Kickoff meeting. - To continue awareness of IOU programs and services, the JIOUs participated in an outreach event on April 3-4 with Developmental Disability Neurodivergent Conference (DDNC). Hosting an informational booth to highlight AFN customer programs, outreach with AFN customers, and promote the Prepare for Power Down (P4PD) website as a central resource. - Advanced a JIOU effort to evaluate outdoor privacy screen solutions, with PG&E leading the pilot; three options were assessed and pricing obtained to inform pilot testing and potential implementation.

2026 Key Objectives	Team	Progress-To-Date	Q2 2026
	SCE	• 211, In-Event Battery Loan Pilot, CRC/CCV AFN Enhancements, partnership with regional food banks. • Incorporated new enhancements to AFN programs, including a series of new pilot offerings.	• Advanced planning for a non-master-metered customer research study in High Fire Risk Areas (HFRAs), selecting the vendor with the focus in developing a survey methodology designed to generate statistically significant insights, including targeted outreach to better understand the needs and experiences of customers with AFN.
Coordinate and integrate resources with state, community, utility to minimize duplication	Joint IOUs	• Completed the development of the Joint IOUs AFN Framework • Creation of the Prepare for Power Down website • Coordination with CalFresh regarding food support • Participation with Joint IOUs External Engagement & Customer Experience Sub-Committee	• Met with Village Movement California in April to explore a statewide outreach partnership focused on increasing awareness of IOU PSPS programs and services among older adults in high fire risk area, supporting ongoing collaboration with community-based organizations serving aging populations. • Engaged with the California Assisted Living Association (CALA) to explore outreach collaboration opportunities focused on older adults, including disseminating information on IOU PSPS programs and support services through CALA's communication channels. • Facilitated a Q3 engagement effort with WRAP-EM to provide pediatric healthcare providers with JIOU program information, PSPS preparedness tools (including P4PD), and AFN resources, expanding the reach of

2026 Key Objectives	Team	Progress-To-Date	Q2 2026
			critical customer communications while enhancing alignment. • Began discussions with Voluntary Organizations Active in Disasters (VOAD) in May to establish future outreach and presentation partnerships aimed at improving resource coordination and reducing duplication across community and utility organizations.
	SCE	• Quarterly PSPS Regional Working Groups • Quarterly PSPS Advisory Board • Annual Critical Infrastructure Workshops • Operational Area County Coordination meetings in conjunction with GO 166 meetings • Partner with CBO to distribute emergency backpacks to our most vulnerable customers with AFN	• SCE supported five safety fairs providing program information, safety education, and resiliency kits distribution to improve resiliency of hard to reach customers (e.g., tribal members and customers with disabilities).