

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



FILED

10/30/26

11:19 AM

Rulemaking 18-12-005 R1812005
(Filed December 13, 2018)

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

**PACIFICORP'S (U 901 E) PLAN TO ADDRESS ACCESS AND FUNCTIONAL NEEDS
DURING DE-ENERGIZATION EVENTS – Q3 2026 QUARTERLY UPDATE**

October 30, 2026

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PacifiCorp d/b/a Pacific Power (PacifiCorp or Company) submits its third quarter 2026 update to address access and functional needs (AFN) customers and communities during a de-energization event, attached as Attachment A, with four supporting appendices. This report is submitted as directed in Decision (D.) 20-05-051, Decision Adopting Phase 2 Updated and Additional Guidelines for De-Energization of Electrical Facilities to Mitigate Wildfire Risk (the Phase 2 Decision) and the Phase 3 Public Safety Power Shutoff (PSPS) Guidelines adopted by the Commission in Decision 21-06-034.¹

Respectfully Submitted,

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¹ See D.21-06-034, Appx. A, “Public Safety Power Shutoff (Proactive De-Energization) Guidelines And Rules (Phase 3 PSPS Guidelines And Rules) To Be Applied Together With D.20-05-051 (Phase 2 Decision), D.19-05-042 (Phase 1 Decision), And Resolution Esrb-8 (July 12, 2018), And Other Applicable Rules, Regulations, And Laws,” R.18-12-005, *Order Instituting Rulemaking to Examine Electric Utility De-Energization of Power Lines in Dangerous Conditions*, (Jun. 29, 2021).

ATTACHMENT A

PacifiCorp Q3 2026 Access and Functional Needs Plan Update

PacifiCorp

Plan to Support Populations with Access and Functional Needs During Public Safety Power Shutoffs

2026 Quarter 3 Update October 30, 2026



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- A. Key Objectives: Quarterly Updates
- B. Access and Functional Needs Advisory Groups
- C. JIOU AFN Statewide Council Q3 meeting notes
- D. JIOU AFN Collaborative Council Q3 meeting notes

1. INTRODUCTION

On January 31, 2026, PacifiCorp submitted a 2026 Access and Functional Needs Plan (2026 AFN Plan) addressing the company's efforts to support customers with access and functional needs (AFN) before, during, and after a Public Safety Power Shutoff (PSPS). In accordance with California Public Utilities Commission (CPUC) Decision (D.) 20-05-051, this quarterly report describes PacifiCorp's progress on AFN activities between July 1, 2026, and September 30, 2026. For ease of reference, the format of the report mirrors the 2026 AFN Plan, with quarterly updates for each section as applicable.

The following significant milestones have been accomplished during the third quarter of 2026.

- PacifiCorp identified and trained a PSPS door knock lead, metering, and updated PSPS processes accordingly.
- PacifiCorp developed a printable PSPS door knock flyer.
- PacifiCorp conducted targeted outreach to senior centers and community centers about customer programs and coordination opportunities.
- PacifiCorp notified customers of a manufacturer recall notice and firmware update required for batteries gifted through a free battery program.
- PacifiCorp conducted one training and participated in two partner exercises.

PacifiCorp participated in AFN coordination meetings with the small multi-jurisdictional Investor-Owned Utilities (SMJUs).

- PacifiCorp participated in the Joint Investor-Owned Utility (IOU) AFN Statewide Council and Collaborative Council's third quarter meetings.
- PacifiCorp scheduled the post wildfire season Wildfire Advisory Board meeting in Q4.
- A comprehensive list of accomplishments to date in 2026 toward meeting the Key Objectives identified in PacifiCorp's 2026 AFN Plan is provided in **Appendix A**.

2. CONCEPT OF OPERATIONS - HOW

2.1 Preparedness/Readiness (Before Power Shutoff)

2.1.1 AFN Identification

PacifiCorp offers the following pathways for customers to self-identify as having an access or functional need.

- Self-attest with customer service
Customer service representatives are trained to listen for key words during phone conversations in which a customer may indicate that they or a member of their household has an access or functional need. They will flag the customer's account and share information about programs for which the customer may be eligible.
- AFN Self-Certification Form
New in 2025, customers can complete an AFN Self- Certification webform, located on the [Supporting Accessibility Needs webpage](#).¹
- CARE application
PacifiCorp's application for the California Alternate Rates for Energy (CARE) includes a check box for customers to self-identify as having an AFN.

Due to changes PacifiCorp made to the CARE program in 2026 Q2, there was a significant increase in applications and a reduction in application process time. Consequently, over 530 CARE applicants identified as having an AFN during Q2. See section **2.1.4. Customer Assistance Programs** for a description of CARE program changes.

- Medical Certificate

Customers with electricity dependence can submit a medical certificate from their medical professional. Customers enrolled in the medical certificate program who depend on electricity for qualifying critical care and life support equipment are automatically enrolled in the company's Medical Baseline program.

Q3 Update

As of September 30, 2026, a total of 3,080 residential customers in California have been identified as having an AFN, of which 231 are medical customers with a medical certificate, on life support/critical care, and/or enrolled in the Medical Baseline Allowance program. **Table 1** shows the change in the number of AFN customers between quarter one of 2025 and quarter three of 2026.

¹ [PacificPower.net/Accessibility](https://www.pacificpower.net/Accessibility)

Table 1. AFN customer counts - 2025 Q1 through 2026 Q1

Reporting Period	Medical Customers (including Medical Certificate, Medical Baseline, Life support/Critical care)	Non-Medical AFN Customers	Total
2026 Q3	231	2849	3080
2026 Q2	222	2734	2956
2026 Q1	208	2195	2403
2025 Q4	159	2171	2330
2025 Q3	127	2104	2231
2025 Q2	120	1989	2109
2025 Q1	96	1821	1917

2.1.2 Backup power programs²

Portable Battery and Backup Electric Power Generator Rebate Programs

PacifiCorp continues to offer backup electric power rebates for customers in its California service area. All residential customers are eligible to claim a rebate of up to \$300 for the purchase of a backup power supply. Customers enrolled in either the Medical Baseline Allowance program or the California Alternate Rates for Energy (CARE) program are eligible to claim a rebate of up to \$800. Items approved for the rebate program include portable batteries, power stations, and gasoline generator options. Tenants and property owners are eligible to claim a rebate.

Q3 Update

A total of 813 rebates have been gifted since the inception of the program. Of which, 22 have been gifted to date in 2026. **Table 2** shows the number of rebates gifted year-over-year since the inception of the program in 2022.

Table 2. Backup power rebates received year over year

	2022	2023	2024	2025	2026 thru Q3	Total
Rebates Granted	7	534	165	85	22	813

The number of PacifiCorp customers who received back up power rebates in 2026 through Q2 are listed in **Table 3**, by census tract.

² PacificPower.net/BackupPower

Table 3. Number of back-up power rebates gifted in 2026 through Q3, by census tract

County (County Census Code)	Census Tract	Rebates gifted
Del Norte (015)		
	0001.01	1
	0001.02	2
	0001.07	1
	0002.02	1
Modoc (049)		
	0001.00	3
Siskiyou (093)		
	0001.00	1
	0002.00	1
	0003.00	2
	0006.00	1
	0007.01	2
	0008.00	1
	0009.02	2
	0010.01	2
	0010.02	1
	0010.03	1
Total rebates gifted in 2026:		22

Free Portable Battery Program

PacifiCorp offers free portable batteries to customers receiving both the CARE and the Medical Baseline Allowance. The program includes contracted services to provide comprehensive customer outreach, a backup power needs assessment, and delivery and setup of portable batteries. As part of delivery and setup, program participants receive individual education about proper use and maintenance of their device and ongoing remote technical support as needed.

Q3 Update

In Q3, battery manufacturer Goal Zero, in coordination with the Consumer Product Safety Commission (CPSC), voluntarily recalled the Yeti 3000x for a firmware update. PacifiCorp gifted the recalled battery to twelve customers between 2021 and 2024. PacifiCorp, in coordination with its contractor, have emailed and mailed the recall notice to all twelve customers, based on notification preferences.

This recall notice brought to light the need to modify the company's Free Battery delivery process to ensure the battery manufacturer can communicate directly with the customers and vice versa. Beginning in Q4, the contractor will register the battery for the customer and will verify the customer's preferred contact information for the manufacturer.



During Q3, PacifiCorp initiated outreach to 62 customers who are eligible for the free battery program to date in 2026.

Table 3 shows the number of batteries PacifiCorp has distributed to customers since 2021.

Table 4. Free portable batteries delivered and received between 2021 and 2026 Q3

Reporting Period	Batteries Delivered	Customers who Received Batteries
2026 (through Q3)	0	0
2025	48	12
2024	15	13
2023	6	5
2022	55	48
2021	34	28
Total	158	106

2.1.3 Resiliency Programs

PacifiCorp previously offered a grant program to communities seeking to enhance emergency preparedness with renewable generators and energy storage. Detailed information about the program is available in the program’s final report on resiliency efforts, submitted via Advice Letter 690-E on August 11, 2022, and in the company’s 2026 AFN Plan. PacifiCorp continues to work with the third and final applicant, the Yurok Tribe. The initial agreement was approved by Tribal Council, but changing project timelines resulted in an agreement amendment. Project construction has commenced and is expected to be completed in 2026.

Q3 Update

Project construction is underway and ongoing. Upon final commissioning of the project, PacifiCorp will provide a grant award to project managers.

2.1.4 Customer Assistance Programs

PacifiCorp offers a wide range of programs to support customers, from help with utility bills to energy assistance and programs for customers with medical conditions. For general information about PacifiCorp’s customer assistance programs, see the company’s 2026 AFN Plan.

PacifiCorp continues to promote the Medical Baseline Allowance program, Medical Certificate program, CARE program, and other assistance programs via the Supporting Accessibility Needs webpage, updated collateral and the Accessibility Programs Toolkit.

In Q2, PacifiCorp initiated the CARE Plus program. Qualified customers are eligible for a lower base service charge on their monthly statement based on the customer’s income.

Also during Q2, PacifiCorp automated the company’s CARE application process. Customers can now apply over the phone with a customer agent, in addition to submitting a paper form. Being able to apply for CARE over the phone simplifies the application process for customers and expedites the processing time of the application. Additionally, this is a critical option for customers with accessibility needs that may struggle with a paper application. The paper application includes an AFN self-attestation check box. When applying for CARE over the phone, all customers are asked this AFN self-attestation question.

Due to the company’s introduction of CARE Plus and the automation of all CARE applicants, the number of approved CARE applicants significantly increased in Q2, resulting in an increase in AFN self-attestations during the quarter.

Q3 Update

In Q3 there were 1,174 approved CARE applications, of which 282 indicated having an AFN.

Table 5. CARE Approved Applications in 2026 that self-attested as having an AFN

Quarter	AFN		Total
	No	Yes	
2026 Q3	1174	282	1456
2026 Q2	2835	752	3587
2026 Q1	863	22	885

See **Table 9** for the full list of education and outreach efforts conducted in 2026 through the second quarter.

2.1.5 Emergency Coordination Center

See PacifiCorp's Annual 2026 AFN Plan for a description of our Emergency Coordination Center (ECC).

In Q1, the ECC position processes and checklists were updated and PacifiCorp's Emergency Response Plan (ERP) was revised accordingly.

The ERP was submitted to the Commission in the annual General Order 166 (GO 166) report on April 30, 2026. Then, on May 13, 2026, during PacifiCorp's annual GO 166 briefing to the CPUC, the company presented its all-hazards AFN planning and resources including AFN supports during all-hazards activations.

In 2026, PacifiCorp implemented several enhancements to the company's technology that supports PSPS AFN notifications and escalation tracking, including new dashboards for additional AFN calls, door knocks and escalations.

Q3 Update

To date in 2026, PacifiCorp has not activated its ECC for a public safety power shut off in California.

In Q3, PacifiCorp identified the metering team as the lead to conduct door knocks for uncontacted medical customers during a PSPS. PSPS processes were updated and metering managers were trained. The technology that PacifiCorp utilizes for PSPS notifications is being updated to align with metering's door knock process.

2.1.6 Training and Exercise

The 2026 AFN Plan provides an overview of PacifiCorp’s training and exercise program.

During the first and second quarters, PacifiCorp conducted eleven trainings with internal business units and attended three PSPS exercise and training with partner utilities, all of which included elements to support AFN customers.

Table 6. Completed training and exercises through 2026 Q2

Date	Activity	Method	Lead	Participants	Area of focus
Feb. 25, 2026	Tabletop	Hybrid	Pacific Power Joint Information Team	<u>Internal:</u> Pacific Power business units	Joint Information Team’s PPS roles and responsibilities
March 16, 2026	Training & exercise planning	Virtual	Southern California Electric	<u>External:</u> California investor-owned utilities	PSPS playbook
March 17, 2026	Training	Virtual	PacifiCorp	<u>Internal:</u> Pacific Power business units	PSPS customer communications
March 18, 2026	Training	Virtual	PacifiCorp	<u>Internal:</u> Pacific Power business units	PSPS event dashboard
April 13, 2026	Drill	Virtual	PacifiCorp	<u>Internal:</u> PacifiCorp business units	PSPS tools and technology
April 15, 2026	Tabletop	Hybrid	PacifiCorp	<u>Internal:</u> PacifiCorp business units <u>External:</u> Modoc County, cities, public safety partners, Tribes, jurisdictions. CBOs, AFN service providers, critical infrastructure partners	PSPS decision-making procedures and typical support measures Local actions
April 27, 2026	Tabletop	Virtual	Southern California Edison	<u>Internal:</u> PacifiCorp business units <u>External:</u> Southern California Electric, Joint IOUs, SMJUs, public safety partners, Tribes, jurisdictions. CBOs, AFN service providers, critical infrastructure partners	PSPS playbook operations and coordination.
April 29, 2026	Drill	Hybrid	PacifiCorp	<u>Internal:</u> <u>PacifiCorp business units</u>	PSPS tool functionality for transmission and distribution operations and engineering.

April 29, 2026	Tabletop	Hybrid	PacifiCorp	<u>Internal: PacifiCorp business units</u>	PSPS roles and responsibilities with Emergency Coordination Center personnel
May 5, 2026	Training	Virtual	PacifiCorp	<u>Internal: PacifiCorp ECC AFN Alternates</u>	ECC AFN Coordinator all-hazards refresher training
May 27, 2026	Training	Virtual	PacifiCorp	<u>Internal: PacifiCorp business units</u> <u>External: All California public safety partners</u>	Training on registration process and utilization of the PacifiCorp public safety portal.
June 2, 2026	Functional exercise	Virtual	PacifiCorp	<u>Internal: PacifiCorp business units</u> <u>External: Del Norte County public safety partners, Tribes, jurisdictions. CBOs, AFN service providers, critical infrastructure partners</u>	PSPS decision-making procedures and typical support measures Local actions
June 3, 2026	Functional exercise	Hybrid	Southern California Edison	<u>Internal: PacifiCorp business units</u> External: Southern California Electric, Joint IOUs, SMJUs, public safety partners, Tribes, jurisdictions. CBOs, AFN service providers, critical infrastructure partners	PSPS response plan's operational coordination, public information and warning, and situational assessment
June 24, 2026	Training	Virtual	PacifiCorp	<u>Internal: PacifiCorp business units</u>	PSPS tool AFN notifications and escalations enhancements

Q3 Update

In Q3, PacifiCorp conducted one training and participated in two partner exercises.

Table 7. Completed training and exercises in Q3

Date	Activity	Method	Lead	Participants	Area of Focus
August 18-20, 2026	Full Scale Exercise	In person	Pacific Gas & Electric	Internal: PacifiCorp emergency management External: Pacific Gas & Electric, other Joint IOUs, public safety partners	Earthquake and tsunami scenario to focus on operational coordination and mutual assistance
September 21, 2026	Tabletop Exercise	Virtual	California Utilities Emergency Association (CUEA)	Internal: PacifiCorp emergency management External: CUEA member utilities including electric, gas, water, wastewater and telecommunications.	Explore roles, decision-making, and information-sharing across critical infrastructure utilities and relevant state, local, and tribal partners after a large earthquake in southern California
September 24, 2026	Training	Virtual	PacifiCorp	<u>Internal:</u> PacifiCorp metering	PSPS door knocks for uncontacted medical customers

2.1.7 PSPS Preparedness Outreach and Community Engagement

PacifiCorp Wildfire Advisory Board

PacifiCorp established a Wildfire Advisory Board (Board) in 2021 to provide feedback on the company's wildfire mitigation program and other related programs. The Board meets twice per year, prior to wildfire season to discuss wildfire preparation and following wildfire season to review the season's events and lessons learned. See **Appendix B** for a list of Board members.

PacifiCorp convened the pre-wildfire season Board meeting during the first quarter of 2026. Discussion topics included improvements for 2026, updates to plans, training and exercise opportunities, external coordination, and the 2026 communication and outreach approach. The agenda also included updates on action items identified during the November 2025 meeting as shown in **Table 8**.

Q3 Update

PacifiCorp conducted targeted outreach to community centers and senior centers that were recommended by the Board, including distribution of the Accessibility Program toolkit. This action was recommended by the Board during the November 2025 meeting as shown in **Table 8**. See section *AFN Public Education and Outreach* for a description of the outreach conducted with these organizations.

PacifiCorp continues to seek additional Board representation from communities across its California service area. In Q3, Modoc County’s community-based organization, Training, Employment and Community Help, Inc. (T.E.A.C.H., Inc.) joined the Board. T.E.A.C.H. administers a wide range of programs for the county, such as children’s services, senior nutrition programs (congregate and homebound), adult education, foster care, and housing programs.

PacifiCorp continues to explore additional board representation from Volunteer Organizations Active in Disasters (VOADs), special districts and more cities in the service area.

The post wildfire season Board meeting is scheduled for November 16, 2026.

Table 8. Next steps following the November 2025 Wildfire Advisory Board meeting

Next step from November 2025	Responsible person(s)	Target date	Action taken	Status
PacifiCorp and Siskiyou County to discuss opportunities to coordinate on the multiple AFN registries available to the community, with a goal of reducing confusion for community members	<u>PacifiCorp</u> <ul style="list-style-type: none"> • Holly Powers, Emergency Mgr. • Lisa Corbly, AFN Program Mgr. <u>Siskiyou County</u> <ul style="list-style-type: none"> • Bryan Schenone, Office of Emergency Services • Jennea Grant-Frost, Public Health • Henry Schnedler, Public Health • Sara Chaffe, City of Yreka • Jeff Perkins, community member 	2025 Q4	<u>2025 Q4:</u> PacifiCorp and Siskiyou County met <u>2026 Q1:</u> Identified coordination opportunities. PacifiCorp added language about local resources to outreach materials.	complete
PacifiCorp and Siskiyou County to discuss coordination and communication regarding helicopters flying in area to patrol lines	<u>PacifiCorp</u> <ul style="list-style-type: none"> • Holly Powers, Emergency Mgr. <u>Siskiyou County</u> <ul style="list-style-type: none"> • Nancy Ogren, Board of Supervisors • Bryan Schenone, Office of Emergency Services 	2026 Q1	<u>2026 Q1:</u> PacifiCorp clarified communication needs with Siskiyou County; and added language about helicopters and drones patrolling lines to the vegetation management website and collateral, and to pre-wildfire season messaging <u>2026 Q2:</u> Pre-season messaging sent to customers	complete

(continued on next page)

Next step from November 2025	Responsible person(s)	Target date	Action taken	Status
PacifiCorp will distribute the updated Accessibility Programs Toolkit for Partners to community centers and senior centers	<u>PacifiCorp</u> • Lisa Corbly, AFN Program Mgr.	<u>2026 Q1:</u> Toolkit update <u>2026 Q2/Q3:</u> Toolkit distribution	<u>2026 Q1:</u> Toolkit updated <u>2026 Q2:</u> Toolkit distribution commenced <u>2026 Q3:</u> Targeted outreach to community centers and senior centers conducted	complete
PacifiCorp will explore ways to simplify the online navigation of customer programs, including through customer accounts	<u>PacifiCorp</u> • Lisa Corbly, AFN Program Mgr.	<u>2026:</u> Toolkit distribution	<u>2026 Q2:</u> Links to customer programs added to customer account webpages	complete

AFN Program Manager

Starting in 2024, PacifiCorp’s new AFN program manager position was created and filled to develop an integrated access and functional needs program. The AFN program manager supports the AFN efforts described in the Plan and quarterly reports.

Q3 Update

During Q3, the AFN program manager continued to support the coordination and implementation of an enhanced AFN outreach campaign as shown in **Table 9**.

The AFN program manager participated in the following external coordination and learning efforts during the third quarter:

- July 7 and 8, 2026, 2026 Annual National AFN Symposium
- July 21, 2026, Monthly AFN coordination meeting with small multi-jurisdictional utilities (SMJUs) in California: Pacific Power, Liberty, and Bear Valley Electric (no May meeting due to heavy outreach season)
- August 31, 2026, Joint IOU AFN Statewide Council Q3 meeting (PacifiCorp was not responsible for actions that emerged during the Statewide Council meeting in Q3.)
 - September 8, 2026, meeting with Madrone Senior Services
- September 11, 2026, meetings with Del Norte Senior Center and PSA2 Agency on Aging
- September 11, 2026, meeting with T.E.A.CH. Inc.
- September 15, 2026, Monthly AFN coordination meeting with SMJUs
- September 16, 2026, Joint IOU Collaborative Council Q3 meeting (PacifiCorp was not responsible for actions that emerged during the Collaborative Council meeting in Q3.)

AFN Public Education and Outreach

PacifiCorp continues to provide information about the PSPS notification process, how to prepare for outages, the Company's backup power programs, and benefits of AFN self-identification. In 2026, PacifiCorp's AFN outreach efforts remain focused on amplifying messaging about customer programs, removing barriers to accessing those programs, and increasing the number of customers that have self-identified as having an AFN.

PacifiCorp began tracking the monthly traffic on the company's wildfire webpages in 2026. Unique views of the Supporting Accessibility Needs, Medical Certificate and Backup Power webpages significantly increased in March as PacifiCorp's initiated pre-wildfire season outreach.

Q3 Update

PacifiCorp and the Redwood Coast Regional Center continue to coordinate on opportunities to engage with the Spanish- and Hmong-speaking communities in Del Norte County. There were no events scheduled in Q3 and staff continue to communicate about possible future opportunities.

In Q3, PacifiCorp initiated contact with senior centers and community centers per the suggestion of the Wildfire Advisory Board. PacifiCorp and the organizations began to explore outreach opportunities, including:

- participation in a Senior Summit during Q4;
- advertising in the 2027 Siskiyou County Senior Resource Directory; and
- distributing customer program flyers during in home service visits and meal deliveries, when providing senior transportation, to hospitals and medical providers, and when discussing utility assistance programs.

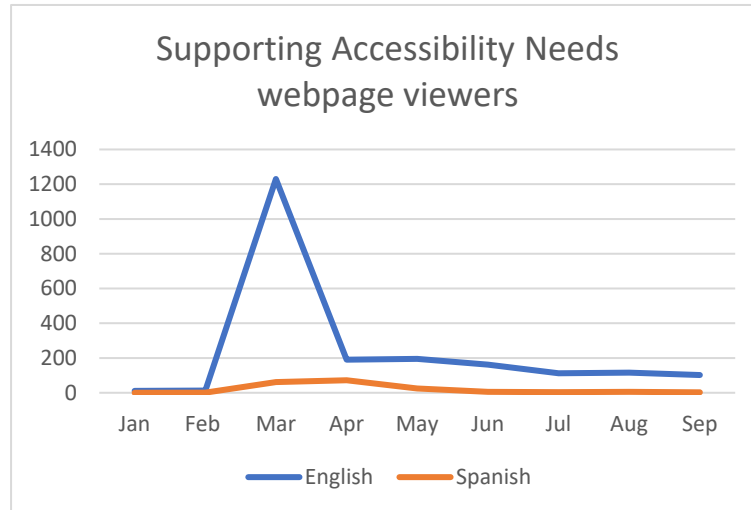
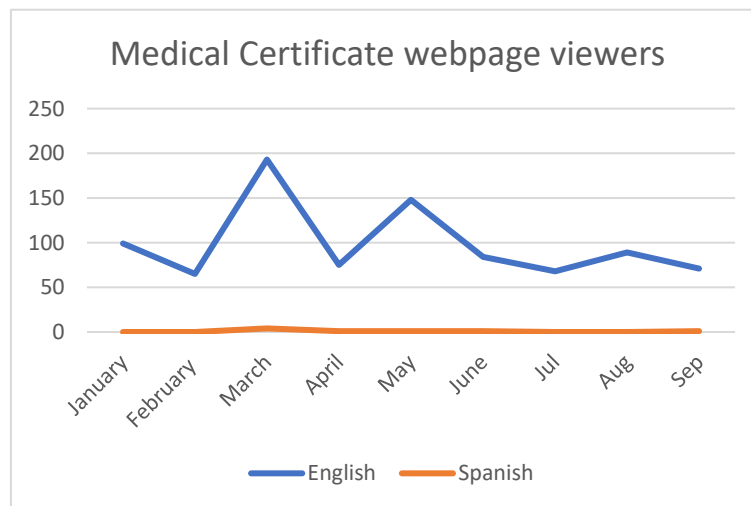
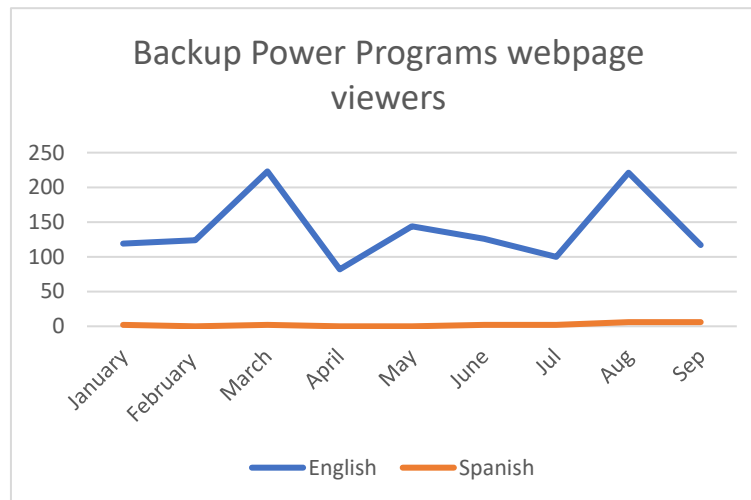
A full list of PacifiCorp's AFN outreach accomplishments to date in 2026 are shown in **Table 7** below. Webpages and outreach materials listed in **Table 9** are in English and Spanish.

Table 9. AFN PSPS outreach initiatives accomplished in 2026

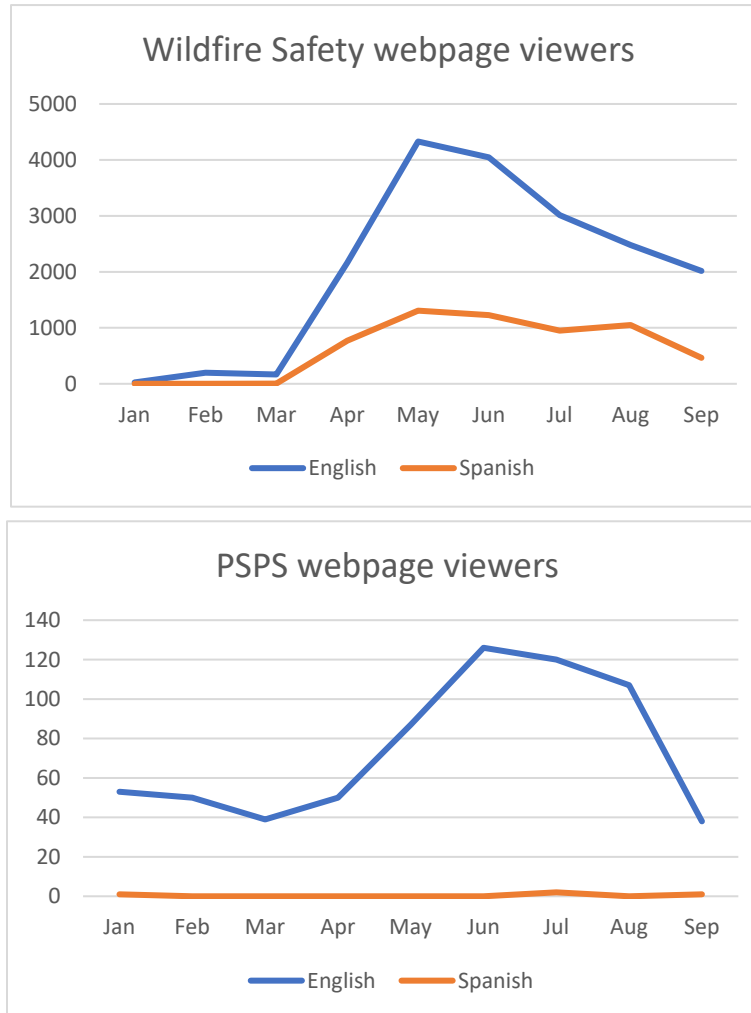
Outreach Effort	2026 Initiatives Accomplished
Customer surveys/ Partner interviews	PacifiCorp conducted pre-season customer interviews and partner interviews.
Website	<p>PacifiCorp reformatted the Company’s PSPS and Accessibility Programs website; and clarified the distinction between the access and functional needs self-certification and medical certificate programs</p> <p>PacifiCorp continues to provide links on the Joint IOU’s Prepare For Power Down³ website.</p> <p>PacifiCorp added language about local resources and the AFN Self-Certification form to webpages.</p> <p>PacifiCorp added a reminder to charge/fuel backup power sources to preparedness webpages.</p> <p>PacifiCorp added links to the Supporting Accessibility Needs webpage to customer account pages.</p>
Collateral	<p>PacifiCorp added the AFN Self-Certification Form to wildfire collateral.</p> <p>PacifiCorp added a reminder to charge/fuel backup power sources to outage preparedness materials</p> <p>New in Q3: PacifiCorp developed printable PSPS flyers for door knocks.</p>
Master Meter and Tenant Preparedness Toolkit	<p>PacifiCorp added the AFN Self -Certification Form to the Tenant Preparedness flyer.</p> <p>New in Q3: PacifiCorp conducted targeted outreach to senior centers and community centers, including sharing the toolkit.</p>
Accessibility Programs Toolkit	<p>PacifiCorp updated the Accessibility Programs Toolkit with new AFN social media posts and videos; links to programs for AFN customers; and a link to the Tenant Preparedness flyer; and began the annual distribution.</p> <p>New in Q3: PacifiCorp continued the annual distribution of the toolkit.</p>
Customer Emails	PacifiCorp emailed all customers information about programs, including AFN programs.
Bill Messages	PacifiCorp added information about programs, including AFN programs, to bill messages for all customers.
Webinar	PacifiCorp conducted a wildfire safety and preparedness webinar that included information about AFN programs.
Open House	PacifiCorp conducted a Wildfire Open House in Yreka.
Wildfire Advisory Board	<p>PacifiCorp convened the Wildfire Advisory Board in March to discuss improvements for the upcoming season.</p> <p>New in Q3: PacifiCorp scheduled the post season board meeting for Q4.</p>
Community Based Organization and Service Provider Engagement	<p>PacifiCorp continues to coordinate with the Redwood Coast Regional Center on local preparedness events and on opportunities to reach the Hmong- and Spanish-speaking communities.</p> <p>New in Q3: PacifiCorp began coordinating with the Del Norte Senior Center, Planning Service Area (PSA) 1 Agency on Aging, Madrone Senior Services, T.E.A.C.H., Inc., and the Siskiyou Community Resource Collaborative to explore outreach opportunities to reach seniors.</p>

³ [Prepare for Power Down website](#)

Website traffic on the company's Supporting Accessibility Needs webpage remains highest during the company's initial outreach period in March. The number of viewers that visited the medical certificate page peaked in March (193) and May (148); while backup power program saw the most viewers in March (223) and August (221).



The Wildfire Safety webpage remains the most viewed of all wildfire webpages. Views jumped from 166 in March to 2,161 in April, and continued to steadily increase into May, peaking at 4,329. Then, through Q3, the number of viewers slowly declined each month, ending the quarter in just over 2,000 views in September. Conversely, the maximum monthly viewers on the PSPS webpage reached 126 and 120 in June and July respectively. The stark contrast in viewership is likely a result of frequent wildfire events in the service area each year, compared to no PSPS in almost five years.



Spanish wildfire websites remain consistently underutilized with the exception of the Wildfire Safety webpages that saw a dramatic increase in views from 1 in January to 1,307 in May and 1,228 in June, following the company’s outreach initiatives detailed in **Table 9**. In September views fell to under 500. PacifiCorp continues to promote the Spanish websites and outreach materials as shown in **Table 9**, as described below in the section *Accessible Communications*, and through coordination with partners to identify additional opportunities to engage with Spanish-speaking communities as described in sections *PacifiCorp Wildfire Advisory Board* and *CBO Outreach*.

Accessible Communications

PacifiCorp's customer service agents are trained on issues related to wildfire safety, preparedness, and PSPS-related communications. This team routinely facilitates conversation between the customer and translation service to ensure customers can receive wildfire safety and preparedness and PSPS-related information they need. Information about customer AFN programs is available through customer service in over 300 languages including Chinese traditional, Chinese simplified, Tagalog, Vietnamese, Mixteco, Zapoteco, Hmong, German, and Spanish.

Pre-fire season, PacifiCorp enhances the company's online customer communications through updated webpages and social media content. PacifiCorp's website provides 1:1 English to Spanish translation of the Accessibility Programs webpage, AFN Self-Certification Form, wildfire content, digital brochures and handouts on backup power programs, wildfire preparedness, and the medical certificate program, including a simplified flyer directing customers to all of PacifiCorp's AFN programs. This flyer is also available in Hmong for California customers. PacifiCorp annually updates to its wildfire websites and handouts in English and Spanish.

The Spring 2026 Western Utilities Wildfire Communications Workshop hosted by PacifiCorp and Xcel Energy in Q1 included a session on best practices for accessible communications.

Q3 Update

PacifiCorp continues to investigate how to make wildfire and PSPS social media content more accessible as discussed at the Spring 2026 Western Utilities Wildfire Communications Workshop.

Tribal Engagement

In Northern California, many Tribal Nations' lands, administrative offices, community facilities, and housing are in high fire consequence areas. Representatives from the Tribes are standing members on PacifiCorp's Wildfire Advisory Board.

PacifiCorp's Regional Business Manager conducts regular calls with Tribal leadership to quickly address any issues that arise and to discuss PacifiCorp's operations in the area, including wildfire mitigation and PSPS.

The company's Tribal Liaison Representative provides internal guidance and support to staff who work with Tribal Nations or are seeking partnership with Tribes in PacifiCorp's service area. The Tribal Liaison also supports understanding of cultural needs and protocols for Indigenous communities we serve and, along with their Regional Business Manager, serves as a resource for Tribes or members interested in accessing company programs or project information.

Q3 Update

In Q3, the Tribal Liaison and Regional Business Manager made in-person visits to the Yurok Tribe, Karuk Tribe, and Tolowa Dee-Ni Nation where wildfire mitigation, safety and related issues were discussed.

Also in Q3, Pacific Power entered into a site monitoring agreement with the Quartz Valley Indian Reservation for work during a wildfire hardening project on Tribal lands.

CBO Outreach

PacifiCorp's regional business managers and emergency managers routinely coordinate with community partners, including community-based organizations (CBOs), healthcare organizations, and other AFN service providers, acting as the conduit for sharing information to and from these local partners. Maintaining relationships with these community partners creates opportunities for PacifiCorp to connect with the broader community through local events, which helps to raise awareness of PacifiCorp's programs and resources.

PacifiCorp also partners with Great Northern Services in Weed, the Karuk Tribe Community Center in Happy Camp, the Redwood Coast Regional Center, and Far Northern Regional Center in addition to coordinating with Wildfire Advisory Board members on outreach opportunities.

Q3 Update

See **Section 2.1.7 PacifiCorp Wildfire Advisory Board** for coordination efforts with the Board to reach Spanish- and Hmong-speaking communities in Del Norte County and recommendations for CBOs that act as Volunteer Organizations Active in Disasters (VOADs) to join the Board.

Also suggested by the Board, PacifiCorp conducted targeted outreach to community centers and senior centers during Q3, as described in **Section 2.1.7AFN Public Education and Outreach**.

Customer Surveys

Twice annually, PacifiCorp's vendor conducts customer surveys and partner interviews to assess the company's wildfire communication and education strategy. PacifiCorp initiated the pre-season round of customer surveys during the first quarter.

511 customers completed surveys in the second quarter of 2026. Survey respondents who indicated having an AFN and requested additional information about PacifiCorp's AFN customer programs were sent an email (105 respondents) or mailed a letter (86 respondents) with program information, based on customer preference. To more accurately reflect the actual age distribution of PacifiCorp's customers in California, survey invitations targeted younger age groups and data was weighted by age group.

Q3 Update

Some notable AFN findings and associated improvements-to-date are included in **Table 10**.

Table 10. 2026 Pre-wildfire season survey findings and improvements-to-date

Survey findings	Program/process improvement
Survey respondents with an AFN	PacifiCorp continues to implement an outreach strategy to amplify awareness about customer programs, including the AFN self-certification, medical certificate, and backup power programs. PacifiCorp offered to send information about customer programs, including AFN self-certification, medical certificate, and backup power programs, directly to AFN survey respondents.
31% of households have a customer with AFN	
Customers with AFN are significantly more concerned about powering medical equipment, cold storage for medication, shelter and mobility equipment	
26% of respondents with AFN are aware of PacifiCorp's targeted PSPS communications and notifications	
Not investigating PacifiCorp resources and not seeing communication from PacifiCorp are the biggest barriers to using the company's customer programs	PacifiCorp updated the Supporting Accessibility webpage to better distinguish the differences and benefits between the AFN self-certification and medical certificate programs.
Survey respondents that rely on electricity for medical equipment	PacifiCorp updated the Accessibility Programs Toolkit to include a link to the tenant preparedness flyer, and social media posts about the AFN self-certification, medical certificate and backup power programs. PacificCorp conducted the annual distribution of the toolkit among partners to share broadly with their communities New in Q3: PacifiCorp conducted targeted outreach to senior centers and community centers to explore opportunities to reach seniors about customer programs. New in Q3: PacifiCorp identified a PSPS door knock lead, developed a printable door knock flyer, and updated application processes.
27% are aware that PacifiCorp provides additional PSPS notices	
53% were able to use medical equipment during a de-energization event	
Lack of backup power source is the primary reason why medical equipment could not be used or medicine could not be refrigerated during a de-energization event	
10% of medical customers are aware of the free battery program	
9% of customers who rely on medical equipment have a medical certificate	

CBO and Partner Interviews

Concurrent to implementing customer surveys, PacifiCorp's vendor also interviews partners before and after wildfire season to assess the company's wildfire communication and education strategy. The vendor conducted interviews during the first quarter. The interviews lasted 30 minutes and were conducted virtually. Interviewees included representatives from Del Norte County Department of Health and Human Services and the Klamath River Fire Volunteers

Q3 Update

Table 11 includes some notable 2026 interview recommendations for AFN customers and improvements-to-date.

Table 11. 2026 Pre-wildfire season interview findings and improvements-to-date

Interview recommendation	Program/process improvement
Conduct preparedness outreach in late spring/early summer, particularly for those with medical needs	PacifiCorp continues to implement an outreach strategy to amplify awareness about customer programs, including the AFN self-certification, medical certificate, and backup power programs. The campaign ran from early Spring through the summer.
Attend public facing events to share wildfire safety and preparedness information	
Educate the community about PacifiCorp's backup power program	
Targeted outreach about preparedness resources, including the backup power program, is needed for customers who rely on medical equipment, seniors, care givers, and those in isolated rural areas	<p>PacifiCorp conducted a wildfire safety and preparedness webinar that included information about AFN programs.</p> <p>PacifiCorp continues to coordinate with local partners on opportunities to participate in local events.</p> <p>PacifiCorp conducted a Wildfire Open House in Yreka.</p> <p>New in Q3: PacifiCorp conducted targeted outreach to senior centers and community centers to explore opportunities to reach seniors about customer programs.</p> <p>New in Q3: PacifiCorp identified a PSPS door knock lead, developed a printable door knock flyer, and updated internal processes.</p>

2.2 PSPS Activation (During – Emergency Coordination Center activation)

The company completed the annual update to its PSPS Execution Playbook and internal checklists.

The updated PSPS Playbook was submitted to the Commission with the company's General Order 166 filing on April 30, 2026. PacifiCorp continues to review its PSPS Execution Playbook for improvements.

Q3 Update

PacifiCorp had zero PSPS activations in California to date in 2026.

2.2.1 PSPS Communications

All Customers

PacifiCorp continues to utilize two primary systems for PSPS communications and notifications. First, direct communications, through pre-identified channels, are used to provide detailed notices to key stakeholders, namely, public safety partners and critical facilities and critical infrastructure. Second, a series of automated notices (e-mail, text, and direct phone calls per customer preference) to customers, together with published information on the company's website, social media channels, and proactive media outreach, are employed to provide notice to the public at the primary stages of the PSPS process, including at a minimum for pre-activation, activation and re-energization.

In February 2026, PacifiCorp held a PSPS exercise specifically looking at communications capabilities during a large scale PSPS scenario. This exercise identified limitations with PacifiCorp's phone calls to customers during a PSPS. Accordingly, PacifiCorp adjusted its notification process during a PSPS such that calls will be made when noted as a customer's preference. This will help to ensure outbound calls do not overwhelm regional telecommunications capabilities. All customers will continue to receive emails and text messages at each notification point during a PSPS; customers who have selected phone as their primary contact preference will also receive a phone call. This adjustment will not affect the person-to-person phone calls for AFN customers in the company database.

Q3 Update

No additional updates.

AFN Customers

During a PSPS, PacifiCorp will attempt to personally reach AFN customers in the company database via a phone call. Contact occurs before, during, and after the PSPS, when possible. PSPS notification templates include reminders for master meter/property managers/landlords to share information with tenants.

PacifiCorp may initiate PSPS door knocks for uncontacted AFN customers. Door hangers are distributed during door knocks. The door hangers include the date the PSPS may be initiated, information about the PSPS and where to find additional information. Text is in large font. One side of the door hanger is in the English, and the other side is in Spanish.

If a customer with an AFN requires additional assistance, the ECC AFN Coordinator coordinates with customer service, the ECC Joint Information Team, and the ECC Liaison to quickly relay the information to local public safety partners.

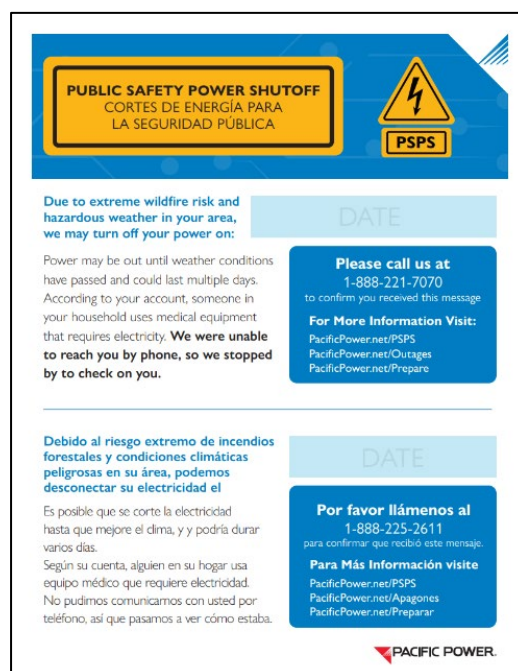
Q3 Update

During Q3, the ready-to-hang door hangers were distributed to metering managers, the newly identified door knock lead. A printable door knock flyer was also created, for use in the event that the ready-to-hang versions are not readily available as needed. Both versions are in English and Spanish

Figure 1. Ready to hang PSPS door knock hanger



Figure 2. Printable PSPS door knock flyer



2.2.2 Website

To ensure that the public can access timely and detailed information about both potential and actual PSPS events relevant to a particular location, PacifiCorp maintains its main PSPS webpage, www.pacificpower.net/psps.

A weather awareness mapping tool is also available for members of the public to see the “Public safety power shutoff forecasting” for that area over the following week.

During a PSPS, PacifiCorp can activate a PSPS-specific webpage to provide additional information about the event.

See the 2026 AFN Plan for more information about these web-based resources and enhancements to these tools.

During the first two quarters, PacifiCorp added to the PSPS webpage:

- information about AFN Self Certification
- information about local resources
- updates to the medical FAQs, including information about back up power and links to customer program pages

Q3 Update

No updates were made in Q3 2026. All website content will be reviewed prior to the start of the 2027 wildfire season.

2.2.3 Public Safety Partner Portal

PacifiCorp has developed a Public Safety Partner Portal, a secure web-based application that hosts information about customers identified as critical facilities or infrastructure. The portal is accessible to approved partners during PSPS events to increase transparency, consistent information sharing, and overall awareness of potentially affected facilities. PacifiCorp emergency managers meet with public safety partners annually to introduce the portal to partners and encourage applications and participation on the portal.

Q3 Update

No additional updates.

2.2.4 PSPS Customer Notifications

PacifiCorp maintains multiple communication channels for customer notifications, including outbound calls, texts, and emails; personal phone calls to AFN customers in the company database; the company's website and social media; and press releases.

In Q1, PacifiCorp held a PSPS exercise to test communications capabilities during a large scale PSPS scenario. This exercise identified limitations with PacifiCorp's planned phone calls to customers during a PSPS. To ensure that outbound calls do not overwhelm regional telecommunications capabilities, PacifiCorp changed its PSPS notification process.

All customers will continue to receive emails and text messages at each notification point during a PSPS. Customers who have selected phone as their primary contact preference will also receive a phone call. Similarly, AFN customers in the company database will receive standard PSPS notifications as described above and will continue to receive phone calls before, during and after the PSPS, when possible. The AFN door knock protocols remain the same. See **Table 10**.

Also in 2026, PacifiCorp updated the scripts for PSPS person-to-person calls for AFN customers and the script for door knocks.

Table 10. PacifiCorp's PSPS AFN Notification Plan

AFN Population Type	PSPS Notification Plan
Medical certificate	Standard PSPS notification via a series of automated notices (e-mail, text, or direct phone calls per customer preference); plus, additional PSPS notifications via personal phone calls; and in person door knock, as appropriate, if unable to reach via phone
Medical certificate with life support	
Medical baseline	
Access and functional needs	
Limited English Proficiency	Standard PSPS notification via a series of automated notices (e-mail, text, or direct phone calls per customer preference)
Tribes	Standard PSPS notification via a series of automated notices (e-mail, text, or direct phone calls per customer preference); media releases, social media, website; Pacific Power's tribal liaison, emergency management personnel, public safety partners, ESF12, and/or regional business managers
People in remote areas	Standard PSPS notification via a series of automated notices (e-mail, text, or direct phone calls per customer preference) and media releases, social media, website
Priority essential service organizations, including CBOs and critical facilities that serve AFN populations	Notifications via emergency management personnel, public safety partners, ESF12, and/or regional business managers; and the public safety partner portal

Q3 Update

During Q3, PacifiCorp continued to work on automating its PSPS customer notifications to ensure timely delivery of safety information. This work is ongoing and testing is planned for Q4 2026.

2.2.5 Community Resource Centers

Community resource centers (CRCs) are an integral part of ensuring community members affected by PSPS events have access to basic resources and up-to-date information. PacifiCorp emergency management meets regularly with local and regional organizations that provide services to the AFN community, local emergency managers, and other support groups to ensure AFN and medical baseline needs are identified at CRCs, and that CRC resources are equitably distributed and accessible.

Based on feedback from partners during exercises in 2025 and 2026, PacifiCorp continues to work on the following CRC efforts throughout 2026:

- Continue outreach and education around CRC processes and decision-making criteria; and
- Continue to identify additional CRC locations with local public safety partners, and explore possible Memorandums of Understanding and/or Facility Use Agreements with the locations

PacifiCorp completed its annual review of the CRC Playbook during Q1, resulting in language clarifications and the addition of parenthetical acronym citations.

The CRC Playbook was submitted to the Commission with the company's General Order 166 filing on April 30, 2026.

Q3 Update

Due to PacifiCorp having no PSPS activations in California in 2026-to-date, CRCs have not been activated during the first three quarters.

PacifiCorp plans to conduct outreach to public safety partners in Q4, and CRCs will be a primary topic of discussion.

2.3 Recovery (After – Power has been restored)

2.3.1 AFN Support

AFN customers are contacted by customer service after the power is restored, as a continuation of the ongoing contact prior to and throughout a PSPS event. The check-in ensures no additional support is needed for the customer after the power is restored. Unmet AFN needs identified during post-re-energization wellness checks are escalated to the ECC. The AFN Coordinator or ECC Liaison would then coordinate with the local EOC to identify local resources to support the customer.

Starting in Q2 2023, following a PSPS if one should arise, customers who have self-identified during the event as being electricity dependent for medical equipment will be sent information about PacifiCorp's customer programs, including the medical certificate, medical baseline and backup power programs.

Q3 Update

PacifiCorp has had zero PSPS activations in California to date in 2026. No additional updates.

2.3.2 After Action Reviews and Reports

PacifiCorp's after-action review and report process is described in the 2026 AFN Plan.

Q3 Update

Due to not having a PSPS in California to date in 2026, no after-action review or reporting has taken place this year.

2.3.3 Lessons Learned and Feedback

PacifiCorp uses all events and incidents to gain feedback and identify future opportunities for improvement. The Wildfire Advisory Board provides feedback and guidance on local needs and priorities that can highlight areas for plans and programmatic improvements. In addition, bi-annual customer surveys and partner interviews provide feedback and measurements of PacifiCorp's performance before, during, and after an event.

Q3 Update

Areas for improvement identified by the Wildfire Advisory Board and actions PacifiCorp has taken are described in ***Section 2.1.7 PSPS Preparedness Outreach and Community Engagement***. The same section includes PacifiCorp's 2026 efforts to improve AFN customer outreach and support during PSPS, based on feedback and lessons learned in 2025.

Additionally, based on exercise feedback, in 2025 and 2026, PacifiCorp will continue to work on the following efforts throughout 2026:

- Continue outreach and education around CRC processes and decision-making criteria
- Continue to identify additional CRC locations with local public safety partners, and explore possible Memorandums of Understanding and/or Facility Use Agreements with the locations
- Continue to share PacifiCorp PSPS templated customer messaging with public safety partners for awareness, and to connect PacifiCorp's public information officer with the local joint information centers as appropriate to ensure collaborative communications
- Continue outreach about the Public Safety Portal to increase partner registration

3. INFORMATION COLLECTION, ANALYSIS AND DISSEMINATION

PacifiCorp continues to maintain contracts with three CBOs in California to share customer information. The information transfer is protected and is used to assist with CARE program Post Enrollment Verification (PEV), weatherization program, and receipt of energy assistance benefits. Additionally, the Company has an agreement with the State of California Department of Community Services and Development (CSD) for the Low-Income Home Energy Assistance Program. The agreement entitles agencies to customer information in PacifiCorp's Energy Assistance Portal to allow them to carry out provisions of LIHEAP (Low Income Home Energy Assistance Program).

Q3 Update

These agreements remain status quo in Q3. No additional agreements for customer information sharing were formed with local agencies, government agencies, or health providers.

4. CONCLUSION

PacifiCorp will continue to submit quarterly reports to the Commission. Each quarterly report will describe accomplishments and progress toward meeting the company's 2026 AFN Plan. Minimizing PSPS impact on our customers with AFN, identifying gaps in programs and continual improvement remain PacifiCorp's overarching goals to meet the needs of our customers with AFN before, during and after a PSPS.

Appendix A

Key Objectives

Appendix A. Key Objectives: Quarterly Updates

The following is a summary of progress made between January 1, 2026, and March 31, 2026, towards accomplishing key objectives and associated recommendations identified in PacifiCorp's 2026 AFN Plan.

2026 KEY OBJECTIVES

Objective 1: Increase awareness of our programs and services available before, during and after a PSPS.

Recommendations to meet objectives

- PacifiCorp will continue to identify opportunities to participate in outreach events and connect with CBOs and other AFN service providers to share utility preparedness messaging.
- PacifiCorp will continue to coordinate with CBOs and other AFN service providers as trusted messengers for outreach information.
- PacifiCorp will continue to enhance toolkits that facilitate simple outreach and message consistency.
- PacifiCorp will continue to coordinate with the Joint IOUs on the Prepare For Power Down (P4PD) website.

Progress in 2026

- ✓ PacifiCorp began coordinating with the Redwood Coast Regional Center on local preparedness events and outreach to Spanish speaking and Hmong communities.
- ✓ PacifiCorp launched the 2026 pre-wildfire season outreach campaign, including emails and bill messages to all customers about programs, including AFN programs
- ✓ Based on PacifiCorp's prior payment, the Joint IOUs continue to maintain the company's links on the P4PD website.
- ✓ PacifiCorp added links to customer programs on customer account webpages.
- ✓ PacifiCorp updated the Accessibility Programs Toolkit and began to distribute it to partners.
- ✓ PacifiCorp's conducted pre-wildfire season outreach, including an open house in Yreka. After which, the Wildfire Safety and PSPS webpages saw significant increases in views.
- ✓ **Q3 Updates**
 - PacifiCorp developed a printable PSPS door knock flyer.
 - PacifiCorp conducted targeted outreach to senior centers and community centers about customer programs and coordination opportunities.
 - PacifiCorp continued to distribute the Accessibility Programs Toolkit to partners.

Objective 2: Continue to identify individuals who are Electricity Dependent.

Recommendations to meet objectives

- PacifiCorp will continue evaluating and refining outreach tactics.
- PacifiCorp will explore additional ways to promote AFN self-identification

Progress in 2026

- ✓ PacifiCorp added the AFN Self-Certification webform to outreach materials.
- ✓ PacifiCorp conducted the 2026 pre-wildfire season partner interviews and customer surveys, analyzed findings and began addressing areas for improvement.
- ✓ PacifiCorp's updates to the CARE program resulted in a significant increase in the number of AFN customers in the company database.
- ✓ PacifiCorp clarified the distinction between the access and functional needs self-certification and medical certificate programs on the website
- ✓ **Q3 Updates**
 - PacifiCorp continued to promote the AFN self-certification and medical certificate programs, as described in Table 9 of the Q3 report.

Objective 3: Identify enhancements to programs and resources needed to mitigate the impacts of PSPS.

Recommendation to meet objectives:

- PacifiCorp will continue to explore enhancements and resources for CRCs.
- PacifiCorp will continue working with internal teams to explore additional permanent solutions, including solutions for those that cannot leave their homes.

Progress in 2026

- ✓ PacifiCorp renewed the vendor contract to administer the rebate program through 2027.
- ✓ PacifiCorp made updates to the CARE program, resulting in a significant increase in the number of AFN customers in the company database.
- ✓ PacifiCorp implemented enhancements to the technology that supports PSPS AFN notification and escalation tracking.
- ✓ PacifiCorp updated scripts for PSPS AFN notifications, including the person-to-person calls script and the door-knock script.
- ✓ PacifiCorp updated its Emergency Response Plan, Public Safety Power Shutoff Playbook, and Community Resource Center Playbook.
- ✓ **Q3 Updates**
 - PacifiCorp identified and trained a PSPS door knock lead, metering, and updated PSPS processes accordingly.
 - PacifiCorp notified customers of a manufacturer recall and firmware update required for batteries gifted through the free battery program.
 - PacifiCorp conducted one training and participated in two partner exercises

- ✓ **Objective 4: Coordinate and integrate resources with state, community, utility to minimize duplication.**
- Identify opportunities and efficiencies to ease Medical Baseline (MBL) program enrollment in accordance with CPUC and legislative framework.
- PacifiCorp will continue to explore opportunities for presentations and future outreach collaboration.

Progress in 2026

- ✓ PacifiCorp participated in the Joint Investor-Owned Utility (IOU) AFN Statewide Council and Collaborative Council's 2026 quarterly meetings.
- ✓ PacifiCorp participated in monthly AFN coordination meetings with the small multi-jurisdictional Investor-Owned Utilities (SMJUs).
- ✓ PacifiCorp conducted the 2026 pre-wildfire season Wildfire Advisory Board meeting.
- ✓ PacifiCorp participated in twelve training and exercise planning sessions that included support for AFN customers in a PSPS.
- ✓ PacifiCorp added information about local resources to outreach materials.
- ✓ PacifiCorp held a wildfire safety and preparedness webinar for California customers.

✓ **Q3 Updates**

- ✓ PacifiCorp participated in the Joint IOU AFN Statewide Council and Collaborative Council's third quarter meetings.
 - PacifiCorp continued to participate in AFN coordination meetings with the SMJUs.
 - PacifiCorp scheduled the post wildfire season Wildfire Advisory Board meeting in Q4.

Appendix B

Access and Functional Needs Advisory Groups

APPENDIX B – ACCESS AND FUNCTIONAL NEEDS ADVISORY GROUPS

2026 JOINT IOU AFN COLLABORATIVE COUNCIL

Name	Organization	Title
Aaron Carruthers ¹	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 ²	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
Eleonore Yotsov	PacifiCorp	Emergency Management Director
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
Junaid Rahman	California Public Utilities Commission (CPUC)	Senior Regulatory Analyst
Karen Mercado	Disability Rights California (DRC)	Senior Administrative Assistant

¹ Aaron Carruthers is the Co-Chair of the AFN Collaborative Council.

² Chris Zenner is the Co-Chair of the AFN Collaborative Council.

Name	Organization	Title
Kate Marrone	Liberty	Customer Care Manager
Katelin Scanlan	San Diego Gas & Electric (SDG&E)	Manager, Customer Engagement
Kayla Price	Bear Valley Electric Services (BVES)	Customer Service Supervisor
Lisa Corbly	PacifiCorp	Access and Functional Needs Program Manger
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 Services (BVES)	President, Treasurer, & Secretary, Board Director
Pooja Kishore	PacifiCorp	Regulatory Affairs Manager
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
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 & 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

2026 JOINT IOU STATEWIDE AFN ADVISORY COUNCIL

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
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	Emergency Management Director
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

Name	Organization	Title
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
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 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 & 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	PacifiCorp	AFN Program Manager
Lizz Stout	Pacific Gas & Electric Company (PG&E)	AFN Program Manager

Name	Organization	Title
Lori Blackwell	Southern California Edison (SCE)	Principal Manager, Outage and PSPS
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	Regulatory Affairs Manager
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
Sean Matlock	Bear Valley Electric Services (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

Name	Organization	Title
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 Services (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

2026 PACIFICORP CALIFORNIA WILDFIRE ADVISORY BOARD

Name	Organization	Title
Bryan Schenone	Siskiyou County Office of Emergency Services	Director
Veronica A. Rivera	College of the Siskiyous	Director of Facilities
Renae Sweet	Modoc County Sheriff's Office	Deputy Director Office of Emergency Services
Giselle Nova	Fire Safe Council of Siskiyou County	Coordinator
Hector Corral	California Public Utilities Commission	Local Government & Community Liaison
Jason Ledbetter	City of Yreka	City Manager
Sara Chaffee	City of Yreka	Resilience Officer
Nancy Ogren	Siskiyou County	Supervisor
Matthew Bryan	Dunsmuir, California	Mayor
Ed Valenzuela	Mt. Shasta District	Supervisor
Jeff Lee	Roseburg Forest Products	Plant Manager
Jack Lantz	Karuk Tribe	Director of Public Works
Crystal Jacobs	Karuk Tribe	Public Works
Jay Perkins	AFN coordinator	Retired USFS
Chester Robertson	Modoc County	County Administrator
Adam Heilman	Siskiyou County Office of Emergency Services	Support Services Analyst
Deborah Otenburg	Siskiyou County Office of Emergency Services	Manager
Neal Lopez	Del Norte County	County Administrator; Office of Emergency Services Director
Amos Pole	Yurok Tribe	Emergency Manager
Travis McIvor	Far Northern Regional Center	Emergency Management Coordinator
Ronald Lee	Redwood Coast Regional Center	Emergency Management Coordinator
Joseph Rye	Redwood Coast Transit Authority	Executive Director
Lohanna Almanza	Interface Children and Family Services, Interface 211	Community Information Director
Kelly Brown	Interface Children and Family Services, Interface 211	Community Information Officer
Darrell Frost	Karuk Tribe	Emergency Manager
Tara Grosword	Tri-County Independent Living	Emergency Preparedness Coordinator
Sunny Baker	Del Norte County Public Health	Program Manager
Jerry Kirouac	Planning Service Area 2 Agency on Aging	Program Manager
Cheryl Rushton	Planning Service Area 2 Area Agency on Aging	Program Coordinator
Linda Wingert	211 California	Senior Director of Operations
*Kevin Chase	Quartz Valley Indian Reservation	Vice Chairman
**Carol Cullins Madison	Training, Employment & Community Help (TEACH), Inc.	Executive Director

* New Board member in 2026 Q1 ** New Board member in 2026 Q3

Appendix C

JIOU AFN Statewide Council Q3 Meeting Notes

**Joint IOU / Access and Functional Needs
Statewide Council
Q3 Meeting Notes**

Date: August 31, 2026

Meeting Summary

1. Opening Remarks and Introductions

- a. J. Luternauer (BWG) provided a brief safety moment for attendees and asked attendees to introduce themselves via the chat function.
- b. S. Farinha (NorCal Services for Deaf and Hard of Hearing) raised a concern regarding the lack of ASL interpretation available for the meeting, which prevented her participation.

2. Statewide Council Quarterly Lookahead

- a. J. Toney (BWG) gave an overview of the FEMA six-step planning process for developing the yearly AFN Plan.

3. 2026 AFN Plan Accomplishments

- a. J. Toney (BWG) gave an overview of the 2026 Key Objectives, and the year-to-date accomplishments.
- b. L. Stout (PG&E) demonstrated a proposed ASL interpretation feature for the Prepare for Power Down website. The Joint IOUs hope to launch the feature by the end of the year. The Joint IOUs shared links for the Council to preview the feature: [Home Page](#) and [PSPS Page](#).
 - i. J. Thom (California Council of the Blind) asked whether the website had been evaluated for accessibility for people who are blind or have low vision, and if people from those communities had participated as beta testers.
 - ii. L. Stout (PG&E) explained that the Phase 3 version of the Prepare for Power Down website underwent a Web Content Accessibility Guidelines, or WCAG, compliance review when it was launched.
 - iii. J. Thom (California Council of the Blind) recommended that the current ASL accessibility work also be used as an opportunity to reevaluate the website for people with vision loss.
 - iv. J. Kailes (Disability Policy Consultant) asked if accessibility tests will continue to be conducted as the website is updated over time.
 - v. L. Stout (PG&E) noted that website accessibility should be reviewed regularly rather than treated as a one-time activity.
- c. J. Kailes (Disability Policy Consultant) emphasized the importance of measuring whether AFN programs and resources make a meaningful difference in customers' lives.
- d. J. Kailes (Disability Policy Consultant) noted that reporting on activities and processes is not the same as measuring impact. Customer satisfaction questions may not fully

- explain whether a battery, generator, or other resource improved a customer's ability to remain safe and independent during a PSPS event.
- e. L. Stout (PG&E) explained that the utilities conduct pre-season and post-season surveys. Survey results are incorporated into quarterly AFN progress reports. The surveys may ask customers:
 - i. Whether they used an available resource.
 - ii. Whether they were satisfied with the resource.
 - iii. Whether they used a portable battery or similar device during a PSPS event.
 - f. The utilities plan to share post-season survey results with the Council, either during a future meeting or through the planned newsletter.
 - g. L. Stout (PG&E) explained the existing pre-season and post-season survey questions are intentionally kept consistent from year to year so that results can be compared over time. To gather more detailed information, the utilities are considering a supplemental AFN-focused effort, such as:
 - i. A targeted survey.
 - ii. Paid customer research.
 - iii. Focus groups with AFN customers in high-fire-risk areas.
 - iv. More detailed qualitative questions about program impact.
 - h. J. Kailes (Disability Policy Consultant) recommended developing questions that assess practical outcomes, such as how a generator or battery changed a customer's experience during an outage.
 - i. L. Stout (PG&E) agreed and stated that the Council would be included in developing the supplemental feedback approach and potential questions for 2027.

4. 2027 AFN Plan

- a. L. Stout (PG&E) summarized the feedback received during the Q2 Statewide Council meeting and how that feedback was used to develop the focus areas for the 2027 AFN Plan.
- b. L. Stout (PG&E), A. Cantu (SCE) and A. Johnson (SDG&E) presented the proposed focus areas to achieve the 2027 Key Objectives.
- c. J. Kailes (Disability Policy Consultant) recommended the Joint IOUs go beyond labor-intensive focus groups to capture larger impact numbers in a "How did it help?" focused survey.
- d. J. Thom (California Council of the Blind) recommended meeting materials be distributed in Microsoft Word format whenever possible rather than PDF. While PDFs can be accessed using screen readers, doing so may require more current software that not all users have available. Providing documents in Word format helps ensure materials are accessible to a broader range of individuals who use assistive technology.

Action Items and Next Steps

- Joint IOUs to share the Prepare for Power Down ASL demonstration links with the Council for review and feedback.
- Statewide Council to provide feedback on the proposed focus areas by Sept. 2, 2026.
- Joint IOUs to share the Draft AFN Plan with the Statewide Council for review in October 2026.

- BWG to develop and distribute a Statewide Council newsletter with progress updates before the Q4 meeting.
- BWG to ensure ASL interpretation is provided for future meetings.
- BWG to ensure future meeting materials are available in Microsoft Word format.

Participants:

- Angela Nielsen, Hospital Council
- Anthony Hoang, San Gabriel/Pomona Regional Center (SG/PRC)
- Chris Garbarini, California Department of Developmental Services (DDS)
- Claudia Ayala, Frank D. Lanterman Regional Center
- Dan Heller, Deaf Link
- Erin McCann, American Red Cross
- Jeff Thom, California Council of the Blind
- June Isaacson Kailes, Disability Policy Consultant
- LaCandice Ochoa, California Department of Rehabilitation (DOR)
- Laura Krolkowski, Interface Children & Family Services (ICFS)
- Linda Wingert, 211 California (211 CA)
- Lisa Hayes, California Foundation for Independent Living Centers (CFILC)
- Ron Lee, Redwood Coast Regional Center
- Staphany Lu, San Diego Regional Center (SDRC)
- Tamara Rodriguez, California Department of Developmental Services (DDS)
- Maria Jaya, California Public Utilities Commission (CPUC)
- Moustafa Abou-Taleb, California Public Utilities Commission (CPUC)
- Anne Rarick, Liberty
- April Johnson, San Diego Gas & Electric (SDG&E)
- Aurora Cantu, Southern California Edison (SCE)
- Danielle Finch, San Diego Gas & Electric (SDG&E)
- Jennifer Guenther, Liberty
- Jessica Madison, Bear Valley Electric Service (BVES)
- Joe Wilson, Pacific Gas and Electric Company (PG&E)
- Kate Marrone, Liberty
- Lisa Corbly, Pacific Power
- Lizz Stout, Pacific Gas and Electric Company (PG&E)
- Lori Blackwell, Southern California Edison (SCE)
- Rosa Perea, Southern California Edison (SCE)
- Tom Smith, Pacific Gas and Electric Company (PG&E)
- Justin Bukartek, Hagerty Consulting (Hagerty)
- Jeff Toney, Bodewell Group (BWG)
- Jenna Sharp, Bodewell Group (BWG)
- Jessica Luternauer, Bodewell Group (BWG)
- Seleyna Mendoza, Bodewell Group (BWG)

Appendix D

JIOU AFN Collaborative Council Q3 Meeting Notes

**Joint IOU / Access and Functional Needs
Collaborative Council
Q3 Meeting Notes**

Date: September 16, 2026

Meeting Summary

1. Opening Remarks

- a. J. Burchfield (SCE) welcomed attendees and thanked members for their continued participation in the Collaborative Council.
- b. J. Burchfield (SCE) highlighted progress made since the June meeting, including development of the Collaborative Council Charter, revisions to the AFN Framework, and efforts to address in-person support needs during Public Safety Power Shutoff (PSPS) events.

2. AFN Collaborative Council Charter

- a. J. Luternauer (BWG) provided an update on the Collaborative Council Charter. The draft Charter was distributed to Council members in June, comments were incorporated, and the document is being finalized. The Charter includes mission and vision statements, membership guidelines, Council structure, operating procedures, roles and responsibilities, and accountability measures.
- b. A. Imparato (DRC) noted that while the Charter appropriately focuses on PSPS events, the Council's work has broader value for emergency preparedness and response.
 - i. J. Wilson (PG&E) agreed that although the Council was created to focus on PSPS, the relationships, preparedness tools, and trust established through the Council create benefits that extend beyond PSPS events.
- c. V. Taylor (Cal OES) stated that the return on investment from the Council's work extends beyond its original purpose and suggested memorializing those broader benefits within the Charter.
- d. J. Luternauer (BWG) stated that BWG would review the Charter and evaluate opportunities to incorporate these concepts while maintaining alignment with the CPUC-established purpose of the Council.

3. Framework for AFN Support

- a. J. Luternauer (BWG) provided an update on revisions to the AFN framework based on feedback received during the Q2 meeting. The revised framework will be circulated to Council members for review and comment prior to finalization.
- b. BWG presented a list of conferences that could serve as potential opportunities to promote the Framework once finalized.
 - i. V. Taylor (Cal OES) stated that the greatest knowledge gap currently exists among utilities and utility regulators outside California and suggested prioritizing utility-focused conferences over AFN-focused conferences. He recommended developing conference presentation proposals that could be submitted jointly by Council participants.

- ii. J. Wilson (PG&E) identified PG&E's Wildfire Symposium as a potential opportunity for presenting the Framework and invited V. Taylor (Cal OES) to participate as a presenter.

4. Working Group – In-Person Support Proposal

- a. J. Luternauer (BWG) summarized the efforts of the working group established following the Q2 meeting to address in-person support service gaps in SCE's service territory. The working group includes A. Hitchcock (211 California), C. Mills (C4A), L. Hayes (CFILC), and L. Blackwell, R. Perea, and A. Cantu from SCE. The working group met four times to evaluate options for addressing unmet in-person support needs before, during, and after PSPS events.
- b. L. Hayes (CFILC) emphasized that preserving the integrity of the Disability Disaster Access and Resources (DDAR) program remains critically important. She stated that the preferred approach is to continue contracting through CFILC and the DDAR network rather than pursuing separate agreements with individual Independent Living Centers. She reported that disability advocates have met with CPUC staff and believe the intent of the rate case decision language was to prevent duplication of services rather than prohibit DDAR participation.
- c. L. Hayes (CFILC) stated that SCE increased the proposed not-to-exceed budget to \$700,000, and that working group members agreed this amount would support non-duplicative in-event services.
 - i. J. Luternauer (BWG) clarified that while SCE requested \$2 million in its General Rate Case, historical expenditures were closer to \$1.5 million annually.
 - ii. V. Taylor (Cal OES) asked whether funding allocated to in-person support remains generally consistent with prior years.
 - iii. L. Hayes (CFILC) responded that in-person support funding is generally comparable to previous years and that the primary reduction relates to battery purchases and associated administrative costs.
- d. L. Hayes (CFILC) noted that CFILC agreed to reduce its administrative fee to 2.5 percent to maximize resources available for direct customer support. She emphasized that the primary objective is ensuring customers receive support as California enters peak wildfire and wind season.
- e. V. Taylor (Cal OES) asked whether CPUC staff on the call could provide guidance regarding whether the proposed contracting approaches are consistent with the decision language.
- f. M. Jaya (CPUC) stated that she and M. Abou-Taleb (CPUC) were not the appropriate staff members to provide that interpretation but agreed to elevate the issue internally and identify the appropriate CPUC members.
 - i. J. Luternauer (BWG) stated that BWG and SCE would work to engage the appropriate CPUC representatives prior to the Q4 meeting, with the intention of having a solution in place by October 1.
- g. A. Cantu (SCE) reviewed a proposed customer support model that would allow customers to enter through either 211 or an Independent Living Center. She emphasized the importance of a seamless experience for the customer, with organizations coordinating services through a bidirectional warm handoff process.

5. Goal Zero Battery Firmware Update

- a. T. Smith (PG&E) provided an update regarding the voluntary recall for Goal Zero Yeti 3000X batteries. Utilities have coordinated outreach efforts through customer communications, websites, call centers, and community partners.
- b. T. Smith (PG&E) noted that recent PSPS events required additional outreach to battery recipients and highlighted efforts to support customers with completing the firmware update process.
- c. L. Hayes (CFILC) thanked T. Smith (PG&E) and the PG&E team for their efforts during the recent PSPS event and expressed appreciation for the collaboration between PG&E, CFILC, DDAR providers, and Independent Living Centers in supporting customers impacted by the recall. She also expressed appreciation for the coordination with the vendor, Goal Zero, and advocating for customers within the recall.

6. 2027 AFN Plan

- a. J. Toney (BWG) reviewed the 2027 AFN Plan development process and presented proposed focus areas developed through feedback provided by the AFN Statewide Council and Collaborative Council.
- b. The Joint IOUs presented draft focus areas under the four existing AFN Plan objectives, including awareness, identification of electricity-dependent customers, program enhancements, and stakeholder coordination.
- c. A. Hitchcock (211 California) asked how recommendations developed through the Council process will be reflected in each utility's AFN Plan.
 - i. D. Finch (SDG&E) explained that AFN Plans contain both statewide and utility-specific components and that the IOUs work collaboratively to maintain consistency while accounting for regional differences.
 - ii. T. Smith (PG&E) noted that the Council previously discussed reviewing draft plans in the fourth quarter and identifying where utility approaches align and where regional differences occur.
- d. A. Imparato (DRC) stated that the proposed objectives were appropriate but identified two topics that do not fit neatly within the existing framework:
 - i. System hardening and infrastructure improvements intended to reduce the need for future PSPS events.
 - ii. Universal design concepts that increase preparedness and resilience for all customers, regardless of AFN status.
- e. A. Imparato (DRC) suggested exploring strategies that normalize preparedness activities, including backup power planning, among the broader public.
 - i. T. Smith (PG&E) responded that utilities could provide future updates on system hardening efforts and noted that tools already exist to help communities understand ongoing resiliency investments.

7. 2025 Post-Season Survey Results

- a. K. Sharp (PG&E), Z. Ferrao (SCE), and D. D'Andrea (SDG&E) presented 2025 post-season survey results related to customer awareness, preparedness, and satisfaction with PSPS-related programs and services. Survey results showed generally high awareness of PSPS programs, increased feelings of preparedness among many AFN

customers, and strong satisfaction levels among customers who utilized available services.

- b. A. Hitchcock (211 California) asked whether the more than 4,000 survey responses referenced in KPI reporting represented all PG&E AFN customers and how the verified PSPS-affected respondents compared to the broader population of customers experiencing PSPS events.
 - i. K. Sharp (PG&E) explained that ongoing system hardening and undergrounding efforts have significantly reduced the frequency, scope, and duration of PSPS events. As a result, only a small number of respondents could be verified as having experienced a PSPS event in 2025. He noted that recent events have been concentrated in a limited geographic area and that many customers in those areas have developed preparedness strategies such as batteries and generators due to repeated exposure to PSPS events.

8. 2026 PSPS Season Update

- a. The JIOUs did not present the 2026 PSPS season update due to time constraints. However, these updates will be addressed in an upcoming newsletter.

9. 2026 Progress and Prepare for Power Down Demo

- a. D. Finch (SDG&E) reviewed accomplishments under Objectives 1 and 2, highlighting statewide outreach through IHSS webinars, the Developmental Disability and Neurodiversity Conference, the 211 Conference, and the Tribal Leaders Energy and Safety Summit, as well as continued partnerships with Regional Centers and organizations serving older adults and electricity-dependent customers.
- b. R. Perea (SCE) did not present accomplishments under Objectives 3 and 4 due to time constraints.
- c. L. Stout (PG&E) presented a demonstration of new American Sign Language (ASL) accessibility features being added to the Prepare for Power Down website. She explained that the Joint IOUs partnered with a deaf-owned accessibility technology company to develop the enhancement, which allows users to access preparedness information through embedded ASL interpretation and read-aloud functionality. Four webpages will be included in the initial rollout, including the home page ([preview](#)), Public Safety Power Shutoff page ([preview](#)), Medical Baseline page, and Emergency Preparedness page.

Action Items and Next Steps

1. BWG to update the Collaborative Council Charter based on feedback and finalize the document.
2. BWG and Council members to identify additional utility-focused opportunities to promote the AFN Framework.
3. M. Jaya (CPUC) to identify appropriate CPUC members to meet with SCE, CFILC, and 211.
4. SCE, BWG, and working group members to coordinate a meeting with the CPUC regarding proposed DDAR support-service contracting approaches.
5. Collaborative Council members to review and provide feedback on the proposed 2027 AFN Plan focus areas by September 30, 2026.

6. Council members to provide any additional survey observations or community feedback to BWG via email.
7. BWG to distribute links to the Prepare for Power Down ASL demonstration pages and collect stakeholder feedback.
8. BWG to continue keeping Council members informed regarding progress on in-person support service discussions prior to the Q4 meeting.

Next meeting: Tuesday, Nov. 24, 2026, from 1-3 p.m.

Participants:

- Alana Hitchcock (211 California)
- Andy Imparato (Disability Rights California)
- Jordan Davis (Disability Rights California)
- Lisa Hayes (California Foundation for Independent Living Centers)
- Vance Taylor (California Governor's Office of Emergency Services)
- Maria Jaya (California Public Utilities Commission)
- Moustafa Abou-Taleb (California Public Utilities Commission)
- Alton Kwok (San Diego Gas & Electric)
- Anne Rarick (Liberty)
- April Johnson (San Diego Gas & Electric)
- Aurora Cantu (Southern California Edison)
- Dana Golan (San Diego Gas & Electric)
- Danielle Finch (San Diego Gas & Electric)
- Dominic D'Andrea (San Diego Gas & Electric)
- Jendy Burchfield (Southern California Edison)
- Jessica Madison (Bear Valley Electric Service)
- Joe Wilson (Pacific Gas and Electric Company)
- Jonathan Kochik (San Diego Gas & Electric)
- Katelin Scanlan (San Diego Gas & Electric)
- Lisa Corbly (Pacific Power)
- Lizz Stout (Pacific Gas and Electric Company)
- Lori Blackwell (Southern California Edison)
- Melinda Martinez (Southern California Edison)
- Mia Graff (San Diego Gas & Electric)
- Rosa Perea (Southern California Edison)
- Sarah Lee (Southern California Edison)
- Sean Matlock (Bear Valley Electric Service)
- Tom Smith (Pacific Gas and Electric Company)
- Zeus Ferrao (Southern California Edison)
- Justin Bukartek (Hagerty Consulting)
- Mona Jean Cedar (American Sign Language Interpreter)
- Rachel Groner (American Sign Language Interpreter)
- Jeff Toney (Bodewell Group)
- Jenna Sharp (Bodewell Group)
- Jessica Luternauer (Bodewell Group)
- Seleyna Mendoza (Bodewell Group)