

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

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

Rulemaking 18-12-005

**SOUTHERN CALIFORNIA EDISON COMPANY'S (U 338-E) ACCESS AND
FUNCTIONAL NEEDS PLAN FOR PUBLIC SAFETY POWER SHUTOFF SUPPORT
PURSUANT TO COMMISSION DECISION IN PHASE TWO AND PHASE THREE OF
R.18-12-005**

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Dated: **January 31, 2022**

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R.18-12-005**

Southern California Edison Company (SCE) hereby submits its 2022 Access and Functional Needs Plan for Public Safety Power Shutoff Support Pursuant to Commission Decision in Phase Two and Phase Three of R.18-12-005, attached hereto as Attachment A.

Respectfully submitted,

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Attachment A

**SOUTHERN CALIFORNIA EDISON COMPANY'S (U 338-E)
ACCESS AND FUNCTIONAL NEEDS PLAN FOR PUBLIC
SAFETY POWER SHUTOFF SUPPORT PURSUANT TO
COMMISSION DECISION IN PHASE TWO AND PHASE
THREE OF R.18-12-005**

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EXECUTIVE SUMMARY

During extreme weather conditions, utilities may temporarily turn off power to specific areas, enacting Public Safety Power Shutoff (PSPS) when there are no other alternatives to reduce wildfire risk and protect the safety of our customers and communities. In order to support individuals with Access and Functional Needs (AFN) during PSPS activations, the Investor-Owned Utilities (IOUs) developed an annual AFN PSPS support plan (“AFN Plan” or “Plan”) with assistance from regional and statewide AFN stakeholders with a broad-spectrum of expertise.¹ Beginning in 2022, that Plan leverages the Federal Emergency Management Administration’s (FEMA) Developing and Maintaining Emergency Operations Plans Comprehensive Preparedness Guide (CPG) 101 6 Step Process. To measure progress on implementing that plan, the IOUs will continue to provide quarterly updates to AFN stakeholders at Joint IOU Statewide AFN Advisory Council meetings and a quarterly report to the California Public Utilities Commission (CPUC), which began in September of 2020.

The IOUs have worked closely with the AFN Core Planning Team² to address “Who,” “What,” and “How” to support individuals with AFN during PSPS activations and mitigate this risk. While initial efforts are reflected in this Plan, work is ongoing and will continue evolving. The IOUs are committed to the importance of continuously working to address the needs of individuals with AFN before, during and after a PSPS.

To date, the IOUs have had several executive-level meetings between IOU Vice Presidents and Executives of AFN organizations,³ including one all-day meeting on January 6, 2022, with at least two more meetings planned in Q1 2022. The AFN Executives welcome the opportunity to provide input and guidance and are optimistic for further progress on implementation of the strategies discussed with the IOUs for future PSPS.

¹ SCE has filed two previous AFN PSPS support plans (plan) in the R.18-12-005. See SCE’s June 1, 2020 plan is available at <https://docs.cpuc.ca.gov/PublishedDocs/Efile/G000/M338/K728/338728620.PDF>. See also SCE’s February 1, 2021 plan available at <https://docs.cpuc.ca.gov/PublishedDocs/Efile/G000/M367/K037/367037710.PDF>.

² See Appendix A for more information on Members of the AFN Core Planning Team.

³ The Executives of AFN Organizations (AFN Executives) each represent the six named agencies and organizations in President Batjer’s Letter on January 19, 2021.

The IOUs would like to acknowledge and give sincere thanks to all contributors for their hard work and tireless commitment in developing the 2022 AFN Plan and will continue to partner with key AFN stakeholders to refine and expand efforts throughout 2022.

WHO

The Joint IOU Statewide AFN Advisory Council and AFN Core Planning Team have developed a definition of electricity dependent individuals⁴ who are the target population this Plan seeks to support.

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

- Medical and Non-Medical
- Behavioral, Mental and Emotional Health
- Mobility and Movement
- Communication
- Individuals who require devices for health, safety and independence

Some examples of electrically powered devices being used by an individual who may be Electricity Dependent are described in Table 1-1 below.

⁴ IOUs will strive to implement this proposed definition contingent on operational feasibility and in alignment with AFN identification requirements with the CPUC's PSPS decisions. *See e.g.*, D.21-06-034, pp. A8 – A9; D.20-05-051, p. A8; D.19-05-042, pp. A12-A14, A20-A21. The IOUs will continue to collaborate with AFN stakeholders to refine this definition as appropriate.

Table 1-1
Electricity Dependent Examples

<u>Medical & Non-Medical</u>	<u>Behavioral, Mental & Emotional Health</u>	<u>Mobility & Movement</u>	<u>Communication</u>
Respiratory equipment: oxygen, respirator, inhalation therapy, apnea monitoring, suction machines, airway clearance vests, cough assistive devices, Hemodialysis	Powered equipment supporting regulation of emotional behaviors (e.g., sensory lights)	Positioning equipment: Lift, mobility track system, power wheelchairs, in home chair lift, electric beds	Augmentative communication devices (e.g., tablets, wearables, eye gaze), alert systems
Nutritional equipment: gastric feed tube, specialized diet meal preparation equipment (e.g., feeding pumps, blenders)		Other mobility considerations that rely on power (e.g., garage door openers, elevator)	Powered equipment for hearing or vision support
Heating/cooling equipment: refrigeration, body temperature regulation			

The IOUs have made strides in identifying individuals with AFN, collectively identifying 4.65 million⁵ people across the State through defining, mapping, and enabling self-identification. Recognizing more work needs to be done in 2022, the IOUs will continue to work with the AFN Core Planning Team to identify opportunities to further operationalize the Electricity Dependent definition.

WHAT & HOW

Over the last year, the IOUs have been creating consistent statewide outreach and developing effective, comprehensive new support programs that focus on providing direct support during PSPS via portable batteries, generators, hotels stays, accessible transportation, food support, and more. The IOUs have been working to identify and close gaps in services and resources provided. For example, Southern California Edison (SCE) and Pacific Gas and Electric (PG&E) joined San Diego Gas and Electric (SDG&E) in creating a statewide support model through a partnership with 211.

Through the 2022 planning process, the IOUs worked with the AFN Core Planning Team to identify the goals, objectives, and potential opportunities for enhancements that are outlined in the Plan. The goal is to mitigate the impacts of PSPS on individuals with AFN served by the IOUs through improved outreach, education, assistance programs and services.

The key objectives have been identified as follows:

⁵ Represents total counts of AFN designations in each IOU’s database and not unique individuals or accounts.

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

Additional in-depth discussions are planned for Q1 with AFN Executives to further identify “What” is needed to effectively mitigate PSPS impacts on customers with AFN and “How” to achieve this. See Section 1.3.2.1 Success Measures and Metrics for more details on Key Performance indicators identified as a starting point to measure success of these efforts.

INTRODUCTION

As climate conditions change, California is facing drier and hotter weather, making wildfires a year-round threat. The Investor-Owned Utilities (IOUs) continually monitor weather and other climate conditions to detect potential fire threats. When wildfire risk conditions present a safety threat to our customers and communities, electric utilities may call for Public Safety Power Shutoff (PSPS) as a measure of last resort. A PSPS, although necessary, disrupts the everyday lives of all individuals impacted. The following 2022 AFN PSPS Plan focuses primarily on individuals and communities with AFN, as PSPS activations may significantly impact these individuals. The plan was developed collaboratively with the AFN Core Planning Team comprised of leaders in the AFN community and the utilities.

Leveraging the Federal Emergency Management Administration’s (FEMA) Developing and Maintaining Emergency Operations Plans Comprehensive Preparedness Guide (CPG) 101 6 Step Process, and in accordance with the California Public Utilities Commission (Commission or CPUC) Decision (D.) 21-06-034 Phase 3 OIR Decision Guidelines, SDG&E, SCE, and PG&E worked collaboratively with the AFN Core Planning Team and engaged the “whole community

approach” to develop an overarching Joint IOU Statewide template to meet the diverse needs of individuals with AFN.

The IOUs filed individual versions of their 2022 AFN plans to include territory specific details for meeting the needs identified by the AFN Core Planning Team. The comprehensive plans reflect the geographical differences as well as the diverse needs of communities with AFN, while optimizing opportunities for consistency statewide.

Moving forward, the IOUs file will file their respective plans with the CPUC by January 31 of each year regarding its planned efforts to address individuals and communities with AFN during PSPS. The comprehensive Plans will reflect the geographical differences and the diverse needs of communities with AFN. Additionally, the IOUs will provide AFN stakeholders and the CPUC with quarterly updates regarding the progress towards meeting the established plans and the impact of its efforts to address this population during PSPS.

The IOUs have previously described their approach for supporting and communicating with individuals with AFN in their respective 2021 AFN Plan and 2020-2022 Wildfire Mitigation Plan (WMP). This Plan, however, is focused on the specific IOUs’ approach for serving individuals with AFN leading to and during PSPS. Specifically, it summarizes the research, feedback, and external input that has shaped its support strategy for populations with AFN, the programs that serve these individuals, the preparedness outreach approaches focused on populations with AFN, and the in-event⁶ customer communications, which serve populations with AFN.

Subject Matter Experts (Engage the Whole Community) - WHO

Statewide

Each of the IOUs have engaged regional and statewide AFN stakeholders with a broad spectrum of various expertise for the development of this plan in alignment with Step 1 of the FEMA Process:

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

⁶ SCE is using the term “in-event” for continuity of references based on previous filings.

On September 24, 2021, the IOUs introduced this effort at the broader Joint IOU Statewide AFN Advisory Council meeting, invited participation, and subsequently held a kick-off meeting with AFN Core Planning Team members on October 29, 2021. Approximately 20 organizations representing the diverse needs of the AFN community volunteered to participate in the 2022 AFN Core Planning Team. Please see Table 1-2 for a list of organizations participating in the 2022 AFN Core Planning Team. For more details see Appendix A.

To date, the IOUs have had several executive-level meetings between IOU Vice Presidents and Executives of AFN organizations, including one all-day collaborative working sessions on January 6, 2022, with at least two more meetings planned. The AFN Executives welcome the opportunity to provide input and guidance and are optimistic for further progress on implementation of the strategies discussed with the IOUs for future PSPS events. That work remains ongoing.

Table 1-2
Statewide AFN Core Planning Team (See Appendix A)

Participating Utilities	Named parties to include per the Phase 3 OIR PSPS Decision:	Overarching AFN Core Planning Team Representatives with AFN expertise
<ul style="list-style-type: none"> • San Diego Gas & Electric (SDG&E) • Southern California Edison (SCE) • Pacific Gas & Electric (PG&E) • Liberty • PacifiCorp • Bear Valley 	<ul style="list-style-type: none"> • State Council on Developmental Disabilities (SCDD) • California Health & Human Services (CHHS) • California Foundation for Independent Living Centers (CFILC) • California Office of Emergency Services (CalOES) • Disability Rights California (DRC) • Disability Rights Education & Defense Fund (DREDF) 	<ul style="list-style-type: none"> • Alta California Regional Center (ACRC) • American Red Cross (ARC) • California Council of the Blind (CCB) • California Department of Developmental Services (CDDS) • California Department of Social Services (CDSS) • California Public Utility Commission (CPUC) • Central Valley Regional Center (CVRC) • Deaf Link, Inc. • Disability Policy Consultant • Interface 211 • Kern Regional Center (KERNRC) • No Barriers Communications (NOBACOMM) • Redwood Coast Regional Center (RCRC)

The collaborative working group sessions on January 6, 2022, focused on identifying:

- “Who” the IOUs can identify as individuals with AFN in their systems, including who is at greatest risk during PSPS.
- “Who” the IOUs may not be able to identify but should still design support and resources for, to mitigate the impact of PSPS. Subsequent sessions are planned for Q1 to address “What” and “How” the utilities plan to support individuals with AFN.

As a key component to engage the whole community in planning, the IOUs also plan to solicit feedback from the Joint IOU Statewide AFN Advisory Council, their respective Regional PSPS Working Groups and other AFN experts. These groups serve as a sounding board and offer insights, feedback, and input on the IOUs customer strategy, programs, and priorities. Regular meetings are scheduled to actively identify issues, opportunities, and challenges related to the IOUs’ ability to mitigate the impacts of Wildfire Safety strategies, namely Public Safety Power Shutoff, and other emergencies throughout California over the long term.

The ongoing work will continue as the collaboration continues. Some of these topics include exploring a “one-stop” statewide website, expanding market research efforts, simplifying program sign-up process and expanding safe, reliable accessible transportation.

1. PURPOSE, SCOPE, SITUATION OVERVIEW, AND ASSUMPTIONS - WHAT

The Plan focuses on mitigating the significant impacts of PSPS for individuals with AFN and communities. This plan was developed collaboratively with the AFN Core Planning Team, which is comprised of leaders in the AFN community and the IOUs.

The IOUs intend to build on this Plan and strive for continuous improvement based on insights from the experts and feedback channels outlined in this Plan.

1.1 Purpose/Background - WHY

1.2 Scope

Leveraging the FEMA CPG 6 Step Process PG&E, SCE, and SDG&E have partnered collaboratively with the AFN Core Planning Team, worked to engage the whole community and develop an overarching Statewide approach that meets the diverse needs of individuals with AFN.

The IOUs provide services to individuals with AFN as defined by the California Government Code §8593.3: *“individuals who have developmental disabilities, physical disabilities, chronic*

conditions, injuries, limited English proficiencies, who are non-English speakers, older adults, children, people living in institutional settings, or those who are low income, homeless, or transportation disadvantaged, including but not limited to, those who are dependent on public transit and those who are pregnant.”

Recognizing this is a very broad audience, this Plan will focus on mitigating the impact of a power shutoff on individuals with AFN who depend on electricity. To understand these impacts, the Joint IOU AFN Advisory Council identified the need to align on a common definition of “electricity dependent” as it varies across state agencies and other organizations. Therefore, developed this preliminary definition is intended to help inform new/enhancements to the programs and resources that are currently available. **See Section 1.3 below.**

1.3 Situation Overview

1.3.1 Hazard Analysis Summary – Definition of Risk

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

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

The key risk identified by the AFN Core Planning Team: Individuals with AFN are unable to use power for devices/equipment for health, safety, and independence due to an unexpected PSPS or are unprepared for a PSPS.

Disruption in power can have a significant impact on individuals with AFN. Power dependence is dynamic, on a continuum and may rapidly intensify over time:

- Immediate – Power dependency quickly becomes a crisis in less than 2 hours (e.g., breathing equipment, someone dependent on critical respiratory equipment).
- Situational – Secondary emergency that quickly becomes a crisis (e.g., elevators to exit their home, someone trapped, and a fire starts and can’t get out. Also, when the power gets shutoff might be a factor (e.g., in the evening for someone dependent on CPAP/BiPAP equipment for 8 hours).

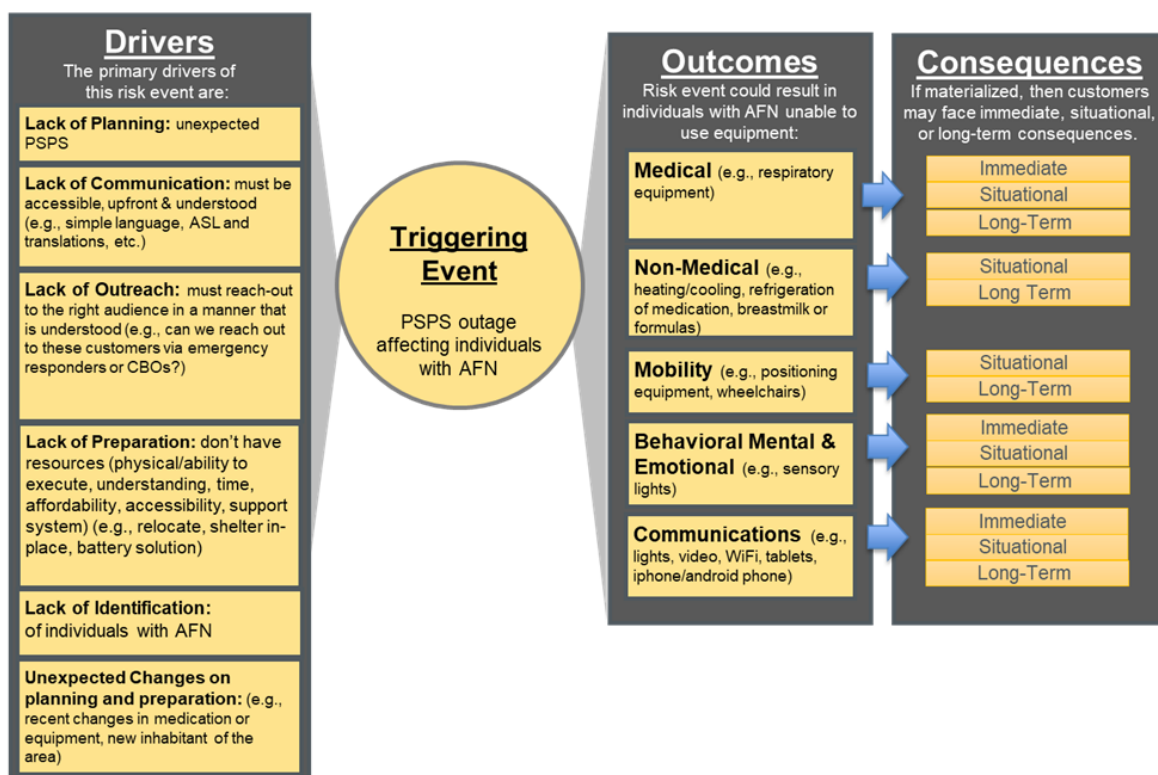
- Longer term – Power dependency becomes a crisis in about 6 – 12 hours (e.g., temperature-controlled medication and environments, someone dependent on insulin that needs to be kept refrigerated).

This assessment helps the planning team decide what hazards or threats merit special attention, what actions must be planned for, and what resources are likely to be needed.

1.3.1.1 List of Risks and Hazards - Potential Consequences

To further understand the risks and hazards, the AFN Core Planning Team conducted a Bowtie Risk Analysis Working Session to identify the drivers, outcomes, and consequences of an unexpected PSPS activation or outage on the health, safety, and independence of individuals with AFN. *See* Figure 1-1 below for the output of the working session. This work product helps to illustrate the needs of individuals with AFN extend well beyond medical devices alone and the list of risks and are as diverse as the population and that the consequences can quickly change.

**Figure 1-1
Bowtie Analysis**



1.3.1.2 AFN Population– AFN Identification/Heat Map

The IOUs have made significant strides in identifying the electricity dependent individuals with AFN through defining, mapping, and enabling self-identification. Each IOU has mapped their respective databases to flag customers with the following fields as “AFN”:⁷

- Customers enrolled in the following programs and reside in HFTD:
 - California Alternate Rates for Energy (CARE)
 - Family Electric Rate Assistance (FERA)
 - Medical Baseline (MBL, including Life-Support (Critical Care))

⁷ SCE recognizes that these criteria may not capture the entire universe of customers with AFN who are “reliant on electricity to maintain necessary life functions” such as customers who use assistive technology. SCE will expand on current strategies to identify customers and households with AFN to continue PSPS education and outreach. See Section 2.1.2 for more details.

- Customers with disabilities
- Customers who receive their utility bill in an alternate format (e.g., Braille, large font)
- Customers who have identified their preferred language as a language other than English
- Older adults / seniors (65 +)

To create an informed estimate of the number and types of individuals with disabilities and others with AFN residing in the community, the IOUs began by benchmarking with state agencies to identify individuals with AFN.

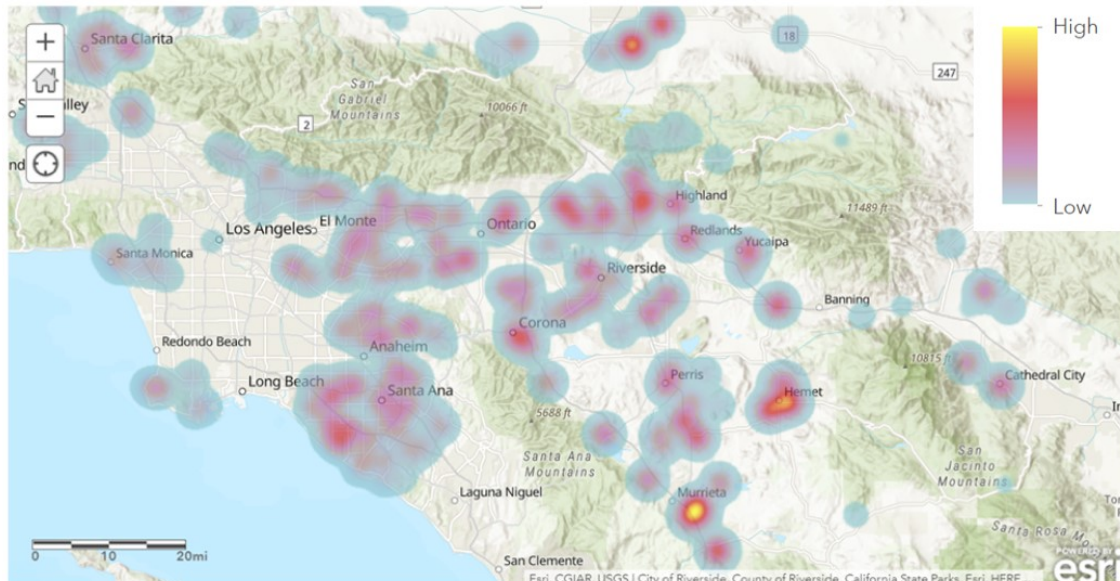
The California Department of Developmental Services (DDS) for In-Home Support Services (IHSS) and the California Department of Social Services (DSS) for Regional Center provided the IOUs with aggregated ZIP Code data of “electricity dependent” constituents based on each agency’s definition of electricity dependent. These agencies reported a total of approximately 215,000 “electricity dependent” constituents in the IOU service territories. Through 2021, the IOUs had defined “electricity dependent” as Medical Baseline program participants (Utility MBL), identifying a total of 437,150. See Table 1-3. Variations in the definition of “electricity dependent” raised the need for the IOUs and AFN Core Planning Team to align on an agreeable, working definition as addressed in Step 2 of the FEMA 6 Step Planning Process. The IOUs acknowledge that more work is needed and that none of these programs identify the full spectrum of individuals who are at an increased risk of harm to their health, safety, and independence during PSPS.

***Table 1-3
CA Electricity Dependent Constituents***

Service Areas	Regional Centers	IHSS	MediCare	Total*	Utility MBL
PG&E	~5,300	~13,800	~73,950	~93,000	~253,650
SCE	~7,400	~14,400	~77,300	~99,000	~112,500
SDG&E	~1,500	~1,650	~13,000	~16,150	~71,000
Total	~16,100	~34,400	~164,250	~214,750	~437,150

*May include duplication counts of constituents receiving more than one state agency service

Figure 1-2
Service Territory Map of Constituents and SCE Customers with AFN



This map displays combined aggregated ZIP Code data received from IHSS, Regional Centers, Medicare, and SCE’s enrollment data in Medical Baseline as shown in Table 1-2. Data is filtered through Zip codes crossing or within HFTD boundaries. SCE is enhancing this map in its Wildfire Mitigation Plan to be filed in February 2022.

In 2022, the IOUs will focus on further identifying electricity-dependent individuals through self-identification, market research and CBO collaboration. Additionally, the IOUs will leverage community partners to reach electricity-dependent individuals that cannot feasibly be identified in its own database such as persons reliant on electricity to maintain necessary life functions including for durable medical equipment as assistive technology.

1.3.2 Capability Assessment – Statewide/Local Research

FEMA Step 3: Operational priorities – specifying what the responding organizations are to accomplish to achieve a desired end-state for the operation. The goal is to mitigate the impacts of PSPS on individuals with AFN served by the IOUs through improved customer outreach, education, assistance programs and services.

The key objectives have been identified as follows:

- Identify individuals who are electricity dependent
- Establish a communication plan that reaches all AFN segments, in preferred languages

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

To prioritize the key considerations, the team developed criteria to determine operational priorities. See Prioritization Details in Appendix B.

FEMA: Step 4: Plan Development Develop and Analyze Courses of Action – This step is a process of generating, comparing, and selecting possible solutions for achieving the goals and objectives identified in Step 3. Planners consider the requirements, goals, and objectives to develop several response alternatives. The art and science of planning helps determine how many solutions or alternatives to consider; what works in one territory might not be available and/or relevant in another territory. While there is a desire to have a consistent response across all the IOUs, it is not entirely possible.

The IOUs have worked to deliver consistent services and resource offerings however the delivery and eligibility will likely be different in the various territories. As part of the planning process to review enhancements to offerings across the IOUs, the AFN Statewide Advisory Council reviewed the detailed list of available resources offered by the IOUs (See Appendix C) and identified potential enhancements to consider in 2022. The IOUs will hold in-depth sessions with the AFN Collaborative Team after the filing of this plan. Actions identified will be reflected in future quarterly updates.

Research and Surveys

In 2022, the IOUs will continue to collaborate and share best practices as they solicit and evaluate customer feedback about the PSPS program, including support, services, and resources offered

to individuals with AFN and local communities, and the implementation of the PSPS protocols. The IOUs will solicit feedback through a variety of channels, including consultation with various advisory councils.

The IOUs have listening sessions and working groups planned in 2022 with local governments, tribes, and critical facilities; webinars for customers and communities; wildfire and PSPS awareness studies; feedback via digital channels; co-creation sessions with customers, partners, and IOU employees; notification message testing; and real-time event feedback on the PSPS updates webpage including a review of the notification process to individuals with AFN to identify enhancements and ensure accessibility such as ASL.

SCE annually conducts a pre and post PSPS Wildfire Mitigation survey to measure customers' awareness and understanding of wildfire safety communications among residents and businesses. The survey is available to take in all 21 prevalent languages in SCE's service territory.

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

1.3.2.1 Success Measures and Metrics

The success of these efforts should be judged by applying measurable, objective, well-defined and consistent standards. AFN Leaders and the Joint IOUs have aligned on what the AFN Plan needs to address and identified the following starting Key Performance Indicators to measure impact of PSPS Activations on individuals with AFN and identify any gaps.

Key Performance Indicators to measure the impact:

1. The percentage of individuals with AFN who were aware of what support and resources were available to them during a PSPS
2. The percentage of individuals with AFN who were able to use necessary medical equipment to maintain necessary life functions for the duration of any PSPS event that affected them
3. The percentage of individuals who utilized mitigation services who reported they were satisfied with the level of support

Additionally, the IOUs are working with the AFN Core Team to identify any additional Key Performance Indicators needed.

1.4 Planning Assumptions

This Plan contemplates the following planning assumptions, which are conditions surrounding PSPS that help planners understand and agree on the context in which this Plan is to be implemented:

1. For most PSPS, notification is provided in advance of power shutoff.
2. The scope of PSPS can expand or contract rapidly in a short period
3. Effective support of individuals with AFN requires a whole community (i.e., utilities, CBOs, non-profits organizations, government agencies) approach
4. PSPS may occur concurrently with unrelated emergencies (e.g., active wildfires, cyber-attacks, technological hazard incidents)
5. The IOUs will continue to work to create a consistent statewide response to PSPS acknowledging that there are different needs based on geographic areas.

While Section 1 is a high-level overview of joint IOUs' shared vision, the details for each of the IOUs can be found in Sections 2 through 3 of the IOU specific plans. Continued work will be done for the IOUs to align and create a consistent response across the three IOU territories where possible, recognizing that resources may not be available consistently across the state (e.g., the paratransit resource FACT limited geographic reach) and/or different partnerships/approaches have already been established to address the needs within the territory (e.g., DDAR program). Additionally, the AFN Core Planning Team has identified some key areas where further collaborative discussions are needed to refine the considerations to make it feasible and actionable. The Joint IOU Statewide AFN Advisory Council meetings will be leveraged to validate and align on the desired outcomes.

As part of the FEMA Six Step Planning Process, the IOUs and the AFN Core Planning Team identified the objectives of this Plan and potential strategies addressing those objectives as outlined in Table 1-4 below.

Table 1-4
Objectives and Potential Additions to Current State/Enhancements

Objectives:	Potential Additions to Current State/Enhancement:
<p>Identification of individuals who are Electricity Dependent</p>	<ul style="list-style-type: none"> • Collaborate with State and Community Based Organizations (CBOs) to leverage the common definition and identify targeted outreach opportunities • Care Coordination screening outreach efforts conducted by 211 • Continue to deploy and expand strategies to enhance identification of individuals with AFN: <ul style="list-style-type: none"> o Partner with state agencies, hospital associations, healthcare providers, and CBOs to identify targeted audiences o Comprehensive IOU marketing campaigns (direct mail and digital media) to promote beneficial programs like MBL, CARE, FERA, to reach individuals with AFN o Marketing and outreach campaigns to encourage customers to self-identify as individuals with AFN o Leverage market research to qualify individuals with AFN from internal and external sources o Continue to promote the ability for customers to “self-certify/identify” as individuals with AFN across new channels including websites o Explore options to conduct inventory of organizations providing congregate housing (e.g., convent-type housing) in HFRA
<p>Establish communication plan that reaches all AFN segments</p>	<ul style="list-style-type: none"> • Provide communications in prevalent languages and preferred formats, including ASL communications (e.g., notifications, programs and resources information) • Develop comprehensive joint IOU and IOU specific multichannel marketing campaigns to promote services and resources available before, during and after a PSPS activation leveraging simplified, easy to understand/plain language • Partner with state agencies, hospital associations, healthcare providers, durable medical equipment companies, multifamily dwellings, paratransit companies, and community-based organizations to further promote IOU assistance programs • Leverage a statewide approach where possible to cost effectively develop materials that are accessible to the Deaf and/or the Deaf-Blind communities as well as the intellectually disabled communities, that are user friendly for the targeted outreach, and for CBOs and State Agencies to distribute
<p>Continuously improve tools that are easy to understand and navigate for individuals and external organizations to access information</p>	<ul style="list-style-type: none"> • Leverage joint IOU website as a centralized resource for State and CBOs to easily locate programs and resources available – further collaborations to identify needs are planned for Q1 • Explore simplifying program sign up – (e.g., initiative to create a “one stop” application process currently identified for CARE/FERA and ESA programs) • Utilize 211 Care Coordinators to assist with enrollments into IOU program and services through outbound and inbound (leveraging an appointment scheduler system) efforts • MBL electronic features • Maximize ease of navigating IOU websites, especially those geared towards information for individuals with AFN (e.g., reads page aloud) • Explore way to make it as simple as possible to apply for advanced warnings of shutoffs

Table 1-4 (Continued)
Objectives and Potential Additions to Current State/Enhancements

<p>Identification of new enhancements to programs and resources needed to mitigate impacts</p>	<ul style="list-style-type: none"> • Work to expand program eligibility to state and local agencies that have centers for individuals with AFN to access (e.g., engage The Arc local chapters as CRC to support during PSPS, backup power program eligibility for Regional Centers living centers) • Develop potential Tiers of the programs and resources to address and help prioritize the needs of individuals with AFN • Continue to identify assistive technologies that could help mitigate impacts of PSPS activations on individuals with AFN • Expand resiliency items where possible for pets and service animals (e.g., water for livestock) • Accessibility enhancements to CRCs (e.g., privacy screens) • Consider ways to accommodate individuals with AFN to leave medical devices to charge at CRCs and/or provide replacements • Explore enhancements for warm food support (e.g. screening/delivery of specific dietary needs [low sugar, salt, culturally relevant and considerations for zero waste/sustainability]), while recognizing food options have real world barriers (e.g., location, hour of day, who is open) • Work to align information about IOU programs like MBL to be consistent • Explore options to simplify the MBL sign-up process to streamline the medical provider signature requirement (e.g., could other trusted partners provide verification such as Regional Centers, IHSS care providers)
<p>Cultivate new partnerships and expand existing partnerships with the whole community</p>	<ul style="list-style-type: none"> • Develop and expand compensation structure for CBOs to provide education and outreach to individuals with AFN to amplify the preparedness and active PSPS support • Work to cultivate new partnerships (e.g., Tribal Communities, Veteran organizations and hospitals, Senior organizations, healthcare agencies, durable medical equipment companies) • Identify and explore opportunities to have partners help identify individuals with AFN who need generators (e.g., similar to the Tribal community example from SDG&E, Regional Centers, ILCs, CFILCs) • Partner with emergency management services on egress from buildings with elevators and on paratransit transportation • Explore expanded relationships to assist with wellness checks during a PSPS activation (e.g., CERTs, Wildfire Safety Council volunteers)
<p>Coordinate and integrate resources with state, community, and utility</p>	<ul style="list-style-type: none"> • Conduct a review of resources and support network for individuals with AFN to develop a coordinated response that closes gaps vs duplicating efforts (e.g., Regional Center battery program, Council for the Blind emergency bags, wellness checks/efforts, IHSS, American Red Cross)

2. CONCEPT OF OPERATIONS - HOW

2.1 Preparedness/Readiness (Before Power Shutoff)

2.1.1 Emergency Operations Centers

SCE follows principles of the National Incident Management System (NIMS) and components of the Standardized Emergency Management System (SEMS) during PSPS activations. This includes using an Incident Management Team (IMT) structure to execute PSPS events, assigning an Incident Commander responsible for all de-energization decision-making and coordinating at the Operational Area level during PSPS events. SCE's Incident Management Team and emergency response structure for all emergency events, including PSPS, are governed by the Crisis Management Council (CMC) framework. The CMC is SCE's senior executive governance body responsible for providing strategic direction during emergencies. The CMC's primary responsibilities are to provide policy-level oversight of on-going operations, assign executives to internal task forces, assign executives to represent SCE with local, state, and federal jurisdictions, communicate with EIX's Board of Directors, interact with senior local, state, and federal government officials, request declaration of a National Response Event for Mutual Assistance, approve expenditures that exceed normal limits, and perform other corporate-level duties necessitated by an emergency event.

The decisions to activate for a potential PSPS event and PSPS de-energization and re-energization are made by executives (director or higher), who serve as Incident Commander during the PSPS events. These executives are trained in the Incident Command System as well as PSPS operations and are rostered into the PSPS IMT. The locus of control for these operations is SCE's Emergency Operations Center, or virtual (distributed) Emergency Operations Center (as required during the coronavirus pandemic).

SCE recognizes the importance of community resources when emergency events unfold. PSPS events can sometimes impact communities for longer than other outages and can surface unique needs of the affected customers. PSPS events can limit customers' ability to charge important technology or medical devices, work or attend virtual school sessions, and/or have equipment necessary for mobility.

In 2019, SCE mapped customer information and programs available at the circuit-level so that when PSPS events unfold SCE will know the customers who reside in the impacted areas. Understanding the demographics and the PSPS impacts to specific SCE service areas allows us to plan to better respond to our customer needs through customer care plans.

SCE currently works with county emergency management resources to triage escalations, including facilitation egress from building with elevators as needed. In addition, upon request during PSPS events and emergency situations, SCE shares information about customers enrolled in MBL who may be affected by the PSPS event with representatives from county offices of emergency management to aid them in executing their own plans to assist customers with AFN. This is for the purposes of maintaining life safety.

See section 2.2.1.2 PSPS Customer Notifications, Multi-Family Dwellings and Property Managers for more information on notifications to this customer segment.

2.1.1.1 Preparation Exercises

SCE holds functional PSPS exercises in preparation for PSPS activations. In 2022, SCE will continue to invite external partners, including CBOs serving individuals with AFN, to actively participate or observe and provide feedback. During these functional exercises, SCE demonstrates the process and considerations of individuals with AFN within the impacted area(s) to develop recommendations, including deployment of CRCs and CCVs, which help prepare and support communities during a PSPS event.

For 2022, SCE will make best efforts to solicit and increase participation from different CBOs representing various segments of individuals with AFN in functional exercises. Additionally, SCE will integrate a new AFN Liaison role into this year's functional exercises and take advantage of the opportunity to train more SCE employees in performing the role of AFN Liaison. During a PSPS activation, the AFN Liaison resolves escalated customer issues to ensure customers are maintaining electric service for essential life safety.

2.1.1.2 Training

IMT members are required to complete position specific training as well as other courses such as FEMA IS 100,200,700, 800. This section focuses on training related to AFN.

SCE partnered with CalOES to deliver the G197 course 'Integrating Access and Functional Needs into Emergency Management' to members of SCE's IMTs. This training is required for IMT staff within the Customer Support branch in the IMT's.

In 2022, SCE will continue to train all Customer Support Branch resources on access and inclusion for people with disabilities and resources available to individuals with AFN

2.1.1.3 AFN Liaison

SCE launched a new AFN Liaison role within the (IMT) who is responsible for all incident related coordination and communication specific to customers with AFN and CBOs. Some of the responsibilities of this new role include:

- Providing a centralized resource for CBOs and communications to customers with AFN
- Coordinating and facilitating daily CBO calls during a PSPS event to share information and answer questions or requests
- Coordinating escalations related to AFN from customers and CBOs.

In 2022, SCE will increase the number of SCE Employees who can perform the AFN Liaison role. SCE aims to have a rotation of six teams that can perform the AFN Liaison role. Each team will have one lead and three supporting roles that can be activated as needed. By the end of 2022, SCE will have at a minimum five leads identified and trained.

2.1.1.4 Customer Care Technical Specialist

SCE's Customer Care Technical Specialist role deploys customer care resources to surrounding areas impacted by PSPS. The team monitors circuit segmentation and customer data to assess potentially impacted areas and prioritizes available resources to provide informed recommendations on the deployment of customer care resources which include CRCs and CCVs. SCE's Customer Care Dashboard, a tool used for internal use only, provides customer data, including AFN designations, and available resources by affected circuits. This information is used to prioritize customer care resource allocations by considering the number of customers affected, AFN populations, critical infrastructure, and impacted areas of the events.

In 2022, AFN training will be provided to the Customer Care support technical specialist staff supporting all events

2.1.2 AFN Identification Outreach

In addition to the IOUs efforts to identify customers with AFN as outlined in Section 1.3.1.2 above, SCE is committed to exploring and implementing ongoing efforts to increase the identification of customers with AFN. SCE fully operationalized the Self-Certification process on sce.com/afn in the fall of 2021. Customers can self-certify as "Sensitive", meaning that they, or a member of their household,

have a serious illness or condition that could become life-threatening if electricity is disconnected.⁸ Customers may self-certify by calling SCE’s customer service or by visiting www.sce.com/AFN.

In the event of a PSPS, customer self-certification allows SCE to contact the customer through their preferred method of contact. If attempts to reach the customer directly cannot be made, SCE will send a technician to deliver the message personally. Self-Certification is valid for 90 days, giving the customer the time needed to submit a MBL Program application, while still receiving the benefits of escalated contact attempts, including in-person PSPS visits if needed.

- SCE recognizes the breadth of individuals who may not have been identified through current program enrollment and is therefore committed to exploring new strategies for identification through various methods, such as conducting market research, self-identification surveys, live agents at our call center, and through sce.com when customers with AFN turn on service or enroll in particular programs online.
- The Joint IOUs have filed a motion to perform an MBL eligible population study on 12/22/21. The study will be performed in 2022 with the purpose of calculating a rough estimate of individuals within each IOUs service territory who may be eligible for the MBL Program.
- The Joint IOUs will continue identifying additional common criteria for identifying customers with AFN.

Based on feedback received during the January 21, 2022, AFN Statewide Advisory Council Meeting, SCE is committed to identifying certain premises with uniquely situated needs (e.g., convents, senior communities, dialysis centers) to ensure direct education and outreach for improving self-resiliency.

2.1.3 AFN Support Resources

As required in the Commission’s Decision Adopting Phase 3 Updated and Additional Guidelines for De-Energization of Electric Facilities to Mitigate Wildfire Risk (D.21-06-034),² SCE offers

⁸ Self-certify sensitive program is intended to capture customers that require in-person notification prior to disconnection for non-payment or that self-certify as having a person with a disability in the household. *See* D.19-05-042, p. A12-14; D.20-05-051, p. A-8.

² *See* D.21-06-034, Appendix A, p. A-10.

programs and services in support of customers with AFN in preparation for and during PSPS activations. To increase awareness of these offerings, SCE conducts an annual PSPS marketing and outreach campaign to inform and educate customers on programs and services available to help mitigate the impacts of de-energization. Outreach is conducted through a variety of channels including social media, newsletter, and through partnerships with community and faith-based organizations (FBO). In addition, during PSPS activations, notifications are provided to customers with AFN advising customers to visit [SCE.com/psps](https://www.sce.com/psps) to learn more about location-based community resources. These resources include the locations of SCE's Community Resource Centers (CRC), Community Crew Vehicles (CCV), and Care Coordination offered in partnership with 211. See Section 2.2.2 Community Resource Centers for detailed information on the resources provided at CRCs and through CCVs.

To increase customer resiliency, SCE offers programs that aid in procuring a portable back up battery or generator for use during a PSPS. SCE's Critical Backup Battery Program targets eligible customers enrolled in the MBL Program and enrolled in either the California Alternate Rates for Energy (CARE) or Family Electric Rate Assistance (FERA) program, as well as residing in SCE's High Fire Risk Area (HFRA). The program provides a *free* portable backup battery and portable solar panel charger to eligible customers who participate in the program.

Since launching the program in July 2020, SCE has successfully enrolled nearly 7,000 customers into the program, and deployed over 6,740 free portable backup batteries, which makes up nearly 50% of the eligible customer population. (See Section 2.1.5.1 Portable Battery Program for more details on the Critical Care Backup Battery Program).

SCE also offers rebates to customers to help reduce the cost of purchasing a portable battery or portable generator. For customers in HFRA's, SCE offers a \$75 rebate to purchase a portable battery (See Section 2.1.5.1 Portable Battery Program for more details on rebates for portable batteries). These customers are also eligible to receive a \$200 rebate to purchase a generator. For customers enrolled in CARE, FERA, or MBL, and reside in HFRA, SCE offers a \$500 rebate to purchase a portable generator (See Section 2.1.5.2 Generator Program for more details on rebates for portable generators).

In 2021, SCE provided customers with 1,761 Portable Power Station and 666 Portable Generator Rebates. Since launching in 2020, 3,474 total rebates have been redeemed.

2.1.4 Customer Participation in Programs that Support Resiliency

Pursuant to D. 21-06-034, SCE is providing data on participation in 2021 of each type of assistance that supports resiliency for individuals with AFN by census tract to CPUC documented in Appendix E.¹⁰

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

- Total number of free portable backup batteries deployed in 2021 through the Critical Care Battery Backup program (6,021)
- Total number of Self-Generation Incentive Program resiliency projects completed in 2021 and incentive payments have been made (870)
- Total number¹¹ of Portable Power Station Rebates (1,761) and total number of Portable Generator Rebates (666)

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

SCE offers transportation, shelter, hot meal deliveries, and shelf stable food to customers with AFN through its partnership with 211. In 2021, 211 provided one meal delivery for a disabled veteran and secured shelter for a customer enrolled in the MBL Program.¹² 211 did not receive any requests for transportation in 2021.

2.1.4.1 211 CARE Coordination & Resource Hub

SCE, in collaboration with 211, now offers year-round care coordination and specialized referrals for customers with AFN. This involves direct referrals to CBOs, yearly check-ins and resiliency planning by 211 staff (e.g., Care Coordinators, Resource Specialists, etc.) trained to provide services to

¹⁰ SCE does not have data to report for Microgrids at this time. The Joint IOUs have filed a Microgrid incentive program implementation plan. See R.19-09-009, available at <https://docs.cpuc.ca.gov/PublishedDocs/Efile/G000/M428/K469/428469637.PDF>. The CPUC has yet to make a decision on the Microgrid OIR. Additionally, supply chain delays and material shortages have shifted the project completion date to the end of Q1 2022.

¹¹ Represents total number of rebates. Customers may be eligible to collect more than one rebate per service account. (See section for details on eligibility).

¹² Ultimately, this customer was able to safely shelter in place and did not utilize service.

individuals with AFN. Care Coordination gives customers access to 10,000 CBOs across SCE's service area.

When customers contact 211 during a PSPS, 211 will screen SCE customers to determine any AFN that may arise. 211 provides customers with AFN 24/7 live support which includes reporting accurate and up-to-date information about the active PSPS and connects customers to transportation, shelf-stable food, meal delivery, or shelter as needed. See Section 2.1.4.2 Resource Planning and Partnership for more details on these offerings.

For those who accept 211's Care Coordination after screening, they are connected to resources such as the Critical Care Back-up Battery (CCBB) Program, generator rebates, Edison's Self-Generation Incentive Program (SGIP), MBL Program, emergency transportation or other AFN services offered by community partners.

211's Care Coordination and Referral Service involves follow-up advocacy throughout the year, including annual check-ins with households with AFN once a year to check that they have the resources they need before fire season begins. 211 will provide scheduled reminders via push-texting and email to households with AFN about PSPS preparedness planning, equipment testing, and year-round tips on PSPS readiness.

Additionally, when not providing assistance during PSPS, 211 focuses on outreach to at-risk customers, including those living in high fire risk areas (HFRA) who are eligible for income-qualified assistance programs and rely on life-sustaining medical equipment. 211's Care Coordination helps customers with individual resiliency planning. 211 will evaluate customers' resiliency plans (which may include backup generation), connect customers with existing programs that can help them prepare for outages and assist them in completing applications for these programs.

In 2022, 211 will continue to screen for specific needs of individuals with AFN year-round. 211 collects client information via inbound calls and offers Care Coordination. SCE will continue to screen for specific needs of individuals with AFN via surveys to customers and consultation with CBO partners. Additionally, SCE will continue to capture lessons learned for continuous improvement of this partnership and the services provided to customers with AFN.

2.1.4.2 Resource Planning and Partnerships

SCE partners and collaborates with CBOs within its service area to provide services to individuals with AFN who are experiencing a PSPS. It is SCE's goal to mitigate the impacts of a PSPS on individuals with AFN served by the utilities through improved customer outreach, education, assistance programs, and services. Programs and services include accessible transportation, emergency batteries, food support, emergency shelter or hotels.

Accessible Transportation

Paratransit agencies have been identified as critical infrastructure entities in CPUC's D.20-05-051.¹³ SCE met with paratransit agencies to provide an overview of PSPS, associated tools and resources, and requested them to sign up for advanced PSPS notifications. These advanced notifications are sent out, when possible, approximately three days in advance of an event.

SCE will also provide limited access to the Public Safety Partners Portal for them to see affected circuits by zip code and an overlay of PSPS-impacted areas and communities they serve. For more information on notifications to paratransit agencies, please see Section 2.2.1.1 PSPS Notifications.

SCE has partnered with 211 to connect customers with AFN to direct services, such as transportation. See Section 2.1.4.1 211 Care Coordination & Resource Hub for more details.

In 2022, SCE will continue to engage paratransit agencies and enhance existing partnerships for planning and support during PSPS events by inviting paratransit agencies to participate in a workshop in Q2 2022. This includes inviting them to collaborate in the CBO Coordination calls led by AFN Liaison during PSPS events and evaluating continued expansion and partnerships with additional transportation agencies such as paratransit agencies, Metro Micro, Call The Care, On the Go (OTG), North Central Service (NCS), Metropolitan Transportation Services, Facilitating Access to Coordinated Transportation (FACT), and more.

Emergency Batteries

During PSPS activations, SCE triages escalations from customers who have a critical need for backup power based on medical need and do not have a plan in place to remain resilient during the duration of a PSPS de-energization. Depending on the severity of each situation, SCE may contract the

¹³ See D. 20-05-051 at p. 74.

deployment of temporary mobile generators for escalated customer issues through the AFN Liaison and Customer Support Branch Director, to assist with maintaining electric service for essential life safety on a case-by-case basis. Requests for generators may come from a variety of sources such as wellness checks performed by SCE's Consumer Affairs group on customers enrolled in the MBL Program. Under this process, all requests for generators involving a public safety need are vetted by the appropriate county Office of Emergency Management (OEM) for input. The OEM recommendation will be included in the request to the Incident Commander. If the recommendation is that SCE is to provide a generator, SCE will place the request to the Incident Commander who then would provide direction in rerouting the critical care customer to a different circuit not impacted by de-energization or deploy a portable generator. To support this process, SCE performed a competitive solicitation to onboard regional vendors who could support mobile generator deployment and maintains a list of generator vendors assigned to different regions.

In late 2021, SCE began working on a process to provide customers with a portable back up battery to power a medical device when appropriate. During PSPS activations, the AFN Liaison will triage escalations and will help facilitate providing a loaner battery through coordination with CBOs that offer a battery loan programs.

In 2022, to further assist customers with AFN who utilize a medical device or assistive technology for independence, health, or safety, SCE will supplement the CCBB Program offering to include a pilot to provide in-event support to customers that escalate a need for SCE to accommodate the provision of temporary power for a medical device or assistive technology during a PSPS de-energization.

- Customers who participate in the pilot are those who would not otherwise be eligible to receive a free portable backup battery through the CCBB Program. For more details, please see CCBB Program details below in Section 2.1.5.1.

Community Food Bank Support

Edison International and Southern California Edison have established partnerships with several nonprofits operating food banks and nutrition programs throughout the SCE service area. In 2021, Edison International provided grant funding to several of these nonprofits, including organizations such as the FoodBank of Santa Barbara County and Community Action Partnership of Orange County, for

their youth programming, workforce development or emergency preparedness programs. In 2022, SCE is looking to enhance these partnerships and include funding for the food bank programs to support food replacement for customers with AFN who experience PSPS activations.

Wellness Checks

SCE provides advanced notifications to public safety partners and CBOs. This allows these organizations to prepare in advance of a potential PSPS, amplify messaging, and perform wellness checks on their constituents as needed. For more information on notifications to CBOs, please see Section 2.2.1.1 PSPS Notifications.

In 2022, SCE will explore partnerships with third party organizations to support wellness checks during PSPS. These would be in addition to SCE's welfare checks for customers enrolled in MBL, Critical Care and self-certified when there is an undelivered notification. See Section 2.2.1.2 In-Person Notifications for MBL and Life Support Customers.

Resiliency Zones

SCE established the Resiliency Zones pilot to energize limited essential services in rural communities. For this pilot, SCE explored the creation of resiliency zones that would use in front-of-the meter (IFM) or behind the meter (BTM) generation to continue to provide the community with access to basic essential services such as food, fuel, medicine and other public safety services during PSPS activations in remote communities. SCE identified seven remote communities as having the most frequent PSPS activations in 2019 and 2020 and developed a pilot to provide up to three essential service sites (e.g., grocery store, gas stations) in each Resiliency Zone community with back-up generation.

This Resiliency Zones initiative provides customers, including individuals with AFN impacted by PSPS activations with continued access to essential services by providing back up power to these service sites, such as gas stations, small grocery stores, mini marts, and pharmacies. Ensuring resiliency to services such as these provides aid to all customers, and those who are most often significantly impacted or residing in rural remote communities. SCE recognizes that access to these critical services is crucial to resiliency during PSPS events. SCE executed contracts with eight customer sites in the Resiliency Zone communities: three in Agua Dulce, one in Cabazon, and one each in Bridgeport, Lee Vining, Mammoth Lakes and Stallion Springs. In 2021, the community Resiliency Zone in Cabazon,

Cabazon Fuel Center, was activated during the Thanksgiving Holiday PSPS. In 2022, SCE will provide the eight Resiliency Zone sites with backup generation for the duration of the contract term during PSPS events should the sites be de-energized during the PSPS event.

Meter Mounted Adapter Pilot

The Meter Mounted Adapter pilot will allow SCE to determine if such meter mounted technologies supporting customer resiliency align with SCE future program development to mitigate the impacts of PSPS activations. The Meter Mounted Adapter is a cost-effective plug-and-play transfer switch that allows a residential customer the ability to seamlessly connect a portable backup generator directly into their home's electric panel. This technology promotes resiliency by allowing customers to connect vital medical power equipment, refrigerators, fans, or other similar appliances without the need to run extension cords. SCE will use the pilot results to determine customer interest and confirm any safety issues arising from the use of this adapter that can be mitigated for long-term use.

2.1.5 Back-Up Power

As outlined below, SCE offers several programs that increase customer resiliency and help support customer independence, health, and safety during a PSPS de-energization. In 2022, SCE will research ways to improve our support of customers with AFN experiencing PSPS activations. In addition to our existing backup power programs, SCE will explore ways to provide portable backup power through partnerships with Regional Centers, IHSS, and look at ways to partner with hospitals that serve our Tribal Nation communities to help identify customers that may qualify for a backup power program.

2.1.5.1 Portable Battery Program

Mobile Battery Energy Storage System (MBESS)

SCE is piloting a mobile battery energy storage system to supplement or replace mobile diesel generators during PSPS events. The MBESS and the Mobile EV Charging Unit deployable direct current fast charger (DCFC) can be transported to sites within SCE's service area to provide charging services during PSPS events.

SCE has completed a purchase order with a third-party provider to manufacture a mobile and DCFC trailer with the ability to charge up to 14 EVs at a rate up to 50 kilowatt (kW) each. The mobile EV charger is expected to be completed in Q1 2022.

Critical Care Battery Back-up (CCBB) Program

The CCBB Program provides a free portable back-up battery to eligible customers enrolled in the MBL Program and enrolled in either the CARE or FERA program, as well as reside in a HFRA. The program supports customers with AFN who are electricity dependent and rely on electrically operated medical devices. The CCBB Program safeguards customers by supporting their ability to remain resilient during a PSPS activation.

SCE conducts outreach to eligible customers through multiple marketing and outreach channels to encourage program enrollment. SCE utilizes direct mail, outbound calling, social media campaigns through platforms such as Nextdoor, door knocking, and provides training and education to CBOs to help increase awareness of, and enrollment into the program.

In 2022, to further assist customers with AFN who utilize a medical device or assistive technology for independence, health, or safety, SCE will supplement the CCBB Program offering to include a pilot to provide in-event support to customers that escalate a need for SCE to accommodate the provision of temporary power for a medical device or assistive technology during a PSPS de-energization. Customers who participate in the pilot are those who would not otherwise be eligible to receive a free portable backup battery through the CCBB Program. Through SCE's in-event battery-loan pilot, the pilot will loan on a temporary basis, a portable backup battery to customers who reside in a HFRA, provide proof of a medical device or assistive technology that supports independence, health, or safety, and are notified of the potential for de-energization as part of a PSPS activation.

To accommodate customer escalations, SCE will partner and collaborate with CBOs and FBOs that serve people with AFN in HFRAs. SCE will educate CBOs and FBOs about in-event support and co-develop the process to intake and triage customer escalations. These organizations will be provided with contact information for battery deployment contractors geographically located throughout SCE's service area. Upon receiving a customer escalation, CBO/FBO's will have the ability to contact a battery deployment contractor directly to arrange for qualifying customers to receive a portable back up battery on loan prior to a PSPS de-energization. SCE will track portable battery related escalations during each PSPS activation to determine what the demand for in-event support might be and will utilize the data to establish a baseline to inform potential scalability in future years.

Additionally, with the success and growth of portable battery deployment programs across the state, PG&E, SCE, and SDG&E have engaged a non-biased third party to conduct a research study of

portable battery technologies and their use with medical equipment. The IOU's anticipate the study will inform future portable battery program direction by providing guidance regarding which type of portable battery is best paired with certain medical devices. The IOUs also look to utilize the results of the study to help drive the development of safety standards for portable batteries utilized by the programs.

Portable Power Stations (Battery) Rebate

Residential customers who live in an area designated as a Tier 2¹⁴ or Tier 3 high fire risk area can receive up to five (5) \$75 rebates for purchasing qualified Electric Portable Power Stations (e.g., portable batteries) per residential address. While the CCBB Program is the main backup battery program for customers with AFN, this offering is also available to all customers enrolled in CARE, FERA and MBL who live in HFRAs, including customers who use accessible technology or participate in the CCBB Program, etc. More information is available on SCE Marketplace.¹⁵

In 2022, SCE will use customer feedback to evaluate future program design. Additionally, SCE will explore options to increase access to Portable Power Stations for customers with AFN leveraging trusted partners such as 211.

2.1.5.2 Generator Program

Portable Generator Rebate

SCE's online marketplace offers rebates for portable generators and is available to customers who live in an area designated as Tier 2 or Tier 3 high fire risk areas. Residential customers enrolled in MBL or income qualified programs, such as CARE and FERA, could receive a \$500 rebate. Other residential customers located in an area designated as Tier 2 or Tier 3 high fire risk zones, are eligible to receive a \$200 rebate. More information is available on SCE Marketplace.

¹⁴ Tier 2 consists of areas on the CPUC Fire-Threat Map where there is an elevated risk (including likelihood and potential impacts on people and property) from wildfires associated with overhead utility power lines or overhead utility power-line facilities also supporting communication facilities. Tier 3 consists of areas on the CPUC Fire-Threat Map where there is an extreme risk (including likelihood and potential impacts on people and property) from wildfires associated with overhead utility power lines or overhead utility power-line facilities also supporting communication facilities. Tier 3 is distinguished from Tier 2 by having the highest likelihood of utility-associated fire initiation and growth that would impact people or property, and where the most restrictive utility regulations are necessary to reduce utility fire risk. *See* R.15-05-006.

¹⁵ SCE Marketplace is *available at* <https://marketplace.sce.com/>.

In 2022, SCE will continuously evaluate Generator rebate program enhancements for customers enrolled in CARE, FERA, and MBL in HFRA. Additionally, SCE will explore options to increase access to Portable Generators for customers with AFN leveraging trusted partners such as 211.

Self-Generation Incentive Program (SGIP)

SCE remains committed to promoting clean energy solutions that expand the growth of distributed generation in disadvantaged communities and increase customer resilience in HFRA. To support this goal, the statewide SGIP has been modernized with targeted incentives for resiliency related to wildfires.

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

The eligibility requirements to qualify for these incentives differ between residential and non-residential customers and are outlined in the SGIP handbook available at <https://www.selfgenca.com/documents/handbook/2021>.

Residential customers must meet the following to qualify for the Equity Resiliency incentive:

- Are located in a Tier 3 or Tier 2 HFTD or were subject to two or more discrete PSPS events prior to the date of application for SGIP incentives, and
- Are one of the following:
 - Eligible for the SGIP Equity Budget; or
 - MBL customer; or
 - A customer that has notified their utility of serious illness or condition that could become life-threatening if electricity is disconnected; or
 - Rely on electric pump wells at their primary residence for water supplies and;

- Demonstrate the residential household meets the income eligibility requirements required for the Equity Budget; and
- The storage installation site is a primary residence occupied by either a homeowner or tenant; and
- The residence is not provided water by a municipal or private utility.

Non-Residential customer eligibility requirements for the Equity Resiliency incentive are as follows:

- Located in a Tier 3 or Tier 2 HFTD or were subject to two or more discrete PSPS events prior to the date of application for SGIP incentives, and
- Provides critical facilities or critical infrastructure during a PSPS event to at least one community that is located at least partially in a Tier 3 or Tier 2 HFTD or were subject to two or more discrete PSPS events prior to the date of application for SGIP incentives, and
- The community is also eligible for the Equity Budget (except food banks, homeless shelters, and independent living centers are exempt from this requirement); and
- The Non-Residential customer is one of the following:
 - Police stations; or
 - Fire stations; or
 - Emergency response providers with the addition of tribal government providers; or
 - Emergency operations centers; or
 - 911 call centers (also referred to as Public Safety Answering Points); or
 - Medical facilities including hospitals, skilled nursing facilities, nursing homes, blood banks, health care facilities, dialysis centers and hospice facilities; or
 - Public and private gas, electric, water, wastewater, or flood control facilities; or
 - Jails and prisons; or
 - Locations designated by the IOUs to provide assistance during PSPS events (CRCs); or
 - Cooling centers designated by state, local or tribal governments; or

- Homeless shelters supported by federal, state, or local, or tribal governments; or
- Grocery stores, corner stores, markets and supermarkets that have average annual gross receipts of \$15 million or less as calculated at the single location applying for SGIP incentives; or
- Independent living centers; or
- FoodBanks.

Both the Equity resiliency and Non-Residential Equity Storage budgets are spent and there are waitlists for both. Waitlisted projects are funded through the attrition of projects that are cancelled, or through a replenishment of budget, in the order they were received.

In December of 2021, D. 21-12-031 directed the SGIP Program Administrators to immediately allocate and release all accumulated unallocated funds to applications waitlisted as of the date of the Decision. For SCE the unallocated funds total \$40,511,223, which will cover all current Equity Resiliency waitlisted projects (159) and a portion (6) of the Non-residential Equity Storage waitlist. SCE does not anticipate additional funding except through any future attrition.

Disadvantaged Community - Single-Family Affordable Solar Homes (DAC-SASH)

The CPUC approved the DAC-SASH program to increase the adoption of clean, affordable solar by residential customers living in disadvantaged communities. The DAC-SASH program is expected to run through 2030 and is modeled after California’s long-standing and successful SASH program. The CPUC has more information about solar programs for disadvantaged communities available on its website.

To qualify for the DAC-SASH Program, the Applicant must meet the following minimum requirements at the time of application submission:

- Must be a customer of SCE.
- The single-family residence must be owned, and occupied, by the Applicant as their primary residence.
- The household’s total annual income must meet the income eligibility requirements for either the CARE or FERA programs.

- The residence must be located in a qualified Disadvantaged Community (DAC) at the time of program application (the designation of DACs is subject to change with updates to the CalEnviroScreen tool).

The DAC-SASH program integrates job training opportunities, creating ladders of opportunity for individuals from all backgrounds to access well-paid jobs in California’s solar industry and ensure lasting community impact. Objectives of the DAC-SASH program are to:

- Maximize financial savings for low-income households in economically and environmentally disadvantaged communities.
- Enhance long-term economic self-sufficiency in low-income communities by providing community members with access to green jobs training and solar employment opportunities.
- Ensure consumer protection and long-term participant benefit.
- Provide education on energy efficiency and existing programs that can provide further benefits to families.
- Ensure robust participation and access for households in PGE, SCE, and SDG&E service areas.

In 2022, SCE will continue the DAC-SASH program, modeled after the SASH Program, which was designed to provide assistance in the form of up-front financial incentives towards the installation of solar generating systems on the homes of low-income homeowners. Because the SASH program was set to sunset at the end of 2021, SCE is currently working to close any remaining projects and close out the program.

Solar on Multifamily Affordable Housing (SOMAH)

The Solar on Multifamily Affordable Housing (SOMAH) program is a CPUC program that provides financial incentives for installing photovoltaic (PV) energy systems on multifamily affordable housing. The program delivers clean power and credits on energy bills to hundreds of thousands of California’s affordable housing residents, including those customers located in HFTD’s.

SOMAH’s unique, community-based approach ensures long-term, direct economic benefits for low-income households, helps catalyze the market for solar on multifamily housing and creates jobs while serving customers in SCE’s service area.

The program is designed to be transparent and accountable to the communities it serves. It is administered by a team of nonprofit organizations, which provides a host of no-cost services to maximize participation and community benefit. Services include comprehensive technical assistance for property owners, tenant education resources and job training. A community advisory council provides input into program development and helps ensure the program maximizes benefits to communities.

Objectives of the SOMAH program are to:

- Direct \$100 million, annually, from the electric IOUs' Greenhouse Gas Auction Proceeds toward subsidizing solar energy systems on Multifamily affordable housing.
- Encourage development and installation of solar systems in California's disadvantaged communities across the state.
- Emphasize the explicit goal that lowers the energy bills of tenants of low-income multifamily housing.
- Develop at least 300 megawatts of installed solar generating capacity by December 31, 2030.

2.1.5.3 Resiliency Efforts and Surveys

CCBB Program related Surveys

In 2021, the CCBB Program conducted a Communications Effectiveness Survey to evaluate the effectiveness of SCE communications about CCBB and identify improvements to help to increase program participation. Key survey results were addressed by completing updates to outreach marketing material and by creating a CCBB landing page on sce.com to provide additional program information.

In 2022, SCE will continue conducting monthly satisfaction surveys to evaluate the impacts on improvements made to the CCBB Program, customer satisfaction with the program, and apply changes as needed based on customer feedback.

AFN Research Study¹⁶

In July 2021, SCE conducted customer research via in-depth interviews (IDIs) with identified customers with AFN as well as CBO representatives (i.e., 211's, ILC's and Area Agency on Aging (AAA)) to:

- For customers with AFN, understand what is required to be as prepared as possible in the event of a PSPS activation
- For customers with AFN, determine what is expected of SCE before, during, and after a PSPS activation.
- Understand how SCE might collaborate with CBOs to better serve customers with AFN during PSPS activations.

Research results are qualitative with the intention of providing high-level insights through a total of 20 customer interviews and 11 CBO interviews.

Insights from these conversations include:

- Though customers with AFN are adaptable and resilient in the face of power shutoffs, PSPS activations can be costly and disruptive. While PSPS knowledge and planning varies widely, those customers who have been previously de-energized and customers who use electrically powered medical devices are typically most prepared for emergencies.
- Across all AFN interviews, a lack of education and resources creates gaps in PSPS preparation and general emergency readiness. Overall, customers have learned to get by during PSPS de-energizations using their own preparedness plans and using SCE communications for updates. However, customers with AFN are largely unaware of SCE's other support programs and CBOs that could provide them assistance.

The goal of CBOs during emergencies is to support the needs of their constituents, both with internal resources and in collaboration with other organizations. A main area of future collaborative interest revolves around information sharing—while CBOs are successful at meeting the needs of AFN

¹⁶ Refer to SCE's AFN PSPS Quarterly Update filed on November 1, 2021 in R.18-12-005, *available at* <https://docs.cpuc.ca.gov/PublishedDocs/Efile/G000/M418/K927/418927569.PDF>.

individuals already in their database, they recognize that there are customers likely falling through the cracks. Because of this, CBOs are open to strengthened communication and collaboration with SCE to identify and fill support gaps through information sharing and other measures.

This research identified several opportunities for SCE and CBOs to work together to enhance the support efforts for customers with AFN before, during and after PSPS events.

The Four key areas of opportunity moving forward are:

1. Education: Knowledge gaps exist among customers with AFN around why PSPS activations occur, how they should better prepare for PSPS activations, and what support measures exist.
2. Resourcing: Providing customers with AFN with backup power and replacement food supplies emerged as a critical need. Additionally, informing customers with AFN about the various programs and services that are available and relevant to them (*i.e.*, SCE programs and services, CBO support, SCE's 211 partnership) and will provide them with the necessary tools to withstand PSPS activations.
3. Communication: Timely and relevant communications are key for customers with AFN regarding PSPS.
4. Collaboration: Increased collaboration with trusted sources (e.g. CBOs and fire departments) will be instrumental in better preparing customers with AFN for PSPS activations.

SCE asks AFN profiling questions in some customer surveys (e.g., In-Language Wildfire Communication Pre/Post and PSPS Tracker, etc.) which will allow SCE to continue conducting analyses on customers with AFN in 2022.

In addition to conducting analyses on customer households with AFN, in 2022 SCE will leverage surveys to identify customers with AFN by asking pertinent household demographic questions and obtaining customer consent to add their demographic information to SCE's customer database. Given the challenges faced in accurately identifying customers with AFN (especially customers with disabilities) for the qualitative study conducted in July 2021, this approach will help SCE bolster its database of customers with AFN. Note, the limitation of this approach is that it is specific to those

customers who participate in research surveys, are willing to provide their household demographic information, and critically, their consent.

2.1.5.4 Individual Action Plans (211)

SCE is leveraging its partnership with 211 to supplement SCE’s ongoing efforts to educate and prepare customers for a PSPS. See Section 2.1.4.1 211 Care Coordination & Resource Hub for details on 211’s support with Individual Action Plans.

In addition to increasing individual resiliency in partnership with 211’s Care Coordination and other outreach efforts, SCE will continue to proactively engage, educate and market its CCBB Program and generator rebate programs as part of its efforts to adequately prepare customers for PSPS. SCE has developed protocols for assessing and fulfilling emergency backup power needs for customers during PSPS events should situations arise in which MBL and critical care customers are in urgent need of backup power to support their medical devices. Ensuring customer preparedness in advance of PSPS activations – particularly for MBL and critical care customers – is a top priority for SCE and its CBO partners. SCE coordinates with CBOs and local county service groups to inform customers of our portfolio of resources, including backup generation programs.

SCE will continue to hold regular meetings with customers, communities, tribal and local governments, and CBOs to receive input to identify ways to further enhance its PSPS program as needed to ensure that we are meeting the needs of our MBL customers.

2.1.6 Customer Assistance Programs

Enrollment in SCE’s Customer Assistance Programs is one of several ways to identify known customers or households with AFN. Enrollment in the Customer Assistance Programs outlined below provides the IOUs with the opportunity to craft focused, meaningful, and accessible PSPS outreach collateral to distribute to customers with AFN.

Medical Baseline Allowance (MBL)

SCE encourages customers who require electrically operated medical equipment, or have other qualifying conditions, to sign up for the MBL Program. This program provides customers with additional electricity each day at the lowest baseline rate. Enrollment in MBL adds additional protections when PSPS occur, such as in-person notification of a potential activation if for those relying on medical devices, including customers using life saving devices. Moreover, to ease customer

enrollment in MBL, SCE implemented third-party digital signatures. This allows both the customer and the medical provider to sign digitally, significantly reducing obstacles some customers may face when verifying their eligibility.

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

- SCE completed enhancement of the MBL web page in 2021, making it more interactive and allowing customers to learn about the program, print an application, or enroll using the online application form. This page and the correlating applications are currently translated into seven languages (Spanish, Korean, Chinese, Vietnamese, Cambodian and Tagalog).
- Quarterly bill messaging raising awareness of the MBL program and directing customers to www.sce.com/medicalbaseline to learn about the program and enroll.
- Direct customer campaigns in areas identified with low enrollments.
- Conversations with customer service representatives either through SCE's contact center, social media, virtual meetings or in person at community events.
- During PSPS activations, CRCs and CCVs provide information on SCE's available programs including MBL, rebates and incentives.
- Community meetings where customers are invited either in-person or virtually (when necessary to comply with COVID-19 safety protocols) include information about the MBL program and have resources online and available to assist customers with questions or enrollments.
- Partnerships with ILCs, CBOs, FBOs and other agencies to raise awareness of and increase enrollment in the MBL program.
- Partnering with In-Home-Health Services throughout SCE's service area on training programs for home health care workers and other social service agencies to raise awareness of the MBL program and make resources and collateral available for them to share with their clients.

The Joint IOUs have relaunched its quarterly MBL benchmarking meetings, a forum that allows the IOUs to highlight activities and share best practices in areas of outreach campaigns, awareness and enrollments to ensure alignment within the respective IOU service areas.

In 2022, SCE will develop a MBL video to promote the MBL Program in a simple and easy to follow format. SCE will share this video with various AFN stakeholders such as the Regional Centers and CBOs and encourage promotion of the MBL video with their stakeholders. SCE will enlist its full-service marketing vendor to create an automated, recurring email campaign to drive MBL program enrollment.

Additionally, SCE will continue to leverage on 211 to help enroll qualifying individuals in our MBL program through Care Coordination.

Income Qualified Programs

In addition to programs and services that assist customers by mitigating certain impacts of a PSPS activation, SCE offers a variety of programs designed to assist customers with AFN who may have difficulty balancing their energy needs and household costs. To enroll in these programs, customers must qualify based on the total number of people in the household, combined annual income, or approval for public assistance programs, including (but not limited to): Medi-Cal/Medicaid; CalFresh; WIC; LIHEAP; or Supplemental Security Insurance (SSI). In addition, SCE offers financial assistance and debt forgiveness programs for individuals who meet eligibility requirements.

Through program enrollment and adoption, SCE helps to create more resilient communities, promote energy savings, and help lower bills for qualifying customers. Through programs such as the Energy Savings Assistance program, income-qualified customers receive access to electrification and modernized technologies to support achieving California's aggressive clean energy goals in an equitable manner.

In 2022, SCE will be improving outreach materials by updating all income-qualified communications to make the program requirements simple and easy to understand. In addition, SCE is exploring the feasibility of developing a Universal Application Tool. This tool will help provide a single point of access for customers to enroll in the CARE, FERA, and ESA program. Once implemented, SCE will explore expanding this tool to incorporate other programs to provide ease of access for AFN individuals. The tool should increase coordination and data sharing with other low income and clean

energy programs. It also focuses on enhancing customer's overall experience by creating a system that is accessible for the various needs of users, including the non-English speaking, disabled, customers without broadband or a computer, and senior citizens.¹⁷

California Alternate Rates for Energy (CARE)

SCE offers income-qualifying households discounted rates on their electric bill. The CARE program provides qualifying customers a discount of about 30% on their monthly bill. To inform individuals about CARE, SCE provides targeted monthly direct mail letters in both English and Spanish. Direct mail letters include an application and postage paid reply envelope to make it easy for customers to apply. Monthly communications also include emails in both English and Spanish. Other communications include information on sce.com (provided in multiple languages), messaging on bills, and on social media.

For customers who contact SCE's Customer Contact Center (CCC), SCE provides several methods to assist customers with enrollment in CARE. When a customer calls SCE and wishes to enroll in CARE/FERA, they may utilize our self-service Interactive Voice Response (IVR) application system, they may speak directly with a SCE representative who can take their application over the phone, or they may have SCE send them a CARE/FERA application for further review. SCE also provides in-language support and utilizes third party translation services to assist customers with enrollment into bill assistance programs. In addition, SCE compensates CBOs to help enroll customers into the CARE program. SCE has over 60 CBOs who participate in the capitation program which focuses on enrolling customers into the CARE program.

Family Electric Rate Assistance (FERA)

SCE offers income-qualifying households discounted rates on their electric bill. The FERA program provides qualifying customers a discount of about 18% on the monthly bill. Similar to the CARE program, FERA is also supported by monthly direct mail letters in both English and Spanish. The direct mail letters also include an application and a postage-paid reply envelope to make it easy for low-income customers to apply. In conjunction with the CARE Program, other communications include

¹⁷ See D. 21-06-015, p. 131.

information on SCE.com, messaging on bills, and social media. In addition, through the capitation program, SCE provides compensation to CBOs to help enroll customers into the FERA program.

Energy Savings Assistance Program (ESA)

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

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

The program offers in-home energy education, smart power strips, re-lamping to Light-Emitting Diodes (LEDs) or torchieres, refrigerators, pool pumps, clothes washers, freezers, air conditioning, smart communicating thermostats, evaporative coolers, and weatherization.

To inform individuals about the ESA program, SCE provides targeted monthly direct mail letters and emails in both English and Spanish. The letters target customers who have not participated in the ESA Program, include messaging about the program, and direct customers to the ESA program website. Each letter also provides customers with the name and phone number for their local ESA program contractor, allowing contractors to directly receive information for interested customers. ESA informational flyers used by program contractors in outreach activities are provided in various languages including English, Spanish, Chinese, Korean, Cambodian, Tagalog/Filipino and Vietnamese. In addition, SCE continues to provide the statewide Energy Education guide in a large font format, increasing the font sizes for headlines, sub-headlines, and text to allow customers with partial sight to read helpful EE tips provided. SCE also continues to provide the energy education information in Braille for the blind and visually impaired.

SCE also provides access to on demand translation services for ESA program contractors. This in-language support is provided by a third-party to further assist ESA program contractors with customer enrollment, assessment, installation, or inspection activities while in customers' homes where they do not speak the language.

Pandemic Support/Financial Assistance

In response to the COVID-19 pandemic and the financial impact upon its customers, SCE instituted several customer protections for its Residential and Small Business Customers. Following the expiration of these protections on September 30, 2021, SCE communicated other support options still available to customers. The pandemic support campaign will be repurposing the consumer protection communication channels noting all pandemic support options available after the conclusion of the consumer protection programs. The goal of this transition plan is to proactively engage customers on programs to manage their utility bills.

Integrated communication promoting low-income, debt relief, budget assistance and energy savings programs will be distributed through integrated outreach channels such as SCE.com, outbound e-mails, direct mail, and brochures distributed by CBO and food banks, and customer bill inserts. SCE will continue to provide the Pandemic Support information in accordance with the language requirements outlined in D.20-03-004: English, Spanish, Chinese (including Cantonese, Mandarin, and other Chinese languages), Tagalog, Vietnamese, and Korean, as well as languages prevalent within SCE's service territory.

Arrearage Management Plan (AMP)

AMP is a debt forgiveness payment plan for eligible residential CARE and FERA customers. AMP is designed to help customers having difficulty bringing their accounts current by forgiving 1/12 of their past-due balances each time a monthly on-time payment is made. After 12 on-time payments, the debt is forgiven in full.

To be eligible, a customer must be:

- Enrolled in CARE or FERA,
- Must have a total past-due balance of \$500 or more, some of which is at least 90 days old,
- Must have been an SCE customer for at least six months, and
- Must have made at least one complete on-time payment within the last 24 months.

Energy Assistance Fund (EAF)

The Energy Assistance Fund (EAF) is a program that has been helping low-income residents pay their electricity bills since 1982. Participants may receive a maximum of a \$100 grant once per 12 months period. EAF is funded through voluntary donations from SCE employees, shareholders, and customers. Donations may be one-time contributions made directly to United Way of Greater Los Angeles or at sce.com/EAF, or through fixed monthly donations included in SCE billing process. SCE partners with more than 80 CBOs that provide in-language services, as well as assist customers applying for an EAF grant.

Cooling Centers

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

SCE supports county and city run cool centers by providing snacks, water, and handheld battery-operated personal fans. SCE provides the cool centers with collateral materials to promote Income qualified programs as well as inform/train staff to address questions related to income qualified programs.

Low Income Home Energy Assistance Program (LIHEAP)

Funded by the U.S. Department of Health and Human Services, Administration for Children and Families, and Office of Community Services, LIHEAP offers a one-time payment to help pay heating and cooling bills. In an emergency or energy crisis such as a utility disconnection, LIHEAP helps avoid service interruption. Program eligibility varies based on income, household size, place of residence, and other factors.

Late 2021, Congress appropriated an additional \$203 million for LIHEAP in California under the American Rescue Plan Act of 2021 (Public Law 117-2) to provide “additional relief to address the continued impact of COVID-19 (i.e., coronavirus disease 2019) on the economy, public health, state and

local governments, individuals, and businesses.”¹⁸ This supplemental funding has been distributed to California’s network of 41 LIHEAP local service providers to augment existing LIHEAP services, with a focus on financial assistance to reduce energy bills and arrearages for low-income households.

SCE works with nearly 40 CBOs who assist SCE’s in-need customers to provide LIHEAP requests/pledges through multiple channels – Interactive Voice Response (IVR), online pledge portal, and directly through SCE representatives.

San Joaquin Valley Disadvantaged Communities Pilot (SJV DAC)

SCE’s SJV DAC includes three electrification pilots in the communities of California City, Ducor, and West Goshen. These pilots replace propane and wood-burning appliances with electric appliances, to bring cleaner, more affordable energy sources to residential customers within these communities.

2.1.7 Customer Preparedness Outreach and Community Engagement

2.1.7.1 Advisory Councils

SCE’s Community Advisory Councils

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

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

¹⁸ California Department of Community Services & Development –American Rescue Plan Act, *available at* <https://csd.ca.gov/Pages/LIHEAPProgram.aspx>.

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

CEAWG is a group co-facilitated by SCE and the Greenlining Institute, which mostly consists of environmental, clean energy, and environmental justice non-profit organizations focusing on community resilience. The CEAWG regularly advises SCE on emerging policies and programs and actively works on developing new projects that help increase access to clean energy resources in disadvantaged communities. SCE also shares resilience information and work with government officials and institutions who work with local community organizations.

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

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

Statewide Joint IOU AFN Council

SCE is committed to understanding the unique and diverse needs of its customer populations with AFN and co-funds the Statewide Joint IOU AFN Advisory Council in partnership with the other California IOUs.

The AFN Advisory Council meets monthly, or more frequently, and is comprised of a diverse group of recognized CBO leaders that support the AFN population as well as members and advocates from within the AFN community. The Statewide AFN Council serves as an appropriate foundation for successfully serving its customers with AFN. The AFN Council opens the dialogue to discuss unique

needs of individuals who are most disproportionately affected and to develop a holistic strategy on how to better serve our customers with AFN. The board of the AFN Council is comprised of IOUs, state leaders (e.g., CalOES, CPUC), and statewide CBO leaders who support the AFN population. See Appendix A. for the list of Joint IOU Statewide AFN Advisory Council members.

The initial kick-off of this Advisory Council was held on June 15, 2020. The Statewide Advisory Council aids all stakeholders in developing and executing meaningful strategies to serve AFN populations and provide independent expertise to help ensure that utility customer programs incorporate best practices. The Council also helps utilities and other stakeholders further develop their AFN strategies to implement robust programs that will adequately and appropriately educate, communicate with, and aid AFN populations in building resiliency for emergencies, outages, and de-energization events such as PSPS.

Some examples of feedback and observations received from the Council, not specific to SCE but inclusive of all IOUs, include:

- There has been progress around the coordination with key partnerships (i.e., 211 agencies, California Foundation for Independent Living Center (CFILC), food banks, CBOs, however, more work needs to be done to be consistent with efforts across all IOUs.
- Some Council members received updates directly from CalOES as well as from the IOUs, which made it challenging for some agencies to manage the information and subsequently socialize messaging onwards to their clients. Council members suggested they prefer to receive messages directly from the IOUs only and will discuss this situation with CalOES independently.
- IOUs must ensure ongoing work is done before and after PSPS activations to reduce the impacts from the PSPS de-energizations.
- Continue focusing on accessibility for serving AFN populations through CRCs and CCVs.

SCE's Vice President of Customer Programs and Services serves as a sponsor for the Statewide Advisory Council and is available to engage with the Disadvantaged Communities Advisory Group¹⁹ (DACAG) on our activities for outreach, education and resiliency building for our customers with AFN.

SCE remains committed to building upon the expertise of the AFN Advisory Council and further opportunities to serve the AFN populations across our service area. SCE will engage this council throughout the year and continue to incorporate feedback in quarterly reports

As previously stated in Section 1, the IOUs have had several executive-level meetings between VPs of the IOUs and Executives of AFN organizations, including one all-day meeting on January 6, with at least two more meetings planned. The AFN Executives welcome the opportunity to provide input and guidance, and are optimistic for further progress on implementation of the strategies discussed with the IOUs for future PSPS activations. That work remains ongoing.

Regional Working Groups and Advisory Board

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

¹⁹ The purpose of the Disadvantaged Communities Advisory Group (DACAG) is to review and provide advice on proposed clean energy and pollution reduction programs and determine whether those proposed programs will be effective and useful in disadvantaged communities. Disadvantaged communities are areas throughout California that most suffer from a combination of economic, health and environmental burdens. These burdens include poverty, high unemployment, air and water pollution, presence of hazardous wastes, as well as high incidence of asthma and heart disease. Although living in a disadvantaged community does not mean that a person belongs to an AFN population, there is often overlap between these two designations and further overlap with SCE HFRA's. The DACAG defines disadvantaged communities that should be considered when developing programs such as: The top 25 percent of census tracts identified by CalEPA's CalEnviroScreen model (these are statutorily-defined as Disadvantaged Communities), Low-income census tracts below 80 percent of the State or Area Median Income (SMI/AMI), Individual households with median household income less than 80 percent of Area Median Income (AMI), and all tribal lands.

The PSPS Advisory Board includes participants from Public Safety Partners, Critical Facilities such as communications and water service providers, local and tribal government officials, business groups, non-profits, representatives of communities with AFN, and academic organizations. The Advisory Board discusses area-wide de-energization and wildfire issues and provides hands-on, direct involvement and advisory functions on various aspects of PSPS de-energizations. The Advisory Board has senior-level representation from the stakeholder organizations and efforts are coordinated to ensure alignment of topics and sharing of key issues between the working groups and advisory board.

2.1.7.2 Tribal Engagement

In 2022, SCE will continue its regular engagements with tribal governments in its service area (primarily those with PSPS circuits located in their jurisdictions) to share and provide updates on SCE's Wildfire Mitigation Plan (WMP) and PSPS. These meetings focus on educating and seeking feedback from tribal government officials on SCE's wildfire mitigation efforts, PSPS de-energization process, how SCE communicates and works with tribal agencies and emergency operations during PSPS activations, and assistance in promoting customer programs such as the MBL program and the CCBB Program.

SCE developed a Tribal Nations website²⁰ which provides tribal communities access to relevant information such as tribal areas served by SCE, recorded community trainings, and partnerships available to its constituents.

In 2022, SCE will continue engagement from tribal government and stakeholders to identify tribal members and encourage their participation in beneficial programs and services.

Additionally, SCE will work with tribal elected officials and their communications team/person to help market and educate tribal members about AFN programs. SCE will alert tribal nation leadership anytime there is a new posting on the SCE Tribal Nation website about all SCE-related programs, including AFN targeted ones.

²⁰ SCE's Tribal Nations Website, available at <https://www.sce.com/partners/partnerships/Tribal-Communities>.

2.1.7.3 CBO Outreach

Independent Living Centers (ILC)

SCE's partnerships with the eleven ILCs across its service area continue to help us assist our AFN population. The ILCs are dedicated to increasing independence, access and equal opportunity for people with disabilities, are partners in raising awareness to their clients about PSPS and the importance of building resiliency plans for when these events unfold. Collectively, these ILCs provide direct services to the following counties within SCE's service area: Inyo, Kern, Los Angeles, Mono, Orange, Riverside, San Bernardino, Santa Barbara and Ventura.

To support the services offered by the ILCs to our mutual customers, and to meet the needs of individuals with AFN, SCE donated a supply of portable batteries with solar charging capability to the ILCs for their short-term battery loan programs, which help customers remain in their homes during an outage with adequate power supply for their medical devices.

When PSPS activations are forecasted, SCE immediately notifies our ILC partners, and CBOs, about the potential PSPS. In these communications, SCE provides draft messages that can be repurposed by the partners to communicate with their clients and proactively prepare to respond to needs for portable batteries.

Some ILCs expanded their services to become CRCs in 2020 to serve the needs of individuals with AFN when PSPS activations unfold. These partnerships will continue into 2021, serving a critical need within the community for individuals with disabilities.

Edison International has provided grant funding to these nonprofits for their emergency preparedness programs. Additionally, these ILCS have been invited to participate in a paid for performance model described below.

SCE will continue partnering with these important organizations in 2022 to raise awareness about PSPS, support resiliency planning efforts for AFN populations, communicate before, during and following PSPS activations and amplify awareness of the MBL Program and program developments that serve SCE's AFN populations. Additionally, SCE will continue to engage ILCs during PSPS activities to provide accurate and up-to-date information and to provide an avenue for escalation, coordination, and resolution of issues related to individuals with AFN.

In 2022, SCE will explore partnering with the ILCs to further assist in deploying backup batteries during a PSPS activation.

211 California Network

SCE will continue its partnership with both local and Statewide 211 service providers. See section 2.1.4.1 CARE Coordination & Resource Hub for services available to customers with AFN through 211 partnership.

CBO Engagement Wildfire and Safety Preparedness

SCE engages with CBOs to help educate and create awareness around safety preparedness in the event of a disaster that impacts SCE customers, especially seniors, people with limited English proficiency, customers with disabilities, and/or those who are transportation disadvantaged.

To create even more productive alliances with CBOs, SCE contracted with 50 CBOs for ongoing incentivized partnerships. These Tier-1 CBOs were selected through a Request for Proposal (RFP). The RFP was designed to select a total of 50 CBOs that have a strong reach in the communities previously mentioned and demonstrate the ability to partner with SCE to help educate and increase awareness around Wildfire and Safety Preparedness.

Together, the CBOs and SCE share information about SCE's wildfire mitigation plan and the importance of building resiliency plans for when emergencies occur. Other important topics regularly shared are helpful programs like MBL, CARE/FERA, rate options and important rebates and incentives available to our customers. CBOs also regularly exchange and share healthcare communications on programs and services through social media, newsletters, e-blasts, blog posts, and direct stakeholder engagement efforts like digital webinars.

All the Tier 1 CBOs are required to track their outreach and engagement efforts and submit this information via monthly reports. These metrics are used to evaluate CBO performance, program effectiveness, and identify areas of improvement.

For the Tier 1 CBOs to be effective in their outreach efforts, SCE provides the CBOs with the following:

- Onboarding training to provide a background on Wildfire Mitigation efforts and resources available.

- Monthly check-ins to review engagement efforts and address any challenges the CBOs may be facing.
- Quarterly webinars for all CBOs to attend and receive a refresh on programs and share additional initiatives or resources to support their outreach efforts.
- Monthly messages, CBOs will receive turnkey messaging every 5th of each month. CBOs will share this information through their communication channels. The objective is for the information to benefit their constituents and help them to prepare in the event of a wildfire.
- Tracking of community events, CBOs will provide SCE with a list of community events and SCE will post the information on SCE.com to promote these opportunities with constituents.
- Resources for engagement efforts. CBOs will have access to various digital program PDFs (in-language). In addition, if a CBO will be attending or hosting an in-person event, SCE will provide printed materials and resources like resiliency kits.
- Community-Based Connection Newsletter distributed to our database of over 1,600+ CBOs. Content will cross promote customer care programs and Wildfire & Safety Information.
- In addition, SCE will continue to share message and all related program information with CBOs that submitted an RFP but were not selected as part this effort.

In 2022, SCE will continue its partnerships with trusted and reputable organizations that work directly with customers with AFN. SCE will continue its partnership with Mixtec/Indigene Community Organizing Project (MICOP) to coordinate direct outreach to community members and to deliver PSPS public service announcements in the Indigenous languages of Mixtec, Zapoteco and Purepecha. SCE is also partnering with 211 service providers and ILCs throughout the service area, as noted above.

AFN-Focused CBO Outreach and Engagement

To continue the support and engagement of SCE's customers with AFN, SCE proposes to expand its Wildfire Safety and PSPS Preparedness outreach efforts by increasing the roster of CBOs primarily focused on serving individuals with AFN by approximately 40% - 60%. SCE will implement this expansion throughout 2022.

These organizations will be selected from SCE's CBO database and SCE will also seek input and recommendations from internal stakeholders, external advocacy groups and the CPUC. The

objective is to gain as much feedback as possible from subject matter experts in AFN space. SCE will task these organizations with serving underserved communities in high-fire risk areas, providing multi-language support, and leveraging existing partnerships they may have with other resource providers and agencies in the AFN space.

The incremental AFN-focused CBOs will be utilized as an additional communication channel to promote general awareness and resiliency preparedness to support PSPS activities including informing constituents with AFN about important customer care programs SCE has available.

These AFN-focused CBOs will have the tools and resources to share information before, during and after a PSPS. SCE will provide the necessary training and resources to help these CBOs drive this message and educate AFN communities. It is anticipated that the CBOs will share this information through the following communication channels:

- Events (In-person and Digital)
- Social media channels
- Online communications: eblast, newsletters, digital post on organizations websites
- Participating in community events and CBO coordination calls
- Assist with on-call resources (if applicable)

SCE will continue seeking opportunities to expand the number of contracts with AFN-focused CBOs.

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

SCE recognizes that ongoing engagement with healthcare practitioners, medical associations, and durable medical device suppliers in 2022 is a key opportunity to increase enrollment in the MBL Program and connect individuals with AFN to medical device resources if needed during a PSPS. Meetings with the AFN Core Planning Team revealed that Healthcare Providers can play a key role in driving patient awareness and enrollment in the MBL Program. See Appendix A for list of participants in the AFN Core Planning Team.

In 2021, the Joint IOUs partnered to deliver statewide training sessions to the California's Department of Social Services In-Home Health and Supportive Services (IHSS) Program Managers, the Department of Developmental Services' Regional Center staff, and the California Rural Indian Health Board (CRIHB). The Joint IOUs also produced an on-demand training video for the California Hospital Association/California Hospital Council. The training sessions covered:

- Emergency preparedness and planning
- MBL Program and Self-Identified Vulnerable Customer Program
- Newly available statewide support services through 211
- Generator and back-up battery programs
- Other resources and offerings provided to customers during PSPS activations (e.g., CRCs, food replacement programs, etc.)

Additionally, the IOUs executed joint marketing campaigns with the Department of Developmental Services (DDS) and the Department of Social Services (DSS), Department of Rehabilitation (DOR), Council for the Blind, and the CA Hospital Council/Hospital to more broadly communicate IOU programs and services that mitigate the impacts of PSPS to these agency clients.

In 2022, the Joint IOUs will work to cultivate new partnerships to help amplify IOU PSPS outreach efforts to increase preparedness and drive enrollment in the MBL Program. Joint IOUs will continue to engage with healthcare practitioners, medical associations, managed care program providers, and durable medical equipment (DME) suppliers to provide information to customers on our program and services that mitigate the impacts of PSPS. From a statewide strategic approach, the IOUs will continue to jointly engage and train IHSS, DDS Regional Centers, CRIHB, CA Hospital Council/Hospital Association, DOR, and look for opportunities to engage new healthcare industry providers, state medical associations and state agencies in 2022.

2.1.7.4 AFN Outreach

Marketing Campaigns

In 2021, SCE sent the annual PSPS Newsletter (formerly referred to as the PSPS Dear Neighbor newsletter) to all SCE residential and business customers, a total of approximately 4.5 million, in both HRFAs (approximately 1.2 million) and non-HRFAs (approximately 3.3 million). The newsletter sent to

customers in HFRA focused on PSPS, including SCE’s notification processes, decision-making factors for PSPS, and helpful links to customer support programs. The newsletter sent to customers in non-HFRA focused on emergency preparedness and included an overview of PSPS. Both versions provided an update on SCE’s wildfire mitigation efforts, helpful emergency preparedness websites and ways to sign up for alerts and/or the MBL Program. The HFRA and non-HFRA newsletters were versioned in the 19 languages prevalent in SCE’s service territory and were also accessible to customers via the Wildfire Communications Center on SCE.com.

For 2022, SCE plans to refresh the HFRA and non-HFRA PSPS newsletter content and estimates customer mailings will begin mid-late April.

SCE and PG&E will jointly partner with a third-party vendor, Deaf Link, to leverage their Accessible Hazard Alert System (AHAS) which provides alerts in formats that support the communications needs of persons with sensory disabilities. Deaf Link will provide 24/7 access to Deaf Link’s AHAS program for production of on-demand accessible alerts in American Sign Language (ASL) video, English voice, and text. Maximum recommended message size is 150 words (1.5 mins of video). Turn-around target time is 15 minutes. Alerts would be created and sent back SCE or PG&E for final distribution through their respective emergency notification systems. When the link is clicked the alert opens in American Sign Language and text format compatible for assistive technologies.

SCE also proposes to explore a jointly funded IOU approach for creating education and outreach materials, including expanding prepareforpowerdown.com for the CBO and State Agencies to amplify the IOU resources to their constituents. A statewide approach would allow the IOUs to cost-effectively develop materials accessible to the Deaf or Deaf-Blind and intellectually disabled communities that are user friendly for CBOs and State Agencies to distribute.

SCE’s previously discussed partnership with Deaf Link will be leveraged to create a series of accessible format educational materials including videos that inform customers about important programs and services that can help them to be more resilient during an outage event. The curriculum of materials may include the following potential topics: 211, IOU Customer Resources & Support, and Emergency Preparedness Checklist.

The final “as produced” materials will be readily accessible via each IOU’s corporate website and will also be cross promoted via social media. The Prepare for Power Down statewide website will also be leveraged a channel to make the videos accessible to Deaf or Hard of Hearing customers.

Advertising

SCE's advertising seeks to educate customers and the public on PSPS, including the conditions that trigger a PSPS, how to prepare for a PSPS, what SCE has done and continues to do to mitigate the risk of wildfires, and how to prepare for emergencies.

SCE also uses social media to support its advertising and marketing campaign with paid and organic posts informing customers about PSPS, emergency preparedness tips, how to sign up for PSPS alerts and storytelling around SCE's wildfire mitigation efforts. Also, information about SCE's CRCs and CCVs is shared on Facebook, Twitter, Instagram and Nextdoor.

SCE created new digital ads and print materials to expand the campaign to increase customer awareness of and participation in customer programs and services. Print ads for the MBL Program and signing up for outage alerts to help be prepared for emergencies and PSPS were published in 40 ethnic (African American, Chinese, Tagalog, Korean, Spanish and Vietnamese) newspapers in April 2021 and again in May 2021.

SCE created new radio ads to expand the campaign to increase customer awareness of SCE's wildfire mitigation efforts. The ads (English, Spanish, Mandarin, Cantonese, Korean, Vietnamese) were launched in September and will run till end of the year.

SCE measures impressions and click-through rates for these ads. The MBL ads generated nearly 70 million impressions and the customer resources ads generated more than 42 million impressions, and overall impressions were at 832 million through Dec 31, 2021. SCE achieved 60% in message awareness, exceeding the 2021 goal of 50%. In 2022, SCE plans to continue to run advertisements in English and other languages concurrently service area wide, using a variety of channels, including digital banners, digital video, connected TV, social media, digital audio and broadcast radio. The marketing campaign will continue to emphasize PSPS readiness and customer programs, specifically for customers with AFN, with an overall impression goal of 613 million. The 2022 awareness goal will be maintained at 50%. SCE will continue to develop new ads with relevant messages and continue to communicate these messages.

2.1.7.5 PSPS and Wildfire Preparedness Outreach

Community Meetings in High Fire Risk Areas

In 2022, SCE plans to host virtual community meetings in HFRA to provide information on SCE's wildfire mitigation efforts and PSPS. The meetings will also provide information on communications and notifications around PSPS, customer programs such as the MBL program and CCBB, and resources to help customers be better prepared. These meetings offer participants the opportunity to ask questions of SCE staff and provide feedback. SCE will advertise the meetings to customers in HFRA, and information about the meetings will be available on SCE's website. SCE plans to record the meetings and post them with closed captioning on SCE's YouTube channel, which provides the ability for customers to view closed captioning in multiple languages.

In 2022, SCE plans to have (1) ASL version of the Community Meeting to increase accessibility of communications. This version will be available on SCE's website for future reference.

Meetings with Cities and Counties

In 2022, SCE will continue its regular engagements with local governments in high fire risk areas across its service area (primarily those with PSPS circuits located in their jurisdictions) to share and provide updates on SCE's WMP and PSPS. These meetings focus on educating and seeking feedback from local government officials on SCE's wildfire mitigation efforts, PSPS de-energization process, how SCE communicates and works with government agencies and emergency operations during PSPS activations, and assistance in promoting customer programs such as the MBL program and the CCBB Program. SCE will also solicit advice on outreach to individuals with AFN.

2.2 PSPS Activation (During – Emergency Operation Center Activated)

2.2.1 In-PSPS Communications

2.2.1.1 PSPS Notifications

Notifications to Public Safety Partners

SCE's goal is to notify all public safety partners, local/tribal governments, critical facilities and infrastructure, and customers in accordance with the minimum timelines set forth by the CPUC in D.19-05-042.

First responders, Public Safety Partners, and local governments require lead time to prepare to respond to potential de-energizations. To support this need, when possible, SCE provides priority notification to these agencies between 48 and 72 hours before a potential PSPS de-energization. Additional alerts and warning update notifications are made again at 24-hour intervals.

SCE implemented the Electric Outage Notification System (EONS) in 2019 to execute high-volume targeted notifications within very short timeframes, enabling SCE to reach a large number of customers in areas potentially subject to PSPS. SCE also developed a process to utilize this technology to communicate with and support customers impacted by other types of natural disasters. In 2019, SCE enhanced EONS' capabilities to expand in-language notifications based on customer preference including Spanish, Mandarin, Cantonese, Tagalog, Vietnamese and Korean. In 2020, SCE enhanced the system further to include additional languages spoken prevalently in the SCE service area.

CBO Notifications

CBO notifications follow the format and cadence of notifications provided to Public Safety Partners. Advanced notifications allow CBOs to prepare in advance of a potential PSPS, amplify messaging, and perform wellness checks on their constituents as needed.

Paratransit Notifications

SCE provides priority advance notifications in their preferred method, including text, email or voice, as early as 72 hours prior to Critical Infrastructure customers, including paratransit agencies. These customers may also request access to the Public Safety Partner Portal, where they can obtain detailed information about potential PSPS activations, including access to aggregated information on customers served by the circuits being monitored. SCE will offer Public Safety Partner Portal training to paratransit agencies. A list of circuits with the corresponding zip codes will be available on the Portal. For more information on partnerships with accessible transportation, please see Section 2.1.4.2 Resource Planning and Partnerships, Accessible Transportation. In those cases when the PSPS is not anticipated to affect the critical infrastructure facility, but instead an area where the paratransit agency operated, SCE will notify paratransit agencies who have enrolled in receiving advanced notifications following the same process used to notify CBOs.

Address Level Alerts

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

These alerts are available through text and voice channels and will be available in email format in 2022. As of January 14, 2022, over 67,000 users have enrolled in address level alerts, which replaced SCE's ZIP Code alerts. The availability of these notifications will be communicated through advertising and through customer newsletters.

In 2022, SCE will expand PSPS Address Level Alerts to include email notifications in addition to the existing voice and text alert options. SCE will continue to identify and implement improvements for the PSPS Address Level Alerts based on feedback from users.

2.2.1.2 PSPS Customer Notifications

Two days before forecast conditions, SCE begins notification to customers via their preferred method of communication (e.g., text, e-mail, voice call). They are again scheduled to be notified one day before the forecasted conditions.

PSPS notifications are delivered via the customer's preferred channel: phone call, email, and/or text.

As of October 21, 2021, PSPS notifications to customers are available in 23 languages. These are available via SMS, voice²¹, and e-mail.

In 2022, SCE will improve customer experience of SCE's PSPS notifications by incorporating American Sign Language translations, continuing enhancements to our new Foundry automation system will allow more segmented notifications, which should improve accuracy and timeliness and undertaking additional customer research to determine if further content enhancements are recommended.

In-Person Notifications for MBL And Life Support Customers

²¹ Mixteco, Zapoteco, Purapecha are only available via Voice.

When a public safety event is forecasted, SCE takes additional steps to ensure that MBL and Life Support customers are receiving notifications advising them about a potential PSPS. When SCE does not receive confirmation that these customers received proactive alerts and notifications, SCE will conduct follow-up calls and messages, and finally, send a representative to attempt in-person contact (doorbell ring). SCE incorporates these extra cautionary steps for those customers designated as MBL, including Critical Care, and individuals who are Self-Certified.²²

SCE receives a report within 30 minutes of a notification campaign that provides a list of MBL, Critical Care, and Self-Certified customers whose notifications were not delivered successfully. This list is provided to SCE's on-duty Consumer Affairs staff who begins researching customer accounts to locate other contact channels and make attempts to reach the customer. In most cases, SCE is able to receive affirmative confirmation either through the original notice or through the process established by the Consumer Affairs department. However, in those rare instances when SCE cannot confirm the message was delivered, SCE will send a representative to the residence to attempt to deliver the message directly to the customer.

If a customer is not contacted at the location, a letter is left advising them of the purpose of their visit and asking that they call SCE so that they can provide up-to-date contact preferences for these critical messages. We are able to confirm that in 2021, approximately ~96% of all notifications to this population, including follow up calls and in-person visits, are delivered in each activation.

To maintain the most current contact information in the databases, when a Consumer Affairs representative speaks with these customers, representatives update their contact preference in SCE's databases and monitor future notifications for the current activation to validate the messages have been delivered. Additionally, when field representatives who make contact at the home obtain an up-to-date contact number, they provide the information to Consumer Affairs who then updates SCE's business systems. Additionally, on an annual basis, SCE sends every customer enrolled in the MBL program a letter that talks about power outages, the importance of a resiliency plan, and asks that they contact SCE to make sure their contact information is up to date.

²² These individuals certified as having a condition that could become life-threatening if electricity is disconnected.

SCE will continue with this safeguard to ensure that all customers enrolled in MBL, including Critical Care, as well as those who have Self-Certified are receiving PSPS alerts and notifications when SCE is able to do so. Unfortunately, unforeseen weather activations may prevent advance notice to our customers and in such situations, SCE may not be able to reach impacted customers until a de-energization has occurred.

Multi-Family Dwellings and Property Managers

In 2021, over 1 million copies of the PSPS newsletter were mailed to customers who live in HFRA's, which includes multifamily tenants who are individually metered. Translated versions in all CPUC-designated prevalent languages are accessible to customers via the Wildfire Communications Center on [sce.com](https://www.sce.com). SCE also mailed an annual newsletter to all residential and business customers prior to the onset of wildfire season.

In August 2021, SCE mailed over 5,000 PSPS Master Letter & Flyers requesting landlord/property owners' assistance with educating their sub-metered tenants about wildfire and PSPS, including steps they can take to plan, prepare and stay safe during a PSPS outage, in addition to requesting that landlords post the provided flyers for tenant awareness. The letter and the flyer are bilingual (English/Spanish). Translated versions of the flyer in Chinese, Vietnamese, Korean and Tagalog (in addition to Spanish) are accessible for download via SCE's Wildfire Communications Center webpage available at <https://www.sce.com/wildfire/wildfirecommunications-center>.

SCE will be leveraging current relationships to expand outreach and education. For instance, SCE will collaborate with apartment owners and associations for opportunities to provide PSPS education and outreach to their tenants and association members. SCE will be assessing the feasibility of including advertisements in publications and performing outreach at customer's sites, trade shows or events. SCE will be promoting the newly implemented premise level alerts for non-accountholders--now giving sub-metered tenants, property managers, tenants, and any individual with AFN (e.g., out-of-town travelers, caregivers, individuals struggling with homelessness, etc.) access to valuable notifications.

In 2022, SCE will continue to provide newsletters to customers in High Fire areas as well as Master Metter Letter & Flyers requesting landlords or property owners' assistance with educating their sub-metered tenants about wildfire and PSPS, including steps they can take to plan, prepare and stay safe during a PSPS outage, in addition to requesting that landlords post the provided flyers for tenant awareness

2.2.1.3 Accessible Media Engagement

2.2.1.3.1.1 Accessible Website

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

SCE.com is WCAG 2.0 AA compliant.²³ The website is routinely tested to support visitors who use a wide range of assistive technologies – including screen readers – to access the internet. Maps denoting PSPS locations and details have been optimized to support customers with visual limitations, including color blindness. In fact, in 2020 SCE recolored their PSPS outage map based directly on feedback from a Center For Accessible Technology (CFAT) representative on the Join IOU Statewide AFN Advisory Council, which shows the impact and benefit of such advisory councils. Additionally, Wildfire/PSPS content on SCE.com is now available in nineteen languages prevalent in the service area (including English) to further assist customers with language dependency.

In 2022, SCE will be optimizing Wildfire Safety, PSPS and Outage related content on SCE.com. The purpose of this optimization effort is to make it easier for our customers to find and understand the Wildfire Safety/PSPS/Outage info on the website.

SCE will continue to maintain WCAG 2.0 AA compliance across its digital properties to ensure wildfire mitigation content is accessible to all customers. These properties include SCE.com, Edison.com, and Energized by Edison (energized.edison.com). We will also continue to maintain accessibility of our wildfire mitigation-related video assets hosted on third-party sites such as YouTube to the greatest extent possible based on the accessibility features of those third-party sites.

2.2.1.3.2 Multicultural Media Engagement

To conduct customer outreach and community awareness in the prevalent languages, SCE launched its web-based, Multicultural Communications Resource Library in April 2021. Here SCE’s

²³ External-facing digital properties such as SCE.com, Edison.com, Energized.Edison.com and our online newsroom include web pages and various assets that are assessed for WCAG compliance. This includes compliance in regard to font, colors, images and videos. SCE staff who work on these various websites also take annual trainings for WCAG compliance.

customers and partners can access Wildfire Safety and PSPS-related communications and outreach in all of SCE prevalent languages. The majority of SCE’s channels provide links to this web-based, centralized hub for customers, which includes translated radio, website, social media, digital ads, print collateral, email, direct mail, notification texts, recorded messages, and emergency alerts.

In addition to SCE.com, SCE will evaluate and assess the addition of in-language wildfire mitigation content across various external digital properties.

2.2.1.3.3 Social Media

Beginning in 2019, SCE began using Nextdoor as a channel to reach populations who may not have access to other channels of communications. SCE made 174 Public Safety Power Shutoff (PSPS) posts with 361,180 impressions to Nextdoor in 2021. In 2022, SCE will continue to enhance its Nextdoor communications strategy to further refine our targeting capabilities and ensure PSPS notifications are delivered directly to the impacted customers aligning with the segmentation of circuits impacted.

SCE will continue customer communications via Facebook, Twitter, and Instagram responding to and triaging customer concerns during PSPS activations.

In 2022, the social media team will experiment with using Alt Text options on social media images to try and make descriptions and information more accessible to people with vision loss. Alt Text makes social media more accessible by describing images so people who may be visually impaired can understand images while using social media.

2.2.2 Community Resource Centers (CRCs)

During PSPS activations, SCE provides in-person local support to its customers through CRCs and CCVs. These locations provide customers with information, support, and resources to minimize the impact of PSPS activations. CRCs and CCVs offer customers the ability to charge portable mobile and medical devices, receive water, light snacks, ice or ice vouchers, and access to a safe and climate-controlled space with access to restrooms (when not limited by COVID-19-related restrictions).

SCE offers insulated bags and ice vouchers for individuals who have the need to keep medication cool. Additionally, SCE offers in-language translation, including American Sign Language, to support customers at CRCs and CCVs for whom spoken English is not their primary language. Customers may also update their contact information and enroll in outage alerts at CRCs and CCVs.

SCE's CRCs are required to comply with the Americans with Disabilities Act so that all customers may access CRC services. Customers can find the location of activated CRCs on SCE's website (www.SCE.com) during PSPS activations.

To date, SCE has contracts with 62 CRCs in different locations and can currently activate approximately 15 of these locations simultaneously across its service area, including deploying CCVs as needed. SCE is exploring augmenting staff to enable expansion of the number of CRCs/CCVs that could operate simultaneously during activation. CRCs are activated and CCVs are dispatched to communities that are impacted by a PSPS de-energization activation.

When contracting with sites to host CRCs, SCE targets communities using the following factors:

1. Analysis of circuit locations impacted during the prior wildfire seasons
2. Analysis of circuits likely to be impacted by PSPS activations in the coming year
3. Grid hardening initiatives underway
4. AFN and other essential customer groups on the circuits
5. Population density, and
6. Special needs within the community.

Of SCE's 62 CRC locations, 52 operate between the hours of 8am to 10pm.

In 2022, SCE will consider the following enhancements to our current CRC to improve overall accessibility and customer satisfaction

- In 2022, SCE will provide privacy screens at CRC locations. Additionally, SCE will be reaching out to the Arc of California, a non-profit organization that specifically supports individuals with intellectual disabilities, to request use of their facilities as a CRC.
- SCE provides American Sign Language translation at CRCs. In 2022, SCE will explore incorporation of ASL translation in PSPS alert messaging.
- SCE will continue to operate CRCs in rural areas when impacted by PSPS. SCE contracts with CRCs in advance of potential PSPS activations and refers to a circuit analysis to identify all communities who are at high risk of being impacted; this includes rural communities.

SCE has also equipped CRC locations in the most remote communities with resiliency (back up generation for the CRC) to support customers who are without power.

- SCE identified seven remote communities as having the most frequent PSPS activations in 2019 and 2020 and developed a pilot to provide up to three essential service sites (e.g., grocery store, gas stations) in each Resiliency Zone community with back-up generation. For more information see Resiliency Zone section.
- To the extent possible when SCE selects and publishes a CRC location availability, SCE is committed to maintaining operations of CRCs from 8 am to 10 pm for the duration of the period of concern. Due to weather changes or other constraints, SCE may relocate the CRC as needed to best serve customers who are experiencing a PSPS.
- SCE will continue providing cell phone and medical device charging through CRCs and CCVs
- SCE offers 2-gallon water containers in rural areas, which may be used for livestock, cooking, or other needs.
- In 2022, SCE will consider expansion of offerings at CRC locations for individuals with AFN, including availability of a spare wheelchair for temporary use, as well as water and light snacks for service animals

3. RECOVERY (AFTER – POWER HAS BEEN RESTORED)

3.1 Support to Customers with AFN

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

- connecting customers with AFN to accessible transportation* from shelter, lodging, or CRC
- returning emergency battery loans*
- food replacements* via food bank, meals on wheels, or food pantries

*For details on support offered to customers with AFN after PSPS go to section 2.1.3 AFN Support Resources. Some of these resources are being considered for future availability in 2022.

3.2 After Action Reviews and Reports

Exercise After Action Reporting

Following an exercise, After-Action Reports (AAR) are developed to provide feedback of participant performance during the exercise. The AAR summarizes exercise events and analyzes performance of the tasks identified as important during the planning process; including but not limited to the ability to meet exercise requirements and capabilities. SCE captures improvement opportunities in the After-Action Reports where activities or improvements are tracked using the Corrective Action Tracking mechanism, described below. This tracking system includes improvements related to AFN as identified. For more details see Section 3.3 Lessons Learned and Feedback, Corrective Action. This tracking system includes improvements related to AFN as identified.

3.3 Lessons Learned and Feedback

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

Corrective Action Tracking

Any corrective actions identified during real-world activations and preparedness exercises contribute to an overall continuous improvement model and inform future planning, training, and exercise requirements. SCE's Business Resiliency assigns and tracks corrective actions regardless of which organizational unit within the SCE enterprise owns remediation of the action. This is necessary to improve plans, build and sustain capabilities, and maintain readiness. In addition to corrective action tracking, SCE investigates lessons learned from other emergencies affecting utilities and works to implement best practices related to these lessons learned.

3.4 Customer Surveys

CRC Surveys

SCE displays a QR coded survey at each CRC and CCV location to enable customers to provide onsite feedback. Additionally, SCE collects email addresses from customers who prefer to receive the survey via email. After a PSPS, SCE emails a survey link to those customers who provided an email address. SCE reads all of the survey responses to gauge the helpfulness of the staff and services at CRCs and CCVs and to identify areas of improvement.

SCE's PSPS Surveys and Feedback

SCE conducted various WMP/PSPS-related customer research studies in 2021 including two large studies:

1. In-Language Wildfire Mitigation Communications Effectiveness Surveys that measured the communications and outreach effectiveness prior to and coincident with the wildfire seasons by prevalent language.
2. The PSPS Tracker conducted annually at the end of wildfire season to assess and understand customer awareness, experience and opinions of SCE's PSPS and wildfire mitigation activities, focusing on customers affected by a PSPS.

When the Commission shared the Phase 3 OIR decision, the PSPS Tracker was completed and the In-language study was in-flight. As such, SCE can leverage questions asked in these two research studies to answer some questions posed by the Commission in the Phase 3 OIR. Other questions posed by the Commission could be addressed by asking them in one or both of the aforementioned research studies in 2022, where feasible. Other questions posed cannot be answered as research is not the best method to address the question(s).

Pursuant to D.21-06-034 K.4.a.i.A, Table 3-1²⁴ displays the percentage of customers with AFN who were aware that their utility may de-energize their system as a wildfire mitigation measure. This data is captured in the 2021 In-Language Wildfire Communication Outreach Effectiveness Survey.

²⁴ "Pre" is the designation for pre-season surveys and "Post" is the designation for post-season surveys.

Table 3-1
Percentage of customers with AFN who were aware that their utility may de-energize their system as a wildfire mitigation measure

HFRA Residential Customers AFN Awareness Metrics	Pre	Pre	Pre	Pre	Post	Post	Post	Post
	CARE	Senior	Disabled	Medical Baseline	CARE	Senior	Disabled	Medical Baseline
	n=577	n=1047	n=590	n=100	n=586	n=1090	n=562	n=96
Recall SCE Wildfire Communications (% Yes)	53%	58%	58%	56%	56%	57%	57%	65%
Heard of Public Safety Power Shutoffs (%Yes)	70%	82%	79%	86%	71%	81%	80%	76%

In 2021, SCE did not have a way to measure the awareness of the support and resources available to customers with AFN during de-energization and as noted above our research and surveys were already in-flight; however, SCE is exploring options to capture this metric in 2022.

Pursuant to D.21-06-034 K.4.a.i.B, SCE captured the percentage of customers with AFN who confirmed they received notifications of a possible de-energization (see Table 3-2)

Customers with AFN who provided feedback on notification effectiveness (see Table 3-3 and Table 3-4). data was captured from the 2020 PSPS Tracker.

Table 3-2
Percentage of customers with AFN who confirmed they received notifications of a possible de-energization

HFRA Residential Customers	CARE	Senior	Disabled	Medical Baseline
Base=Customers who experienced at least one PSPS de-energization	n=374	n=366	n=216497	n=174341
Received a text message, recorded phone message or email before de-energization	49%	59%	48%	49%

Table 3-3
Customers with AFN who provided feedback on notification effectiveness

HFRA Residential Customers	CARE	Senior	Disabled	Medical
Customer Satisfaction with PSPS Alerts				Baseline
(Base=Customers who received am alert)	n=388	n=402	n=230	n=188
Satisfaction with Information provided in alerts	74%	71%	64%	62%

Table 3-4
Customers with AFN who provided feedback on notification effectiveness

HFRA Residential Customers	CARE	Senior	Disabled	Medical
Customer Perceptions about PSPS Alerts				Baseline
(Base=Customers who received am alert)	n=388	n=402	n=230	n=188
Are helpful	85%	82%	80%	78%
Are clear and easy to understand	85%	79%	77%	81%
Provide adequate information	74%	68%	62%	59%
Make me think Edison is on top of the situation	68%	63%	57%	51%
Help me feel like I know what is going on	78%	74%	67%	69%
Provide me adequate time to take any actions I need to take	69%	70%	63%	64%
Are keeping me safe	70%	66%	57%	62%
Are annoying	22%	24%	26%	30%
Make me nervous	30%	26%	33%	30%
Are too long/wordy	21%	16%	18%	16%

In 2022, SCE is exploring options for how to capture metrics for K.4.a.i.C pursuant to D.21-06-034.

Close the Loop

SCE developed a pilot to gather and understand feedback from individuals that have been affected by PSPS. For this program, SCE focuses on individuals who express having an AFN such as

disability, low income, and more. This feedback helps SCE identify and execute actions needed to ensure a customer's needs are being met in a timely manner and utilize learnings to coach and inform long term mitigation strategy for improvement drivers.

Closed Loop Feedback (CLF) is the process by which feedback from customers is shared with employees, action is taken to respond to individuals as needed, and action is taken to improve core processes and products based on the feedback. CLF is important because it shows the customers and employees that the company listens and cares and drives internal operational improvements that ultimately result in better customer experience.

In 2022, SCE will continue to pilot this program to drive for internal operational continued improvement. The survey supporting the CLF process will be enhanced by shortening the survey and streamlining questions to support a higher response rate. The questions that trigger the CLF process are still included. This enhancement will launch the beginning of February and will increase the opportunity to identify customers who need follow-up and support related to AFN.

4. INFORMATION COLLECTION, ANALYSIS AND DISSEMINATION

4.1 Customer Privacy

SCE recognizes the importance of protecting its customers' Personal Information. SCE also implements information security and cyber security safeguards to protect Personal Information in our care. Personal Information comes from our business interactions with customers and partners, including communication through computer or mobile devices, or through our Advanced Metering Infrastructure. To help keep customer Personal Information secure, we regularly communicate and educate SCE employees regarding the privacy rights of California consumers. Details regarding SCE's privacy policies are available at www.sce.com/privacy.

Appendix A

Core Planning Team Participants

First	Last	Organization	Title	Invited	AFN Core Planning Team
Kelly	Brown	211	Director, Interface 211	X	X
Tracey	Singh	American Red Cross	Pacific Division Disability Integration Advisor	X	X
James	Collins	CA Council of the Blind	Community Educator	X	X
Nicole	Pacheco	California Council of the Blind	Operations Manager	X	
Michelle	Davis	California Department of Aging (CDA)	Program Manager	X	
Rebecca	Hinkson	California Department of Aging (CDA)	Staff Services Analyst	X	
Rapine	Anderson	California Department of Developmental Services (DDS)	Manager Office of Community Operations	X	
Ally	Bratz	California Department of Developmental Services (DDS)	Disaster Response Unit Manager for Community Care Licensing Division	X	
Aaron	Christian	California Department of Developmental Services (DDS)	Manager, Office of Community Operations- Southern Region	X	
Mayra	Ochoa	California Department of Developmental Services (DDS)	Office Assistant II Bilingual at Tehama County Department of Social Services	X	
Tamara	Rodriguez	California Department of Developmental Services (DDS)	Officer, Emergency Preparedness & Response	X	X
Rose	Samaniego	California Department of Developmental Services (DDS)	Community Program Specialist III-FHA Supervisor	X	
Seneca	St. James	California Department of Developmental Services (DDS)	Community Program Specialist III	X	X
Leinani	Walter	California Department of Developmental Services (DDS)	Assistant Deputy Director for Service Access and Equity	X	
JR	Antablian	California Department of Social Services (DSS)	Chief Disaster Services Branch	X	
John	Barnett	California Department of Social Services (DSS)	Manager, Response and Redirect Unit	X	
Joanne	Brandani	California Department of Social Services (DSS)	Deputy Chief, Disaster Services Branch	X	X

First	Last	Organization	Title	Invited	AFN Core Planning Team
Greg	Oliva	California Department of Social Services (DSS)	Assistant Deputy Director, Central Operations, Community Care Licensing Division	X	
Debbi	Thomson	California Department of Social Services Adult Prog Div (DSS)	Deputy Director	X	
Rick	Yrigoyen	California Department of Social Services Adult Prog Div. (DSS)	Customer Relations & Stakeholder Communications Manager	X	
Bonny	Wolf	California Department of Social Services Disaster Unit (DSS)	Disaster Unit	X	
Lisa	Austin	California Foundation for Independent Living Centers (CFLIC)	Disability Disaster Director	X	
Christina	Mills	California Foundation for Independent Living Centers (CFLIC)	Executive Director	X	
Dan	Okenfuss	California Foundation for Independent Living Centers (CFLIC)	Public Policy Manager	X	
Sydney	Pickern	California Foundation for Independent Living Centers (CFLIC)	Disability Disaster Manager, Disability Disaster Access and Resources (DDAR)	X	
Elizabeth	Basnett	California Health & Human Services	Assistant Secretary	X	
Vance	Taylor	California Office of Emergency Services (CalOES)	Chief, Office of Access and Functional Needs	X	
Anne	Kim	California Public Utility Commission (CPUC)	Public Utilities Regulatory Sr. Analyst	X	
Stratton	King	California Rural Indian Health Board	Operations Manager	X	
Mark	Lebeau	California Rural Indian Health Board	Chief Executive Officer	X	
Melissa	Kasnitz	Center for Accessible Technology (CforAT)	Legal Council	X	
Annette	Rogers	Central Valley Regional Center (CVRC)	Fresno NVRC Representative	X	X
Paula	Villescaz	County Welfare Directors Association of CA (CWDA)	Director of Legislative Advocacy	X	
Kay	Chiodo	Deaf Link	Chief Executive Officer	X	X

First	Last	Organization	Title	Invited	AFN Core Planning Team
Ana	Acton	Department of Rehabilitation (DOR)	Deputy Director, Independent Living and Community Access Division	X	
Joe	Xavier	Department of Rehabilitation (DOR)	Director	X	
Carolyn	Nava	Disability Action Center (DAC) Chico Redding	Northern ILC Representative	X	
June	Isaacson Kailes	Disability Policy Consultant	Disability Policy Consultant	X	X
Lauren	Giardina	Disability Rights California (DRC)	Executive Director Managing Attorney	X	
Andy	Imparato	Disability Rights California (DRC)	Executive Director	X	
Samuel	Jain	Disability Rights California (DRC)	Staff Attorney II, Legal Advocacy Unit	X	
Susan	Henderson	Disability Rights Education & Defense Fund	Executive Director	X	
Alina	Alvarez	East Los Angeles Regional Center	HR Manager	X	
T	Abraham	Hospital Council	Regional Vice President	X	
Joseph	Grounds	Kern Regional Center (KERNRC)	Emergency Response Coordinator	X	X
Karey	Morris	Kern Regional Center (KERNRC)	HR Manager	X	
Gabby	Eshrati	North Los Angeles County Regional Center (NLACRC)	Consumer Services Director	X	
Edwin	Gamino	San Gabriel Pomona Regional Center (SGPRC)	LMS Administrator	X	
Dara	Mikesell	San Gabriel Pomona Regional Center (SGPRC)	Associate Director of Community Services	X	
Larry	Grable	Service Center for Independent Living (SCIL)	Executive Director	X	
Aaron	Carruthers	State Council on Developmental Disabilities (SCDD)	Executive Director	X	
Brian	Weisel	State Council on Developmental Disabilities (SCDD)	Legal Council	X	
Teresa	Anderson	The Arc of California	Public Policy Director	X	

Appendix B

2022 Joint IOU AFN Plan – Prioritization Tool

Ranking Cheat Sheet		
Key Criteria	Description	Notes
Aligns to Goals and objectives	Does this resource mitigate the impacts of PSPS for Electricity Dependent individuals with AFN? Does this resource fall within the definition of individuals that require power for health, safety, and independence? 1 = yes 0 = no 1 = I don't know	Multiplier. If does not align with goals and objectives, then no point in doing this project and it is assigned a value of zero
Actionable/ Feasible	Are there opportunities for action to address the critical issue? Is there room to make meaningful improvement on the issue? 10 = yes 1 = no 5 = I don't know / maybe	
Effective	Is this resource effective in addressing the risk, for example mitigates the drivers (why?) or outcomes (what?) 10 = works 100% of the times 5 = works 50% of the times 1 = Doesn't work at all	
Creates Positive Customer Experience	Is it likely that addressing this issue will have positive customer impact or minimize the PSPS experience? Will customers be satisfied with this resource or program? 10 = Exceptionally satisfied 5 = Neutral 1 = Very dissatisfied	
Urgency	Is this a priority issue that needs to be addressed in the next year? 10 = Immediate (Life Safety) 7 = Situational 5 = Long Term 1 = Not needed in 2022	
Unique	Is this resource unique? Would there be a major gap if this resource was non-existent? 10 = This is the only resource or program offered of its kind 5 = Some other programs or resources can solve same issue 1 = There are many programs and resources available to individuals with AFN to address issue	

Ranking Cheat Sheet		
Key Criteria	Description	Notes
Which needs are addressed	This category is given a priority weighing of 2 10 = Life Safety 7 = Food, Resource Center, and/or transportation 7 = Lodging 5 = Communications 3 = Comfort	
Efficient and affordable	Efficient and affordability Does it achieve the desired goal in an efficient way? Inefficient use of manpower and funds reduces the total number of people who can be effectively assisted. Ultimate goal and end-state. Will be informed by factors from this exercise and affordability analysis. (yes, no, I don't know)	Flag to double check our work, not scored

Key Considerations - Ranked Highest Priority to Lowest	
1	CRC/CCV considerations: - Available in rural areas - Consistency of locations across the state (CRC) - Consider potential changes in weather conditions when moving locations
2	Considerations in rural areas: - Might need to coordinate efforts with emergency management resources when hotel accommodations are not available - Transportation is a big concern - Provide more options for rural communities (backup power)
3	Enhanced and targeted communication plans for individuals with AFN regarding preparedness, during and after a PSPS (e.g., ASL, simplified, plain language, pictures, multi-channel) - Consider review of notification process for accessibility and identify enhancements
4	Screening for specific needs for individuals with AFN (e.g., accessibility, refrigeration)
5	One stop shop approach to sign up for utility programs (e.g., single website)
6	Ensure website content is accessible
7	Review/expand eligibility of the essential Small Business Generator programs to facilities that support individuals with AFN (e.g., Food Banks, The ARC, Regional Centers)
8	Leverage supplemental resources during a PSPS for individuals with AFN (e.g., CBOs, The ARC local chapters) Consider backup power during PSPS
9	Provide ASL information to inform, locate, and leverage the resource

Key Considerations - Ranked Highest Priority to Lowest

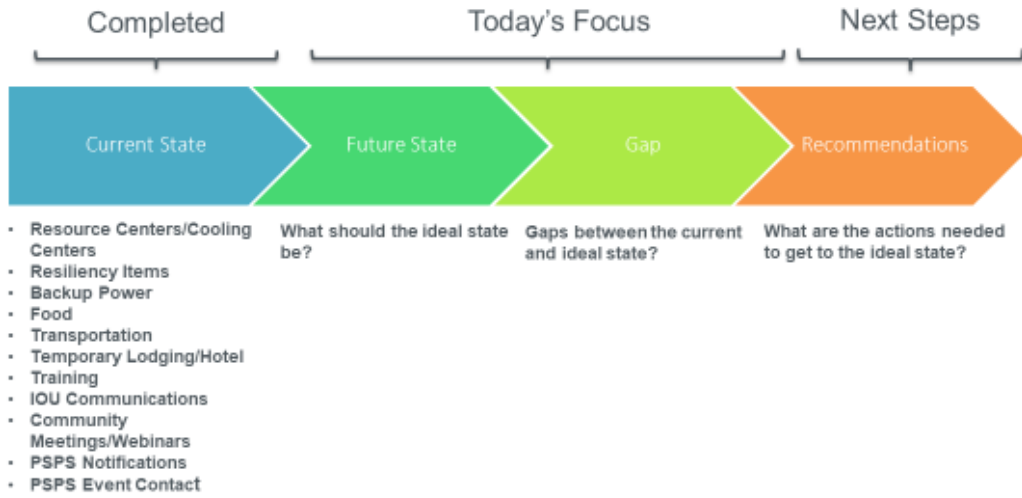
10	Explore simplifying program sign up – (e.g., initiative to create a “one stop” application process currently identified for CARE/FERA and ESA programs)
11	Regional Centers as trusted partner to help clients qualify for programs/resources -Evaluate what other partners do we leverage?
12	Coordinate efforts with emergency management resources
13	Develop targeted tips for individuals with AFN (e.g., charge devices in advance, keeping food safe during a PSPS, post PSPS actions)
14	Leverage CBOs to provide for targeted resiliency items to households with individuals with AFN (e.g., lights, sensors, cooler bags, gas cards, emergency blankets, battery powered blenders) through a partnership program with CBOs - Learn from the past on what works - American red cross might have resiliency items
15	Expand partnerships with the transportation organizations to discuss the needs of individuals with AFN and the impacts of PSPS (e.g., paratransit organizations, public transportation) -Explore Metro Micro and Call the Car to expand on accessible technology and metropolitan transportation services -Other considerations: accessibility, car seats, pets
16	Food Replacement (partnering with Meals on Wheels, food pantries, or 211 food delivery) -Consider partnerships with local school districts
17	Targeted outreach to the diverse needs of individuals with AFN. Look for ways to enroll individuals in IOU programs (e.g., sign up for self-certification)
18	Egress from a building with elevators through partnership with emergency services
19	Leverage partners to help identify individuals with AFN that need batteries (e.g., similar to the Tribal community example from SDG&E)
20	Medical device charging (replacements, leave at CRC while charging)
21	Partner with Department of Social Services, Red Cross, or other CBOs (awareness, education, and training on food safety)
22	Address privacy/quiet space considerations for individuals with AFN at indoor, outdoor, and mobile CRCs
23	Potentially coordinate wellness efforts with 3rd parties (e.g., CERTS) (deputy sheriff's you are not alone) Potentially leverage 211 through Care Coordination or other CBOs (e.g., Regional Centers, IHSS, ILCs?)
24	Screening for specific dietary needs (low sugar, salt, culturally relevant) -Considerations for zero waste/sustainability -Food options have real world barriers (e.g., location, hour of day, who is open)
25	Enhance training with targeted CBOs that support individuals with AFN to include both caregivers and clients -Solicit input from Advisory Council members -Expand resiliency webinar training (e.g., SCDD/Red Cross)
26	Resiliency items for pets and service animals (e.g., water)

Appendix C

2022 Joint IOU AFN Plan – IOU Resource Matrix

Step 4: Future State Working Sessions

What actions are needed to be included in the 2022 AFN plan?



1/28/2022

1

Resource	Current State			Future State
	PG&E	SCE	SDG&E	
Resource Centers/Cooling Centers	370 available Community Resource Center (CRC) locations; a combination of indoor and outdoor sites Cooling centers administered by cities and counties during hot months Community members can access basic resources and up	63 CRC locations & 8 mobile Community Crew Vehicles (CCVs) Cooling centers administered by cities and counties during hot months (SCE provides battery operated fans, snacks, water) Community members can access basic	11 indoor CRC locations & 3 mobile CRCs that can be dispatched to areas in need Cool Zones/Cooling centers administered by cities and counties during hot months (SDG&E provides battery operated fans)	ADA enhancements Hours of operation Accessible transportation Time and distance to get there from the geographic area Correct penetration of use and what are the outcomes Who cannot use these centers and why

Resource	Current State			Future State
	PG&E	SCE	SDG&E	
	<p>to date information</p> <p>Wi-fi</p> <p>ADA-accessible restroom</p> <p>Bottled Water/Snacks</p> <p>Device charging</p> <p>Cooling/heating*</p> <p>Seating*</p> <p>Ice*</p> <p>Privacy</p> <p>Screenings (indoor locations)</p> <p>Mobile battery chargers</p> <p>*(indoor locations only)</p> <p>Language Line</p> <p>Solutions for VRI (video rely interrupting of ASL) on Service Representative's Computer</p> <p>Phone Number offered Multi-lingual interruption</p> <p>Signage available in multiple languages & available for print on demand</p>	<p>resources and up to date information</p> <p>Wi-fi</p> <p>Bottled water, light snacks, and pending weather and locations: firewood, blankets, bulk water, ice</p> <p>Mobile charging for devices such as cell phones or medical equipment available pending social distancing</p> <p>Indoor CRCs only (pending COVID-19 safety): cooling/heating, seating, refrigeration to store medicines in some locations only, and ADA accessible restroom</p> <p>interpreting service, including ASL</p> <p>Warm food and grocery gift cards (as needed)</p> <p>Privacy screens will be available in 2022</p> <p>Private room available in some locations only upon request</p>	<p>Community members can access basic resources and up-to-date information</p> <p>Wi-fi</p> <p>ADA-accessible restroom</p> <p>Bottled water, light snacks, cell phone charging, chairs, restrooms, ice, water trucks (for large animals), and up-to-date outage event information</p> <p>Warm food (as needed)</p> <p>Gift cards</p> <p>Safety supply kits for customer comfort and safety while visiting the CRC location during PSPS</p> <p>Informational & Directional Signs</p> <p>Privacy Screens</p> <p>ASL and language communication aids and interpreting service</p> <p>Additional outreach and</p>	<p>Standardization for staffing regarding safety, first aid, security (need to advertise)</p> <p>Consider other CBOs or orgs that may allow for charging of equipment - local medical clinic or the ILC allowed and encouraged individuals to power devices if they had power</p> <p>Information- Multiple Channels to find CRCs or get information about the PSPS</p> <p>ASL Communication at CRCs</p> <p>Data needed/Survey feedback</p> <p>Privacy Screens</p> <p>Comfortable seating</p>

Resource	Current State			Future State
	PG&E	SCE	SDG&E	
			education materials	
Back-up Power Programs	<p>DDAR Centers to provide qualifying customers who use electric medical devices with access to portable batteries (CFILC) Portable Battery Program (PBP) distributed through LIHEAP providers to low-income medical baseline customers in HTFD or who experienced 2 or more events \$300 rebate for portable generators for water pumping dependent customers in HFTDs \$500 rebate for CARE/FERA enrolled HFTDs customers for portable generators for water Statewide Self-Generation Incentive Program (SGIP)</p>	<p>Critical Care Battery Back-up (CCBB) program provides to eligible customers right-sized, fully subsidized back-up battery with a solar panel for charging and a 3-year warranty. Expanded in 2021 to more customers</p> <p>\$75 rebate for portable batteries for customers in HFTDs to power devices and appliances</p> <p>\$200 rebate for portable generators for customers in HFTDs</p> <p>\$500 rebate for portable generators for customers in HFTDs and enrolled in CARE/FERA or Medical Baseline Statewide Self-Generation Incentive Program (SGIP)</p>	<p>All Medical Baseline (MBL) customers previously impacted by PSPS offered no-cost back-up battery with solar panel charging</p> <p>Nearly doubled the size of the program in 2021 & expanded to some individuals with AFN beyond MBL</p> <p>Increased tribal coordination in 2021 w/ Indian Health Council partners (reserved units)</p> <p>Emergency back-up generator program available for critical medical situations during PSPS events</p> <p>Generator rebates of \$300+ offered to customers in the HFTD who have been</p>	<p>Who else provides back-up power programs</p> <p>What other type of devices/assistive technologies could be used (e.g., Battery powered ice chest)</p> <p>CA State Northridge (Technology Forum) Cost of generator be covered CBO at no cost (I.e., Regional Centers)</p> <p>Yeti- Once they are exhausted. Can't be charged during PSPS Cost of fuel/gas for generator</p> <p>Basic video on how to use- ASL</p> <p>Simplified language</p>

Resource	Current State			Future State
	PG&E	SCE	SDG&E	
		(On 7/1: removed water pumping dependency and include Medical Baseline for \$500 rebate; \$300 rebate for non-low income changed to \$200)	impacted by PSPS \$50 rebates for Portable Power Stations Statewide Self-Generation Incentive Program (SGIP)	
Resiliency Items	Go bags with water, mobile battery charges, and snacks distributed at CRCs	Resiliency kits are provided in CRC/CCV locations. These resiliency kits are in a tote bag with program fact sheets, ice voucher, resiliency items (e.g., LED backup lightbulb or flashlight, pre-charged solar phone charger), PPE (hand sanitizer, mask) Blanket, firewood (for cold weather PSPS) Thermal insulated bags (for medication, formulas, or breast milk)	Resiliency items provided at CRCs (Bottled water, light snacks, ice, water for livestock) Emergency back-packs include a hygiene kit with a mask, hand sanitizer, soap, and PPE items, pre-charged solar phone charger, solar light bulb, burn kit, warmer kit, snap light stick, and a waterproof wet/dry bag. Hand power bank batteries, flashlights, blankets, food (distributed via AFN partners including Indian Health Councils)	Who else provides resiliency items What other resiliency items are needed? CA Council for the Blind – N.CA partner (Grab & Go location, MREs, charger, EMT kit) Leverage CBOs to provide Go Kits Emergency supply kits for animals/pets SCDD, Red Cross (Go Kits) Items for expectant mothers (pumps, privacy screens, comfortable seating, etc.)

Resource	Current State			Future State
	PG&E	SCE	SDG&E	
Food	<p>Food Bank Resource Partnership – Provides charitable grant to Food Banks to support the services they provide during emergencies</p> <p>Agreements with 23 food banks serving 38 counties</p> <p>Also provides customers experiencing food loss with replacement</p> <p>211 Partnership – Provide meal delivery services / solutions</p> <p>Meals on Wheels – additional meal to impacted PSPS seniors per day of shutoff</p> <p>Agreements with 25 providers to support 22 counties \$15 per meal</p> <p>The following will provide food replacement up to 3 days after PSPS restoration:</p> <p>Grocery Delivery for homebound</p>	<p>Food Banks – SCE provides charitable grants to support workforce development / education programs</p> <p>211 CBO Partnership – Provide food delivery available through 211 CBO partnerships</p> <p>CRCs – In 2020, SCE provided hot meals for Thanksgiving and grocery gift cards on the week of Christmas as ad-hoc services. In 2021, SCE provided grocery gift cards for Thanksgiving. The meals and grocery cards were given out at the Community Resource Centers and Community Crew Vehicles</p>	<p>Food Bank Partnership – Provides charitable grants to regional Food Banks including the San Diego Food Bank, North County Food Bank, and Feeding America to support the services they provide during emergencies and will standup mobile food pantries post PSPS in impacted communities</p> <p>Food support gift cards available for individuals with AFN</p> <p>SD Food Bank holds additional food distributions following PSPS in impacted areas</p> <p>211 CBO Partnerships – Provide food delivery available through 211 CBO partnerships</p> <p>Meals on Wheels – additional meal to impacted PSPS seniors per day of shutoff</p>	<p>Who else provides food services</p> <p>Other food services can be provided</p> <p>ADA/Allergies</p> <p>Zero</p> <p>Waste/Sustainability</p> <p>Low sugar/low salt/heart health</p> <p>Culturally relevant meals</p> <p>Low/No Diets</p> <p>Education on how to make food last longer</p> <p>Thermometer for someone who may have low vision</p> <p>Safety</p> <p>guidelines/education</p> <p>Texture of food</p> <p>Food safety message from utility</p>

Resource	Current State			Future State
	PG&E	SCE	SDG&E	
	individuals due to medical conditions Grocery Gift Cards Fresh produce, vegetables, and fruits		Warm Food options – Several catering services contracted to support at local CRCs when needed	
Transportation	Disability Disaster Access and Resources Program (DDAR) in partnership with CFLIC provides accessible transportation to Community Resource Centers or hotels 211 Partnership: transportation services/solutions including service to CRC, hotels, safe locations	211 AFN PSPS Resource: Transportation services / solutions including transportation to CRC / CCV, hotels, or other safe locations	211 AFN PSPS Resource: Accessible transportation available via direct contract with Facilitating Access to Coordination Transportation (FACT) to hotels, CRCs, or other safe locations	Are there other options for accessible transportation Pick Up/Delivery services for necessities during PSPS Needs for pets Uber/Lift for non-accessible Response time for accessible transportation Non-English, Hard of Hearing/Deaf- not aware of resources Education on Transportation-most customers are unaware
Temporary Lodging/Hotel	Disability Disaster Access and Resources Program (DDAR) in partnership with CFLIC provides temporary lodging resources 211 Partnership: temporary lodging services / solutions	Discounted hotel options available www.sce.com/hotel-discounts 211 AFN PSPS Resource: Temporary lodging services / solutions	211 AFN PSPS Resource: No-cost hotel stays provided through direct partnership with Salvation Army	Zero Waste/Sustainability Convenient locations vs long distance Tailored to meet the individual's accessibility considerations Rural areas- lack of hotels
Training	Training on IOU programs and	Training on IOU programs and	Training on IOU programs and	Who else can IOUs provide training

Resource	Current State			Future State
	PG&E	SCE	SDG&E	
	services to in home workers and social service staff (e.g. groups like IHSS, ILCs, CBOs, Regional Centers and Tribal Communities) Tabletop & full-scale exercises	services to in home workers and social service staff (e.g. groups like IHSS, Regional Centers, ILCs, CBOs, and tribal nations) Tabletop & full-scale exercises (Independent Living Centers and 211 participated in these exercises)	services to in home workers and social service staff (e.g. groups like IHSS, Regional Centers, SCDD, ILCs, CBOs, tribal orgs, and CERTS) Tabletop & full-scale exercises	Deaf Link Collaboration Full Scale Exercises-use real people with disabilities not 'actors' Education to Disability org Training on those who may Deaf/Blind Other agencies outside of IHSS that provide in-home care Targeted Outreach Efforts
Community Meetings & Webinars	Information on the Community Wildfire Safety Program including System Hardening, Veg Management, PSPS notifications, customer programs, back-up power programs and resources to help customers prepare Local CWSP Webinars, Regional Working Groups, Safety Town Halls, PSPS Advisory Council	Information on PSPS, grid hardening, notifications, customer programs, back-up power programs and resources to help customers prepare Meeting / Webinars with Counties, Communities, local & tribal governments, critical infrastructure customers, customer Power Talks, CBOs, Advisory Boards, Working Group, and Consumer Advisory Panel	Information on notifications, PSPS support, back-up power programs and resources to help customers prepare across webinars, drive-thru safety fairs, community meetings etc. Meeting / Webinars with Counties, Communities, local & tribal governments, critical infrastructure customers, CBOs, Advisory Boards, AFN PSPS Working Group, Safety Townhalls	Who else should IOUs meet with Information that needs to be provided CA Council of the Blind Archive Caption/Interpreter Track who is attending/viewing after PSPS webinars specific for deaf community, blind community etc.

Resource	Current State			Future State
	PG&E	SCE	SDG&E	
PSPS Notifications	<p>All account holders of record receive notifications before, during and after PSPS events via phone, text and email in 16 languages</p> <p>Address alerts for non-account holders via phone and text in 16 languages</p> <p>Use of multicultural media and social medial platforms</p> <p>Use of CBOs and 211 to broaden the message</p>	<p>All accounts holders of record receive customer notifications before, during, and after PSPS events via phone*, text, and email in 22 languages</p> <p>Address level alerts for non-account holders in English and Spanish (more languages will be available in 2022)</p> <p>Amplified notifications through CBOs, 211, and other partners</p> <p>Use of multicultural media, CBOs, and social media to broaden message</p> <p>*Mixteco, Zapoteco, Purapecha are only available via Voice.</p>	<p>All accounts holders of record and automatically receive notifications before, during, and after PSPS events via phone, text, and email in 21 languages</p> <p>Address level notifications available for anyone</p> <p>Address level alerts in 21 languages</p> <p>Alerts through social media, NextDoor</p> <p>Amplified notifications through CBOs, 211, and other partners</p> <p>Use of multicultural media, CBOs, and social media to broaden message</p> <p>Accessible Hazard Alert System (AHAS)</p> <p>Real time accessible emergency messages</p> <p>ASL video, English Voice, Braille Readable</p>	<p>Conduct a review of the notification process to individuals with AFN to identify enhancements and ensure accessibility (e.g., ASL)</p> <p>Potentially coordinate wellness efforts with 3rd parties (e.g., CERTS)</p>

Resource	Current State			Future State
	PG&E	SCE	SDG&E	
PSPS Contact Confirmation – In person notifications for vulnerable populations	<p>MBL and self-certified Vulnerable Customer status customers will be contacted until notification is confirmed</p> <p>PG&E will send a truck to the customer’s home to check on them if receipt cannot be confirmed</p>	<p>MBL and self-certify sensitive customers will be contacted until notification is delivered</p> <p>SCE will send a truck to the customer’s home to check on them if receipt cannot be confirmed</p>	<p>MBL customers will be contacted until notification is confirmed</p> <p>SDG&E will send a truck to the customer’s home to check on them if receipt cannot be confirmed</p> <p>SDG&E is partnering with the East County CERT programs to perform in home welfare checks when requests are made through 211 during a PSPS</p>	<p>Also known as doorbell rings, door knocks</p> <p>Some type call to action</p> <p>Ensure notifications are clear and easy to understand</p> <p>Focus groups</p>
IOU Communications	<p>Annual marketing campaign on emergency preparedness, PSPS, and programs & services (expanded focus for Medical Baseline)</p> <p>In Language (in accordance with CPUC Decision)</p> <p>PSPS comms: 16 languages Website: 16 languages Call Center: 200+ languages</p>	<p>Annual marketing campaign on emergency preparedness, PSPS, and programs & services (expanded focus for Medical Baseline & Critical Care Backup Battery)</p> <p>In Language (in accordance with CPUC Decision)</p> <p>PSPS comms: 19 languages Website: 19 languages SCE.com/PSPS</p>	<p>Annual marketing campaign on emergency preparedness, PSPS, and programs & services (expanded focus for Medical Baseline)</p> <p>In Language (in accordance with CPUC Decision)</p> <p>PSPS comms: 21 languages Website: 21 languages sdge.com/PSPS</p>	<p>Enhanced and targeted AFN communication plans for preparedness, during and after a PSPS (e.g., ASL, simplified, plain language, pictures, multi-channel)</p> <p>Explore simplifying program sign up – (e.g., initiative to create a “one stop” application process currently identified for CARE/FERA and ESA programs)</p> <p>Expand the resiliency webinar trainings (e.g., SCDD/Red Cross)</p>

Resource	Current State			Future State
	PG&E	SCE	SDG&E	
	<p>Agreements with 280+ CBOs to help amplify the messaging</p> <p>Accessibility</p> <p>Large font/braille bills and materials</p> <p>American Sign Language (ASL) Level AA of the W3C Web Content Accessibility Guidelines (WCAG) 2.0 at minimum, and 2.1 Level AA for any new tools/content developed</p> <p>Printed materials in alternate communication formats such as Large Fonts, or Braille can be requested by customers that encounter issues with web content</p>	<p>Call Center: More than 230 languages available through our translation service</p> <p>Agreements with 50 CBOs to educate and generate awareness around wildfire preparedness and safety</p> <p>1,600 CBOs receive monthly information from SCE to share Grants to Independent Living Centers and 211 provided to educate customers around emergency and Public Safety Power Shutoff preparedness</p> <p>Accessibility</p> <p>Large font/braille bills and materials</p> <p>American Sign Language (ASL) for community meetings & TTY for hearing impaired (call center)</p> <p>Level AA of the W3C Web Content Accessibility</p>	<p>Partner Relay Network through SD County OES provides translation into 200+ languages</p> <p>211 offers translation services in 200+ languages</p> <p>Accessibility</p> <p>Large font/braille bills and materials</p> <p>Two ASL service agreements for translation for external video calls, press conferences and other community events as requested</p> <p>PSPS, Emergency and Outage notifications in ASL video + audio readout + visual transcript</p> <p>DeafLink on-demand accessible conversion for all emergency communications 24/7</p> <p>Level A of the W3C Web Content Accessibility</p>	<p>Develop targeted tips for individuals with AFN (e.g., charge devices in advance, keeping food safe during a PSPS, post PSPS actions)</p> <p>One stop shop approach to sign up for utility programs (e.g., single website)</p> <p>Ensure website content is accessible</p>

Resource	Current State			Future State
	PG&E	SCE	SDG&E	
		<p>Guidelines (WCAG) 2.0 https://www.sce.com/customer-service/faqs/service/Web-Accessibility Printed materials in alternate communication formats such as Large Fonts, or Braille can be requested by customers that encounter issues with web content</p>	<p>Guidelines (WCAG) 2.0 at minimum, and Levels AA where technology allows Printed materials in alternate communication formats such as Large Fonts, or Braille can be requested by customers that encounter issues with web content Secured Service Agreement to provide any SDG&E employee access to Remote Video Interpreting (RVI) via smart phone for ASL</p>	

Appendix D

Q4 Quarterly Update to 2021 AFN Plan for PSPS Support

INTRODUCTION

Pursuant to the California Public Utilities Commission's (CPUC or Commission) Decision (D.) 20-05-051, Adopting Phase 2 Updated and Additional Guidelines for De-Energization of Electric Facilities to Mitigate Wildfire Risk (Decision), Southern California Edison Company (SCE) submitted its first Access and Functional Needs (AFN) Plan for Public Safety Power Shutoff (PSPS) Support on June 1, 2020 (2020 AFN Plan). The AFN Plan described SCE's efforts to address challenges people with AFN are facing during PSPS de-energization activations. Quarterly updates were submitted on the following schedule: Sep. 1, 2020, and Dec. 1, 2020, providing updates on SCE's progress to goals for the 2020 AFN Plan. SCE submitted its 2021 AFN Plan on Feb. 1, 2021, which laid out SCE goals for addressing the needs of its customers with AFN during PSPS de-energization activations in 2021. On Apr. 30, 2021, SCE submitted its Q1 2021 quarter update, on August 2, 2021, SCE submitted its Q2 2021 quarterly update, and on November 1, 2021, SCE submitted its Q3 2021 quarterly update to the 2021 AFN Plan. This quarterly update supplements the 2022 AFN PSPS Plan to document SCE's progress in addressing the needs of the AFN population during PSPS de-energization activations.

As stated in SCE's 2020 AFN Plan, SCE performed analysis using both internal and external data that could help identify the population and percentage of SCE's customer base that meets the AFN definition set out in D.19-05-042. The results of that research and analysis found that nearly 80% of SCE's total customer population would fall into at least one AFN category.²⁵ Using the information obtained through this analysis, each AFN category was assigned a vulnerability value from high to low, which aids SCE in developing customer care plans for PSPS activations. These category values can be aggregated for those customers with multiple types of needs. SCE recognizes that customers who rely on life support devices are those most disproportionately impacted during PSPS de-energization activations, but customers

²⁵ The 80% figure was determined through a combination of customer service programs and appended data from a third-party vendor. The IOUs utilize an aligned approach to identify and track customers with AFN based on available data. SCE determined that 46% percent of accounts fall into an AFN category, based on enrollment in the following programs: California Alternate Rates for Energy (CARE), Family Electric Rate Assistance (FERA), Medical Baseline (MBL), including Life-Support (Critical Care), Customers who receive their utility bill in an alternate format (e.g., Braille; large font), Customers who have identified their preferred language as a language other than English, Older adults / seniors, Customers who self-identify as having a condition that could become life-threatening if electricity is disconnected. 46% was calculated based on counts of accounts enrolled in programs or demographic designations SCE has on record that matches an AFN definition. Note that these counts are not always unique accounts. For example, if a customer account were to have a MBL designation as well as a FERA designation; this account would be counted twice.

with multiple simultaneous needs (e.g., disabled, low-income, relying on medical equipment, and speaking a primary language other than English) are also a high priority, and in 2022 SCE is committed to expanding existing solutions and exploring new solutions for our AFN population.

SCE does not take lightly the use of PSPS to mitigate the risk of wildfires and continues to review and improve its PSPS processes and customer care activities to reduce customer impacts when PSPS is necessary to protect public safety. The feedback we received throughout the PSPS activations in 2020, in President Batjer's letter on Jan. 19, 2021, and during the public CPUC meeting on Jan. 26, 2021, echoes feedback received from customers about areas for improvement. SCE has clearly heard similar messages from regulators, government officials, and public safety partners that it must do more to reduce the frequency and scope of PSPS activations going forward, perform PSPS effectively when it is necessary, and communicate its wildfire and PSPS-related plan, process improvements, and support programs in a clear and useful manner.

Though SCE's efforts are expected to benefit all customers, we will continue to prioritize improvements to appropriately serve, support and protect customers with AFN.

To that end, and as requested in President Batjer's letter, SCE submitted a PSPS action plan to the CPUC on Feb. 12, 2021, with detailed plans for improvement. SCE also has been providing regular updates to CPUC staff of the Safety and Enforcement Division, Safety Policy Division, and Wildfire Safety Division about progress toward the corrective actions.

In addition, in response to the September 23, 2021, letter from executive leaders from across the Access and Functional Needs (AFN) community, SCE and the other IOUs have been holding regular collaboration sessions at the executive-level with Executives of the AFN organizations. These meetings will be ongoing.

SCE's 2022 AFN Plan, and its quarterly updates, focus on identifying, communicating with, and supporting customers who are most disproportionately impacted. Since its submittal of the Q3 2021 quarterly update, SCE has made progress on the following activities:

- SCE continued deployment of portable backup batteries through the CCBB Program, deploying 6,021 free portable backup batteries between Jan. 1, 2021 through December 31, 2021. Since launching the CCBB program in July 2020, SCE has deployed 6,741 free portable backup batteries to eligible customers with AFN.

2021 Key Highlights and Accomplishments

- Launch of an AFN Liaison Role during IMT activation to engage CBOs and to resolve urgent escalation issues from AFN customers
- Expansion of escalated contact attempts, including in-person PSPS visits if needed, to medical baseline customers and customers who self-certify sensitive²⁶
- SCE and 211 entered a partnership on 8/13/21 to expand education and connect AFN customers with resources during PSPS events (e.g., transportation, meal delivery, and shelter)
- Enabling e-signatures for Medical Baseline applications
- Completed email outreach to approximately 420,000 customers with the highest likelihood of eligibility and need for the Medical Baseline allowance, as well as the launch of digital ads promoting the Medical Baseline program
- Created a dedicated web page for AFN customers

CUSTOMER RESEARCH AND FEEDBACK

Section Title	January 31, 2022 Update
Customer Research	<ul style="list-style-type: none"> • SCE analyzed results from AFN research study and will incorporate learnings in 2022 AFN Plan.
Customer Feedback/Surveys	<p>CRC and CCV Survey Results:</p> <ul style="list-style-type: none"> • SCE received 306 responses out of 6,499 visitors, equating to a response rate of 4.7%. • Overall satisfaction is 8.6 on a scale of 1-10. • 99% of survey respondents prefer English. <p>Voice of Customer Surveys:</p> <ul style="list-style-type: none"> • SCE administers a transactional survey as part of our Voice of Customer (VOC) program to residential customers impacted by PSPS under two scenarios: (1) customers de-energized due to a PSPS activation, and (2) customers notified of a possible de-energization activation but did not have their power shut off.

²⁶ Self-certify sensitive program is intended to capture customers that require in-person notification prior to disconnection for non-payment or that self-certify as having a person with a disability in the household. *See* D.19-05-042, p. A12-14; *See also* D.20-05-051, p. A-8.

	<ul style="list-style-type: none"> The de-energization survey launched in fall 2020, and the “notified but not de-energized” survey launched in Oct 2021. Results are pending.
Employee Coalition and Focus Group	<ul style="list-style-type: none"> SCE initiated development of an Employee survey to better understand the needs of AFN individuals during extended power outages. Due to privacy and HIPA protections of employees, SCE did not execute the employee survey.

CONSULTATION WITH INTERESTED PARTIES AND ADVISORY COUNCILS

Section Title	January 31, 2022 Update
SCE’s Community Advisory Panel	No new updates for Q4 of 2021.
Independent Living Centers	<ul style="list-style-type: none"> Independent Living Centers (ILCs) attended CBO meeting calls during PSPS activations SCE leveraged ILC’s expertise and battery loans for two customer escalations SCE enrolled three ILCs in the Time-Of-Use (TOU) rates paid for performance model²⁷ and will add them in the wildfire mitigation paid for performance model in 2022
211 Referral Services	<ul style="list-style-type: none"> 211 Referral services served individuals with AFN during seven PSPS activations 211 provided meal delivery to one customer with AFN 211 secured shelter for one customer with AFN²⁸
Statewide AFN Advisory Council	<p>Meeting held:</p> <ul style="list-style-type: none"> Virtual: December 16, 2021 Purpose: Joint IOU Statewide Advisory Council Meeting <p>Meeting Focus</p> <ul style="list-style-type: none"> Provided an overview of the 2022 AFN Plan Development and status from the AFN Core Planning Team. Solicited feedback on the goals and objectives.

²⁷ CBOs in the TOU model are incentivized to create awareness and educate constituents in anticipation of their transition. This is accomplished by sharing TOU information via the various CBO communication channels.

²⁸ Ultimately, this customer was able to safely shelter in place and did not utilize service.

AFN Core Planning Team Meetings	See AFN Core Planning Team Meeting Q4 Summary below
CPUC Disadvantaged Communities Advisory Group (DACAG)	No PSPS- or AFN-related items have been discussed at the DACAG since the last quarterly report.
Regional Working Groups and Advisory Boards	SCE hosted its quarterly PSPS Working Group meetings on November 30, December 1, and December 2, 2021, and its quarterly PSPS Advisory Board meeting on December 8, 2021. SCE will provide additional information on the various topics discussed, questions raised by the members, and the outcomes in its Working Group and Advisory Board Quarterly update report, which will be submitted to CPUC in February 2022.

CUSTOMER RESILIENCY PROGRAMS, REBATES AND INCENTIVES FOR INDIVIDUALS WITH ACCESS AND FUNCTIONAL NEEDS

Section Title	January 31, 2022 Update											
Critical Care Battery Backup Program (CCBB)	<ul style="list-style-type: none"> SCE’s CCBB Program has deployed 6,021 free portable backup batteries between Jan. 1, 2021 through December 31, 2021. Since the launch of the CCBB Program in July 2020, SCE has deployed 6,741 free portable backup batteries. 											
Medical Baseline Program (MBL)	<ul style="list-style-type: none"> As of December 2021, SCE has 114,140²⁹ service accounts enrolled in the MBL program, representing a 8.8% increase from the end of 2020. <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th style="text-align: center;">Date</th> <th style="text-align: center;">No. of Individuals in MBL</th> <th style="text-align: center;">No. of Service Accounts in MBL</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">31-Dec-20</td> <td style="text-align: center;">109,579</td> <td style="text-align: center;">104,892</td> </tr> <tr> <td style="text-align: center;">31-Dec-21</td> <td style="text-align: center;">119,187</td> <td style="text-align: center;">114,140</td> </tr> </tbody> </table>			Date	No. of Individuals in MBL	No. of Service Accounts in MBL	31-Dec-20	109,579	104,892	31-Dec-21	119,187	114,140
Date	No. of Individuals in MBL	No. of Service Accounts in MBL										
31-Dec-20	109,579	104,892										
31-Dec-21	119,187	114,140										

²⁹ For more information, please see Southern California Edison Company’s Monthly Disconnect Date Report and Amended Monthly Disconnect Data Reports p. A-12: Section 7-Basic information, available at <http://efile.cpuc.ca.gov/FPSS/0000176459/1.pdf>.

	<table border="1"> <tr> <td data-bbox="529 191 761 254">% increase</td> <td data-bbox="761 191 1058 254">8.77%</td> <td data-bbox="1058 191 1336 254">8.82%</td> </tr> </table>	% increase	8.77%	8.82%		
% increase	8.77%	8.82%				
<p>Self-Generation Incentive Program (SGIP)</p>	<ul style="list-style-type: none"> Started work on an SCE MBL video for DSS. <ul style="list-style-type: none"> From when the SGIP began accepting Equity Resiliency applications, on March 16, 2020, through December 31, 2021, SCE has received 3,161 applications, equating to a rated capacity of 76,278.79 kW. Of the total \$245.5million allocated to Resiliency, \$245,569,994 million has been committed/paid in incentives. As of June 29, 2021, the SGIP has fully subscribed its Equity Resiliency budget. From that date forward, applications submitted for Equity Resiliency will be placed on a waitlist. Since June 29, 2021, there are 25 applications on waitlist, with a rated capacity of 375.98 kW and estimated incentive totaling \$909,336.52. Waitlisted projects are funded through the attrition of projects that are cancelled, or through a replenishment of budget, in the order they were received. Decision 21-12-031 directed the SGIP Program Administrators to immediately allocate and release all accumulated unallocated funds to applications waitlisted as of the date of the Decision. For SCE the unallocated funds total \$40,511,223, which will cover all current Equity Resiliency waitlist projects and a portion of the Non-residential Equity Storage waitlist. As we experience attrition, the waitlist applications will be funded in the order they were received; however, there is no guarantee projects on the waitlist will receive an incentive unless there is sufficient attrition. The incentive rate for qualified Equity Resiliency projects is \$1.00 per Watt hour. 					
<p>Customer Resiliency Equipment Incentive Program (CREI)</p>	<ul style="list-style-type: none"> Supply chain issues have delayed the delivery of required components to install the microgrid solution at the Fontana project site (Kordayk Elementary School) and material shortages have caused manufacturing delays in the production of additional equipment for this project. As a result, the developer has shifted the project completion date to the end of Q1 2022. SCE requested funding for the CREI program in the 2021 GRC. However, the CPUC denied the funding request for CREI. SCE will not continue this pilot in 2022, but will 					

	<p>continue to fund the microgrid islanding project referenced in the bullet above per the 2021 PSPS Action Plan.</p>
<p>Single-Family Affordable Solar Homes (SASH)</p>	<ul style="list-style-type: none"> Approximately 4,102 SASH applications have been completed from program inception through December 31, 2021. Incentives paid from program inception to December 31, 2021, were approximately \$60.43 million.
<p>Disadvantaged Community – Single-Family Affordable Solar Homes (DAC-SASH)</p>	<ul style="list-style-type: none"> As of December 30, 2021, SCE had 532 active applications for the DAC-SASH program. Approximately \$4.9million in customer incentives have been paid, reserved, or are pending approval since the beginning of this program. The current remaining incentive budget is \$6.8 million through 2021. This program receives \$10 million annually (Statewide) through 2030.
<p>Solar on Multifamily Affordable Housing (SOMAH)</p>	<ul style="list-style-type: none"> As of December 27, 2021, SCE had received 150 active applications for the SOMAH program. One hundred thirteen applications are approved, equating to approximately \$39.8 million in approved reserved incentives. Thirty-seven applications are pending reservation approval, approximately \$23.4 million in incentives. Total remaining incentives are \$140 million through 2021.
<p>SCE Programs Serve Low-income Customers</p>	<ul style="list-style-type: none"> EAF: During the fourth quarter, EAF assisted 1,899 households and disbursed over \$192K to customers facing financial hardship Low Income Home Equity Assistance Program: Since the launch of the online pledge portal in accordance with Disconnect Decision 20-06-003 on March 15, 2021, more than 4,200 LIHEAP pledges have been received through both the portal and IVR phone systems. These pledges total more than \$1.3 million in financial assistance to help pay eligible customers’ current and past due balances. CARE and FERA: As of YE 2021, the CARE program is at a 103.9% penetration rate with 1,401,864 customers enrolled in CARE while FERA is at a 14.1% penetration rate with 29,293 customers enrolled in the

	<p>program. In the month of January, SCE sent approximately 629,000 CARE and FERA applications to SCE customers highlighting the programs as well as cross promoting other SCE programs and state assistance programs, such as AMP and California LifeLine. SCE will continue marketing and outreach efforts via direct mail, email, text message campaigns, social media, sce.com, and through ongoing partnerships with CBOs to inform and enroll income-qualified customers.</p> <ul style="list-style-type: none"> As of Dec 31, 2021, the ESA Program has served 90,685 customers, saving 42,598,769 kWh and reducing demand by 6,473 kW.
Resiliency Rebate Program	<ul style="list-style-type: none"> In 2021, SCE provided customers with 1,761 Portable Power Station and 666 Portable Generator Rebates. Since launching in 2020, 3,474 total rebates have been redeemed.

IN-EVENT CUSTOMER CARE PLANS

SCE recognizes the importance of community resources when emergency events unfold. PSPS activations can sometimes impact communities for longer than other outages and can surface unique needs of the affected customers. PSPS activations can limit customers’ ability to charge important technology or medical devices, work or attend virtual school sessions, and/or have equipment necessary for mobility. In 2019, SCE developed specific circuit-level customer care plans so that when PSPS activations unfold SCE will know the types of customers who reside in the impacted areas. By understanding the demographics and the PPS impacts to specific SCE service areas will allow us to plan to better respond to our customer needs through customer care plans.

Section Title	January 31, 2022 Update
Customer Care Technical Specialist - Incident Management Team Activation and Tools	<ul style="list-style-type: none"> During Q4, SCE opened 16 CRCs and deployed 14 CCVs to areas being monitored and impacted by PPS. The following counts of CRCs and CCVs were opened during the PPS activation dates: October 11: 4 CRCs and 2 CCVs October 15: 1 CCV November 21: 4 CRCs and 6 CCVs November 24: 8 CRCs and 5 CCVs.

	<p>A total of 2,647 customers were serviced at these 30 sites during these PSPS activation dates.</p>
<p>AFN Liaison - Incident Management Team</p>	<ul style="list-style-type: none"> • This new role developed in 2021 has been initiated during five IMT activations to provide valuable real-time information to CBOs during County briefings and PSPS CBO Coordination calls. AFN Liaison supported a total of 10 escalations including requests for back-up power from customers who used life sustaining equipment, meal delivery for AFN customer, and connecting customer who used oxygen to a durable medical equipment company who was able to provide additional oxygen tank for duration of PSPS. These escalations were resolved promptly, and customers were referred to 211 for assistance with self-resilient coordination for future incidents.
<p>Community Resource Centers (CRCs) & Community Crew Vehicles (CCVs)</p>	<p>As of December 31, 2021, SCE has 62 active contracted CRC locations.</p> <p>To better serve our customers, SCE has offered additional services at CRC/CCVs:</p> <ul style="list-style-type: none"> • In-language translation, including American Sign Language, to support customers for whom spoken English is not their primary language; • Medical thermal bags to keep small medication and small items cold; and • Surveys now provided in QR Code format to enable customers to provide immediate feedback at the CRC and CCV locations; SCE will continue to survey via email those customers who prefer to provide feedback via e-mail.
<p>Cooling Centers</p>	<p>The cooling center program runs from June 1 through October 15 each year. No new updates for Q4 of 2021.</p> <ul style="list-style-type: none"> •
<p>Resiliency Zones</p>	<p>SCE has executed Customer Agreements with four customers for additional Resiliency Zone (RZ) sites. The added sites are located in Bridgeport, Lee Vining, Mammoth Lakes and Stallion Springs.</p> <ul style="list-style-type: none"> • Bridgeport site: Manual Transfer Switch and other materials have been received and supplier is in the process of

	<p>installing equipment after which SCE will install a new meter on the customer site.</p> <ul style="list-style-type: none"> • Lee Vining site: Construction has been completed. • Mammoth Lakes: Construction has been completed.
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CUSTOMER PREPAREDNESS OUTREACH & COMMUNITY ENGAGEMENT

Section Title	January 31, 2022 Update
Marketing Campaigns	<ul style="list-style-type: none"> • No new updates for Q4 of 2021.
Advertising	<ul style="list-style-type: none"> • SCE created new radio ads to expand the campaign to increase customer awareness of SCE’s wildfire mitigation efforts. The ads (English, Spanish, Mandarin, Cantonese, Korean, Vietnamese) were launched in September and will run till end of the year. • SCE measures impressions, with a 2021 campaign-wide goal of one billion impressions, as well as measuring click-through rates for these ads. In 2021, the MBL ads generated a total of 70 million impressions, the customer resources ads generated 42 million impressions, and overall impressions were at 832 million through December 31, 2021
Community Meetings in High Fire Risk Areas	<ul style="list-style-type: none"> • In 2021, SCE hosted 11 wildfire safety community livestream meetings for communities to learn more about SCE’s wildfire mitigation plan, grid hardening updates, PSPS, and emergency preparedness. • Based on survey results, over 70% of attendees were satisfied with the presentation and felt better informed about what SCE is doing to reduce the need for PSPS and the customer programs that are available. • All the meetings were recorded and are posted on SCE’s website at www.sce.com/wildfiresafetymeetings. They include closed captioning to allow translation into multiple languages.
Meetings with Cities, Counties and Tribal Governments	<ul style="list-style-type: none"> • In 2021, SCE briefed or provided information to 134 local and tribal governments in high fire risk areas across its service area on SCE’s wildfire mitigation

	<p>efforts and PSPS, including requesting feedback on reaching out to AFN populations.</p> <ul style="list-style-type: none"> • SCE hosted several workshops for Tribal Nations to provide PSPS information, including a workshop in December 2021 for tribal communities to learn about preparing for emergencies and outages as well as programs and services available at SCE such as Income Qualified Programs, MBL, and rebates.
CBO Engagement/Community Partnerships	<ul style="list-style-type: none"> • CBOs continued to share information on PSPS alerts, emergency preparedness, and customer care programs, through their communication channels and reached over 900K constituents, below is a break down: <ul style="list-style-type: none"> ○ Events/Webinars: 132,078 ○ Online Comms: 478,211 ○ Social Media: 320,205 ○ SCE had an opportunity to attend CBO facilitated webinars to share information on Wildfire and Safety preparedness. Presentations were either done via ZOOM or though Facebook/Instagram “live” events.
In-Home Health Services Partnerships (IHSS)	<ul style="list-style-type: none"> • No Q4 updates

IN-ACTIVATION PSPS CUSTOMER COMMUNICATIONS

Section Title	January 31, 2022 Update
<p>Activation Notifications</p> <p>* Refer to Notification Protocol</p> <p>Chart below</p>	<ul style="list-style-type: none"> • Address level alerts are now available for non-account holders.
In-Person Notifications for Individuals with AFN	<ul style="list-style-type: none"> • SCE expanded its escalated contact attempts that are conducted for Critical Care customers including in-person visits for PSPS undelivered notifications, to customers enrolled in MBL Program and customers who self-certify.
Social Media	See Section 3.2.1.3.3. Social Media.

Website	See Section 3.2.1.1.2 Accessible Website. Self-certify ³⁰ through the AFN dedicated webpage. ³¹
Customer Contact Center Support	<ul style="list-style-type: none"> SCE captured lessons learned from the 11/24 PSPS activation regarding IVR messaging and will incorporate enhancements in 2022.

Activation Notifications Protocol

Stakeholder	Initial Notification (Alert)	Update Notification (Alert)	Imminent Shut down (Warning) ³²	De-Energized (Statement)	Preparing for Re-Energization (Statement) ³³	Re-Energized (Statement)	PSPS Averted (Statement)	PSPS Ended [no more PSPS risk]	PSPS Restored (PSPS Remains Risk)
First/ Emergency Responders/ Public Safety Partners, local governments, and tribes	72 hours before	48 & 24 hours before	1-4 hours	When De-Energization Occurs	Before Re-energization Occurs	When Re-Energization Occurs	When circuits are no longer being considered for PSPS and were not de-energized	when circuits were de-energized and have been restored and are no longer being monitored	when circuit is temporarily restored but still at risk for PSPS (usually when there is a break in POC)
Critical Infrastructure / Service Providers	72 hours before	48 & 24 hours before	1-4 hours	When De-Energization Occurs	Before Re-energization Occurs	When Re-Energization Occurs	When circuits are no longer being considered for PSPS and were not de-energized	when circuits were de-energized and have been restored and are no longer being monitored	when circuit is temporarily restored but still at risk for PSPS (usually when there is a break in POC)
Customers	48 hours before	24 hours before	1-4 hours	When De-Energization Occurs	Before Re-energization Occurs	When Re-Energization Occurs	When circuits are no longer being considered for PSPS and were not de-energized	when circuits were de-energized and have been restored and are no longer being monitored	when circuit is temporarily restored but still at risk for PSPS (usually when there is a break in POC)

³⁰ These customers certify to having a condition that could become life-threatening if electricity is disconnected.

³¹ AFN dedicated webpage, *available at* sce.com/wildfire/access-and-functional-needs.

³² SCE will make every attempt to notify customers at the 1- to 4-hour warning stage. Given the unpredictability of shifting weather during PSPS, implementation of this timeframe may vary.

³³ SCE will attempt to notify customers before re-energization when possible.

AFN CORE PLANNING TEAM MEETING Q4 SUMMARY

AFN Core Planning Team Meetings		
Meeting	Summary of Engagement and Feedback	Actions Guided by Feedback
<p>Date: October 29, 2021 Location: Virtual Purpose: AFN Core Planning Team Meeting – 2022 Plan development</p>	<ul style="list-style-type: none"> • Provided an overview of the FEMA 6 Step Plan Development approach <ol style="list-style-type: none"> 1. Forming a collaborative planning team 2. Understanding the situation 3. Determining goals and objectives 4. Developing the plan 5. Plan preparation and approval 6. Plan implementation and maintenance Meeting Focus: <ul style="list-style-type: none"> • Step 1 – Collaborative Planning Team <ul style="list-style-type: none"> – Align on Core Planning Team Expectations – Solicited input on the Core Planning Team Members • Step 2 – Understand the Situation <ul style="list-style-type: none"> – Provided an overview of the Facts & Assumptions that will be included in the 2022 AFN Plan including: <ul style="list-style-type: none"> • Reviewed the California Government Code §8593.3 AFN definition, with a specific focus on identifying individuals who are “Electricity Dependent” • Identified the main risk as: Individuals with AFN who are unable to use power for devices/equipment for health, safety and independence due to PSPS • Aligned on the approach to identify and track individuals with AFN based on available data • Benchmarked with IHSS, Regional Centers, and Medicare electricity dependent data to understand the 	<p>Completed Actions this Quarter</p> <ul style="list-style-type: none"> • Identified drivers, outcomes and consequences to PSPS outage that affect individuals with AFN • Aligned on the preliminary definition of “Electricity Dependency” <hr/> <p>On-Going Actions</p> <ul style="list-style-type: none"> • Continue to work through the FEMA 6 step process to develop the joint IOU 2022 AFN plan

AFN Core Planning Team Meetings		
Meeting	Summary of Engagement and Feedback	Actions Guided by Feedback
	<p>potential population volume of individuals with AFN reliant on power by zip code</p> <ul style="list-style-type: none"> • Leveraged data to create heat maps of AFN geographic density • Aligned on statewide preliminary definition of individuals with AFN for purposes of identifying individuals potentially impacted by power outages to better target outreach, preparedness and in-event programs and services • Reviewed current strategies executed to continue to enhance identification of individuals with AFN • Reviewed the current resources offered by each IOU – Conducted Risk Bowtie Working Session and solicited feedback on the drivers, outcomes and consequences of PSPS outage on individuals with AFN 	<p>Future Actions</p> <ul style="list-style-type: none"> • Step 3 – Determine goals and objectives
<p>Date: November 5, 2021 Location: Virtual Purpose: AFN Core Planning Team Meeting – 2022 Plan development</p>	<p>Meeting Focus:</p> <ul style="list-style-type: none"> • Step 3 – Determine Goals and Objectives • Conducted working sessions to gain alignment on the DRAFT overarching goal and objectives <p>Goal: IOU plans will minimize the impacts of PSPS on individuals with AFN served by the utilities through improved customer outreach, education, assistance programs and services.</p> <p>Plan Objectives:</p> <p>Identify individuals who are “Electricity Dependent”</p> <p>Establish a communication plan that reaches all AFN segments</p> <p>Continuously improve tools to make them easier to understand and navigate, while making it easier for external organizations to access information</p> <p>Identify new programs and resources needed to minimize the impacts of PSPS</p> <p>Enhance existing programs and resources to minimize the impacts of PSPS</p>	<p>Completed Actions this Quarter</p> <ul style="list-style-type: none"> • Identified the goals and objectives for the 2022 AFN PSPS plan
		<p>On-Going Actions</p> <ul style="list-style-type: none"> • Continue to work through the FEMA 6 step process to develop the joint IOU 2022 AFN plan

AFN Core Planning Team Meetings

Meeting	Summary of Engagement and Feedback	Actions Guided by Feedback
	<p>Cultivate new partnerships and expand existing partnerships with whole community to reach individuals with AFN</p> <p>Coordinate and integrate resources with State, community and utility to minimize duplication</p> <p>Establish measurable metrics and consistent service levels</p> <p>Effectively serve and adapt to the needs of individuals with AFN before, during, and after any PSPS event</p> <ul style="list-style-type: none"> • Developed the key criteria to determine the operational priorities • Identified a prioritization tool to score and rank operational priorities leveraging key criteria 	<p>Future Actions</p> <ul style="list-style-type: none"> • Confirm goals and objectives • Finalize the prioritization tool
<p>Date: November 10, 15, and December 16, 2021</p> <p>Location: Virtual</p> <p>Purpose: AFN Core Planning Team Meeting – 2022 Plan development</p>	<p>Meeting Focus:</p> <ul style="list-style-type: none"> • Step 4 – Plan Development • Reviewed matrix of current resources available from the 3 IOUs before, during and after PSPS • Conducted two AFN Core Planning Team workshops to identify key considerations to define future state (11/15 & 12/16) • Aligned on future state outcomes and conducted gap analysis working session to identify recommendations 	<p>Completed Actions this Quarter</p> <ul style="list-style-type: none"> • Working to complete future state needs <hr/> <p>On-Going Actions</p> <ul style="list-style-type: none"> • Continue to work through the FEMA 6 step process to develop the joint IOU 2022 AFN plan

AFN Core Planning Team Meetings		
Meeting	Summary of Engagement and Feedback	Actions Guided by Feedback
		Future Actions <ul style="list-style-type: none"> • Prioritize recommendations • Identify additional resources and intelligence needs • Establish measurable metrics to track success

Statewide IOU AFN Advisory Council		
Meeting	Summary of Engagement and Feedback	Actions Guided by Feedback
Date: December 16, 2021 Location: Virtual Purpose: Joint IOU Statewide Advisory Council Meeting	Meeting Focus <ul style="list-style-type: none"> • Provided an overview of the 2022 AFN Plan Development and status from the Core Planning Team. Solicited feedback on the goals and objectives. 	Completed Actions this Quarter <ul style="list-style-type: none"> • Aligned on the preliminary definition of “Electricity Dependency” On-Going Actions <ul style="list-style-type: none"> • Continue to engage the whole community in the 2022 planning process

Statewide IOU AFN Advisory Council

Meeting	Summary of Engagement and Feedback	Actions Guided by Feedback
		Future Actions <ul style="list-style-type: none">• Provide input on the 2022 AFN plan

Appendix E

Program Participation by Census Tract

CENSUS TRACT	Self-Generation			Critical Care	
	Incentive Program (SGIP)	Portable Generator	Portable Power Station	Whole House Generator	Backup Battery (CCBB) Program
Unable to be mapped by Census Tract	3	1	1	0	2
6019006402	0	1	0	0	1
6027000100	0	0	0	0	5
6027000200	2	0	1	0	1
6027000300	0	1	0	0	6
6027000400	0	0	0	0	7
6029003305	1	1	2	0	13
6029003306	4	1	2	0	13
6029005201	0	2	2	0	22
6029005203	1	10	0	0	24
6029005204	0	7	1	0	46
6029005402	0	0	1	0	0
6029005801	0	0	1	0	0
6029005900	0	1	0	0	0
6029006003	0	2	1	0	14
6029006004	0	3	0	0	6
6029006006	2	8	1	1	7
6029006007	6	6	3	0	19
6029006008	8	6	5	1	13
6029006100	0	0	1	0	30
6037104124	0	3	2	0	3
6037113211	0	0	0	0	1
6037113235	4	1	0	0	4
6037135203	1	0	1	0	1
6037194300	0	0	1	0	0
6037262604	1	0	0	0	0
6037271801	0	1	1	0	0
6037300100	2	1	3	0	5
6037300200	0	0	2	0	1
6037300501	0	0	1	0	2
6037300502	1	0	2	0	4
6037300600	0	0	0	0	1
6037320100	0	0	0	0	3
6037320300	0	0	1	0	0
6037400204	1	0	1	0	2
6037400205	0	0	1	0	2
6037400206	0	1	4	0	3
6037400207	0	1	1	0	8
6037400302	0	0	0	0	3
6037400304	0	1	0	0	3
6037400402	0	1	1	0	3

CENSUS TRACT	Self-Generation			Critical Care	
	Incentive Program (SGIP)	Portable Generator	Portable Power Station	Whole House Generator	Backup Battery (CCBB) Program
6037400403	0	0	0	0	3
6037400404	0	0	0	0	4
6037400501	0	0	0	0	1
6037400900	0	0	0	0	3
6037401001	0	0	0	0	5
6037401002	0	0	2	0	6
6037401101	0	0	1	0	8
6037401102	0	0	0	0	1
6037401201	0	0	0	0	3
6037401202	0	1	0	0	2
6037401203	0	1	0	0	7
6037401303	0	0	1	0	2
6037401304	0	0	0	0	6
6037401311	0	0	0	0	2
6037401312	0	0	1	0	3
6037401601	0	0	1	0	14
6037401602	0	0	1	0	5
6037401701	0	0	0	0	3
6037401703	0	0	0	0	3
6037401704	0	0	0	0	1
6037401800	0	1	2	0	2
6037401901	0	0	1	0	0
6037402102	0	0	0	0	1
6037402200	0	0	0	0	1
6037402402	0	0	1	0	0
6037402403	0	0	1	0	0
6037402405	0	0	1	0	0
6037402406	0	0	1	0	0
6037402705	0	0	1	0	0
6037402804	0	0	0	0	1
6037403304	0	0	2	0	1
6037403305	0	0	3	0	0
6037403317	0	0	1	0	0
6037403318	0	0	2	0	0
6037403320	1	0	1	0	0
6037403321	0	0	3	0	0
6037403322	0	0	1	0	1
6037403323	0	0	1	0	0
6037403324	0	0	4	0	0
6037403325	2	0	5	0	5
6037403403	0	0	2	0	0
6037403405	0	0	3	0	1
6037403406	0	0	0	0	2

CENSUS TRACT	Self-Generation			Critical Care	
	Incentive Program (SGIP)	Portable Generator	Portable Power Station	Whole House Generator	Backup Battery (CCBB) Program
6037403407	2	0	0	0	0
6037403500	0	0	0	0	1
6037403600	0	0	0	0	3
6037403702	0	0	0	0	8
6037403703	0	0	0	0	3
6037403721	0	0	0	0	1
6037403722	0	0	0	0	5
6037403801	0	0	0	0	1
6037403802	0	0	0	0	1
6037403901	0	1	0	0	5
6037403902	0	0	0	0	2
6037404202	0	0	0	0	2
6037404504	0	0	0	0	1
6037404701	0	0	1	0	0
6037404802	0	1	0	0	0
6037405101	0	0	0	0	1
6037405400	0	0	1	0	0
6037405600	0	0	1	0	0
6037406000	0	0	0	0	1
6037406102	0	0	1	0	0
6037406200	0	0	0	0	1
6037406300	0	0	2	0	4
6037406411	0	0	0	0	2
6037406412	0	0	0	0	7
6037406601	0	0	0	0	5
6037406800	0	0	2	0	0
6037406902	0	0	1	0	0
6037407102	0	0	1	0	0
6037407602	0	0	1	0	0
6037407900	0	0	2	0	0
6037408003	1	0	1	0	7
6037408004	0	0	0	0	2
6037408005	0	0	1	0	3
6037408211	0	0	1	0	3
6037408212	0	1	1	0	2
6037408401	0	0	0	0	6
6037408402	0	1	1	0	8
6037408501	0	0	0	0	2
6037408503	1	0	4	0	4
6037408504	0	1	0	0	2
6037408505	1	0	2	0	3
6037408624	0	1	0	0	2
6037408625	0	1	0	0	0

CENSUS TRACT	Self-Generation			Critical Care	
	Incentive Program (SGIP)	Portable Generator	Portable Power Station	Whole House Generator	Backup Battery (CCBB) Program
6037408626	0	0	1	0	3
6037408627	0	0	3	0	4
6037408628	0	1	3	0	1
6037408629	0	0	0	0	2
6037408703	3	1	7	0	0
6037408704	0	0	0	0	4
6037408705	0	0	2	0	7
6037408706	0	0	0	0	1
6037408722	0	1	0	0	1
6037408723	0	0	0	0	1
6037430002	0	0	3	0	12
6037430003	0	2	3	0	8
6037430101	0	0	1	0	5
6037430200	1	0	0	0	2
6037430301	0	1	3	0	4
6037430302	0	0	0	0	7
6037430400	0	0	4	0	3
6037430501	1	1	4	0	3
6037430502	1	1	3	0	4
6037430600	2	1	3	0	1
6037430721	0	0	1	0	0
6037430723	0	0	1	0	0
6037430801	0	0	2	0	0
6037430802	0	0	1	0	0
6037430803	0	0	2	0	0
6037430901	0	0	1	0	3
6037430902	0	0	1	0	1
6037431001	0	0	0	0	5
6037431002	0	0	1	0	5
6037431100	0	0	1	0	1
6037431200	0	0	1	0	0
6037431400	0	1	0	0	0
6037431501	0	0	1	0	0
6037431600	0	0	3	0	0
6037431700	0	0	2	0	0
6037431800	0	0	1	0	0
6037431900	0	0	1	0	0
6037432202	0	0	1	0	0
6037432402	0	0	1	0	0
6037432700	0	0	1	0	0
6037433602	0	0	2	0	0
6037460100	3	0	0	0	2
6037460200	0	0	1	0	8

CENSUS TRACT	Self-Generation			Critical Care	
	Incentive Program (SGIP)	Portable Generator	Portable Power Station	Whole House Generator	Backup Battery (CCBB) Program
6037460301	1	1	2	0	5
6037460302	0	0	1	0	4
6037460501	7	1	4	0	6
6037460502	4	2	7	0	1
6037460600	6	0	2	0	1
6037460700	1	1	5	0	1
6037461000	0	0	0	0	5
6037461100	0	0	1	0	2
6037461200	0	0	1	0	1
6037461300	0	0	1	0	7
6037461501	0	0	0	0	1
6037463102	0	0	1	0	0
6037463300	0	0	1	0	0
6037464200	0	0	1	0	0
6037480011	0	0	1	0	0
6037480012	0	0	2	0	0
6037480101	0	0	1	0	0
6037480102	0	0	2	0	0
6037480201	0	0	1	0	0
6037480304	0	0	2	0	0
6037480400	0	0	2	0	0
6037480500	0	0	1	0	0
6037480600	0	0	3	0	1
6037480702	2	3	6	0	1
6037480703	0	1	3	0	0
6037480704	0	0	0	0	4
6037480802	0	0	1	0	0
6037480803	0	0	0	0	2
6037480804	0	0	1	0	3
6037480901	0	0	1	0	0
6037480903	0	0	1	0	0
6037481002	0	0	2	0	0
6037481101	0	0	1	0	0
6037481103	0	0	1	0	0
6037481201	0	0	1	0	0
6037481202	0	1	1	0	0
6037481401	0	0	4	0	0
6037481500	0	0	2	0	0
6037481603	0	1	1	0	0
6037481605	0	1	0	0	0
6037481902	0	0	1	0	0
6037482002	0	0	4	0	0
6037482102	0	0	1	0	0

CENSUS TRACT	Self-Generation			Critical Care	
	Incentive Program (SGIP)	Portable Generator	Portable Power Station	Whole House Generator	Backup Battery (CCBB) Program
6037482202	0	0	1	0	0
6037482402	0	0	1	0	0
6037482502	0	0	1	0	0
6037482521	0	0	1	0	0
6037482600	0	0	2	0	0
6037482800	0	0	1	0	0
6037500100	0	1	0	0	2
6037500201	0	1	0	0	5
6037500202	0	1	2	0	1
6037500300	0	0	0	0	2
6037500403	0	0	0	0	4
6037501200	0	0	0	0	4
6037501300	0	0	1	0	4
6037501400	0	0	0	0	2
6037501501	0	0	0	0	2
6037501503	0	0	0	0	6
6037501504	0	0	0	0	2
6037501600	1	0	1	0	4
6037501700	0	0	0	0	2
6037501802	0	0	0	0	4
6037501804	0	0	0	0	2
6037501900	0	0	0	0	4
6037502003	0	0	0	0	2
6037503103	0	0	1	0	0
6037503301	0	0	0	0	3
6037503401	0	0	0	0	4
6037503402	0	0	1	0	0
6037503501	0	1	1	0	0
6037503502	0	0	1	0	0
6037503702	0	1	1	0	0
6037503801	0	1	0	0	0
6037503901	0	0	1	0	0
6037503902	0	0	1	0	0
6037530003	0	0	1	0	0
6037530400	0	1	3	0	0
6037530700	0	0	1	0	0
6037532605	0	1	0	0	0
6037541200	0	0	1	0	0
6037543100	0	0	1	0	0
6037543501	0	0	1	0	0
6037543702	0	0	1	0	0
6037543801	0	0	1	0	0
6037550202	0	0	1	0	0

CENSUS TRACT	Self-Generation			Critical Care	
	Incentive Program (SGIP)	Portable Generator	Portable Power Station	Whole House Generator	Backup Battery (CCBB) Program
6037550901	0	0	1	0	0
6037551501	0	0	1	0	0
6037551900	0	0	1	0	0
6037552200	0	0	1	0	0
6037552400	0	0	1	0	0
6037554512	0	0	1	0	0
6037554513	0	0	1	0	0
6037554514	0	0	2	0	0
6037554516	0	0	1	0	0
6037554517	0	0	1	0	0
6037554518	0	0	3	0	0
6037554519	0	0	2	0	0
6037554521	0	0	1	0	0
6037554522	0	0	3	0	0
6037554802	0	0	1	0	0
6037555002	0	0	1	0	0
6037555102	0	0	1	0	0
6037555202	0	0	1	0	0
6037570202	0	0	1	0	0
6037570602	0	0	1	0	0
6037571000	0	0	1	0	0
6037573700	0	0	2	0	0
6037574202	0	0	1	0	0
6037576001	0	0	1	0	0
6037577100	0	0	1	0	0
6037577300	0	0	1	0	0
6037577400	0	0	1	0	0
6037577501	0	0	1	0	0
6037577604	0	0	1	0	0
6037600911	0	0	0	0	1
6037601100	0	1	0	0	0
6037601301	0	0	0	0	1
6037601302	0	0	0	0	1
6037601303	0	0	0	0	2
6037602105	0	0	1	0	0
6037603900	0	0	1	0	0
6037604001	0	0	1	0	0
6037609900	0	0	1	0	1
6037620002	0	0	1	0	0
6037620101	0	0	1	0	0
6037620102	0	0	1	0	0
6037620201	0	0	1	0	0
6037620501	0	0	1	0	0

CENSUS TRACT	Self-Generation			Critical Care	
	Incentive Program (SGIP)	Portable Generator	Portable Power Station	Whole House Generator	Backup Battery (CCBB) Program
6037620601	0	0	1	0	0
6037620602	0	0	1	0	0
6037620701	0	0	3	0	0
6037620702	0	0	1	0	0
6037620904	0	0	1	0	0
6037621002	0	0	1	0	0
6037621102	0	0	1	0	0
6037621324	0	0	1	0	0
6037621326	0	0	1	0	0
6037650101	0	0	2	0	0
6037650200	0	0	1	0	0
6037650300	0	1	0	0	0
6037650401	0	0	1	0	0
6037650605	0	0	1	0	0
6037650702	0	0	1	0	0
6037650902	0	0	1	0	0
6037651002	0	0	1	0	0
6037651201	0	0	2	0	0
6037651222	0	0	1	0	1
6037651302	0	1	1	0	0
6037651304	0	0	1	0	1
6037651402	0	0	0	0	1
6037670100	0	1	1	0	6
6037670201	2	0	1	0	2
6037670202	1	0	2	0	2
6037670324	0	1	2	0	0
6037670326	0	0	4	0	0
6037670328	1	0	1	0	0
6037670403	0	1	8	0	1
6037670405	0	0	2	0	1
6037670406	1	0	0	0	0
6037670407	0	2	2	0	3
6037670411	1	1	6	0	5
6037670413	0	0	3	0	1
6037670416	4	0	3	0	5
6037670500	0	0	1	0	0
6037670602	2	0	2	0	3
6037670701	0	0	3	0	2
6037670702	4	0	3	0	1
6037700101	0	0	1	0	0
6037700102	0	0	1	0	0
6037700200	0	0	0	0	1
6037700300	0	0	1	0	4

CENSUS TRACT	Self-Generation			Critical Care	
	Incentive Program (SGIP)	Portable Generator	Portable Power Station	Whole House Generator	Backup Battery (CCBB) Program
6037700501	0	0	0	0	4
6037700502	0	0	2	0	1
6037700600	0	1	1	0	0
6037701302	0	0	0	0	1
6037701304	0	0	1	0	1
6037701402	0	0	1	0	1
6037701701	0	0	1	0	0
6037701702	0	0	0	0	1
6037701801	0	0	1	0	0
6037702300	0	0	1	0	0
6037702400	0	0	2	0	0
6037702501	0	0	0	0	3
6037702502	0	0	1	0	2
6037702600	0	0	2	0	0
6037702801	0	0	2	0	0
6037702901	0	0	1	0	0
6037703001	0	0	1	0	1
6037703002	0	0	0	0	4
6037703100	0	0	2	0	6
6037703200	0	0	3	0	6
6037800101	1	3	5	0	5
6037800102	7	3	3	0	4
6037800202	5	2	2	0	1
6037800203	6	1	5	0	2
6037800204	2	1	0	0	2
6037800324	3	5	2	0	5
6037800325	1	0	1	0	1
6037800326	0	0	1	0	3
6037800327	0	3	2	0	2
6037800328	2	0	0	0	2
6037800329	3	1	3	0	4
6037800330	0	0	0	0	2
6037800332	4	1	0	0	7
6037800406	1	1	0	0	2
6037800408	2	1	1	0	6
6037800504	0	1	0	0	0
6037800506	3	2	0	1	2
6037900504	0	0	2	0	0
6037900507	0	1	0	0	0
6037900508	0	0	1	0	0
6037900606	0	0	1	0	0
6037900609	0	2	0	0	0
6037900701	0	1	1	0	0

CENSUS TRACT	Self-Generation			Critical Care	
	Incentive Program (SGIP)	Portable Generator	Portable Power Station	Whole House Generator	Backup Battery (CCBB) Program
6037900705	0	0	2	0	0
6037900803	0	1	0	0	0
6037900900	0	0	1	0	1
6037901004	0	1	0	0	0
6037901010	0	1	0	0	0
6037901205	0	0	1	0	0
6037901209	0	0	0	0	8
6037901210	1	1	0	0	7
6037901213	1	2	0	0	5
6037910001	0	0	1	0	6
6037910002	0	0	1	0	11
6037910101	0	0	0	0	1
6037910201	0	0	0	0	4
6037910205	0	1	0	0	1
6037910206	0	3	1	0	9
6037910208	0	1	0	0	11
6037910210	0	0	1	0	0
6037910301	0	1	0	0	6
6037910302	0	2	0	0	0
6037910401	0	1	0	0	17
6037910402	0	0	0	0	9
6037910403	0	0	0	0	1
6037910404	0	0	0	0	7
6037910501	0	0	0	0	6
6037910504	0	0	0	0	4
6037910505	0	0	0	0	2
6037910603	0	0	0	0	3
6037910605	0	1	0	0	0
6037910606	0	1	0	0	0
6037910706	0	0	0	0	9
6037910707	0	0	0	0	9
6037910709	0	0	0	0	5
6037910712	0	0	0	0	4
6037910713	0	0	1	0	0
6037910714	0	1	0	0	0
6037910715	0	0	0	0	2
6037910716	0	0	0	0	7
6037910804	9	12	0	0	8
6037910805	10	6	0	1	10
6037910807	9	4	3	0	5
6037910808	4	6	2	1	5
6037910809	3	1	0	0	5
6037910810	2	2	1	1	4

CENSUS TRACT	Self-Generation			Critical Care	
	Incentive Program (SGIP)	Portable Generator	Portable Power Station	Whole House Generator	Backup Battery (CCBB) Program
6037910811	0	0	1	0	0
6037910812	0	1	0	0	1
6037910813	25	13	1	1	5
6037911001	0	1	0	0	22
6037920011	1	2	0	0	1
6037920012	0	3	0	0	5
6037920013	8	1	2	0	4
6037920015	7	3	1	0	4
6037920016	4	0	0	0	0
6037920017	0	1	1	0	5
6037920018	1	0	0	0	0
6037920020	7	5	3	0	3
6037920023	2	1	3	0	7
6037920026	0	1	0	0	0
6037920028	8	0	3	0	6
6037920029	0	1	1	0	3
6037920030	0	0	0	0	1
6037920031	2	0	3	0	18
6037920032	11	0	1	0	0
6037920033	1	0	0	0	1
6037920034	7	5	4	0	9
6037920035	2	8	3	0	10
6037920036	0	2	0	0	10
6037920037	0	1	1	0	3
6037920038	0	0	1	0	8
6037920039	1	0	2	0	3
6037920040	2	1	0	0	4
6037920041	0	0	0	0	1
6037920042	2	1	0	0	11
6037920043	7	1	4	0	6
6037920044	1	0	1	0	1
6037920045	5	1	1	0	1
6037920102	2	3	2	0	9
6037920104	0	0	0	0	3
6037920106	0	0	0	0	1
6037920107	5	1	3	0	1
6037920108	0	0	1	0	4
6037920109	1	1	0	0	4
6037920110	2	0	1	0	2
6037920111	1	1	1	0	4
6037920112	2	2	2	0	6
6037920114	1	0	2	0	5
6037920115	0	0	0	0	5

CENSUS TRACT	Self-Generation			Critical Care	
	Incentive Program (SGIP)	Portable Generator	Portable Power Station	Whole House Generator	Backup Battery (CCBB) Program
6037920116	4	1	0	0	2
6037920118	3	0	3	0	2
6037920119	2	0	0	0	2
6037920303	3	4	3	0	3
6037920312	7	1	0	0	6
6037920313	5	0	0	0	2
6037920314	6	0	1	0	4
6037920322	0	1	0	0	8
6037920326	6	0	2	0	7
6037920328	2	0	0	0	1
6037920329	1	0	0	0	0
6037920330	1	0	2	0	0
6037920331	5	0	1	0	1
6037920334	1	0	1	0	1
6037920336	1	0	2	0	5
6037920337	1	0	1	0	7
6037920338	2	1	3	0	4
6037920339	10	1	2	0	3
6037930200	0	2	0	0	0
6037930301	0	0	0	0	1
6051000101	1	1	1	0	2
6051000102	0	0	1	0	2
6051000200	2	0	1	0	5
6059001101	0	0	1	0	2
6059001103	0	1	2	0	0
6059001401	0	0	0	0	1
6059001403	0	1	0	0	0
6059001404	0	0	0	0	1
6059001501	0	0	2	0	2
6059001505	0	0	1	0	0
6059001506	2	1	2	0	5
6059001507	0	0	2	0	3
6059001601	0	0	1	0	0
6059001602	0	0	2	0	0
6059001704	0	0	2	0	0
6059001706	0	0	1	0	0
6059001707	0	0	1	0	0
6059011601	0	0	1	0	0
6059011717	0	0	0	0	1
6059021802	0	0	0	0	4
6059021809	0	0	0	0	1
6059021814	1	0	3	0	9
6059021815	2	2	8	0	4

CENSUS TRACT	Self-Generation			Critical Care	
	Incentive Program (SGIP)	Portable Generator	Portable Power Station	Whole House Generator	Backup Battery (CCBB) Program
6059021816	1	0	2	0	0
6059021817	0	0	1	0	3
6059021820	0	0	1	0	0
6059021821	0	0	1	0	0
6059021822	2	0	3	0	1
6059021823	0	0	1	0	0
6059021824	0	0	1	0	0
6059021825	1	0	0	0	0
6059021826	0	0	1	0	0
6059021827	0	0	1	0	0
6059021828	2	1	2	0	0
6059021830	0	0	2	0	3
6059021912	1	2	2	0	1
6059021913	0	0	2	0	3
6059021914	0	0	2	0	1
6059021917	0	1	3	0	7
6059021918	0	0	4	0	2
6059021920	2	0	1	0	3
6059021924	0	0	0	0	2
6059032011	0	3	1	0	3
6059032015	0	0	1	0	1
6059032020	0	0	1	0	0
6059032030	0	0	1	0	0
6059032034	0	0	2	0	0
6059032041	2	1	0	0	1
6059032042	1	2	1	0	5
6059032043	1	0	1	0	0
6059032044	6	0	0	0	0
6059032047	0	0	0	0	4
6059032048	0	0	1	0	0
6059032049	0	1	4	0	3
6059032050	0	0	3	0	1
6059032051	0	0	0	0	2
6059032053	0	0	1	0	0
6059032054	0	1	0	0	0
6059032055	0	0	4	0	0
6059032056	0	0	1	0	0
6059052404	2	0	2	0	0
6059052408	0	0	1	0	0
6059052418	0	0	6	0	0
6059052420	0	1	9	0	1
6059052421	0	1	5	0	0
6059052422	0	0	1	0	0

CENSUS TRACT	Self-Generation			Critical Care	
	Incentive Program (SGIP)	Portable Generator	Portable Power Station	Whole House Generator	Backup Battery (CCBB) Program
6059052423	0	0	1	0	0
6059052424	0	0	1	0	0
6059052425	0	0	0	0	2
6059052426	0	0	14	0	0
6059052427	0	2	3	0	0
6059052428	2	1	5	0	5
6059052502	0	0	1	0	0
6059052505	0	0	1	0	0
6059052506	0	0	2	0	0
6059052511	0	0	3	0	0
6059052513	0	0	1	0	0
6059052514	0	0	1	0	0
6059052515	0	0	1	0	0
6059052517	0	0	6	0	0
6059052520	0	0	1	0	0
6059052522	0	0	1	0	0
6059052524	0	0	1	0	0
6059052525	0	0	5	1	0
6059052526	0	0	1	0	0
6059052527	0	1	2	0	0
6059062604	1	0	1	0	1
6059062612	0	0	1	0	2
6059062620	0	0	0	0	1
6059062621	1	0	1	0	0
6059062628	0	0	1	0	0
6059062632	1	0	1	0	3
6059062633	0	1	2	0	0
6059062634	0	0	1	0	0
6059062635	0	0	1	0	0
6059062638	0	0	2	0	3
6059062640	0	0	1	0	0
6059062642	0	0	1	0	1
6059062643	0	0	2	0	2
6059062644	0	0	0	0	5
6059062645	0	1	1	0	1
6059062647	0	0	1	0	0
6059062649	0	0	1	0	0
6059062702	0	0	1	0	0
6059063004	0	0	2	0	0
6059063007	0	0	0	0	1
6059063009	0	0	1	0	0
6059063603	0	0	1	0	0
6059063701	0	0	1	0	0

CENSUS TRACT	Self-Generation			Critical Care	
	Incentive Program (SGIP)	Portable Generator	Portable Power Station	Whole House Generator	Backup Battery (CCBB) Program
6059063905	0	0	2	0	0
6059063908	0	0	1	0	0
6059074005	0	0	1	0	0
6059074405	0	0	1	0	0
6059074406	0	0	1	0	0
6059074407	0	0	1	0	0
6059074701	0	0	1	0	0
6059075002	0	0	1	0	0
6059075201	0	0	1	0	0
6059075401	0	0	1	0	0
6059075504	0	0	1	0	0
6059075506	0	0	1	0	0
6059075512	0	0	1	0	0
6059075515	0	0	2	0	0
6059075603	0	0	1	0	0
6059075604	0	1	3	0	2
6059075605	0	0	1	0	1
6059075606	0	1	2	0	0
6059075702	0	0	1	0	0
6059075805	0	0	1	0	0
6059075807	0	0	2	0	1
6059075808	0	0	1	0	2
6059075809	0	0	1	0	1
6059075810	0	0	0	0	1
6059075811	0	0	1	0	0
6059075812	0	0	1	0	0
6059075901	0	0	1	0	0
6059076101	0	1	1	0	0
6059076201	0	0	1	0	0
6059076202	0	0	1	0	0
6059076204	0	0	1	0	0
6059076206	0	0	1	0	0
6059087703	0	1	0	0	0
6059087902	0	0	1	0	0
6059088002	0	0	1	0	0
6059088104	0	0	1	0	0
6059088203	0	0	1	0	0
6059088403	0	0	2	0	0
6059088801	0	0	1	0	0
6059088904	0	0	1	0	0
6059088905	0	0	1	0	0
6059099214	0	0	1	0	0
6059099216	0	0	1	0	0

CENSUS TRACT	Self-Generation			Critical Care	
	Incentive Program (SGIP)	Portable Generator	Portable Power Station	Whole House Generator	Backup Battery (CCBB) Program
6059099217	0	0	1	0	0
6059099220	0	0	1	0	0
6059099223	0	0	2	0	0
6059099229	0	0	1	0	0
6059099232	0	0	1	0	0
6059099234	0	0	1	0	0
6059099241	0	0	1	0	0
6059099306	0	0	1	0	0
6059099308	0	0	1	0	0
6059099404	0	0	2	0	0
6059099405	0	0	1	0	0
6059099408	0	0	1	0	0
6059099514	0	0	1	0	0
6059099702	0	0	1	0	0
6059099703	0	0	1	0	0
6059099801	0	0	1	0	0
6059099803	0	0	2	0	0
6059110003	0	0	1	0	0
6059110007	0	0	1	0	0
6059110014	0	0	1	0	0
6059110015	0	0	1	0	0
6059110110	0	1	0	0	0
6059110301	0	0	1	0	0
6059110302	0	0	1	0	0
6059110304	0	0	2	0	0
6059110603	0	0	1	0	0
6065030601	0	1	1	0	0
6065040101	0	2	0	0	7
6065040102	3	0	0	0	12
6065040201	0	0	1	0	11
6065040202	0	1	1	0	3
6065040204	0	0	0	0	2
6065040301	1	1	0	0	19
6065040302	0	2	1	0	19
6065040303	0	1	0	0	6
6065040404	0	0	1	0	3
6065040405	0	0	1	0	10
6065040501	0	0	1	0	9
6065040502	0	2	0	0	7
6065040503	0	1	1	0	38
6065040605	0	0	1	0	0
6065040609	0	2	4	0	12
6065040611	0	0	0	0	2

CENSUS TRACT	Self-Generation			Critical Care	
	Incentive Program (SGIP)	Portable Generator	Portable Power Station	Whole House Generator	Backup Battery (CCBB) Program
6065040613	0	1	2	0	0
6065040616	0	0	0	0	4
6065040701	0	0	0	0	1
6065040702	0	0	0	0	5
6065040703	0	0	0	0	4
6065040806	0	0	2	0	5
6065040807	0	0	0	0	3
6065040808	0	0	0	0	1
6065040809	0	0	1	0	0
6065040812	0	0	0	0	2
6065040813	2	1	0	0	3
6065040815	0	0	1	0	0
6065041404	0	0	0	0	2
6065041409	5	0	5	0	12
6065041411	0	0	0	0	1
6065041412	1	0	0	0	5
6065041803	1	0	1	0	7
6065041804	1	0	1	0	6
6065041806	0	2	3	0	1
6065041808	0	0	0	0	1
6065041810	0	0	0	0	10
6065041813	0	0	1	0	0
6065041904	0	0	0	0	4
6065041905	0	0	0	0	3
6065041909	0	0	1	0	9
6065041910	0	0	1	0	16
6065041911	6	3	3	0	16
6065041912	2	0	1	0	10
6065041913	1	2	3	0	10
6065042003	0	0	0	0	4
6065042004	0	0	1	0	5
6065042005	1	0	0	0	5
6065042007	3	2	1	0	14
6065042008	0	1	0	0	13
6065042009	0	0	1	0	17
6065042010	0	0	0	0	9
6065042012	0	0	0	0	4
6065042212	0	0	0	0	4
6065042214	4	0	1	0	15
6065042300	1	0	0	0	8
6065042401	0	1	0	0	8
6065042402	0	0	0	0	17
6065042403	0	0	1	0	13

CENSUS TRACT	Self-Generation			Critical Care	
	Incentive Program (SGIP)	Portable Generator	Portable Power Station	Whole House Generator	Backup Battery (CCBB) Program
6065042404	0	0	0	0	2
6065042407	0	0	1	0	2
6065042408	0	0	0	0	13
6065042409	0	0	1	0	1
6065042410	0	1	0	0	7
6065042411	1	0	0	0	3
6065042412	1	5	1	0	8
6065042506	0	1	1	0	0
6065042515	0	0	1	0	0
6065042519	0	0	0	0	2
6065042617	0	0	1	0	17
6065042618	0	0	1	0	9
6065042619	0	0	1	0	5
6065042620	0	2	0	0	30
6065042621	0	0	1	0	8
6065042622	0	0	0	0	1
6065042623	0	1	1	0	10
6065042624	0	0	0	0	5
6065042706	0	0	0	0	14
6065042708	0	0	1	0	7
6065042709	3	0	2	0	4
6065042711	0	0	0	0	29
6065042714	0	0	0	0	8
6065042715	0	1	2	0	40
6065042716	0	0	0	0	10
6065042717	2	4	1	0	12
6065042719	0	1	0	0	18
6065042720	0	1	0	0	13
6065042723	0	1	0	0	49
6065042724	0	0	1	0	1
6065042726	0	1	0	0	25
6065042728	0	0	0	0	12
6065042729	0	0	0	0	20
6065042730	0	1	0	0	13
6065042731	0	0	1	0	29
6065042732	4	0	2	0	12
6065042733	8	2	3	0	21
6065042737	1	0	0	0	5
6065042738	0	0	3	0	2
6065042739	6	1	0	0	15
6065042740	0	0	0	0	17
6065042741	0	0	0	0	13
6065042742	0	1	1	0	10

CENSUS TRACT	Self-Generation			Critical Care	
	Incentive Program (SGIP)	Portable Generator	Portable Power Station	Whole House Generator	Backup Battery (CCBB) Program
6065042743	0	0	1	0	8
6065042744	0	1	0	0	10
6065042745	2	4	1	0	43
6065042800	0	0	0	0	14
6065042901	0	0	1	0	16
6065042902	0	0	0	0	10
6065042903	0	0	0	0	11
6065042904	0	0	0	0	17
6065043001	0	0	0	0	20
6065043003	0	0	0	0	9
6065043005	0	0	0	0	15
6065043006	0	0	0	0	13
6065043007	0	3	0	0	12
6065043008	2	0	0	0	14
6065043009	1	1	0	0	8
6065043010	0	0	0	0	16
6065043206	0	0	1	0	0
6065043211	0	0	0	0	2
6065043216	0	0	1	0	0
6065043217	0	0	0	0	2
6065043218	0	0	0	0	4
6065043220	0	0	0	0	3
6065043222	0	0	0	0	3
6065043227	1	0	0	0	19
6065043228	0	0	0	0	3
6065043229	0	0	3	0	1
6065043235	1	1	2	0	5
6065043239	8	4	4	0	20
6065043240	0	0	2	0	37
6065043242	0	1	2	0	25
6065043244	2	1	2	0	14
6065043246	5	2	0	0	6
6065043247	0	1	4	0	36
6065043248	1	0	0	0	1
6065043250	0	0	2	0	6
6065043252	1	1	0	0	10
6065043254	0	2	2	0	12
6065043256	0	0	1	0	0
6065043257	2	2	2	0	20
6065043262	0	1	0	0	4
6065043264	0	0	1	0	0
6065043265	0	0	1	0	2
6065043266	0	0	0	0	1

CENSUS TRACT	Self-Generation			Critical Care	
	Incentive Program (SGIP)	Portable Generator	Portable Power Station	Whole House Generator	Backup Battery (CCBB) Program
6065043267	1	1	3	0	10
6065043270	0	0	0	0	3
6065043271	0	0	1	0	12
6065043272	7	1	0	0	14
6065043274	0	0	0	0	5
6065043276	1	1	1	0	28
6065043278	3	1	0	0	12
6065043279	1	3	2	0	27
6065043291	0	0	1	0	13
6065043304	1	3	1	0	37
6065043306	0	1	1	0	6
6065043307	0	0	1	0	34
6065043308	0	0	0	0	2
6065043309	0	0	0	0	14
6065043310	0	0	0	0	6
6065043311	0	0	0	0	14
6065043312	1	0	0	0	15
6065043313	0	0	0	0	2
6065043314	0	0	0	0	6
6065043315	0	0	1	0	6
6065043316	0	0	0	0	10
6065043317	0	0	0	0	42
6065043403	0	0	0	0	3
6065043404	0	0	1	0	1
6065043504	0	0	1	0	17
6065043506	0	0	0	0	12
6065043507	0	0	0	0	3
6065043508	0	1	0	0	22
6065043509	0	1	0	0	13
6065043512	0	0	1	0	5
6065043513	0	0	0	0	6
6065043517	0	2	1	0	28
6065043601	0	0	0	0	9
6065043701	0	1	2	0	20
6065043702	0	0	0	0	25
6065043703	0	0	0	0	13
6065043802	1	2	1	0	17
6065043807	0	2	0	0	20
6065043809	1	2	3	0	19
6065043810	1	0	0	0	24
6065043811	2	5	1	0	13
6065043813	0	0	2	0	24
6065043814	1	2	0	0	14

CENSUS TRACT	Self-Generation			Critical Care	
	Incentive Program (SGIP)	Portable Generator	Portable Power Station	Whole House Generator	Backup Battery (CCBB) Program
6065043818	0	0	1	0	15
6065043820	1	1	2	0	7
6065043821	0	1	0	0	10
6065043822	1	4	1	0	4
6065043823	3	1	5	0	24
6065043900	0	0	0	0	11
6065044000	0	0	0	0	3
6065044104	0	2	2	0	0
6065044402	0	5	1	0	5
6065044403	0	0	0	0	1
6065044404	1	1	0	0	1
6065044405	1	1	3	0	5
6065044507	0	0	1	0	2
6065044515	0	0	0	0	7
6065044516	0	1	1	0	15
6065044517	0	0	0	0	11
6065044518	0	0	0	0	4
6065044521	2	3	0	0	14
6065044522	0	0	1	0	23
6065044602	0	0	1	0	2
6065044604	0	1	1	0	0
6065044605	0	0	2	0	0
6065044606	0	0	1	0	3
6065044805	0	0	0	0	5
6065044807	0	0	1	0	2
6065044916	0	0	0	0	1
6065044919	0	0	0	0	4
6065044923	0	0	1	0	0
6065044926	0	1	0	0	0
6065044928	1	0	0	0	0
6065044929	0	1	0	0	0
6065045000	0	0	0	0	6
6065045114	0	0	1	0	0
6065045116	0	0	1	0	0
6065045117	0	1	1	0	0
6065045123	0	0	0	0	1
6065045124	0	0	0	0	4
6065046401	3	0	0	0	21
6065046402	0	1	1	0	16
6065046403	0	0	1	0	24
6065046404	0	1	0	0	13
6065046405	0	0	0	0	14
6065046602	0	0	0	0	4

CENSUS TRACT	Self-Generation			Critical Care	
	Incentive Program (SGIP)	Portable Generator	Portable Power Station	Whole House Generator	Backup Battery (CCBB) Program
6065046800	0	0	0	0	9
6065047201	0	0	0	0	9
6065047900	1	2	1	0	6
6065048100	1	1	2	0	1
6065048200	0	0	1	0	0
6065048300	0	0	0	0	2
6065048800	0	0	0	0	1
6065049000	1	0	0	0	12
6065049600	0	0	0	0	1
6065049700	3	1	2	0	11
6065049800	0	0	0	0	1
6065050300	3	1	1	0	19
6065050400	0	1	0	0	7
6065050500	0	1	1	0	26
6065050600	0	1	0	0	17
6065050700	4	2	1	0	36
6065050900	0	0	0	0	1
6065051200	0	0	2	0	8
6065051300	0	0	0	0	16
6065940500	3	0	0	0	4
6065940700	0	0	0	0	1
6065940800	0	0	0	0	2
6065940900	0	0	1	0	0
6065941000	0	0	0	0	8
6065941100	0	0	2	0	0
6065941200	0	0	1	0	0
6065941400	0	0	1	0	0
6065941500	0	0	0	0	21
6071000103	0	1	0	0	0
6071000104	0	0	2	0	0
6071000105	0	0	4	0	2
6071000107	0	1	0	0	3
6071000108	0	0	3	0	8
6071000109	0	0	2	0	11
6071000111	2	2	1	0	0
6071000113	0	0	1	0	3
6071000115	0	0	5	0	4
6071000116	0	1	7	0	4
6071000117	0	2	4	0	2
6071000118	0	0	2	0	0
6071000203	0	0	1	0	0
6071000205	0	1	0	0	0
6071000304	0	1	1	0	0

CENSUS TRACT	Self-Generation			Critical Care	
	Incentive Program (SGIP)	Portable Generator	Portable Power Station	Whole House Generator	Backup Battery (CCBB) Program
6071000503	0	0	1	0	2
6071000504	0	0	2	0	3
6071000605	0	0	2	0	0
6071000804	1	2	2	0	2
6071000813	0	0	0	0	6
6071000814	0	0	1	0	3
6071000815	0	0	0	0	4
6071000816	0	0	0	0	2
6071000817	0	0	3	0	3
6071000819	0	0	3	0	0
6071000820	0	0	1	0	2
6071000821	0	1	1	0	1
6071000824	0	0	1	0	0
6071000826	0	0	1	0	0
6071000901	0	0	1	0	0
6071000903	0	0	1	0	0
6071001200	0	0	1	0	0
6071001808	0	0	1	0	0
6071001809	0	1	0	0	0
6071001903	0	0	6	0	8
6071001905	0	0	1	0	0
6071001906	0	0	1	0	0
6071002010	3	1	2	0	19
6071002011	0	0	0	0	5
6071002013	0	0	1	0	1
6071002014	0	1	0	0	6
6071002015	0	0	0	0	3
6071002017	2	1	2	0	5
6071002018	0	0	1	0	0
6071002019	0	0	1	0	5
6071002021	7	0	0	0	2
6071002022	0	0	0	0	2
6071002023	0	0	0	0	2
6071002029	0	0	1	0	0
6071002033	0	1	2	0	7
6071002034	1	1	0	0	4
6071002035	0	1	2	0	0
6071002036	0	0	2	0	0
6071002037	0	0	1	0	0
6071002038	0	0	1	0	0
6071002105	0	1	0	0	0
6071002107	0	0	1	0	0
6071002109	0	0	0	0	6

CENSUS TRACT	Self-Generation			Critical Care	
	Incentive Program (SGIP)	Portable Generator	Portable Power Station	Whole House Generator	Backup Battery (CCBB) Program
6071002110	0	0	1	0	0
6071002204	0	1	0	0	0
6071002301	0	0	0	0	7
6071002304	4	3	6	0	21
6071002305	0	0	1	0	2
6071002306	0	0	1	0	1
6071002502	0	0	2	0	0
6071002601	0	2	1	0	10
6071002602	0	0	0	0	1
6071002604	0	1	2	0	5
6071002606	0	0	1	0	4
6071002607	0	0	0	0	6
6071002703	0	0	1	0	17
6071002704	4	0	3	0	13
6071002705	0	0	0	0	13
6071002706	9	1	5	0	26
6071002801	0	0	0	0	1
6071003405	0	1	0	0	0
6071003505	0	0	0	0	1
6071003506	0	0	1	0	1
6071003603	0	0	1	0	0
6071003801	0	0	0	0	5
6071003804	0	0	0	0	9
6071004001	0	0	1	0	3
6071004003	0	0	0	0	5
6071004004	0	0	1	0	2
6071004101	0	0	1	0	9
6071004103	0	0	0	0	9
6071004104	0	0	0	0	9
6071004201	0	0	1	0	11
6071004202	0	0	0	0	5
6071004301	0	0	0	0	17
6071004302	0	0	0	0	13
6071004401	0	0	0	0	1
6071004403	0	0	0	0	1
6071004404	0	0	0	0	5
6071004503	5	0	0	0	17
6071004504	5	3	3	0	21
6071004505	0	0	0	0	17
6071004507	0	0	0	0	20
6071004509	0	0	0	0	20
6071004510	0	1	2	0	3
6071004601	0	1	1	0	16

CENSUS TRACT	Self-Generation			Critical Care	
	Incentive Program (SGIP)	Portable Generator	Portable Power Station	Whole House Generator	Backup Battery (CCBB) Program
6071004603	2	2	2	0	26
6071004604	0	1	1	0	7
6071004700	0	0	0	0	2
6071004900	0	1	0	0	2
6071005100	0	0	0	0	10
6071005300	0	0	1	0	1
6071005400	0	0	0	0	1
6071005500	0	0	0	0	1
6071005800	0	0	1	0	0
6071006100	0	0	0	0	20
6071006204	0	0	0	0	1
6071006301	0	0	0	0	1
6071006402	0	0	0	0	4
6071007104	2	1	0	0	9
6071007105	0	2	0	0	5
6071007106	0	0	1	0	8
6071007107	0	0	0	0	2
6071007109	0	1	0	0	3
6071007110	0	0	0	0	1
6071007200	0	1	0	0	2
6071007302	0	0	4	0	19
6071007303	0	0	0	0	8
6071007305	0	1	0	0	8
6071007306	0	1	1	0	2
6071007403	2	1	1	0	10
6071007404	1	0	1	0	10
6071007409	0	0	0	0	2
6071007410	0	0	0	0	10
6071007601	0	0	0	0	3
6071007603	0	0	0	0	4
6071007604	0	0	0	0	4
6071007800	0	0	0	0	2
6071007901	0	2	2	0	4
6071007903	0	2	0	0	12
6071007904	1	1	1	0	1
6071008001	0	0	0	0	12
6071008002	0	0	0	0	5
6071008100	0	0	1	0	5
6071008200	0	0	0	0	6
6071008301	0	0	0	0	2
6071008302	0	0	0	0	2
6071008401	0	0	1	0	11
6071008402	0	0	0	0	2

CENSUS TRACT	Self-Generation			Critical Care	
	Incentive Program (SGIP)	Portable Generator	Portable Power Station	Whole House Generator	Backup Battery (CCBB) Program
6071008403	0	0	1	0	6
6071008500	2	0	2	0	9
6071008601	0	0	1	0	11
6071008602	0	1	0	0	7
6071008703	7	0	2	0	17
6071008704	1	0	0	0	39
6071008705	0	0	0	0	10
6071008706	1	4	4	0	19
6071008708	0	0	2	0	10
6071008709	0	0	2	0	17
6071008710	0	0	0	0	19
6071008800	0	0	1	0	25
6071009107	1	1	0	0	28
6071009108	0	0	0	0	33
6071009109	2	0	0	0	28
6071009112	0	1	0	0	0
6071009116	0	0	2	0	0
6071009117	0	0	0	0	5
6071009118	0	1	1	0	0
6071009119	3	1	0	0	25
6071009201	3	2	1	0	9
6071009202	8	3	0	0	2
6071009707	0	0	2	0	2
6071009708	0	0	0	0	9
6071009709	0	0	0	0	2
6071009710	0	0	1	0	3
6071009711	0	2	1	0	2
6071009713	0	1	0	0	1
6071009716	0	0	1	0	0
6071009905	0	0	1	0	0
6071009908	0	0	1	0	0
6071009910	0	1	1	0	0
6071010010	0	1	0	0	0
6071010011	0	2	1	0	0
6071010013	0	0	0	0	6
6071010016	0	2	0	0	3
6071010017	1	1	1	0	17
6071010018	0	0	0	0	6
6071010019	0	0	0	0	7
6071010020	0	1	0	0	7
6071010021	0	1	0	0	20
6071010022	0	0	2	0	20
6071010023	0	0	1	0	17

CENSUS TRACT	Self-Generation			Critical Care	
	Incentive Program (SGIP)	Portable Generator	Portable Power Station	Whole House Generator	Backup Battery (CCBB) Program
6071010024	0	0	0	0	11
6071010025	0	0	0	0	1
6071010026	0	0	1	0	0
6071010410	0	0	0	0	18
6071010411	3	0	1	0	41
6071010412	1	0	2	0	47
6071010413	1	1	1	0	30
6071010416	0	0	1	0	0
6071010417	2	0	0	0	16
6071010419	0	0	0	0	16
6071010420	0	0	0	0	2
6071010421	0	0	0	0	1
6071010423	0	0	1	0	3
6071010424	1	1	1	0	3
6071010802	2	4	0	0	25
6071010803	0	2	1	1	15
6071010804	0	1	2	0	6
6071010901	2	1	4	0	9
6071010902	1	0	1	0	8
6071011001	0	0	0	0	4
6071011002	1	0	0	0	2
6071011101	0	2	1	0	11
6071011102	0	2	1	0	8
6071011500	0	1	3	0	5
6071012101	0	0	2	0	3
6071012103	0	1	0	0	23
6071012104	0	0	0	0	4
6071012200	0	0	2	0	0
6071012700	0	0	0	0	1
6071025100	0	0	1	0	0
6083000101	0	0	3	0	7
6083000102	0	0	0	0	3
6083000103	4	1	3	0	1
6083000200	0	0	0	0	5
6083000301	0	0	1	0	2
6083000302	0	0	1	0	5
6083000400	0	0	1	0	1
6083000501	3	1	2	0	0
6083000502	1	0	2	0	2
6083000600	0	0	2	0	1
6083000700	5	0	0	0	1
6083000804	0	0	0	0	5
6083001000	0	0	1	0	2

CENSUS TRACT	Self-Generation			Critical Care	
	Incentive Program (SGIP)	Portable Generator	Portable Power Station	Whole House Generator	Backup Battery (CCBB) Program
6083001206	0	0	1	0	1
6083001208	0	0	2	0	0
6083001304	0	0	5	0	2
6083001306	0	0	2	0	0
6083001402	1	0	0	0	1
6083001500	0	1	1	0	2
6083001601	0	0	1	0	2
6083001604	0	0	1	0	5
6083001706	1	1	0	0	0
6083001906	0	1	0	0	1
6083002907	6	1	2	0	1
6083002909	1	0	1	0	3
6083002913	0	0	1	0	1
6083002914	0	0	0	0	1
6083002922	0	0	1	0	0
6083002930	0	0	2	0	4
6083002932	3	0	0	0	1
6083003004	0	0	1	0	0
6083003005	0	0	2	0	5
6083003102	1	0	0	0	0
6107000100	0	0	0	0	11
6107000701	0	0	0	0	2
6107000702	0	0	0	0	5
6107001003	0	0	1	0	0
6107001004	0	0	1	0	0
6107001400	0	0	0	0	2
6107001502	0	1	0	0	0
6107001800	0	0	1	0	0
6107002203	0	1	1	0	0
6107002400	1	0	1	0	0
6107002500	0	0	0	0	1
6107002700	4	2	0	0	23
6107003100	0	1	0	0	0
6107003300	0	0	0	0	4
6107003400	0	0	0	0	2
6107003502	0	0	0	0	10
6107003700	0	0	0	0	11
6107003801	0	0	0	0	1
6107003802	0	0	0	0	2
6107003901	0	0	0	0	4
6107003902	0	1	0	0	9
6107004101	0	1	0	0	0
6107004102	0	0	0	0	1

CENSUS TRACT	Self-Generation			Critical Care	
	Incentive Program (SGIP)	Portable Generator	Portable Power Station	Whole House Generator	Backup Battery (CCBB) Program
6107004500	0	0	0	0	3
6111000200	0	1	0	0	5
6111000302	2	2	1	0	11
6111000303	2	0	0	0	6
6111000304	2	1	0	0	3
6111000400	1	0	0	0	8
6111000500	0	0	0	0	2
6111000600	0	0	2	0	5
6111000701	0	0	1	0	5
6111000702	0	0	0	0	4
6111000800	3	0	1	1	6
6111000901	2	0	1	0	4
6111000902	3	0	0	0	1
6111000903	6	0	1	0	6
6111001001	0	0	2	0	4
6111001002	1	0	3	0	4
6111001101	2	0	4	0	9
6111001102	1	0	2	0	1
6111001201	0	1	2	0	1
6111001202	0	0	4	1	1
6111001204	1	0	1	0	2
6111001301	0	0	2	0	0
6111001302	0	0	0	0	3
6111001502	0	0	1	0	0
6111001503	0	0	1	0	0
6111001507	0	1	2	0	0
6111001602	0	1	1	0	0
6111001700	8	2	4	0	1
6111001800	1	2	2	0	1
6111001900	0	0	1	0	5
6111002000	4	0	2	0	1
6111002102	0	0	2	0	1
6111002200	0	1	2	0	4
6111002300	0	0	0	0	10
6111002400	0	0	1	0	3
6111002600	0	0	1	0	2
6111002700	0	0	1	0	1
6111002800	0	0	0	0	4
6111002901	0	0	0	0	3
6111002905	0	0	0	0	1
6111003011	0	0	0	0	3
6111003300	0	0	0	0	1
6111003612	0	0	2	0	0

CENSUS TRACT	Self-Generation			Critical Care	
	Incentive Program (SGIP)	Portable Generator	Portable Power Station	Whole House Generator	Backup Battery (CCBB) Program
6111004101	0	0	1	0	0
6111005004	0	1	0	0	0
6111005100	0	2	0	0	3
6111005202	0	0	1	0	1
6111005203	0	1	1	0	1
6111005204	5	0	0	0	3
6111005205	3	0	2	0	5
6111005303	0	0	5	0	2
6111005304	0	0	1	0	16
6111005305	11	2	4	0	4
6111005306	0	0	3	0	2
6111005401	0	0	0	0	3
6111005403	0	0	0	0	2
6111005404	0	0	1	0	3
6111005502	0	0	1	0	0
6111005503	1	0	1	0	0
6111005504	0	0	1	0	4
6111005600	0	0	3	0	5
6111005700	0	0	1	0	2
6111005801	4	1	1	0	4
6111005802	3	0	1	0	4
6111005901	5	2	6	0	8
6111005906	1	0	1	0	6
6111005907	0	0	1	0	2
6111005908	1	0	2	0	4
6111005909	0	0	1	0	3
6111005910	2	0	1	0	1
6111005911	3	2	0	0	5
6111006000	0	0	1	0	2
6111006100	1	1	5	0	3
6111006200	2	0	0	0	2
6111006301	3	5	8	0	4
6111006302	2	0	1	0	2
6111006400	3	3	3	0	7
6111006500	0	3	2	0	3
6111006600	2	7	4	0	6
6111006700	0	3	4	0	2
6111006800	1	1	2	0	9
6111006900	0	2	1	0	4
6111007000	0	0	1	0	6
6111007100	0	0	3	0	6
6111007201	4	2	2	1	2
6111007202	2	1	2	0	5

CENSUS TRACT	Self-Generation			Critical Care	
	Incentive Program (SGIP)	Portable Generator	Portable Power Station	Whole House Generator	Backup Battery (CCBB) Program
6111007300	1	0	0	0	2
6111007402	3	1	2	0	0
6111007403	2	1	2	0	1
6111007405	2	1	4	0	4
6111007406	1	0	2	0	0
6111007505	1	1	2	0	4
6111007506	11	1	3	0	8
6111007507	6	1	4	0	6
6111007508	2	3	4	0	6
6111007509	2	1	3	0	3
6111007510	8	2	6	0	9
6111007511	7	0	4	0	5
6111007512	11	0	7	0	5
6111007513	2	1	1	0	1
6111007514	1	2	1	0	13
6111007606	2	2	0	1	3
6111007607	3	2	5	0	4
6111007610	2	3	1	0	4
6111007611	0	0	0	0	7
6111007612	2	0	3	0	7
6111007613	5	7	5	0	4
6111007614	3	2	6	0	13
6111007700	3	1	3	0	6
6111007800	1	0	2	0	4
6111007901	0	2	3	0	6
6111007903	2	0	2	0	5
6111007904	2	0	1	0	12
6111008001	1	0	0	0	7
6111008002	3	1	3	0	12
6111008004	2	2	1	0	9
6111008005	1	0	3	0	2
6111008101	1	1	4	0	0
6111008201	1	1	1	0	10
6111008202	1	2	2	0	6
6111008302	3	3	4	0	19
6111008303	2	1	4	0	0
6111008304	3	3	5	0	5
6111008305	7	2	4	0	3
6111008306	2	1	4	0	4
6111008401	3	1	2	0	8
6111008402	6	5	3	0	18
6111008500	7	1	4	0	17
6111008800	0	1	2	0	0