



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

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

Rulemaking 18-12-005

**SOUTHERN CALIFORNIA EDISON COMPANY'S (U 338-E) 2023 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 30, 2023**

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R.18-12-005**

Southern California Edison Company (SCE) hereby submits its 2023 Access and Functional Needs Plan for Public Safety Power Shutoff Support Pursuant to Commission Decisions in Phase Two of R.18-12-005 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 to protect the safety of our customers and communities, enacting a Public Safety Power Shutoff (PSPS), which continues to be a necessary tool of last resort to mitigate the risk of wildfires. To support individuals with Access and Functional Needs (AFN) during a PSPS, each of the Joint Investor-Owned Utilities (IOUs)¹ developed its respective 2023 Annual AFN PSPS Support Plan (“AFN Plan” or “Plan”) with assistance from regional and statewide AFN stakeholders representing a broad spectrum of expertise. In 2023, that Plan leverages Federal Emergency Management Administration’s (FEMA) Developing and Maintaining Emergency Operations Plans Comprehensive Preparedness Guide (CPG) 101 6 Step Process.²

The IOUs have established a partnership and will continue to work closely with the AFN Collaborative Council³ and AFN Core Planning Team⁴ to address “Why,” “Who,” “What,” and “How” to support individuals with AFN before, during, and after a PSPS to mitigate risk. The IOUs are committed to addressing the needs of individuals with AFN before, during and after a PSPS. The IOUs acknowledge and give sincere thanks to the AFN Collaborative Council and AFN Core Planning Team for their guidance and commitment in developing the 2023 AFN Plan.

WHY

As climate conditions change, wildfires have become a year-round threat. When wildfire conditions present a safety risk to our customers and communities, electric utilities may call for PSPS as a measure of last resort. A PSPS, although necessary, disrupts the everyday lives of impacted individuals, including those with AFN and/or those who may be electricity dependent, which will be discussed further in this report. The purpose of this Plan is to mitigate the impact of PSPS on individuals with AFN.

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

² For details on how to develop and maintain Emergency Operations Plans, visit: [Developing and Maintaining Emergency Operations Plans Comprehensive Preparedness Guide \(fema.gov\)](#)

³ See Appendix A for members of the AFN Collaborative Council.

⁴ See Appendix A for members of the AFN Core Planning Team.

WHO

The Joint IOU Statewide AFN Advisory Council⁵ and AFN Core Planning Team developed a definition of Electricity Dependent Individuals⁶ that this Plan seeks to support. That definition remains unchanged from 2022.

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

- Medical and Non-Medical
- Behavioral, Mental and Emotional Health
- Mobility and Movement
- Communication

The IOUs have made progress in identifying individuals with AFN across their respective service areas; collectively identifying approximately 3.8 million⁷ people across the state through program enrollments and enabling self-identification. The IOUs understand that there is more work to be done and will continue these efforts to identify these individuals through 2023.

WHAT & HOW

Working alongside the AFN Collaborative Council and AFN Core Planning Team, the IOUs worked to identify the goals, objectives, and potential opportunities for enhancements in 2023. SCE outlines these in this Plan. The overarching goal is to mitigate the impacts of PSPS on individuals with AFN served by the IOUs through improved outreach, education, assistance programs and services.

⁵ Please see Appendix A for a list of the members of the Joint IOU Statewide AFN Advisory Council.

⁶ IOUs will strive to implement this proposed definition contingent on operational feasibility and in alignment with AFN identification requirements with the CPUC's PSPS decisions. See e.g., D.21-06-034, Appendix A at A8 – A9; D.20-05-051, Appendix A at A8; D.19-05-042, Appendix A at A12-A14, A20-A21. The IOUs will continue to collaborate with AFN stakeholders to refine this definition as appropriate.

⁷ Represents total counts of AFN designations in each IOU's database not unique individuals or accounts.

INTRODUCTION

In accordance with the California Public Utilities Commission (Commission or CPUC) Decision (D.) 21-06-034 Phase 3 OIR Decision Guidelines (“Phase 3 Decision”) and leveraging Federal Emergency Management Administration’s (FEMA) Developing and Maintaining Emergency Operations Plans Comprehensive Preparedness Guide (CPG) 101 6 Step Process, the Joint IOUs worked collaboratively with the AFN Core Planning Team and implemented the “Whole Community” approach to develop an overarching Joint IOU Statewide strategy to meet the diverse needs of individuals with AFN.

1. SUBJECT MATTER EXPERTS (ENGAGE THE WHOLE COMMUNITY)

According to FEMA Step 1:² Engaging the Whole Community in the Planning. Engaging in community-based planning—planning that is for the whole community and involves the whole community—is crucial to the success of any plan.

On September 14, 2022, the IOUs introduced this effort at the broader Q3 Joint IOU Statewide AFN Advisory Council meeting, invited participation, and subsequently held a kickoff meeting with Core Planning Team⁸ members on October 14, 2022. The 2023 AFN Core Planning Team is comprised of 13 organizations representing the diverse needs of the AFN community. The table below reflects the organizations involved in the development of the 2023 AFN Plan.

Table 1 Engaging the Whole Community

Planning Group	Participant/Stakeholder
	California Foundation for Independent Living Centers (CFILC)

⁸ See Section 2.7.1.1

Planning Group	Participant/Stakeholder
AFN Collaborative Council (per the Phase 3 OIR PSPS Decision):	California Health & Human Services (CHHS)
	California Office of Emergency Services (Cal OES)
	Disability Rights California (DRC)
	Disability Rights Education & Defense Fund (DREDF)
	State Council on Developmental Disabilities (SCDD)
AFN Core Planning Team	American Red Cross
	Bear Valley Electric Service, Inc.
	California Department of Developmental Services (CDDS)
	California Foundation for Independent Living Centers (CFILC)
	Center for Accessible Technology (C4AT)
	Deaf Link, Inc.
	Disability Action Center (DAC)
	Disability Policy Consultant
	Interface Children & Family Services 211
	Liberty Utilities
	North Los Angeles Regional Center (NLACRC)
	Redwood Coast Regional Center (RCRC)
Joint IOUs	San Diego Gas & Electric
	Southern California Edison (SCE)
	Pacific Gas & Electric (PG&E)

As a key component to engaging the Whole Community in planning, the IOUs will continue to solicit feedback from the AFN Collaborative Council, the Joint IOU Statewide AFN

Advisory Council, each utility’s respective Regional PSPS Working Groups² and other regional and statewide AFN experts such as community-based organizations, healthcare partners, or durable medical equipment providers. 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 PSPS.

Outcomes from the planning process are outlined here and the details are included in the specific IOU plans. Some of these topics include developing a “one-stop shop” statewide website, conducting outreach and education, expanding program eligibility, and exploring accessible transportation.

1.1. PURPOSE, SCOPE, SITUATION OVERVIEW, AND ASSUMPTIONS

1.2.1 Purpose/Background - WHY

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

Each IOU’s respective 2023 AFN Plan addresses the following:

- Who the IOUs need to communicate with
- What resources and services are needed during PSPS
- How the IOUs communicate with individuals with AFN
- How the IOUs make resources and service available to individuals with AFN

1.2.2 Scope - WHO

The Joint IOUs and the CPUC recognize the definition of AFN as defined by the California Government Code §8593.3: “individuals who have developmental disabilities, physical disabilities, chronic conditions, injuries, limited English proficiencies, who are non-English

² These working groups convene at least quarterly to share lessons between the impacted communities and the IOUs. See D.20-05-051 Appendix A at A1.

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.”

Acknowledging that the California Government code definition of AFN is broad, the CPUC authorized the IOUs to follow the FEMA 6 Step Process by engaging the Whole Community through the Joint IOU Statewide AFN Advisory Council to create a common definition of “Electricity Dependent.” Therefore, the IOUs use this common definition to help inform new enhancements to programs and resources that are currently available.

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

- Medical and Non-Medical
- Behavioral, Mental and Emotional Health
- Mobility and Movement
- Communication

Examples of Electricity Dependent include, but are not limited to:

- Medical and Non-Medical:
 - Respiratory equipment: oxygen, respirator, inhalation therapy, apnea monitoring, suction, machines, airway clearance, airway clearances, vests, cough assistive devices, hemodialysis.
 - Nutritional equipment: gastric feed tube, specialized diet meal preparation equipment (e.g., feeding pumps, blenders)
 - Heating/cooling equipment: refrigeration, body temperature regulation
- Behavioral, Mental, and Emotional Health:
 - Powered equipment supporting regulation of emotional behaviors (e.g., sensory lights)
- Mobility and Movement:

- Positioning equipment: Lift, mobility tracking system, power wheelchairs, in home chair lift, electric beds
- Communication:
 - Augmentative communication devices (e.g., tablets, wearables, eye gaze), alert systems
 - Powered equipment for hearing or vision support (e.g., alert systems)

1.2.3 Situational Overview

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

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

The Core Planning Team in 2022 identified the key risk of PSPS that continues in 2023:

- Individuals with AFN are unable to use power for devices or equipment for health, safety, and independence due to a PSPS.

During the planning process, the AFN Core Planning Team emphasized that the needs of individuals with AFN extend well beyond medical devices alone and that the risks are as diverse as the population. The IOUs recognize that the impacts of PSPS are dynamic and are committed to supporting customers before, during, and after a PSPS.

1.2.3.1 AFN Population– AFN Identification/Heat Map

The IOUs have made progress in identifying the Electricity Dependent individuals with AFN through program enrollments and enabling self-identification. Each IOU identifies the following customers in their respective databases as AFN:

- Customers enrolled in the following programs:
 - California Alternate Rates for Energy (CARE)

- Family Electric Rate Assistance (FERA)
- Medical Baseline (MBL),¹⁰ including Life-Support (Critical Care)
- Customers who self-identify with a disability
- Customers who receive their utility bill in an alternate format (e.g., Braille, large print)
- Customers who have identified their preferred language as a language other than English
- Customers who self-identify as an older adult (65+)
- Customers who self-certify or self-identify

Table 2 below accounts for the number of customers identified as AFN in each utility service area, as well as those mostly likely to experience a PSPS.

¹⁰ Identification efforts include also “persons reliant on electricity to maintain necessary life functions including for durable medical equipment as assistive technology”. See D. 21-06-034, Appendix A at A8-A9.

Table 2 Joint IOU Access & Functional Needs Individuals¹¹

Joint IOU	MBL Individuals	Customers with Language Preference	Individuals Identified as AFN	Percentage Individuals Identified as AFN ¹²
PG&E	Total: ~273,000	Total: ~382,900	Total: ~1.7M	30%
	PSPS-Likely: ~71,200	PSPS-Likely: ~17,300	PSPS-Likely: ~311,300	27%
SDG&E	Total: ~71,000	Total: ~67,000	Total: ~423,000	33%
	PSPS-Likely: ~13,000	PSPS-Likely: ~5,000	PSPS-Likely: ~44,000	25%
SCE	Total: ~116,000	Total: ~680,000	Total: ~1.7M	37%
	PSPS-Likely: ~40,000	PSPS-Likely: ~100,000	PSPS-Likely: ~300,000	29%

In 2022, the utilities developed an AFN density map which allows the utilities to quickly identify geographical areas with larger populations of AFN individuals. These maps enable the utilities to strategically allocate resources by geography such as staffing a support site or Customer Resource Center for individuals who are experiencing a PSPS. See **Figure 1**.

¹¹ Data from each utility’s data systems were obtained in November 2022. “PSPS-Likely” refers to customers who are most likely to experience a PSPS given their geographic location.

¹² Percentage of individuals identified as AFN are approximate and based of total residential customer base.

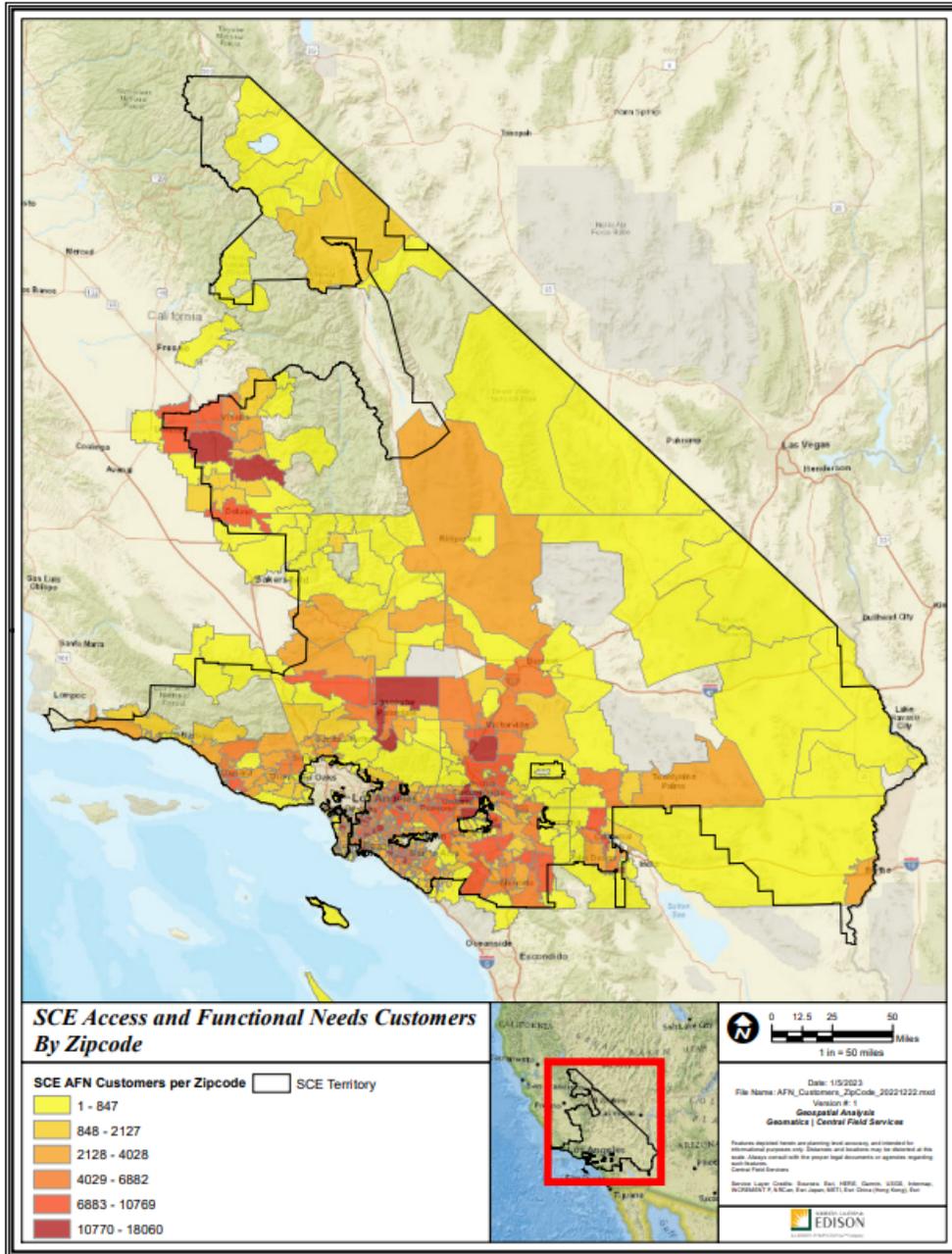


Figure 1. Service Area Map of SCE Customers with AFN¹³

In 2023, the IOUs will continue identifying Electricity Dependent individuals above and beyond those enrolled in the Medical Baseline Allowance Program, through direct outreach to customers in each respective IOUs service area.

¹³ This map displays combined aggregated ZIP Code data for SCE’s customers as shown in Figure 1.

1.2.4 Planning Assumptions

- The Joint IOUs strive for all notifications to be provided in advance of a power shutoff
- Resources are available to individuals with AFN regardless of notification status
- Effective support of individuals with AFN requires a Whole Community¹⁴ approach (e.g., utilities, CBOs, non-profits organizations, government agencies).
- PSPS may occur concurrently with unrelated emergencies (e.g., active wildfires, cyber-attacks, technological hazard incidents).
- The IOUs will continue working to create as consistent statewide response with our support services (e.g., food support, accessible transportation, Community Resource Centers (CRCs), etc.) to PSPS as possible, acknowledging there are different needs based on geographic areas.
- The scope of PSPS can increase or decrease as weather conditions are monitored across the service area.

1.3 Operational Priorities - WHAT

According to FEMA Step 3:² Operational priorities – specifying what the responding organizations are to accomplish to achieve a desired end-state for the operation.

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

Continued Key Objectives from 2022:

- Continue to 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 information

¹⁴ The term “Whole Community” refers to the concept as discussed in the FEMA Six Step Comprehensive Preparedness Guide.

- 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 state, community, and utility resources 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 Key Objectives identified for 2023:

- Provide overall preparedness resources for individuals with AFN regardless of emergency type
- Increase awareness of IOU programs and services available before, during and after a PSPS
- Implement tracking and metrics for escalations, programs and services offered and utilized by conducting surveys, table-top exercises, etc.
- Ensure customers with sensory disabilities¹⁵ are able to provide feedback, understand and successfully operate provided equipment

1.4 Plan Development

According to FEMA Step 4:² Plan Development Develop and Analyze Courses of Action – This step is a process of generating, comparing, and selecting possible solutions for achieving the goals and objectives identified in Step 3.

The IOUs have worked to deliver consistent services and resource offerings; however, the delivery and eligibility will likely be different by service area. For example, a customer eligible for a free portable battery could potentially receive their battery from a different

¹⁵ Individuals with hearing and/or vision disabilities.

vendor or even receive a different type of battery depending on where they live; however, in both instances, the goal is to provide a correctly sized battery to charge their medical equipment.

Goals recommended to meet the Key Objectives for 2023:

1) Communications/Offerings

- Enhance American Sign Language (ASL) offerings in Community Resource Centers (CRCs) by exploring services to aid individuals who may be deaf or deaf/blind
- Continue communications regarding differences between the outage types (i.e., Fast Curve Settings vs. PSPS) and respective assistance offerings (i.e., discounted vs. no-cost hotel lodging)

2) Resources

- Research additional options outside of paratransit agencies to potentially establish new partnerships with to aid in improved response times and other potential customer limitation¹⁶
- Continue to gather information surrounding Community Based Organizations (CBOs) resiliency offerings/community needs and ensure that partnerships are not taxing on CBOs due to resource constraints
- Continue to identify opportunities to enhance current resource allotments to programs supporting individuals with AFN

3) Metrics¹⁷

- Increase tracking of customer journey and escalations during PSPS through different channels (i.e., CRCs, disability Disaster Access and Resources (DDAR))

¹⁶ Transportation through paratransit agencies often require advanced scheduling and pre-registration or placement on a list of eligible customers before being able to utilize certain transportation services, which is often a barrier to many customers with AFN.

¹⁷ Additional information to be found in IOU AFN Quarterly Progress Reports.

- Provide clarity on status of planning process by including key targets and year-to-date performance against them

4) AFN Self-Identification

- Pursue identification of additional customers who may identify as AFN and make improvements to offerings to meet their needs

1.5 Plan Preparation and Review

According to FEMA Step 5:² Plan Preparation, Review, and Approval – This step is a process of preparing the document and getting it ready for implementation.

Prior to finalizing the 2023 AFN Plans, the Joint IOUs provided members of the AFN Collaborative Council and AFN Core Planning Team a draft plan for their review. Subsequent to this review, SCE finalized its 2023 AFN Plan and filed it with the CPUC on January 31st, 2023.

1.6 Plan Implementation

According to FEMA Step 6:² Implement and Maintain the Plan – This step is the final step which is an ongoing process of training personnel to perform tasks identified in the plan, exercising, and evaluating plan effectiveness, and revising and maintaining the plan.

Upon filling of the AFN plan, each IOU will implement new and maintain existing goals and objectives as specified in their respective Plan. Additionally, the IOUs will provide quarterly updates on progress made and report on performance through identified success measures and metrics.

1.7 Research and Surveys

In 2023, the IOUs will continue to collaborate and share best practices as they solicit feedback about PSPS resources offered to individuals with AFN through a variety of channels, including consultation with various advisory councils.

The IOUs will continue conducting listening sessions¹⁸ and working groups with local governments, tribes, and critical facilities; webinars for customers and communities; wildfire

¹⁸ Refer to Section 2.7.1, which discusses advisory councils.

and PSPS awareness studies; feedback via digital channels; PSPS Tabletop Exercises; and notification message testing.

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

1.8 Success Measures and Metrics

In 2023, the Joint IOUs will continue to use the Key Performance Indicators (KPIs) that were developed with the AFN Core Planning Team for the 2022 AFN Plan. These KPIs seek to measure the impacts of PSPS on individuals with AFN, awareness of support programs, and satisfaction of services offered.

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 that affected them
3. The percentage of individuals who utilized mitigation services who reported they were satisfied with the level of support

While Section 1 is a high-level overview of the IOUs' shared vision, the details for each of the IOUs AFN Plans can be found in Sections 2-3. The 2022 pre- and post- season survey results can be found in Section 2.9.4.1 of this report. The IOUs will continue benchmarking to create a consistent response across the IOU service areas where possible, recognizing that resources may not be available consistently across the state.

2. CONCEPT OF OPERATIONS – HOW

2.2 Preparedness/Readiness (Before Power Shutoff)

2.2.1 Emergency Operations Centers

SCE follows principles of the National Incident Management System (NIMS) and components of the Standardized Emergency Management System (SEMS) during PSPS. This includes using an Incident Management Team (IMT) structure to execute PSPS, assigning an Incident Commander responsible for all de-energization decision-making and coordinating at the Operational Area level during PSPS. SCE's IMT 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 and PSPS de-energization and re-energization are made by executives (director or higher), who serve as Incident Commander during the PSPS. These executives are trained in the Incident Command System (ICS) 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 can sometimes impact communities for longer than other outages and can surface unique needs of affected customers. PSPS can limit customers' ability to charge important

technology or medical devices, work or attend virtual school sessions, and/or have equipment necessary for mobility.

SCE maps customer information and programs available at the circuit-level so that when PSPS unfold, SCE will know where and what types of customers, such as those in the Medical Baseline (MBL) Program, reside in impacted areas. Understanding the demographics and PSPS impacts to specific SCE service areas allows SCE to better respond to customer needs through customer care programs.

Upon request by representatives from county offices of emergency management during PSPS and emergency situations, SCE shares information through the Public Safety Partner Portal about customers enrolled in MBL who may be affected by the PSPS. This is for the purposes of aiding those agencies in executing their own plans to assist customers with AFN maintain life safety. See Section 2.8.1.2 PPS Customer Notification.

2.2.1.1 Preparation Exercises

SCE holds functional PPS exercises in preparation for PPS activations. In 2023, 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 shares the 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 PPS.

For 2023, SCE will continue to make best efforts to solicit and increase participation from different CBOs representing various segments of individuals with AFN in functional exercises. Additionally, SCE will continue integrating the AFN Liaison role into functional exercises and take advantage of the opportunity to train more SCE employees in performing the role of AFN Liaison. During a PPS activation, the AFN Liaison resolves escalated customer issues to ensure customers are maintaining electric service for essential life safety.

2.2.1.2 Training

IMT members are required to complete baseline ICS training as well as other courses such as FEMA IS 100, 200, 300, 700, 800 and position specific training.

SCE partnered with CalOES to deliver the G197 course, "Integrating Access and Functional Needs into Emergency Management," to relevant positions on SCE's IMTs. This training is required for IMT staff within the Customer Support Branch, including AFN Liaisons and Customer Care. In 2023, 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.

2.2.1.3 AFN Liaison

SCE's AFN Liaison 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 to share information and answer questions or requests
- Coordinating individualized care related to AFN with CBOs

In 2023, SCE will continue to train new AFN Liaisons to perform the role and continue to engage with the affected communities. Additionally, SCE will incorporate a debrief meeting after major events with CBOs to capture feedback on accessibility and effectiveness of engagement activities. Implementation of program and activities updates (based on feedback) may vary based on need, feasibility, and complexity.

2.2.1.4 Customer Care Supervisor

SCE's Customer Care (CC) Supervisor role deploys customer care resources to support customers impacted by PSPS. The team uses the monitored circuit list, circuit segmentation data and customer data to assess potentially impacted areas to provide informed recommendations on the deployment of customer care resources, including Customer

Resource Centers (CRC)s and Community Crew Vehicles (CCV)s. For more information on CRCs and CCVs, see Section 2.8.2. The CC Supervisor Team uses data from the Central Database Platform (CDP) to prioritize customer care resource allocations by considering the total number of customers affected and impacted areas of the PSPS. In 2023, SCE will continue to provide AFN training to the Customer Outreach Specialist field staff and Customer Care Supervisor Teams supporting all events.

2.3 AFN Identification Outreach

SCE utilizes currently available data to identify customers with access and functional needs in its service area, including enrollment in MBL, low-income programs, market demographics data, and surveys. SCE will continue offering self-service options, where customers can disclose a disability or other AFN needs through SCE’s Self-Certification program and utilizing surveys and market research to better understand population densities of AFN and specific customer needs. In December 2022, SCE officially launched its Access & Functional Needs Self-Identification Survey through a Pilot that targeted customers residing in SCE’s most frequently impacted circuits in HFRA. After completion of the Pilot in Q1 2023, SCE will officially launch its AFN Self-ID Campaign to reach all 1.2 million customers residing in SCE’s HFRA. For additional details on the AFN Self-ID survey, see Section 2.7.4 Marketing Campaigns.

2.3.1 Self-Certification

Self-Certification is a quick and easy process where customers can self-certify that they, or a member of their household, have a serious illness or condition that could become life-threatening if electricity is disconnected.¹⁹ Customers may self-certify online²⁰ or by calling

¹⁹ The Self-Certification program is intended to identify, above and beyond those in the medical baseline population, households that self-identify to receive an in-person visit prior to disconnection for nonpayment, with the objective to provide support for those with medical needs during a de-energization event. See D.19-05-042, Appendix A at A12-14; D.20-05-051, Appendix A at A-8.

²⁰ Self-Certified Sensitive Online Form (link: <https://cloud.sce.com/self-certify>)

SCE's Customer Support line. Self-Certification is valid for 90 days, after which customers can re-certify, depending on their need.

In the context of PSPS, a customer enrolled in Self-Certification will receive the same escalated contact attempts that are available to customers enrolled in Medical Baseline (MBL). Upon receipt of a failed contact, SCE's on-duty Consumer Affairs staff will research the customer's account to locate other contact channels and make attempts to reach the customer. If Consumer Affairs is unable to contact a customer, then a representative is sent to the residence to attempt to deliver the message directly to the customer. If personal contact is not successful, a notice is left with the information about the PSPS activation and a request for the customer to contact SCE to update their notification preference.

2.3.2 Market Research & Surveys

In December 2022, SCE implemented its Access & Functional Needs Self-Identification (AFN Self-ID) Survey to identify customers and households with AFN "above and beyond those in the medical baseline population," to help provide support for those with medical needs during a PSPS event."²¹ The results of the Pilot are forthcoming, and progress will be reported in the Q1 Progress Report for 2023. For additional details on the AFN Self-ID survey, see Section 2.7.4 Marketing Campaigns.

In 2022, SCE added questions to the PSPS Tracker and Annual In-Language Wildfire Mitigation Communications and Outreach Effectiveness Survey to identify and better understand the experience of PSPS for customers with access and functional needs. In total, SCE surveyed 8,603 customers to explore:

- What customers with AFN need to be prepared for a PSPS activation
- What is expected of SCE before, during, and after a PSPS activation
- The impact PSPS has on customers with AFN

²¹ See D.20-05-051, Appendix A at A8.

Results from these surveys demonstrate that PSPS outages have the greatest negative impact on the health, safety, and independence of customers with a hearing or physical disability. While awareness of SCE's support services is low among customers with AFN, interest is high. Customers are most interested in a battery loan program and services from partners organizations such as 211 and Meals on Wheels. Highlighting these resources on SCE.com may mitigate potential negative health, safety, and independence effects of PSPS outages since customers with AFN, as a whole, are three times more likely to report being negatively impacted by a PSPS compared to non-AFN customers.

In Q2 2022, SCE interviewed 15 SCE Residential customers and Small Business Owners to identify successes and items for continuous improvement with PSPS, notifications, and other resources during de-energizations. These interviews revealed that customers would like more education on why PSPS activations occur and what resources are available to them before, during and after PSPS. Customers with AFN have voiced that there are hurdles to accessing some of these resources, such as financial and communication needs. For example, customers on a fixed income may not have the means to purchase a generator upfront to get a rebate from SCE later. SCE customers would like consistent, scheduled PSPS notifications before, during and after PSPS activations to promote transparency and understanding of PSPS outages.

In Q4 2022, SCE conducted an Accessibility Needs Study to closely examine the experience of customers with vision or hearing loss on SCE.com. SCE interviewed 29 SCE customers with blindness (n=7), low vision (n=10), deafness (n=9), and hard of hearing (n=9), with some who qualified with more than one disability to better understand their experience and accessibility needs with SCE.com. The study found that SCE.com is on the right track in terms of accessibility for customers with blindness, low vision, deafness, or low hearing to perform some of the key functions of checking their balance, paying their bill, or reviewing their usage. However, opportunities exist for SCE in making the site more accessible, especially regarding AFN and wildfire safety. For instance, having a prominent link to the dedicated AFN

webpage at SCE.com or utilizing the AFN webpage to inform deaf customers how to contact SCE for assistance in a way most effective for them (i.e., voice-to-text relay technology) can improve their relationship with SCE moving forward.

Enhancing the accessibility of important materials is critical for minimizing the impact of PSPS on customers who are Electricity Dependent. In 2023, SCE will continue tracking the experience of PSPS for customers with AFN and exploring the accessibility of SCE resources (e.g., native mobile application, digital assets, backup power operation instructions) to identify areas of continuous improvement.

2.3.3 Dedicated AFN Webpage on SCE.com

As part of SCE's 2022 effort to optimize the Wildfire Safety, PSPS and Outage Center content and digital experience on SCE.com (launching January 2023), the pre-existing AFN landing page that highlights the unique safety, resource, and information concerns of customers with Access and Functional Needs was also updated. Quick links and simplified copy facilitate easy access to PSPS alert signups, Self-Certification, 211 community assistance programs and referrals, and Independent Living Centers. Customers with diverse needs can also learn more about SCE's Medical Baseline Allowance program and financial assistance programs that can help them manage their household electricity expense.

2.3.4 Statewide Website for AFN Solutions

PrepareForPowerDown.com is a Joint IOU website, created as a centralized resource for statewide CBO and agencies serving AFN communities, providing easy access to IOU information on PSPS preparedness and resources. The website offers downloads, including the Joint IOU Medical Baseline flyer in 11 languages, the Joint IOU CBO training presentations, PSPS social media graphics and utility specific PSPS support materials.

In response to the AFN Collaborative Council's request for a Joint IOU centralized website, the IOU's established a working group in Q1 of 2022 and began identifying enhancements for PrepareForPowerDown.com based on the feedback received. The Joint IOU working group benchmarked with other organizations to look for both short and long-term

solutions. In Q4, the IOUs worked with a web developer to refresh the website for easy navigation and accessibility. The IOUs provided a review of the website to the AFN Collaborative Council in Q4 of 2022. The IOUs plan to further develop the website in 2023.

In addition, the Joint IOU Website working group is engaged with the Universal Application System (UAS) Working group to understand the feasibility of developing a “one-stop shop”, and how efforts made by the Joint Utilities WG and the UAS Working Group could be aligned. The UAS Report²² recommends pursuing integrations for resiliency programs that help customers mitigate the impacts of PSPS once CARE, FERA, and ESA applications are successfully integrated. In addition to the UAS Working Group effort required in D.21-06-015, Senate Bill (SB)1208 was approved by the governor in September 2022.²³ In 2023, as required in SB 1208, the CPUC will begin to coordinate and consult with the Department of Community Services and Development and other relevant state agencies that provide low-income electric or gas utility customer assistance programs to develop a process that enables customers to concurrently apply, or begin to apply, to multiple low-income customer assistance programs, as specified on or before June 30, 2024.

2.3.5 Premises w/congregate care/housing

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. In 2023, SCE will be implementing a direct outreach strategy through surveys to better understand the needs of their residents to identify gaps and further enhance offerings.

²² Universal Application System (UAS) Report - Final, <https://pda.energydataweb.com/#!/documents/2626/view>

²³ SB 1208, Hueso. Low-income utility customer assistance programs: concurrent application process.

2.4 AFN Programs and Resources that Support Resiliency

As required in the Phase 3 Decision (D.21-06-034),²⁴ SCE offers 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 (CBOs or FBOs).

In addition, during PSPS activations, notifications are provided to customers with AFN advising customers to visit SCE's website, "<http://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 or direct customer support offered in partnership with 211. See Section 2.7.2 Community Resource Centers for detailed information on the resources provided at CRCs and through CCVs. See Section 2.4.2 Overview of 211 Services Pilot for detailed information on services provided by 211.

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 (CCBB) Program targets eligible customers enrolled in the MBL Program and reside 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. See Section 2.5.1 Back-Up Power Solutions for more details on programs available.

SCE also offers rebates to customers to help reduce the cost of purchasing a portable battery or portable generator. See Section 2.5.1.3 Portable Power Stations (Battery) Program for

²⁴ See D.21-06-034, Appendix A at A10.

more details on rebates for portable batteries and Section 2.5.1.5 Generator Program for more details on rebates for portable generators.

2.4.1 Customer Participation in Programs that Support Resiliency

Pursuant to D. 21-06-034, SCE is providing 2022 participation data on each type of assistance supporting resiliency for individuals with AFN by census tract, in Appendix D.²⁵

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

- Total number of free portable backup batteries deployed in 2022 through the Critical Care Battery Backup program (3,466)
- Total number of Self-Generation Incentive Program resiliency projects completed in 2022 and incentive payments have been made (902)
- Total number²⁶ of Portable Power Station Rebates (2,152) and total number of Portable Generator Rebates (993 including 9 whole house generators)

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.²⁷

SCE partners with foodbanks to offer food support to individuals who have been de-energized by PSPS. In 2022, foodbanks distributed 796 food boxes or bags to individuals affected by PSPS.

SCE partners with 211 to provide direct support to customers with AFN such as transportation, hotel accommodations, hot meal deliveries, and shelf stable food. In 2022, 211

²⁵ 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.

²⁶ Represents total number of rebates. Customers may be eligible to collect more than one rebate per service account. (See section for details on eligibility).

²⁷ SCE's list of participating hotels can be found at <https://www.sce.com/wildfire/customer-resources-and-support/hotel-discounts>

provided four meal deliveries, 2 hotel accommodations, and 3 deliveries of resiliency items that support unique needs of households experiencing PSPS.²⁸ 211 did not receive any requests for transportation in 2022.

2.4.2 Overview of 211 Services Pilot

SCE has partnered with 211 to provide resources and services to individuals with AFN before, during, and after PSPS. D.21-06-034 requires IOUs to administer a program to support resiliency for customers with AFN to prepare for and during the anticipated duration of a PSPS activation. The IOUs developed the PSPS 211 Service pilot as a statewide solution that provides 24 x 7 live support during PSPS activation that provides information and referrals to resources for customers with access and functional needs. 211 connects households with AFN experiencing a PSPS to direct services such as shelf-stable food, hot meal delivery, transportation, and/or temporary accommodations to help them stay safe. These services are also available immediately after the conclusion of PSPS to help households recover, including providing accessible transportation from a CRC back to the customer's home.

SCE's partnership with 211 can also connect households with community-based organizations (CBOs) across its service area. These CBOs offer social services to the community that may mitigate the impact of PSPS (e.g., an organization that could lend a battery to power assistive technology, paratransit agency to schedule accessible transportation, or a food pantry to support food needs.)

When not providing assistance during PSPS activation, 211 focuses on outreach to households with AFN who are living in SCE's HFRA. In addition, 211 Care Coordination service also helps households develop personalized safety and emergency plans. As part of the safety and emergency plan, 211 connects customers with existing programs that can help them prepare for power shutoff outages and assist them in completing applications for SCE programs such as CARE/FERA or Medical Baseline.

²⁸ Additional resiliency items included: coolers and ice for medication, and special nutritional formulas.

2.4.2.1 Individualized Resiliency Planning (Care Coordination) and Needs Screening

In partnership with 211, SCE offers individualized resiliency planning to supplement SCE's ongoing efforts to educate and prepare SCE households for a PSPS. To help identifying households with AFN who may need assistance preparing for emergencies, 211 performs needs screening assessments. 211 screens PSPS needs via incoming calls and texts, outbound efforts, and in-person visits to identify needs of households before, during and after PSPS activations.

Households who are identified through the needs screening process are offered Care Coordination. Care Coordination is offered year-round and provides assistance in emergency safety planning and raises awareness of utility programs and connections to local resources such as local independent living centers. This involves direct referrals to CBOs, yearly check-ins, and resiliency planning by 211 Care Coordinators. This service gives customers access to 10,000 CBOs across SCE's service area. Although the focus for emergency preparedness is PSPS, these efforts may help customers be better prepared for other emergencies.

In the initial assessment, individuals go through an intake process with a 211 Care Coordinator to understand individual needs. Assessment includes the individuals' current household situation, electricity needs and medication and/or assistive technology usage to determine their needs before, during and after a PSPS. Based on needs, 211 evaluates customers' resiliency plans, which may include backup generation. Additionally, Care Coordination provides a personalized safety plan that will list the individual's emergency contacts, local emergency organizations' contact information, health, and medical information, etc. During a PSPS, 211 Care Coordinators will reach out to the households to check whether they require any additional support. 211 provides scheduled reminders via push notifications and email to households identified through the screening process about PSPS preparedness planning, equipment testing, and year-round tips on PSPS readiness.

2.4.2.2 Direct Referrals and Resources Provided (e.g., Temporary Accommodations, Transportation, and Food Support)

When customers contact 211 during a PSPS, 211 will screen SCE customers to determine any unique needs that may arise. 211 provides customers with AFN 24/7 live support, including providing accurate and up-to-date information about the active PSPS and connecting customers to transportation, shelf-stable food, meal delivery, or reasonable accommodations as needed. For example, SCE's partnership with 211 offers transportation assistance to and from a Community Resource Center, at no cost to the customer. In 2023, 211 is developing an online resource and information hub that will help individuals in Californian find suitable transportation options through <http://www.211ride.org>.

2.4.2.3 Preparedness and Safety Checks

SCE provides advanced notifications to public safety partners and CBOs, including 211. This allows these organizations to prepare in advance of a potential PSPS, amplify messaging, and perform safety checks on their constituents as needed. In 2022, 211 California Network performed preparedness and safety checks via outbound text and direct calls to individuals who were in scope for PSPS (before they were de-energized) to make sure they were aware and prepared for upcoming PSPS. In those instances where 211 Care Coordinators determined that direct assistance was needed, they connected the household with the resource needed. Direct assistance included delivering food support, insulated thermal bags, ice, and special formulas directly to the household.

In 2023, SCE will continue to explore partnerships with third party organizations to support safety checks during PSPS. These would be in addition to SCE's notification process to customers enrolled in MBL, Critical Care and self-certified when there is an undelivered notification. See Section 2.8.1.2 Notifications for Medical Baseline and Self-Certified Customers.

2.4.3 Resource Planning and Partnerships

SCE partners and collaborates with CBOs within its service area to provide services to individuals with AFN who are experiencing PSPS. It is SCE's goal to mitigate the impacts of a

PSPS on individuals with AFN through improved customer outreach, education, assistance programs, and services. Programs and services include accessible transportation, emergency batteries, food support, emergency shelter or hotels.

2.4.3.1 Accessible Transportation

Paratransit agencies have been identified as critical infrastructure entities per CPUC's D.20-05-051.²⁹ As a result, these agencies participate in annual pre-season workshops and follow notification protocols for critical infrastructure customers.

When paratransit facilities are not directly impacted by PSPS, but their routes are, SCE offers to provide them with timely information through limited access to the Public Safety Partners Portal and inviting them to collaborate in the CBO Coordination calls led by AFN Liaison during PSPS. In the portal, they have access to see affected circuits by zip code and view an overlay of PSPS-impacted areas and communities they serve. For more information on notifications to paratransit agencies, please see Section 2.8.1.1 PSPS Notifications to Community Stakeholders. In 2023, SCE will continue evaluate continued expansion and partnerships with additional transportation agencies to provide on-demand accessible transportation to individuals who use wheelchairs or people who may not be able to drive independently.

2.4.3.2 Community Food Bank Support

Southern California Edison has established partnerships with several nonprofits operating food banks and nutrition programs throughout the SCE service area. In 2023, SCE will look to expand partnerships with additional food banks to continue providing food support for customers with AFN who experience PSPS power outages.

2.4.3.3 Hotel Resources

SCE has agreements in place with hotels throughout SCE's service territory that offers discounts to customers impacted by a PSPS or an extended outage. The list of contracted hotels can be found at SCE's website "<https://www.sce.com/hotel-discounts>". SCE makes best

²⁹ See D. 20-05-051 at p. 74.

efforts to partner with hotels that are ADA compliant, have accessible parking spaces and services, and have at least one accessible room with a roll-in shower; exceptions are listed on our website.

2.4.3.4 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, with continued access to essential services by deploying back up power to these service sites, such as gas stations, small grocery stores, mini marts, and pharmacies during PSPS. Ensuring resiliency to services such as these provides aid to all customers, and those who are most often significantly impacted or residing in rural remote communities. SCE recognizes that access to these critical services is crucial to resiliency during PSPS. 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 2022, SCE deployed backup generators to the Lee Vining and Bridgeport sites during the October 22 PSPS. In 2023, SCE will continue to provide the eight Resiliency Zone sites with backup generation for the duration of the contract term during PSPS should the sites be de-energized. The Resiliency Zones Pilot was concluded at the end of 2021.

2.4.3.5 Disability Disaster Access and Resources Pilot

SCE will supplement the offerings made available through 211 with a partnership with the California Federation of Independent Living Centers (CFILC) and the Disability Disaster

Access and Resources (DDAR) Program. Independent Living Centers (ILCs) who are members of CFILC will be responsible for DDAR implementation. For non-CFILC members, similar services may be offered to those communities through the ILC. Since this program is run by ILCs, assisting customers will be enhanced in two primary ways: (1) expertise and (2) direct partnerships. ILCs have experience spanning many decades working with the AFN community and have a deep level of trust and recognition in the community. ILCs will be able to provide tailored solutions for individuals with mental or physical disabilities leveraging expertise that is unique to their organizations. Additionally, ILCs have direct relationships with vendors (i.e., battery suppliers, transportation services and hotels) providing solutions, while 211 offers support services broadly via referrals.

DDAR services can be categorized into two buckets, outside of PSPS and during PSPS activations (24/7 live support in-event). Outside of PSPS, DDAR will conduct education and outreach to develop or enhance resiliency plans and enroll customers in eligible programs. During PSPS, DDAR will be able to assist customers with their battery backup needs, food, accessible transportation, and accessible hotel accommodations.

2.5 Back-Up Power Solutions

SCE offers several programs that increase customer resiliency and help support customer independence, health, and safety during a PSPS. In 2023, SCE will continue exploring ways to improve our support of customers with AFN experiencing PSPS activations and will continue engaging with Tribal Nation communities to better identify and enroll interested customers that may qualify for a backup power program.

2.5.1 Portable Battery Program

Customers with AFN often depend on electricity to meet their daily needs. SCE is committed to supporting customers with AFN meet their electric needs through a PSPS by utilizing programs aimed at delivering back up battery to individuals. The programs listed below outline SCE's primary resources for customers who can have their needs met by a battery solution.

2.5.1.1 Critical Care Backup Battery (CCBB) Program

The Critical Care Backup Battery (CCBB) Program provides a free portable back-up battery to eligible customers enrolled in the MBL Program and reside in a HFRA. The program supports electricity dependent customers who rely on electrically operated medical devices. The CCBB Program safeguards customers by supporting their ability to remain resilient during a PSPS activation.

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

CCBB Program related Surveys

SCE attempted to contact all 3,466 customers who received a battery in 2022, to identify if customers were satisfied with the program. Approximately 98% of 1,506 customers who participated in the survey reported they were satisfied with the services they received. In 2023, SCE will continue conducting customer satisfaction surveys to gauge customer satisfaction with the program and capture valuable feedback that may aid in improving the program in future years.

2.5.1.2 Emergency Back-Up Power

During PSPS, SCE may receive escalated requests from customers for backup power. On a case-by-case basis, SCE will triage such escalations from customers who have a critical need based on medical need or other safety risks. The on-duty AFN Liaison and Customer Support Branch Director and Incident Commander will assist with coordinating a solution for the customer.

Depending on the severity of each situation, SCE may contract the deployment of temporary mobile generators. Under this process, all requests for generators involving a public safety need are coordinated with the appropriate county Office of Emergency Management (OEM) for input. The OEM recommendation is included in the request that ultimately goes to

the Incident Commander. The Incident Commander may provide direction to reroute the critical care customer to a different circuit not impacted by de-energization or to deploy a portable generator. To support this process, SCE has performed a competitive solicitation to onboard regional vendors who could support mobile generator deployment. SCE maintains a list of generator vendors assigned to different regions.

Alternatively, a customer's need for backup generation may require smaller scale solutions that can be fulfilled with a battery. To fill this need for customers with AFN who are Electricity Dependent, SCE developed a pilot program in 2022. The pilot will provide temporary batteries to customers who escalate the need to continuously use their medical or assistive device during a PSPS. Similar to the process outlined above, the customer's request will be evaluated on a case-by-case basis. A contractor will work with CBOs to evaluate the need and deliver a battery in preparation for the potential PSPS.

2.5.1.3 Portable Power Stations (Battery) Rebate

Each residential customers who live in Tier 2³⁰ or Tier 3³⁰ of SCE's high fire risk area (HFRA) can receive up to five (5) \$150 rebates, to purchase qualified Electric Portable Power Stations (e.g., portable batteries). While the CCBB Program is the main backup battery program for customers who use medical devices, this offering is available to all customers enrolled in CARE, FERA and MBL who live in HFRAs, including customers who use accessible technology. More information is available on SCE Marketplace.³¹

³⁰ 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.

³¹ SCE Marketplace is available at <https://marketplace.sce.com/>.

2.5.1.4 Mobile Battery Energy Storage System (MBESS)

SCE is piloting a mobile electric vehicle charger (MEVC) that can be deployed to select PSPS activations within SCE service area to provide electric vehicle charging services during PSPS outages. The MEVC can be powered by either a portable power source on deployment or the grid at fixed sites. During PSPS deployment, the MEVC will be powered by the mobile battery energy storage system (MBESS) to provide up to 100kW direct current fast charging from each charging station built onto the MEVC platform.

The MEVC is under development with a third-party vendor to manufacture a custom mobile solution. The first half of the system was delivered to SCE in 2022 and full delivery is expected in Q1 2023. The MEVC will be deployed beginning with the 2023 wildfire season.

2.5.1.5 Portable Generator Rebate

SCE's online marketplace offers rebates for portable generators and is available to residential customers who live in an area designated as HFRA Tier 2 or Tier 3. Residential customers residing in these designated areas are eligible to receive a \$200 rebate. If customers are also enrolled in MBL or income qualified programs, such as CARE and FERA, they are eligible to receive a \$600 rebate. More information is available on SCE Marketplace.³²

2.5.1.6 Self-Generation Incentive Program (SGIP)

SCE remains committed to promoting clean energy solutions that expand the growth of distributed generation, with an increased focus on disadvantaged communities and helping increase customer resilience in High Fire Threat Districts (HFTDs). To support this goal, the statewide Self-Generation Incentive Program (SGIP) has been modernized with targeted incentives for resiliency related to wildfires.

SGIP is a Statewide program that provides eligible customers³³ with financial incentives for the installation of new qualifying technologies installed to meet all, or a portion of, the

³² SCE Marketplace is available at <https://marketplace.sce.com/>.

³³ The eligibility requirements to qualify for these incentives differ between residential and non-residential customers and are outlined in the SGIP handbook available at <https://www.selfgenca.com/documents/handbook/2022>.

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 cover close to 100% of residential and roughly 85% of non-residential battery cost.

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 activations 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 activations prior to the date of application for SGIP incentives, and
- Provides critical facilities or critical infrastructure during a PSPS 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 activations 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 (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 have been spent in full 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 allocate and release all accumulated unallocated funds to applications waitlisted on an annual basis. The unallocated funds from 2022 have not yet been finalized but approximately \$33.8 million in incentive funds are currently on the wait list. SCE currently has 55 projects waitlisted in Equity Resiliency, 18 in Non-Res Equity Storage, and 35 in the General Market Large Scale Storage.

In addition, AB 209,³⁴ which was passed by the State Assembly late last year, will add approximately \$900 million in funding for SGIP statewide. The breakdown of funding allocation has not been finalized but SCE expects a decision in May 2023, which will lead to implementation in July. SCE does not anticipate any additional funding except through AB 209 and future attrition.

2.6 Customer Assistance Programs

Enrollment in SCE's Customer Assistance Programs is one of several ways to identify 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.

2.6.1 Medical Baseline Allowance (MBL)

SCE encourages customers who require electrically operated medical or mobility equipment, or have other qualifying conditions, to sign up for the MBL Program. Customers can enroll by submitting their completed application online or by direct mail. This program provides customers with additional electricity each day at the lowest baseline rate. Additionally, enrollment in MBL adds protections during PSPS activations and prior to disconnections through an escalated notification process.³⁵

³⁴ AB-209 text is available at https://leginfo.legislature.ca.gov/faces/billNavClient.xhtml?bill_id=202120220AB209

³⁵ Refer to Section 2.8.1.2 PSPS Customer Notifications for detailed information on the escalated notification process under Notifications for Medical Baseline and Self-Certified Customers.

SCE reaches all customers enrolled in the MBL Program through an annual letter to update contact information and enable them to provide additional means of contact (SMS, voice, email).³⁶

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

- Interactive MBL web page that provides information about the program and enables customers to print an application or enroll using the online application form. This page and the corresponding applications are currently translated into prevalent languages.
- Quarterly bill insert, an article raising awareness of the MBL program and directing customers to SCE MBL website "<http://www.sce.com/medicalbaseline>" to learn about the program and enroll.
- Recurring automated email campaign that was launched on August 8, 2022 to drive MBL program enrollment. This campaign continues through the end of 2023.
- Conversations with customer service representatives either through SCE's contact center, social media, virtual meetings, or in-person at community events. SCE is able to direct customers to program resources and assist in filling out an application, as needed.
- Socializing SCE's new MBL video which introduces the program and provides details about where and how to apply. This video can be found on SCE's YouTube channel. In 2023, the video will be enhanced to include American Sign Language (ASL) translation and a link to the MBL website.
- During PSPS activations, CRCs and CCVs provide information on SCE's available programs including MBL, rebates and incentives.

³⁶ See D.19.05.042 at p. A13.

- Partnerships with ILCs, CBOs, FBOs and other agencies to raise awareness of and increase enrollment in the MBL program.
- Partnering with In-Home Health Services³⁷ and other health organizations (see section 2.7.3.3 for additional details) by providing training to home health care workers and other social service agencies on MBL and providing them with resources including brochures and applications that they can make available at their facilities.
- Contracting with 211 to help enroll qualifying individuals in MBL through Care Coordination.

Additionally, the Joint IOUs hold monthly MBL benchmarking meetings to highlight activities and share best practices in areas of outreach campaigns, awareness, and enrollments to ensure alignment within the respective IOU service areas.

2.6.1.1 Joint IOU MBL Population Study

To understand how well current marketing efforts are performing in reaching and enrolling eligible MBL customers, the four IOUs (Joint IOUs and SoCalGas) filed a joint motion on 12/22/21 requesting approval to conduct a public workshop to finalize the scope of work for a MBL eligible population study. If approved, this workshop will most likely be conducted in the second half of 2023, after which a final joint study proposal will be submitted to the CPUC for approval. The study is intended to calculate a rough estimate of MBL eligible individuals within each IOUs service territory. The estimate will then be compared to existing MBL enrollment numbers and, if gaps are identified, utilized to improve current identification and outreach efforts. If the final joint study proposal is expeditiously approved, the eligibility study itself will most likely occur in 2024.

³⁷ SCE provides annual training to county health workers who perform in-home visits before the second quarter of each calendar year. See Decision 20-06-003, OP (37). <https://docs.cpuc.ca.gov/PublishedDocs/Published/G000/M340/K648/340648092.PDF>. On August 17, 2020, SCE filed an advice letter with the CPUC, ADVICE 4276-E, that describes Southern California Edison Company's Plan to Implement Requirements in Support of the Medical Baseline Program. Pg. 5.

2.6.2 Income Qualified Programs

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

2.6.2.1 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 and emails in both English and Spanish. Direct mail letters include an application and postage-paid reply envelope to make it easy for customers to apply. Other communications include information on sce.com (provided in multiple languages), messaging on bills, and on social media.

SCE provides several methods to assist with CARE enrollment. 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.

2.6.2.2 Family Electric Rate Assistance (FERA)

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 and email 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 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.

2.6.2.3 Energy Savings Assistance Program (ESA)

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

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

In 2023, the ESA program is shifting the emphasis away from the number of households served to a greater focus on deep electric energy savings. Depending on energy usage, customers may be eligible for a different package of measures and services. The Basic package will target those households with low to moderate energy use and offer in-home energy education, smart power strips, Light-Emitting Diodes (LEDs), refrigerators, and smart communicating thermostats. On the other hand, the Basic Plus package will be targeted to high users, defined as those whose energy use exceeds 300% of the baseline allowance at least once over a 12-month period. The Basic Plus package offers a more comprehensive suite of measures, including building electrification (BE) measures such as space heater and water heat

pump appliances. The Basic Plus offerings also include portable air conditioners, clothes washers, dishwashers, evaporative coolers, freezers, pool pumps, room air conditioners and weatherization services.

To inform individuals about the ESA program, SCE provides targeted direct mail letters and emails in both English and Spanish to customers who have not participated in the program. The letters include messaging about ESA, and direct customers to the program website.³⁸ Each letter also provides customers with the name and phone number to their local ESA program contractor, allowing contractors to work directly with interested customers. ESA informational flyers used by program contractors in outreach activities are provided in English, Spanish, Chinese, Korean, Cambodian, Tagalog/Filipino and Vietnamese. 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. In addition, SCE continues to provide the statewide Energy Education guide in a large font format, with increased font sizes for headlines, sub-headlines, and text, for customers with partial vision to read helpful energy savings tips provided. SCE also continues to provide the Energy Education information in Braille for blind or low vision customers.

2.6.2.4 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,

³⁸ Information about ESA program *is available* at <https://www.sce.com/esa>

- 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.

2.6.2.5 Percentage of Income Payment Plan Pilot (PIPP)

The Percentage of Income Payment Plan (PIPP) Pilot provides participants with a monthly bill cap for electricity and gas charges based on the established threshold of four percent of their household's monthly income. Monthly bill caps will be standardized for households in two income tiers: 0-100% and 101-200% of Federal Poverty Guidelines.

The goal for establishing the PIPP Pilot is to test whether it can: 1) reduce the number of low-income households at risk of disconnection, 2) encourage participation in energy saving and energy management programs, 3) increase access to essential levels of energy service, and 4) control program costs.

Eligibility for the Pilot is limited to CARE customers who are either 1) located in one of the zip codes with the highest rate of recurring disconnections prior to the disconnections moratorium, or 2) have been disconnected 2 or more times during the 12 months prior to the disconnections moratorium. SCE intends to enroll and maintain 4,000 participants throughout the duration of the pilot from January 30th, 2023 to February 1st, 2027.

2.6.2.6 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 \$200 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 (UWGLA) 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 to assist customers applying for an EAF grant.

2.6.2.7 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 cool centers with collateral materials to promote income qualified programs and training to inform staff on addressing questions related to income qualified programs. The Cool Center Program year begins on June 1 and ends on October 31 each year.

2.6.2.8 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.

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

2.6.2.9 San Joaquin Valley Disadvantaged Communities Pilot (SJV DAC)

SCE's SJV DAC includes three residential 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 eligible residential customers. All outreach and enrollment activities for the three pilots concluded in

2022. The SJV DAC expects to complete all feasible electrification work that remains within these communities by Q3-2023.

2.7 Customer Preparedness Outreach and Community Engagement

2.7.1 Advisory Councils

2.7.1.1 Collaborative Council and Joint IOU Statewide AFN Council

SCE is committed to understanding the unique and diverse needs of individuals with AFN. In order to receive feedback from stakeholders, SCE co-funds the facilitation of the AFN Collaborative Council and Joint IOU Statewide AFN Advisory Council in partnership with the other California IOUs. Each Council serves a specific purpose and supports SCE in directing efforts for customers with AFN.

The AFN Collaborative Council consists of executive leaders across the AFN community and IOU executive leaders. This Council functions as the steering committee (decision-making forum) for the Statewide Joint IOU AFN Advisory Council (working group forum). See Appendix A for the list of Collaborative Council members and Joint IOU Statewide AFN Advisory Council members. Both Councils meet at a quarterly basis, or more frequently as needed.

The Joint IOU AFN Statewide Advisory Council is comprised of a diverse group of recognized CBO leaders that support the AFN population as well as members and advocates from within the AFN community. SCE's Vice President of Customer Programs and Services serves as the co-chair of the AFN Collaborative Council and sponsors the Joint IOU AFN Statewide Advisory Council. The Joint IOU AFN Statewide Advisory Council serves as a working group and opens the dialogue to discuss unique needs of individuals with AFN and to develop a holistic strategy on how to better serve them. The Joint IOU AFN Statewide Advisory Council aids all stakeholders in developing and executing meaningful strategies to serve individuals with AFN and provide independent expertise to help ensure that utility customer programs incorporate best practices. The Joint IOU AFN Statewide Advisory Council also helps utilities and other stakeholders further develop their AFN strategies to implement robust programs

that will adequately and appropriately educate, communicate with, and aid individuals with AFN in building resiliency for emergencies, outages, and de-energization events such as PSPS. Members of the Joint IOU AFN Statewide Advisory Council are encouraged each year to serve on the Core Planning Team by working alongside the utilities to develop the AFN Plan. See Appendix A for the list of Core Planning Team members who participated this year.

SCE remains committed to building upon the expertise of these councils and further opportunities to serve individuals with AFN across our service area. SCE will engage these councils throughout the year and continue to incorporate feedback in quarterly reports.

2.7.1.1 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.

CBOMO is a group of CBOs who increases awareness and educates 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 will continue to adhere to these important restrictions and conduct 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. This feedback informs SCE's service area-wide vulnerability assessment that examines climate change impacts to grid infrastructure and SCE's ability to deliver electricity safely and reliably 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.

2.7.1.2 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.

The PSPS Advisory Board also meets quarterly and includes participants from Public Safety Partners, Critical Facilities such as communications and water service providers, local and

tribal government officials, business groups, non-profits, representatives of communities with AFN, and academic organizations. The Advisory Board provides hands-on, direct involvement and advisory functions on various aspects of PSPS de-energizations. The Advisory Board has senior-level representation from the stakeholder organizations and efforts are coordinated to ensure alignment of topics and sharing of key issues between the working groups and advisory board.

2.7.2 Tribal Engagement

In 2023, SCE will continue to actively engage with tribal governments in our service area, primarily those with PSPS circuits located in their jurisdictions, to share and provide updates on SCE's Wildfire Mitigation Plan (WMP) and PSPS. SCE holds and attends meetings focused on educating and seeking feedback from tribal government officials on SCE's wildfire mitigation efforts, PSPS de-energization process, how SCE communicates and works with tribal agencies and emergency operations during PSPS activations, and assistance in promoting customer programs such as the MBL program and the CCBB Program.³⁹

On June 7, 2021, the California Public Utilities Commission (CPUC) issued D. 21-06-105 regarding the Energy Savings Assistance Program (ESA), the California Alternative Rate for Energy Program (CARE) and the Family Electric Rate Assistance program (FERA). D. 21-06-105 authorizes SCE to continue ongoing engagement with Tribal communities, including offering grants for services, to help increase enrollment into the low-income programs, decrease participation barriers and negative perceptions, and build trust with tribal communities.

Additionally, PSPS guidelines directed the electric utilities to work with public safety partners, which includes tribal governments, to identify assistance required by current and

³⁹ SCE partners with tribal governments to encourage identification of AFN population and promote education and outreach of customer programs and services. See D.19.05.042 at A13.

potentially eligible medical baseline allowance (MBL) program customers during de-energization events.⁴⁰

To effectively meet these requirements, SCE's Income Qualified Program and the AFN Group launched its Tribal Mini-Grant Program in 2022. Through the Tribal Mini-Grant, SCE will partner with tribal governments to conduct AFN-Self-ID surveys and MBL enrollment outreach to customers in tribal communities. SCE presented this Tribal Mini-Grant to the 13 Federally Recognized Tribes in its territory. As of December 2022, SCE has three tribes participating in the program.

SCE developed a Tribal Nations website⁴¹ which provides tribal communities access to relevant information such as tribal areas served by SCE, recorded community trainings, and partnerships available to its constituents. Additionally, SCE will work with tribal elected officials and their communications team/contact to help market and educate tribal members about AFN programs. SCE will alert tribal nation leadership anytime there is a new posting on the SCE Tribal Nation website about all SCE-related programs, including AFN targeted ones.

2.7.3 CBO Outreach

SCE cultivates new partnerships and expands on existing partnerships with the Whole Community, including CBOs, healthcare, and public health departments to perform proactive education and outreach. These efforts minimize the impact of PSPS on customers with AFN and improve overall knowledge of programs and services available to them.⁴²

⁴⁰ D.19-05-042, Appendix A at A12-A13, A20-21; D.20-05-051, Appendix A at A8; D.21-06-034, Appendix A at A8-A9. The CPUC modified the definition of "public safety partners" to: "The term 'public safety partners' refers to first/emergency responders (defined in D.19-05-042, Appendix A at A3-A4) at the tribal, local, state, and federal level; water, wastewater and communication service providers; community choice aggregators (CCAs); affected publicly-owned utilities (POUs)/electrical cooperatives; the Commission; Cal OES; and CAL FIRE. Public safety partners will receive priority notification of a de-energization event, as discussed in subsequent sections." (D.19-05-042, Appendix A at A4.)

⁴¹ SCE's Tribal Nations Website, available at <https://www.sce.com/partners/partnerships/Tribal-Communities>.

⁴² See D.21.06.34, Appendix at A9.

2.7.3.1 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 shared 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. In 2023, SCE will continue to explore partnering with the ILCs to further assist in deploying backup batteries during a PSPS activation or to provide targeted items that would improve resiliency to customers with AFN (e.g., mini refrigerators for medication, special formulas, or breast milk).

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 to communicate with their clients and proactively prepare to respond to needs for portable batteries. Additionally, SCE engages with the ILCs and provides an avenue through CBO daily calls for escalation, coordination, and resolution of issues related to individuals with AFN.

Edison International has provided grant funding to these nonprofits for their emergency preparedness programs. Additionally, these ILCS participate in a paid for performance model described in Section 2.7.3.2 CBO Engagement Wildfire and Safety Preparedness.

Through partnership with the ILCs, via grant funding and paid for performance models, SCE continues to engage with these important organizations 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.

2.7.3.2 CBO Engagement Wildfire and Safety Preparedness

In 2023, SCE will continue to engage with CBOs to help educate and create awareness around safety preparedness in the event of a disaster that impacts SCE customers, especially seniors, individuals with limited English proficiency, individuals with disabilities, and/or those who are transportation disadvantaged.

To create even more productive alliances with CBOs, SCE contracted with 75 CBOs for ongoing incentivized partnerships. These Tier-1 CBOs were selected through a Request for Proposal (RFP). The RFP was designed to select 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.

2.7.3.3 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 is a key opportunity to increase enrollment in the MBL Program and connect individuals with AFN to programs and services that help our customers prepare for a PSPS.

The Joint IOUs will continue partnering to deliver statewide training sessions to the California’s Department of Social Services In-Home Supportive Services (IHSS) Program Managers, the Department of Developmental Services’ Regional Center staff, the California

Rural Indian Health Board (CRIHB), and the California Hospital Association/California Hospital Council. The training sessions will cover relevant information such as:

- Emergency preparedness and planning
- MBL Program and Self-Certify program
- 211 Support Services such as Care Coordination and direct support during PSPS
- Generator and back-up battery programs
- Other resources and offerings provided to customers during PSPS activations (e.g., CRCs, food support, etc.)

In 2023, 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.

2.7.4 Marketing Campaigns

In Q4 2022, SCE implemented an AFN Self-Identification and Data Validation marketing campaign to residential customers in high fire risk areas. The purpose of this data-gathering effort was to identify customers with AFN and append this information to SCE's internal customer database. This will allow SCE to be more precise in conducting future marketing and outreach to AFN customers, guiding them to various SCE programs, service and resources that can help them to stay safe, informed and be prepared for PSPS outages.

SCE's Q4 2022 AFN Self-Identification and Data Validation marketing campaign was implemented as a pilot to approximately 70,000 residential HFRA customers and consisted of both email and direct mail assets to accommodate residential customers with and without an email address on file. Early campaign results have been very positive with an over 55% open rate and 2,800+ survey completions originating from email and direct mail combined. Accordingly, SCE will continue implementing this highly successful marketing campaign throughout Q1 2023.

In 2023, SCE will also continue to identify and leverage no-cost opportunities such as its annual PSPS Newsletter to promote the importance of customers self-certifying a condition

that can be significantly impacted by the interruption of power and to make customers aware of important support services available through 211.

Additionally, SCE will continue to partner with the other electric IOUs, the AFN Advisory Council, and other key stakeholders to identify potential opportunities to co-create and jointly fund AFN-focused statewide customer marketing materials and advertising assets, including expansion of assets currently housed on the statewide PrepareForPowerDown.com website for AFN-focused CBOs and state agencies to amplify those IOU resources to their constituents.

2.7.5 Advertising

SCE's advertising seeks to educate customers and the public on PSPS, including the conditions that trigger a PSPS, how to prepare for a PSPS and emergencies, what SCE has done and continues to do to mitigate the risk of wildfires, and the programs and resources SCE offers to those who are impacted by PSPS. SCE is developing new ads featuring all the above messages to launch in 2023. All these ads will be translated into 6 languages including Spanish, Chinese, Korean, Vietnamese and Tagalog. The static digital banner will also be translated into 13 additional languages including Arabic, Armenian, Farsi, French, German, Japanese, Khmer, Punjabi, Russian, Portuguese, Hindi, Hmong, Thai. SCE also uses social media to support its advertising and marketing campaign with paid and organic posts informing customers about PSPS, emergency preparedness tips, how to sign up for PSPS alerts and storytelling around SCE's wildfire mitigation efforts. Also, information about SCE's CRCs and CCVs is shared on Facebook, Twitter, Instagram and Nextdoor. SCE measures impressions and click-through rates for these ads.

In 2023, 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 broadcast radio and newspaper. SCE will continue to use digital and print to reach Medical Base Line customers, to encourage program enrollment and emergency preparedness. The 2023 advertising campaign will continue to emphasize PSPS readiness and customer programs, specifically for customers with AFN, with an

overall impression goal of 444 million. The 2022 message awareness goal will be maintained at 50%. PSPS and Wildfire Preparedness Outreach.

2.7.6 Community Meetings in High Fire Risk Areas

In 2023, SCE plans to host virtual community meetings in HFRA to provide information on SCE’s wildfire mitigation efforts and PSPS. ASL interpretation will be available in all meetings and will include information on programs and services available to the AFN community. The meetings will also provide information on communications and notifications around PSPS, customer programs such as the MBL program and CCBB, and resources to help customers be better prepared. These meetings offer participants the opportunity to ask questions of SCE staff and provide feedback. SCE will advertise the meetings to customers in HFRA, and information about the meetings will be available on SCE’s website. SCE plans to record the meetings and post them with closed captioning on SCE’s YouTube channel, which provides the ability for customers to view closed captioning in multiple languages.

2.7.7 Meetings with Cities and Counties

In 2023, 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. Outreach will 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.⁴³

⁴³ SCE partners with local governments to encourage identification of AFN population and promote education and outreach of customer programs and services. See D.19.05.042, Appendix A at A13.

2.8 PSPS Activation (During – Emergency Operation Center Activated)

2.8.1 In-PSPS Communications

SCE has developed a notification and communication strategy⁴⁴ to provide State Agencies; Public Safety Partners; critical infrastructure and facilities providers; customers, including those with access and functional needs; and all interested stakeholders with accessible, actionable, and easy to understand information before, during and after Public Safety Power Shutoff (PSPS) events that may impact them. This notification strategy is available in SCE's 2022 Pre-Season Report.⁴⁵

SCE's notification approach includes using accessible language for notifications, leveraging Community Based Organization (CBO) networks to augment SCE's messaging, notifying paratransit agencies as well as owners and managers of multi-family dwellings, implementing PSPS Address Level Alerts for non-account holders and taking additional steps to ensure MBL and self-certified customers are receiving notifications advising them about potential PSPS.

2.8.1.1 PSPS Notifications to Community Stakeholders

Notifications to Public Safety Partners

SCE's goal is to notify all public safety partners,⁴⁶ critical facilities and infrastructure, and customers in accordance with the minimum timelines set forth by the CPUC in D.19-05-042. Public Safety Partners require lead time to prepare to respond to potential de-energizations. To support this need, when possible, SCE provides priority notification to these agencies

⁴⁴ SCE develops and reviews communication plan in collaboration with CalOES, County and Local Governments, independent living centers and other representatives of people with AFN. See D.20.05.051, Appendix A at A3 and D.21.06.034, Appendix A at A11.

⁴⁵ See [SCE PRESR 7-1-2022.pdf](#)

⁴⁶ The term Public Safety Partner refers to first emergency responders such as tribal, federal, state, and local governmental and nongovernmental public safety, fire, law enforcement, emergency response, emergency medical services providers (including hospital emergency facilities), and related personnel, agencies and authorities. See D.19-05-042, Appendix A at A4.

between 48 and 72 hours before a potential PSPS de-energization. Additional alerts and warning update notifications are made again at 24-hour intervals and throughout the event.

SCE implemented the Central Data Platform (CDP) in 2022. The CDP system integrates the management of PSPS under a single platform which improves the timeliness and accuracy of notifications to Public Safety Partners and customers.

SCE has also implemented a Public Safety Partner Portal that went live in June 2021. The Portal is for Public Safety Partners and contains non-public information related to PSPS. When a PSPS is activated on the Portal or updated PSPS information is posted, those partners who have subscribed to Portal updates will receive automated e-mail communications. Users can opt-out of these automated e-mail communications by setting their personal preferences in the Portal.

CBO Notifications

CBOs that have partnered with SCE to perform customer education and outreach and who have expressed interest receive Public Safety Partner notifications. These advance notifications allow CBOs to prepare in advance of a potential PSPS, amplify messaging, and perform safety and preparedness checks on their constituents as needed. CBOs can request limited access to the Public Safety Partner Portal.

Paratransit Notifications

SCE provides priority advance notifications to Critical Infrastructure customers, including paratransit agencies, as early as 72 hours prior to the period of concern for a PSPS. These customers may also request access to the Public Safety Partner Portal, where they can obtain detailed information about potential PSPS activations, including access to aggregated information on customers served by the circuits being monitored. A list of circuits with the corresponding zip codes⁴⁷ is also available on the Portal. 2.4.3.1 In those cases when a PSPS is not anticipated to affect a critical infrastructure facility, but an area where the paratransit

⁴⁷ SCE provides proactive notification and impacted zip code information to paratransit agencies. See D.21.06.034, Appendix A at A9

agency operates, SCE will notify paratransit agencies that have enrolled in SCE's daily CBO Coordination Calls, which includes an email with information about the PSPS as early as 72 hours prior to the period of concern, and invitation to participate in our daily briefings. For more information on partnerships with accessible transportation, please see Section 2.4.3.1.

Address Level Alerts

PSPS Address Level Alerts (ALA) launched on October 25, 2021. These notifications are meant for non-account holders, and are helpful for master-meter residential tenants, small business tenants, landlords, caregivers, and relatives, in-person service providers and frequent travelers.⁴⁸

As of December 20, 2022, over 77,000 users have enrolled in PSPS Address Level Alerts, which replaced SCE's ZIP Code alerts, and are available via voice, text, or email. Address Level Alerts are available in 7 languages (English, Spanish, Cantonese, Mandarin, Korean, Vietnamese, and Tagalog). The availability of these notifications is being communicated through advertising and through customer newsletters and CBO partnerships. SCE will continue to identify and implement improvements for the PSPS Address Level Alerts based on feedback from users.

2.8.1.2 PSPS Customer Notifications

SCE begins notification, when possible, 48 hours before forecasted conditions to customers via their preferred method of communication (e.g., SMS, e-mail, voice call). Customers are again scheduled to be notified one day before the forecasted conditions. PSPS notifications are delivered via the customer's preferred channel via SMS, voice,⁴⁹ and e-mail. PSPS notifications to customers are available in 23 languages. In 2023, SCE will improve the accessibility SCE's PSPS notifications by incorporating American Sign Language translations.

Notifications for Medical Baseline and Self-Certified Customers

⁴⁸ SCE leverages on CBO partnerships to outreach and educate individuals on options to receive notifications regardless of whether they are the customer on record. See D.21.06.34, Appendix A at A9

⁴⁹ Mixteco, Zapoteco, Purapecha are only available via Voice.

SCE takes steps to ensure that MBL, including Critical Care, and Self-Certified⁵⁰ customers are notified of forecasted PSPS activations. During each PSPS, SCE receives a report identifying forecast notifications that were not delivered successfully to the customer. The Consumer Affairs department will research these customer accounts and look for alternative channels of communication.⁵¹ In most cases, SCE successfully reaches these customers through this process. However, should SCE not reach a customer remotely by phone or email, then SCE will send a field service representative to the customer's address.⁵² If personal contact is not made, a notice (doorhanger) is left with information about the PSPS and a request for the customer to contact SCE to update their notification information. The secondary verification program is for pre-event (advance) notifications. Unforeseen weather events may prevent notice to customers in advance of de-energization.

To maintain the most current contact information in the databases, SCE leverages all touch points with customers as an opportunity to validate or update their contact information. For example, in the process outlined above, if a Consumer Affairs representative speaks with these customers, the representative will update their contact information in SCE's systems and monitor additional notifications during the same PSPS activation to validate those notifications have been delivered successfully. On an annual basis, SCE sends every customer enrolled in the MBL program a letter covering power outages and the importance of a resiliency plan and asks that they contact SCE to make sure their contact information is up to date. SCE also conducts an annual emergency notification test in advance of PSPS season, with the goal to confirm delivery of notifications to all MBL customers. If the notification delivery fails, SCE will send a

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

⁵¹ In the event when disruption of traditional communication channels occur, SCE provides contingency alternatives to communicate with MBL and Self-Certified Customers. See D.20.05.051, Appendix A at A3.

⁵² Notifications for Medical Baseline and Self-Certified customers is intended to strive a coordinated positive/affirmative notification strategy for customers that depend on electricity for the provision of life sustaining services. This strategy includes up to in-person notification when possible. See D.19-05-042, Appendix A at A20.

letter to the customer requesting them to update their contact information. Additionally, SCE conducts a review of all MBL accounts to identify customers who do not have contact preference information designated for outages or emergency notifications so it can seek to obtain this critical information.

Multi-Family Dwellings and Property Managers

In 2022, more than 1 million copies of the PSPS annual newsletter were mailed to customers who live in HFRA, including 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. SCE also mailed an annual newsletter to non-HFRA residential and business customers prior to the onset of wildfire season.

In June 2022, SCE mailed PSPS Annual Master Letter & Flyers to 945 master-metered customers in High Fire Risk Areas and requested assistance to educate their sub-metered tenants about wildfire and PSPS, including steps residents can take to plan, prepare, and stay safe during a PSPS outage. We requested that master-meter customers post the provided flyers for tenant awareness. The letter and the flyer are bilingual in English and Spanish. The flyer also includes a QR code to help drive PSPS Address Alert signups. Translated versions of the flyer in Chinese, Vietnamese, Korean and Tagalog (in addition to Spanish) are accessible for download via SCE's Wildfire Communications Center webpage.⁵³

SCE will continue to leverage current relationships to expand outreach and education. For instance, in 2022, SCE collaborated with apartment owners and associations for opportunities to provide PSPS education and outreach to their tenants and association members. The California Apartment Association published education about wildfire safety and PSPS in their website⁵⁴ and in their e-newsletters. SCE will continue to promote Address Level Alerts for non-accountholders, which gives sub-metered tenants, property managers, tenants,

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

⁵⁴ Available at <https://caanet.org/are-you-prepared-for-wildfire-season/>

and any individual with AFN (e.g., out-of-town travelers, caregivers, individuals struggling with homelessness, etc.) access to valuable notifications.⁵⁵

2.8.1.3 Accessible Media Engagement

Accessible Website

On SCE.com, customers can find information about SCE’s wildfire mitigation efforts, tips for how to become more resilient during major events and updates regarding PSPS outages in their area. Mass media advertising, which can include online radio, digital banners/videos, and 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.⁵⁶ 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 (CforAT) 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 optimized Wildfire Safety, PPS and Outage Center related content and customer journey experience on SCE.com. The purpose of this optimization effort was to make it easier for our customers to find, understand and if needed, act upon important Wildfire

⁵⁵ SCE conducts outreach to multi-family building account holders, building managers and tenants to provide education on PPS notifications and programs that offer resiliency support. See D.21.06.034, Appendix A at A9.

⁵⁶ External-facing digital properties such as SCE.com, Edison.com, Energized.Edison.com and our online newsroom include web pages and various assets that are assessed for WCAG compliance. This includes compliance regarding font, colors, images and videos. SCE staff who work on these various websites also take annual trainings for WCAG compliance.

Safety/PSPS/Outage info on the website. SCE's redesigned, customer-centric Wildfire Safety, PSPS and Outage Center will launch in late January 2023.

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.

Wildfire Communications Center⁵⁷

SCE will continue to utilize its Wildfire Communications Center to provide customers and community partners with ready access to important Wildfire Safety and PSPS-related communications and outreach in all 19 mandated prevalent languages (including English). The new Wildfire Communications Center features links to various direct mail, email, radio, social media, digital banners, and videos, PSPS notifications, and community meetings that are part of SCE's efforts to keep customers safe and informed before, during and after a wildfire event and is updated periodically as new information becomes available. In addition to SCE.com, SCE will evaluate and assess the addition of in-language wildfire mitigation content across various external digital properties.

Social Media

SCE uses Nextdoor as a channel to reach populations who may not have access to other channels of communications. Since 2022, SCE had used Nextdoor for general customer communications, but not for PSPS notifications because Nextdoor cannot be used in a sufficiently targeted manner to only reach customers impacted. SCE will continue customer communications via Facebook, Twitter, and Instagram responding to and triaging customer concerns during PSPS activations.

⁵⁷ Formerly titled, Multicultural Media Engagement.

In 2023, the social media team will begin using Alt Text options on social media images to make descriptions and information more accessible to people with vision loss. Alt Text makes social media more accessible by describing images so people who use assistive technologies such as a screen reader or Braille refresh display can more seamlessly browse SCE's social media content.

2.8.2 Community Resource Centers (CRCs)

During PSPS activations, SCE provides in-person local support to its customers through Community Resource Centers (CRCs) and Community Crew Vehicles (CCVs). Customers can find the location of activated CRCs on SCE's website (www.SCE.com). SCE's CRCs are required to comply with the Americans with Disabilities Act (ADA) so that all customers may access CRC services. These locations provide customers with information, support, and resources to minimize the impact of PSPS. CRCs and CCVs offer customers the ability to charge portable mobile and medical devices, receive water, light snacks, ice or ice vouchers, and access to ADA compliant restrooms (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.

To date, SCE has contracts with 64 CRCs in different locations and can currently activate approximately 15 of these locations simultaneously across its service area, including deploying CCVs as needed. Of SCE's 64 CRC locations, 57 operate between the hours of 8am to 10pm. To the extent possible when SCE selects and publishes a CRC location availability, SCE is committed to maintaining operations of CRCs from 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 PSPS. 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.

Since 2019, SCE has contracted with sites to serve as CRCs based on various factors including: (1) analysis of circuit locations at high risk of being impacted by PSPS, (2) grid hardening initiatives under way, (3) AFN and other essential customer groups on the circuits, (4) population density, (5) special needs within the community, and (6) feedback from various internal and external community stakeholders. With a portfolio of 60+ contracted sites, SCE now strategically seeks contracts with additional sites based on identified coverage gaps. SCE identifies coverage gaps through reviews of impacted locations from the previous PSPS season and connects with external community stakeholders to identify sites to contract with to address the gaps for future potential PSPS activations.

In 2022, SCE has made enhancements at our CRCs to improve overall accessibility and customer satisfaction, including providing privacy screens, manual wheelchairs and piloting a leave-behind device charging service at each CRC location.

In summary, SCE's CRC service offerings include:⁵⁸

- Privacy screens
- Wheelchairs
- Leave-behind device charging
- Real-time language translation of over 120 languages, including American Sign Language (ASL).

Operation in rural areas impacted by PSPS:

- SCE offers 2-gallon water containers in rural areas, which may be used for livestock, cooking, or other needs.

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

- SCE has equipped or identified CRC locations in the most remote communities with resiliency (back up generation for the CRC) to support customers who are without power.
- SCE identified seven remote communities as having the most frequent PSPS activations in 2019 and 2020 and developed a pilot to provide up to three essential service sites (e.g., grocery store, gas stations) in each Resiliency Zone community with back-up generation. For more information see Section 2.4.3.4 Resiliency Zone.

CRC Surveys

SCE solicits customer feedback on their CRC experience in three different ways: (1) via a QR coded display at each CRC location, (2) via QR code on an SCE business card that provides links to PSPS information, and (3) via email surveys to customers who prefer to receive the survey via email. After a PSPS, SCE emails a survey link to those customers who provided an email address. SCE reads all survey responses to gauge the helpfulness of the staff and services at CRCs and CCVs to identify areas of improvement. In 2022, SCE added AFN specific questions in the CRC survey to better understand the experience of customers with AFN who visit CRCs.

2.9 Recovery (After – Power has been restored)

2.9.1 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 support* via food bank, meals on wheels, or food pantries

For details on the continuity of support offered to customers with AFN after PSPS, see Section 2.4 AFN Programs and Resources that Support Resiliency.

2.9.2 After Action Reviews and Reports

2.9.2.1 Exercise After Action Reporting

SCE is committed to continuous improvement and operational excellence in both response planning and execution during an exercise, drill, or activation. SCE adheres to the guidelines established in the Homeland Security Exercise and Evaluation Program (HSEEP) for completion of After-Action Reviews (AAR) and tracking of Corrective Action items for each exercise and real-world event SCE responds to throughout the year.

During the after-action process, response gaps, best practices, and lessons learned are noted and collected to determine how the process or procedure can be improved and/or better executed. Adhering to this process provides SCE with an opportunity to gain maximum benefit from every exercise or real word event by evaluating its effectiveness and assigning corrective actions for continuous improvement. This procedure documents how SCE conducts After Action Reporting and identifies corrective actions for timely resolution. This tracking system includes improvements related to AFN as identified. For more details see Section 2.9.3 Lessons Learned and Feedback, Corrective Action. This tracking system includes improvements related to AFN as identified.

2.9.3 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.

2.9.3.1 Corrective Action Tracking

A Corrective Action is any action taken to "correct" or address a potential root cause(s) for a reported deviation designed to eliminate or minimize the potential for recurrence of the deviation. Any corrective actions identified during real-world activations and preparedness exercises contribute to an overall continuous improvement model and inform future planning, training, and exercise requirements. SCE's Business Resiliency assigns and tracks corrective actions regardless of which organizational unit within the SCE enterprise owns remediation of the action. This is necessary to improve plans, build and sustain capabilities, and maintain

readiness. In addition to corrective action tracking, SCE investigates lessons learned from other emergencies affecting utilities and works to implement best practices related to these lessons learned. Corrective actions and lessons learned are documented in each Post Event Report and filed with the Commission.

2.9.4 Customer Surveys

2.9.4.1 SCE's PSPS Surveys and Feedback

Beginning in 2020 SCE annually conducts pre and post wildfire season surveys using the In-Language Wildfire Mitigation/PSPS Communications and Outreach Effectiveness Surveys to measure customers' awareness and understanding of wildfire safety and preparedness communications and PSPS activities among both Residential and Business customers. The mandated surveys are available in English and 19 other "prevalent" languages in SCE's service area and administered both by email and phone. A large random sample of SCE customers throughout our territory participated in the survey, with a targeted focus on customers in HFRAs, and included a control group of customers in non-HFRAs for comparison. The pre-season survey is fielded from June to July with a report in September, while the post-season survey, with more detailed PSPS specific questions, is conducted in November-December with a final report in January. In addition to the critical in-language component of the surveys, numerous demographic questions are included that allow us to profile different sub-groups of customers and compare their responses to all other topics captured throughout the surveys. Among the demographics collected are identifiers that help SCE isolate customers with AFN from non-AFN customers, as well as separate key sub-groups within the AFN population. This segmentation assists in determining similarities and differences across the various groups in terms of their responses to SCE's wildfire safety and preparedness communications and outreach. Measures of analysis include recall of SCE's communications, assessment of their usefulness, awareness, and opinion of PSPS communications and activity, etc.

The PSPS Tracker Survey is 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. This survey is administered in the Spring over the phone and online, focusing on customers affected by a PSPS notification or de-energization in HFRAs. AFN demographics questions were added to the PSPS Tracker and In-Language Wildfire Communications surveys to report on activities outlined in D.21-06-034, K.4.

Pursuant to D.21-06-034, section K.4.a.i.a, SCE captured the percentage of customers with AFN who were aware of de-energization as a wildfire mitigation measure and the percentage of customers with AFN who were aware of resources and support available to them during de-energization. Results from the In-Language Wildfire Communications Survey:⁵⁹

KPIs	n % of Total	AFN Customers Systemwide						AFN Customers in High Risk Fire Areas (HFRAs)					
		Total AFN	CARE/ FERA	Senior in HH	Disabled in HH	Medical Baseline (Sample)	Language Dependent	Total AFN	CARE/ FERA	Senior in HH	Disabled in HH	Medical Baseline (Sample)	Language Dependent
		1452 100%	624 43%	925 64%	544 37%	104 7%	64 4%	1514 100%	517 34%	1065 70%	556 37%	118 8%	24 2%
The percentage of customers with access and functional needs who were aware that their utility may de-energize their system as a wildfire mitigation measure (Phase 3);		69%	62%	75%	71%	80%	55%	81%	75%	84%	83%	86%	79%
The percentage of customers with access and functional needs that were aware of what support and resources were available to them during de-energization (Phase 3/KPI 1)		56%	59%	55%	59%	66%	66%	61%	61%	61%	64%	77%	71%
The percentage of customers with access and functional needs who confirm they received notifications of a possible de-energization event (Phase 3)		31%	31%	31%	33%	41%	33%	45%	47%	44%	46%	53%	46%
The percentage of customers who rely on electric equipment to maintain necessary life functions and who were able to utilize such equipment, or were otherwise able to maintain necessary life functions, for the duration of any de-energization event that affected them (Phase 3/KPI 2);		40%	52%	40%	40%	56%	0%	47%	46%	51%	47%	65%	100%

Survey results from the PSPS Tracker Survey:

- Customer feedback on PSPS notifications provided the following insights:
 - Keep consistent and up to date notifications
 - Current messaging is clear and easy to understand
 - Provide proactive education on what types of notifications customers can expect
 - Set expectations of how long a PSPS could last

⁵⁹ For KPI 2, concerning the percentage of customers who rely on and were able to utilize electric equipment to maintain necessary life functions for the duration of the PSPS, small sample size utilized = Disabled Customers who experienced a PSPS.

- Provide alternate modes of communication such as AM/FM radio for those who lose cell phone signal during PSPS
- Customer feedback on PSPS:
 - Customers often do not have an alternate source of power
 - Some customers expressed that financial barriers exist as they cannot afford the upfront payment of a backup battery or generator
 - Customers shared how a PSPS has or could negatively impact their household, including the inability to use or charge adjustable hospital beds, electric scooters, nebulizers, air conditioners, and Continuous Positive Airway Pressure (CPAP) machines.

In 2023, SCE will continue identifying new and additional opportunities to capture additional metrics where possible, as outlined in D.21-06-34, section K.4.

Close the Loop

After running a pilot in 2021 to close the loop (follow up) with potential AFN customers who were impacted by PSPS, SCE operationalized a Closed Loop Feedback (CLF) process to gather and understand feedback from individuals who have been affected by PSPS, utilizing the Voice of Customer program. As part of this program, SCE focuses on individuals who express having an access or functional need, such as a 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 improvements to long term mitigation strategy.

CLF is a valuable process by which feedback from customers is shared with employees, action is taken to respond to individuals as needed, and core processes and products are improved based on the feedback. It shows customers and employees that the company listens, cares, and drives internal operational improvements to ultimately result in better customer service.

In 2023, SCE will continue to utilize this program and will review the CLF process to determine if adjustments are needed to support a higher response rate. This review will increase the opportunity to identify customers who need follow-up and support related to AFN.

3. INFORMATION COLLECTION, ANALYSIS AND DISSEMINATION

Customer Privacy

SCE recognizes the importance of protecting its customers' personal information. SCE complies with applicable privacy and security laws and generally accepted information security standards to maintain reasonable safeguards for the security, integrity, and privacy of personal information in our possession. 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 protect our customers' personal information, SCE regularly communicates and educates SCE employees regarding applicable laws and the privacy rights of California consumers. Details regarding SCE's privacy policies are available at www.sce.com/privacy.

APPENDIX A

ACCESS AND FUNCTIONAL NEEDS COLLABORATIVE COUNCIL AND JOINT IOU STATEWIDE ACCESS AND FUNCTIONAL NEEDS ADVISORY COUNCIL:

Name	Organization	Title	AFN Collaborative Council ⁶⁰	AFN Core Planning Team ⁶¹
Aaron Carruthers ⁶²	State Council on Developmental Disabilities (SCDD)	Executive Director	x	
Andy Imparato	Disability Rights California (DRC)	Executive Director	x	
Anne Kim	California Public Utilities Commission (CPUC)	Regulatory Analyst	x	
Brian Weisel	State Council on Developmental Disabilities (SCDD)	Legal Counsel	x	
Chris Alario	Liberty Utilities	President, California	x	
Edward Jackson	Liberty Utilities	President	x	
James Cho	California Public Utilities Commission (CPUC)	Program Manager	x	

⁶⁰ Serves as the steering committee for the Joint IOU Statewide AFN Advisory Council

⁶¹ Represents members of the Joint IOU Statewide AFN Advisory Council who volunteered to participate as members of the Core Planning Team for the development of the 2023 AFN Plan

⁶² 2023 Co-Chair of AFN Collaborative Council with Katie Sloan, Vice President of Customer Programs and Services, SCE.

Name	Organization	Title	AFN	AFN Core Planning
			Collaborative Council ⁶⁰	Team ⁶¹
Jordan Davis	Disability Rights California (DRC)	Attorney	x	
Karen Mercado	Disability Rights California (DRC)	Senior Administrative Assistant	x	
Kate Marrone	Liberty Utilities	Customer Care Manager	x	
Matthew McVee	PacifiCorp	Vice President, Regulatory Policy	x	
Moustafa Abou-taleb	California Public Utilities Commission (CPUC)	Safety Policy Division	x	
Paul Marconi	Bear Valley Electric Services	President & Treasurer	x	
Pooja Kishore	PacifiCorp	Renewable Compliance Officer	x	
Robert Hand	California Foundation for Independent Living Centers (CFILC)	Interim Executive Director	x	
Roseana Portillo	Bear Valley Electric Services	Senior Policy Advisor	x	
Sean Matlock	Bear Valley Electric Services	Emergency Resource Manager	x	
Susan Henderson	Disability Rights Education & Defense Fund (DREDF)	Executive Director	x	

Name	Organization	Title	AFN	
			Collaborative Council ⁶⁰	AFN Core Planning Team ⁶¹
Tawny Re	Bear Valley Electric Services	Customer Program Specialist	x	x
Vance Taylor	California Governor's Office of Emergency Services (Cal OES)	Chief, Office of Access and Functional Needs	x	
Kelly Brown	211	Director, Interface 211		x
Marisol Gonzales	211	211 Call Center Manager		
Scott O'Connel	American Red Cross	Regional Disaster Officer		
Tracey Singh	American Red Cross	Pacific Division Disability Integration Advisor		x
James Collins	CA Council of the Blind	Community Educator		
Rick Yrigoyen	CA Department of Social Services Adult Program Division - CDSS	Staff Services Manager		
Debbi Thomson	CA Department of Social Services Adult Program Division - CDSS	Deputy Director		

Name	Organization	Title	AFN Collaborative Council ⁶⁰	AFN Core Planning Team ⁶¹
Leora Filosena	CA Department of Social Services Adult Program Division - CDSS	Chief, Adult Programs Division		
Mark LaBeau	CA Indian Rural Health Board (CIRHB)	Executive Director		
Michael Costa	California Association of Area Agencies on Aging (C4A)	Executive Director		
Nicole Pacheco	California Council of the Blind	Operations Manager		
Adam Willoughby	California Department of Aging (CDA)	Asst. Director of Legislation and Public Affairs		
Rebecca Hinkson	California Department of Aging (CDA)	Staff Services Analyst		
Rapone Anderson	California Department of Developmental Services (DDS)	Northern Region Manager, CEA		
Chris Garbarini	California Department of Developmental Services (CDDS)	Senior Emergency Services Coordinator		x
Aaron Christian	California Department of Developmental Services (DDS)	Manager, Office of Community Operations- Southern Region		

Name	Organization	Title	AFN Collaborative Council ⁶⁰	AFN Core Planning Team ⁶¹
Tamara Rodriguez	California Department of Developmental Services (DDS)	Officer, Emergency Preparedness & Response		x
Rose Samaniego	California Department of Developmental Services (DDS)	Community Program Specialist III-FHA Supervisor		
Seneca St. James	California Department of Developmental Services (DDS)	Community Program Specialist III		
George Antablian	California Department of Social Services (DSS)	Chief – Disaster Services Branch		
Greg Oliva	California Department of Social Services (DSS)	Assistant Deputy Director, Central Operations, Community Care Licensing Division		
Allyson Bartz	California Department of Social Services (DSS)	Manager, Staff Services		
Josh Gleason	California Department of Social Services (DSS)	Unknown		
Beatrice Lavrov	California Department of Social Services (DSS)	Staff Service Manager		
Michael Butier	California Department of Social Services Disaster Unit (DSS)	Functional Assessment Service Team Coordinator		

Name	Organization	Title	AFN Collaborative Council ⁶⁰	AFN Core Planning Team ⁶¹
Kendall Skillicorn	California Department of Social Services Disaster Unit (DSS)	Bureau Chief, Department Operations Bureau		
Elizabeth Basnett	California Emergency Medical Services Authority	Acting Director		
Alyson Feldmeir	California Foundation for Independent Living Centers (CFLIC)	Disability Disaster Access and Resource Manager		
Sydney Pickern	California Foundation for Independent Living Centers (CFLIC)	Disability Disaster Manager, Disability Disaster Access and Resources (DDAR)		
Dan Okenfuss	California Foundation for Independent Living Centers (CFLIC)	Public Policy Manager		x
Stratton King	California Rural Indian Health Board	Tribal Governments Consultation Committee		
Annette Rogers	Central Valley Regional Center (CVRC)	Fresno NVRC Representative		
Paula Villescaz	County Welfare Directors Association of CA (CWDA)	Director of Legislative Advocacy		
Kay Chiodo	Deaf Link	Chief Executive Officer		x

Name	Organization	Title	AFN Collaborative Council ⁶⁰	AFN Core Planning Team ⁶¹
Dan Heller	Deaf Link, Inc.	President		x
Ana Acton	Department of Rehabilitation (DOR)	Deputy Director, Independent Living and Community Access Division		
Maria Aliferis-Gierde	Department of Rehabilitation (DOR)	Executive Officer		
Joe Xavier	Department of Rehabilitation (DOR)	Director		
Carolyn Nava	Disability Action Center (DAC) Chico Redding	Executive Assistant		x
June Isaacson Kailes	Disability Policy Consultant	Disability Policy Consultant		x
Lauren Giardina	Disability Rights California (DRC)	Executive Director Managing Attorney		
Jordan Davis	Disability Rights California (DRC)	Attorney		
Samuel Jain	Disability Rights California (DRC)	Senior Attorney		
Gina Esparza	Eastern Los Angeles Regional Center (ELARC)	Emergency Coordinator		
T Abraham	Hospital Council	Regional Vice President		

Name	Organization	Title	AFN	
			Collaborative Council ⁶⁰	AFN Core Planning Team ⁶¹
Mary Ellen Ittner	Keadjian	Senior Advisor		
Joseph Grounds	Kern Regional Center (KERNRC)	Emergency Response Coordinator		
Karey Morris	Kern Regional Center (KERNRC)	HR Manager		
Kate Marrone	Liberty Utilities	Customer Care Manager		x
Malorie Lanthier	North Los Angeles County Regional Center	IT Director		x
Gabby Eshrati	North Los Angeles County Regional Center (NLACRC)	Consumer Services Director		
Pooja Kishore	PacifiCorp	Renewable Compliance Officer		
Matthew McVee	PacifiCorp	Vice President, Regulatory Policy		
Fred Keplinger	Redwood Coast Regional Center	Emergency Management Coordinator		x
Tiffany Swan	San Diego Regional Center (SDRC)	Community Services Home and Community Based Services Specialist		x

Name	Organization	Title	AFN Collaborative Council ⁶⁰	AFN Core Planning Team ⁶¹
Gabriella Ohmstede	San Diego Regional Center (SDRC)	Director, Client Services		
Edwin Gamino	San Gabriel Pomona Regional Center (SGPRC)	LMS Administrator		
Dara Mikesell	San Gabriel Pomona Regional Center (SGPRC)	Associate Director of Community Services		
Larry Grable	Service Center for Independent Living (SCIL)	Executive Director		
Teresa Anderson	The Arc of California	Public Policy Director		
Mariah Bickham	The Arc of California	Administrative and Project Coordinator		
Alexandra Green	The Center for Accessible Technology (C4AT)	Legal Counsel		x
Melissa Kasnitz	The Center for Accessible Technology (CforAT)	Legal Council		x

APPENDIX B
Q4 QUARTERLY UPDATE TO 2022 AFN PLAN FOR PSPS SUPPORT

B.1. INTRODUCTION

Pursuant to the California Public Utilities Commission’s (CPUC or Commission) Decision (D.) 20-05-051⁶³ and D.21-06-034,⁶⁴ Southern California Edison Company (SCE) submitted its 2022 Access and Functional Needs (AFN) Plan for Public Safety Power Shutoff (PSPS) Support on January 31, 2022 (2022 AFN Plan). The 2022 AFN Plan leveraged the Federal Emergency Management Administration’s (FEMA) Developing and Maintaining Emergency Operations Plans Comprehensive Preparedness Guide (CPG) 101 6 Step Process and described SCE’s efforts to address challenges that people with AFN face during PSPS.

SCE’s 2022 AFN Plan, and its quarterly updates, focus on identifying, communicating with, and supporting customers with AFN who are most disproportionately impacted by PSPS. Since its submittal of the 2022 AFN Plan Q3 Update on October 28, 2022, SCE highlights progress on the following key activities:

- The Joint Investor-Owned Utility (Joint IOU)⁶⁵ Working Group is making meaningful advances toward the goal of forming a “one stop shop” of resources for customers with access and functional needs on <https://prepareforpowerdown.com>.
- With the launch of Care Coordination with 211, in Q4, 211 conducted 13,213 needs screenings, identified 4,470 SCE customers and households interested in Care Coordination, and conducted 2,198 Care Coordination contacts.
- In partnership with foodbanks, SCE provided food support to over 700 families who were affected by PSPS.

⁶³ Pursuant to D.20-05-051, Decision Adopting Phase 2 Updated and Additional Guidelines for De-Energization of Electric Facilities to Mitigate Wildfire Risk, SCE submitted its first AFN Plan for PSPS Support on June 1, 2020. SCE submits quarterly updates on progress toward goals outlined in the AFN Plan. SCE has since continued to file its updated AFN Plans annually, along with their respective updates quarterly.

⁶⁴ D.21-06-034, Decision Adopting Phase 3 Revised and Additional Guidelines and Rules for Public Safety Power Shutoffs (Proactive De-energizations) of Electrical Facilities to Mitigate Wildfire Risk Caused by Utility Infrastructure.

⁶⁵ Joint IOUs refers to the investor-owned California electric utility companies consisting of Southern California Edison (SCE), Pacific Gas and Electric (PG&E), San Diego Gas & Electric (SDG&E)

- In Q4 2022, SCE deployed 263, totaling 3,466 batteries deployed by year-end through the Critical Care Backup Battery (CCBB) program.

B.2. CONCEPT OF OPERATIONS – HOW

B.2.1 Preparedness/Readiness (Before Power Shutoff)

B.2.1.1 Emergency Operations Centers

Section	2022 Q4 Update
B.2.1.1.1 Preparation Exercises	Completed operations-based exercises in Q1 and Q2. No further update in Q4.
B.2.1.1.2 Training	Completed training in Q1 and Q2. No further update in Q4.
B.2.1.1.3 AFN Liaison	Completed training in Q2 and matrix for the AFN Liaison role is fully staffed. No further update in Q4.
B.2.1.1.4 Customer Outreach Specialist	Completed training in Q2. No further update in Q4.

B.2.1.2 AFN Identification Outreach

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

Section	2022 Q4 Update
Market Research & Survey	<ul style="list-style-type: none"> • SCE launched the AFN Self-ID Pilot in Q4, and results of the Pilot will be reported in Q1 2023. Please see section 2.7.4 Marketing Campaigns of the 2023 AFN Plan for additional details. • SCE conducted an Accessibility Needs Study on SCE.com in Q4. Please see section 2.2.1 Market Research & Surveys in the 2023 AFN

Section	2022 Q4 Update
	<p>Plan for a high-level summary of results. Results of this study will be reported in Q1 2023.</p>
<p>SCE.com - Dedicated AFN Webpage</p>	<ul style="list-style-type: none"> • SCE has enlisted a third-party marketing and digital agency to optimize Wildfire Safety/PSPS and Outage related content and user experience on SCE.com. This effort includes optimizing content on SCE’s dedicated AFN webpage, sce.com/afn. This project will span several months and includes remediation of existing content as well as user testing to improve the digital experience. Customer research, journey mapping, Voice of the Customer, web analytics and industry benchmarking will be leveraged to create an organizing framework that helps our customers and public safety partners quickly locate information, tools, and resources they need to prepare for wildfire season and stay safe during PSPS outage emergencies. Estimated completion is early Q1 2023.
<p>Statewide Website for AFN Solutions</p>	<ul style="list-style-type: none"> • PrepareforPowerdown.com is a Joint IOU website, created as a centralized resource for statewide CBOs and agencies serving AFN communities, providing easy access to IOU information on PSPS preparedness and resources. Please see 2.2.3 Statewide Website for AFN Solutions in the 2023 AFN Plan for details on this activity.
<p>Joint IOU MBL Population Study</p>	<ul style="list-style-type: none"> • The Joint IOUs and SoCalGas filed a Joint Motion on 12/22/21 requesting permission to conduct a public workshop to finalize the scope of work for an MBL population study. • The Joint IOUs and SoCalGas responded to comments on the motion on 1/18/22.

Section	2022 Q4 Update
	<ul style="list-style-type: none"> On 7/15/22, Commissioner Houck issued a Scoping Memo and Ruling⁶⁶ in Phase 2 of the Disconnections OIR proceeding (R.18-07-005) that included issues related to the Joint Motion. On 8/19/22, the Joint IOUs and SoCalGas responded to the issues raised in the Scoping Memo and Ruling. To date, the CPUC has not yet issued a ruling that approves this work. Beginning with the 2023 AFN Plan, this section will be reported under Section 2.1.6 Customer Assistance Programs, under Medical Baseline (MBL).
Premises w/congregate care or housing (e.g., convents, senior communities, dialysis centers) to ensure direct education and outreach for improving self-resiliency	<ul style="list-style-type: none"> SCE has identified several premises housing various individuals with unique needs and in 2023, SCE will be implementing a direct outreach strategy through surveys to better understand the needs of their residents to identify gaps and further enhance offerings.

⁶⁶ <https://docs.cpuc.ca.gov/PublishedDocs/Efile/G000/M493/K760/493760791.PDF>

B.2.1.3 AFN Support Resources

As required in D. 21-06-034,⁶⁷ SCE offers programs and services in support of customers with AFN in preparation for before, during, and after PSPS. **The sections below report any 2022 Q4 updates to those programs, services, and related marketing or outreach.**

B.2.1.4 Customer Participation in Programs that Support Resiliency

B.2.1.4.1 211 Care Coordination and Resource Hub

Section	2022 Q4 Update
211 Care Coordination and Resource Hub	<ul style="list-style-type: none">• 211 began screening the PSPS needs via incoming calls (and texts), outbound efforts, and in-person visits to identify needs of households with AFN before, during and after PSPS activations. Needs screening efforts also help in identifying households with AFN who may need assistance preparing for emergencies.• Through the Care Coordination process individuals will go through an intake assessment with a 211 Care Coordinator, this will include the individuals' current household situation, electricity needs and medication and/or assistive technology usage to determine their needs before and during a PSPS. Care Coordination provides households with assistance in emergency safety planning and helps with raising awareness of programs, including utility programs, and connections to local resources. As part of preparedness plan development, 211 is coordinating and connecting households with local resources such as local Independent Living Centers. Additionally, Care Coordination provides a personalized safety plan that will list the individual's emergency contacts, local emergency organizations' contact information, health, and medical information,

⁶⁷ See D. 21-06-034, Appendix A at A10.

	<p>etc. During a PSPS, 211 Care Coordinators will reach out to the individual customer to check whether they require any additional support.</p> <ul style="list-style-type: none"> • The following were achieved in Q4 2022: <ul style="list-style-type: none"> ○ 211 conducted 13,213 needs screenings and identified 4,470 SCE customers and households interested in Care Coordination ○ 211 conducted 2,198 calls and performed Care Coordination ○ 211 send outbound text and direct calls to 211 clients in areas potentially affected by PSPS to perform safety and preparedness checks ○ 211 provided 4 meal deliveries, 2 hotel accommodations, and 3 deliveries of resiliency items that support the unique needs of households experiencing PSPS.⁶⁸
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B.2.1.4.2 Resource Planning and Partnerships

Section	2022 Q4 Update
Accessible Transportation	<ul style="list-style-type: none"> • SCE continues to encourage paratransit providers to participate in SCE’s in-event CBO Coordination calls to help resolve any escalations and use the Public Safety Partner Portal to be informed during PSPS. • Continued to enhance https://www.211ride.org which provides accessible transportation options to individuals with access and functional needs • Continued to explore partnerships with paratransit providers that can provide on-demand accessible transportation during PSPS or emergencies.

⁶⁸ Additional resiliency items included: coolers and ice for medication, and special nutritional formulas.

Section	2022 Q4 Update
Emergency Batteries	<ul style="list-style-type: none"> • See section B.2.1.5.1 Portable Battery Program for updates.
Community Food Bank Support	<ul style="list-style-type: none"> • Continued to explore new partnerships for food support across our service area. • During Q4 PSPS activations, in partnership with foodbanks, SCE provided food support to 796 families affected by PSPS.
Hotel Resources	<ul style="list-style-type: none"> • Inception to date, SCE has agreements in place with 126 hotels throughout our service territory that provide a 5-25% discount or a flat rate determined by the hotel for customers impacted by a PSPS or an extended outage. These hotels have been screened for accessibility (e.g., accessible rooms, accessible parking spaces and services, roll-in shower, etc.). Please visit http://www.sce.com/hotel-discounts. • In 2022 Q4, SCE gained zero new agreements with hotels as the focus was to renew expiring contracts.
Preparedness and Safety Checks	<ul style="list-style-type: none"> • During Q4 PSPS activations, 211 performed direct calls and texts to access and functional needs individuals who were in potentially affected areas. 211 reminds these customers about potential PSPS and asks them if they are prepared for the potential upcoming PSPS.
Resiliency Zones	<ul style="list-style-type: none"> • The installation of 8 Resiliency Zones was completed in Q2, thereby concluding the Pilot. • SCE will provide generators (as needed) to these locations during PSPS for the duration of the contract. • SCE deployed backup generators to the Lee Vining and Bridgeport sites during the October 22 PSPS.

Section	2022 Q4 Update
Meter Mounted Adapter Pilot	<ul style="list-style-type: none"> • The participation goal for the pilot is 85 installations; this pilot is scheduled to close out in 2022. • In Q4, SCE did not receive any additional applications. On December 31st, this pilot concluded. • SCE has successfully installed a total of 44 adapters since inception.⁶⁹ • No program offering related to this technology will evolve from this pilot.

B.2.1.5 Back-up Power

B.2.1.5.1 Portable Battery Program

Section	2022 Q4 Update
Mobile Battery Energy Storage System (MBESS)	<ul style="list-style-type: none"> • The first of two skids that comprise the Mobile Electric Vehicle Charger was delivered in December 2022. • Delivery of the second skid is expected in Q1 2023 after which testing will begin and, pending successful results, the first deployment at a PSPS is expected during the 2023 wildfire season. The MEVC will be powered by the MBESS during PSPS deployment.
Critical Care Battery Back-up (CCBB) Program	<ul style="list-style-type: none"> • In Q4 2022, SCE deployed 263, totaling 3,466 batteries deployed by year-end 2022. • In Q4, SCE continued to conduct outreach to new customers who were not previously eligible for the program.
In-Event Battery Loan Pilot	<ul style="list-style-type: none"> • SCE continues to work towards developing and executing contracts to implement a new pilot to loan batteries to customers during PSPS

⁶⁹ Challenges for increasing participation include eligibility restrictions based on electric panel size and portable generator type. These eligibility restrictions are in place to facilitate safe usage of the adapter while testing it in the field.

Section	2022 Q4 Update
	<p>(See 2022 AFN Plan, p. 25-6 for details).</p> <ul style="list-style-type: none"> • SCE aims to launch the pilot in 2023
<p>Portable Power Stations (Battery) Rebate</p>	<ul style="list-style-type: none"> • SCE exceeded its forecast to issue 3,000 rebates for calendar year 2022 for both Portable Power Stations and Portable Generators. The distribution of rebates is based on customer needs and product preference. • SCE issued 860 rebates in Q4. • SCE worked with a research firm to develop a qualitative and quantitative survey to gain customer feedback regarding barriers to purchasing a qualifying product, including up-front costs. Results were collected in Q4/2022. The main discoveries include that those with health concerns, past outage experience, and rebate awareness were key drivers for customers participating in this rebate program.

B.2.1.5.2 Generator Programs

Section	2022 Q4 Update
<p>Portable Generator Rebate</p>	<ul style="list-style-type: none"> • SCE exceeded its forecast to issue 3,000 rebates for calendar year 2022 for both Portable Power Stations and Portable Generators. The distribution of rebates is based on customer needs and product preference. • SCE issued 188 rebates in Q4. • SCE worked with a research firm to develop a qualitative and quantitative survey to gain customer feedback regarding barriers to purchasing a qualifying product, including up-front costs. Results were collected in Q4/2022. The main discoveries include that those

Section	2022 Q4 Update
	with health concerns, past outage experience, and rebate awareness were key drivers for customers participating in this rebate program.
Self-Generation Incentive Program (SGIP)	<ul style="list-style-type: none"> During Q4 2022, SCE's SGIP received a total of 2,208 applications. SCE approved 1,216 of those applications, corresponding to almost \$10 million of incentives and 10.6 MW of energy storage capacity. The remaining 992 applications are currently under review. In addition, 44 applications have been placed on the wait list.
Disadvantaged Community - Single-Family Affordable Solar Homes (DAC-SASH) ⁷⁰	<ul style="list-style-type: none"> As of December 31, 2022, SCE had 799 applications for the DAC-SASH program, approximately \$8.3 million in customer incentives have been paid, reserved, or are pending approval since the beginning of this program. The total remaining incentive budget is \$7.4 million. No major changes to the DAC-SASH program are expected in 2023, SCE will continue to support Grid Alternative in deploying marketing campaigns and other informational avenues to promote the adoption of this program by low-income customers in DACs. Although this program is expected to continue in 2023, SCE will not continue to include it in our 2023 AFN Plan. Although this program is expected to continue in 2023, SCE will not continue to include it in our 2023 AFN Plan.⁷¹
Solar on Multifamily	<ul style="list-style-type: none"> As of December 31, 2022, SCE has 138 active applications for the SOMAH program. 133 applications have been approved, equating to

⁷⁰ More information about solar programs for disadvantaged communities is available at https://www.cpuc.ca.gov/SolarInDACs/#DC_SASH.

⁷¹ Information about the program is available at <https://gridalternatives.org/what-we-do/program-administration/dac-sash>.

Section	2022 Q4 Update
Affordable Housing (SOMAH)	<p>approximately \$53 million in approved reserved incentives; the remaining 5 applications are pending reservation approval. The total remaining incentive budget is \$216 million.</p> <ul style="list-style-type: none"> Although this program is expected to continue in 2023, SCE will not continue to include it in our 2023 AFN Plan.⁷²

B.2.1.5.3 Resiliency Efforts and Surveys

Section	2022 Q4 Update
CCBB Program Related Surveys	<ul style="list-style-type: none"> SCE conducts post deployment satisfaction survey calls to request customer feedback, identify any areas for improvement and assess overall satisfaction with the program. In Q4 2022, 98% of all customers who participated in the survey reported overall satisfaction with the program. Beginning with 2023 AFN Plan, this section has been consolidated under Section 2.4 Back-Up Power Solutions, under the Critical Care Backup Battery Program.
AFN Research Study	<ul style="list-style-type: none"> Beginning with the 2023 AFN Plan, this section has been consolidated under Section 2.1.2 Market Research and Survey. See Section 2.2.1 of the 2023 AFN Plan Information on SCE’s AFN Self-ID and SCE.com Accessibility Needs Study

B.2.1.5.4 Individual Action Plans (211)

Section	2022 Q4 Update
Individual Action Plans (211)	<ul style="list-style-type: none"> See B.2.1.4.1 211 Care Coordination and Resource Hub.

⁷² The SOMAH statewide program administrator is the California Center for Sustainable Energy (CCSE). More information about the program is available at <https://calsomah.org/>.

B.2.1.6 Customer Assistance Programs

Section	2022 Q4 Update
Medical Baseline (MBL)	<ul style="list-style-type: none"> • SCE continues to leverage 211 to increase MBL enrollment through Care Coordination efforts. • As of December 31, 2022, the MBL program has 93,608 accounts enrolled • 2022 Enrollment goal was 102,732 accounts. • 2023 Enrollment goal is 103,683 accounts.
Income Qualified Programs (IQP)	<ul style="list-style-type: none"> • Updates regarding Universal Application have been moved to Energy Savings Assistance (ESA) Section below.
California Alternate Rates for Energy (CARE)	<ul style="list-style-type: none"> • As of December 31, 2022, the CARE program is at a 91% penetration rate with 1,165,186 customers enrolled. In Q4, SCE sent over 1,394,000 combined CARE/FERA direct mail and email communications to SCE customers highlighting the programs as well as cross promoting other SCE and state assistance programs, such as AMP and California LifeLine. <ul style="list-style-type: none"> ○ SCE sent over 828,800 CARE direct mail and email communications ○ In 2022, SCE sent over 3,556,000 CARE communications to customers • 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.
Family Electric Rate Assistance	<ul style="list-style-type: none"> • As of December 31, 2022, the FERA program is at a 12% penetration rate with 26,112 customers enrolled.

(FERA)	<ul style="list-style-type: none"> • In Q4, SCE sent over 1,394,000 combined CARE/FERA direct mail and email communications to SCE customers highlighting the programs as well as cross promoting other SCE programs and state assistance programs, such as AMP and California LifeLine. <ul style="list-style-type: none"> ○ In Q4, SCE sent over 566,000 FERA direct mail and email communications ○ In 2022, SCE sent over 2,639,000 FERA communications to customers.
Energy Savings Assistance (ESA)	<ul style="list-style-type: none"> • As of December 31, 2022, the ESA Program has served 35,646 customers, saving 19,468,044kWh and reducing demand by 2,721kW. • SCE in conjunction with the Joint IOUs are exploring the feasibility of developing a Universal Application (UAS)⁷³ to allow a customer to have a single point of entry for multiple income qualified programs. At this time, the UAS working group has compiled information, developed UAS' purpose, goals, requirements, and explored intra- and interagency solutions and alternatives. This working group submitted a report to the Energy Division on July 1⁷⁴ which includes the working group's progress and recommendation as to how to continue the development of a UAS. On September 30, SB 1208 (Hueso) passed into law with an effective date of January 1, 2023 and requires the CPUC to coordinate with other state agencies to develop an application process with stakeholders including the IOUs. The process may utilize a UAS by Q2 2024. The law also requires the LIOB to issue a report in 2023. Ongoing efforts regarding SB 1208

⁷³ See D.21-06-015, Ordering Paragraph (OP) 45 p.4.

⁷⁴ See D.21-06-015, OP 46.

	implementation will be shared in the ESA Working Group.
Pandemic / Financial Assistance	<ul style="list-style-type: none"> • AB 205 – Energy Trailer Bill to 2022-23 California State Department Budget awarded funding for active residential arrearages. • The 2022 California Arrearages Payment Program dedicates \$1.2 billion to address California's energy debts by offering financial assistance for California energy utility customers to help reduce past due energy bill balances accrued during the COVID-19 pandemic relief period covering March 4, 2020, through December 31, 2021. • On November 17, 2022, Southern California Edison received an award of \$218M, including \$16,178,222.92 allocated to Community Choice Aggregators (CCA) serving over 300k eligible residential customers. SCE will allocate 2022 CAPP funding in early January 2023.
Arrearage Management Plan (AMP)	<ul style="list-style-type: none"> • As of December 31st, 2022, 23,100 customers were enrolled in AMP for calendar year 2022. • As of December 31st, there are 26,081 customers were enrolled in AMP.
Energy Assistance Fund (EAF)	<ul style="list-style-type: none"> • During Q4, EAF assisted 2,016 households and disbursed over \$210K to customers facing financial hardship.
Cooling Centers	<ul style="list-style-type: none"> • The 2022 cooling center program officially kicked off on June 1, 2022 and ended on October 31, 2022. SCE partnered with Cities and Counties by providing information about SCE's program offerings (i.e., CARE, FERA, MBL, etc.), and provided items such as program collateral, personal fans, snacks, and water to distribute to patrons that visit a center.

	<ul style="list-style-type: none"> Counties and cities utilized social media and local news media to communicate heat advisories within their respective jurisdictions as well as the availability of cool centers.
Low Income Home Energy Assistance Program (LIHEAP)	The Low-Income Home, Energy Assistance Program, is a Federally Funded program that assists low-income households that pay a high portion of their income to meet their energy needs. For Q4-2022, SCE received \$11.9M in Pledges from Service Providers, averaging \$1,199 per Pledge and directly assisting 9,867 eligible households.
San Joaquin Valley Disadvantaged Communities Pilot (SJV DAC)	<ul style="list-style-type: none"> In Q4, there were 13 homes completed, bringing the pilot total completed to 109 homes.

B.2.1.7 Customer Preparedness Outreach and Community Engagement

B.2.1.7.1 Advisory Councils

Section	2022 Q4 Update
SCE’s Community Advisory Councils	<ul style="list-style-type: none"> The SCE Government Advisory Panel (GAP) and Community Advisory Panel meeting (CAP) was held on December 9, 2022 and covered the following agenda items: Company Update including Grid of the Future and Wildfire Mitigation Efforts.
Statewide Joint IOU AFN Council	<ul style="list-style-type: none"> See Appendix A for meeting participants See Appendix C for meeting summary
Regional Working Groups Advisory Council	<ul style="list-style-type: none"> SCE filed its Quarterly Progress Report on PSPS Advisory Board and Working Groups with the CPUC on December 30, 2022. Held an Advisory Board meeting on November 16, 2022. Topics of discussion included: 2022 Weather Outlook and 2023 Projections, Fast Curve Settings Overview, and 2022 PSPS Review and 2023 PSPS Readiness. Held three regional PSPS Working Group Meetings on November 8, 9 and 10. Topics of discussion included: Weather & Wildfire Forecast, Situational Awareness Map Demo, Grid Hardening Update & Fast Curve Settings Overview, Thousand Oaks Virtual Tour of Emergency Operations Center, and Round Table.

B.2.1.7.2 Tribal Engagement

Section	2022 Q4 Update
Tribal Engagement	<ul style="list-style-type: none">• SCE has been focused on increasing its engagement with Tribal nations to identify Tribal members, particularly those with AFN, and encourage their participation in programs and services that may benefit their members.• SCE is a regular participant and attendee at the So Cal Tribal Emergency Managers Group Meeting, which is held quarterly, and was last held at Soboba Springs Golf Course on November 18, 2022.• In Q3, SCE’s Income Qualified Program (IQP) developed a Tribal Outreach Mini-Grant Program, pursuant to CPUC D.21-06-105, regarding Energy Savings Assistance Program (ESAP), the California Alternative Rate for Energy Program (CARE) and the Family Electric Rate Assistance program (FERA).• In collaboration with the IQP Tribal Outreach Mini-Grant Program, the AFN program contributed additional funds to the Mini-Grant to conduct a Tribal AFN Self-Identification Pilot and to increase awareness and enrollment in the Medical Baseline Allowance (MBL) program.• As of Q4 2022, three Federally Recognized Tribes have signed the Mini-Grant: Timbisha Shoshone Tribe, Tule River Indian Tribe of California, and Bridgeport Indian Colony.• SCE will continue seeking partnerships with interested tribes in 2023.

B.2.1.7.3 CBO Outreach

Section	2022 Q4 Update
Independent Living Centers (ILCs)	<ul style="list-style-type: none"> SCE has ongoing communication with the ILCs year-round.
211 California Network	<ul style="list-style-type: none"> See Section B.2.1.4.1 211 Care Coordination and Resource Hub
CBO Engagement Wildfire and Safety Preparedness	<ul style="list-style-type: none"> SCE continued to provide CBOs messaging and resources around SCE customer care programs and around affordability resources.
AFN-Focused CBO Outreach Engagement	<ul style="list-style-type: none"> In Q4, SCE onboarded 20 CBOs that represent AFN communities and shared information on SCE programs to create awareness around safety preparedness, before, during and after a wildfire or PSPS.
Healthcare, durable medical equipment providers, In-Home Supportive Services (IHSS) and Regional Centers	<ul style="list-style-type: none"> In Q4, the joint IOUs provided a MBL presentation to the Regional Centers. This was an interactive discussion between the IOUs and Regional Center representatives. In 2023, the Joint IOUs will continue to look for opportunities to partner with Health Care segment.
Multi-Family Dwellings and Property Managers	<ul style="list-style-type: none"> Completed in Q2. No further update in Q4.

B.2.1.7.4 AFN Outreach

Section	2022 Q4 Update
Marketing Campaigns	<ul style="list-style-type: none">No further update for Q4.
Advertising	<ul style="list-style-type: none">SCE’s marketing campaign has an overall impression goal of 590 million for calendar year 2022.SCE’s overall awareness goal will be maintained at 50%.Year-end campaign actual impressions is at 571 million due to higher than projected cost for some media in Q4 such as digital videoYear-end awareness is at 57% and ahead of our 2022 target of 50%.Year-end positive perception of SCE’s efforts to protect communities is 66% and above the 2022 target of 65%.

B.2.1.7.5 PSPS and Wildfire Preparedness Outreach

Section	2022 Q4 Update
Community Meetings in High Fire Risk Areas	<ul style="list-style-type: none">Prior to PSPS season, 10 Community meetings⁷⁵ were completed in Q2 and no additional meeting is required in Q3 or Q4.
Meetings with Cities and Counties	County Meetings Complete: <ul style="list-style-type: none">Completed the meetings in 2022 Q1 and 2022 Q2. No further update in Q3 or Q4.

⁷⁵ These meeting recordings are available at <https://www.sce.com/wildfire/Community-Safety-Events>

B.2.2 PSPS Activation (During – Emergency Operations Center Activated)

B.2.2.1 In-PSPS Communications

B.2.2.1.1 PSPS Notifications

Section	2022 Q4 Update
Notifications to Public Safety Partners	<ul style="list-style-type: none"> • SCE continues to utilize its Palantir-developed central data management system, referred to as the centralized data platform (CDP) for PSPS activations to notify Public Safety Partners. • No further update for Q4.
CBO Notifications	<ul style="list-style-type: none"> • SCE continues to utilize the CDP for PSPS notifications. • No further update for Q4.
Paratransit Notifications	<ul style="list-style-type: none"> • Continue to engage with paratransit agencies to keep them informed of potential PSPS • Continue to provide access to zip code level information in the Public Safety Partner Portal to interested paratransit agencies. • Paratransit agencies are invited to participate in daily CBO Coordination calls during PSPS activations.
Address Level Alerts	<ul style="list-style-type: none"> • Address Level Alerts (ALA) enhancements completed in Q4. In addition to Voice and SMS we have now added Email notifications. • Customer Service Address information has been added to the Address Level Alert (ALA) notifications • Five languages have been added, we only had English and Spanish. Non-Account Holders can now enroll to receive notifications in Cantonese, Mandarin, Vietnamese, Tagalog, and Korean.

B.2.2.1.2 PSPS Customer Notifications

Section	2022 Q4 Update
Customer Notifications	<ul style="list-style-type: none">• Notification templates have been improved to clarify the content and enhance the effectiveness of the communications. New templates to be implemented by Q1 2023.• SCE has implemented and tested automation and segmentation of notifications through CDP.• SCE has built new logic to provide a more accurate count of households with AFN for reporting purposes before, during, and after a PSPS.• SCE is partnering with a third-party vendor to provide PSPS customer notifications in the following formats: American Sign Language, spoken English voice, and Braille and screen reader compatible text for those with sensory disabilities. SCE has experienced delays but expects to have this capability operationalized in 2023 prior to wildfire season.• SCE has implemented a weekly update on its MBL, CC and SC customer accounts to identify those without contact preferences documented and updated those preferences with contact information existing in the system• In Q4, SCE mailed letters to 700 customers in HFRA that are vulnerable and who did not confirm acceptance of test notification in August. This is a safe gap to ensure the contact information is accurate. SCE cannot confirm that the notifications were not received, as they did not bounce back. Rather these customers simply did not acknowledge the notification so additional steps are being taken to confirm contact preference.

Section	2022 Q4 Update
In-Person Notifications for MBL and Life Support Customers	<ul style="list-style-type: none"> SCE field service representative provide “leave behind” door hangers at a customer’s address if no one is home. The notice provides information about the PSPS forecast, including dates and programs and services that promote self-resiliency (e.g., 211), and a request to update contact information with SCE. This material usage began in October 2022.

B.2.2.1.3 Accessible Media Engagement

Section	2022 Q4 Update
Accessible Website	<ul style="list-style-type: none"> SCE will continue to maintain Web Content Accessibility Guidelines (WCAG) 2.0 AA compliance across its digital properties to ensure wildfire mitigation content is accessible to all customers. SCE has enlisted a third-party marketing and digital agency to optimize Wildfire Safety/PSPS and Outage related content on SCE.com. This project will span several months and includes remediation of existing content and user testing to improve the digital experience. Customer research, journey mapping, Voice of the Customer, web analytics and industry benchmarking will be leveraged to create an organizing framework that prioritizes information based on our customers' most urgent needs and wants and helps our customers and public safety partners to quickly locate information, tools, and resources they need to prepare for wildfire season and stay safe during PSPS outage emergencies. The launch ETA launch is January 20, 2023.

Section	2022 Q4 Update
Multicultural Media Engagement	<ul style="list-style-type: none"> Beginning with the 2023 AFN Plan, this section has been renamed to, "Wildfire Communications Center." No update for Q4.
Social Media	<ul style="list-style-type: none"> No update for Q4.

B.2.2.2 Community Resource Centers (CRCs)

Section	2022 Q4 Update
Community Resource Centers (CRCs)	<ul style="list-style-type: none"> SCE now provides privacy screens to offer a private space for customers who will be using medical equipment or for nursing mothers that visit CRC locations. SCE also has manual wheelchair(s) for customer use at CRCs. At the recommendation of the AFN Collaborative Council, SCE now also offers the ability for individuals who are affected by PSPS to leave devices for charging at Community Resource Centers as a pilot.

B.3. RECOVERY (AFTER – POWER HAS BEEN RESTORED)

B.3.1 Support to Customers with AFN

Section	2022 Q4 Update
Support to Customers with AFN	<ul style="list-style-type: none"> In Q4, SCE received a few requests for support during, but did not receive any requests following PSPS de-energizations. See B.2.1.4.1 211 Care Coordination and Resource Hub

B.3.2 After Action Reviews and Reports

Section	2022 Q4 Update
Exercise After	<p>Key 2022 PSPS Lessons Learned and Corrective Actions</p> <ul style="list-style-type: none"> SCE has launched an ongoing effort to identify and proactively correct circuit to customer mapping errors to improve notification

Section	2022 Q4 Update
Action Reporting ⁷⁶	<p>accuracy</p> <ul style="list-style-type: none"> • SCE is in the process of auto-enrolling all customers that live in the High Fire Risk Areas but are not currently enrolled in PSPS alerts and has disabled the customer opt-out feature • Some customers in High Fire Risk Areas have not provided validated contact information to SCE. SCE is in the process of enhanced outreach to these customers to confirm their contact information and enroll them in PSPS notifications • Evaluate process for sending in-event notifications to reduce end-to-end processing time

B.3.3 Lessons Learned and Feedback

Section	2022 Q4 Update
Corrective Action Tracking	<ul style="list-style-type: none"> • A new process to track corrective action will be implemented in Q1 2023. No updates for 2022 Q4.

B.3.4 Customer Surveys

Section	2022 Q4 Update
CRC Surveys	<ul style="list-style-type: none"> • In Q4 of 2022, SCE received 26 responses to the CRC survey with a mean overall satisfaction of 8.88 on a scale of 1-10, 10 being extremely satisfied. • To sum up the year, SCE received a total of 32 responses in 2022. Key highlights from the report show: <ul style="list-style-type: none"> • Mean overall satisfaction YTD is 8.78 on a scale of 1-10, 10 being extremely satisfied.

⁷⁶ Corrective actions and lessons learned are documented in each Post Event Report and filed with the Commission. SCE's Post Event Reports are available at <https://www.sce.com/wildfire/wildfire-safety>

Section	2022 Q4 Update										
	<ul style="list-style-type: none"> Most visitors learned about CRCs and CCVs from SCE’s social media. The main reason for more than half of the visitors for visiting a CRC is to get outage preparedness information (56%) 										
SCE’s PSPS Surveys and Feedback	<ul style="list-style-type: none"> SCE added a battery of questions to identify customers with access and functional needs to the Annual In-Language Wildfire Mitigation Communications and Outreach Effectiveness Survey to better understand the experiences of these customers. These surveys capture KPI’s #1 and #2 as identified in the 2022 AFN Plan for PSPS Support, p.22. They provide an opportunity for those whose health, safety, or independence were negatively impacted by a PSPS, to tell SCE about their experience. SCE reports the following KPIs: <table border="1" data-bbox="451 1077 1458 1724"> <thead> <tr> <th data-bbox="451 1077 561 1207">KPI</th> <th data-bbox="561 1077 982 1207">The percentage of individuals with AFN who:</th> <th data-bbox="982 1077 1458 1207">In-Language Study Base = 1452 Customers with AFN</th> </tr> </thead> <tbody> <tr> <td data-bbox="451 1207 561 1465">1</td> <td data-bbox="561 1207 982 1465">Were aware of what support and resources were available to them during a PSPS</td> <td data-bbox="982 1207 1458 1465">56%</td> </tr> <tr> <td data-bbox="451 1465 561 1724">2</td> <td data-bbox="561 1465 982 1724">Were able to use necessary medical equipment to maintain necessary life functions for the duration</td> <td data-bbox="982 1465 1458 1724">40%^{ZZ}</td> </tr> </tbody> </table> 		KPI	The percentage of individuals with AFN who:	In-Language Study Base = 1452 Customers with AFN	1	Were aware of what support and resources were available to them during a PSPS	56%	2	Were able to use necessary medical equipment to maintain necessary life functions for the duration	40% ^{ZZ}
KPI	The percentage of individuals with AFN who:	In-Language Study Base = 1452 Customers with AFN									
1	Were aware of what support and resources were available to them during a PSPS	56%									
2	Were able to use necessary medical equipment to maintain necessary life functions for the duration	40% ^{ZZ}									

^{ZZ} Small sample size; base = customers with disabilities who experienced a PSPS.

Section	2022 Q4 Update	
		of any PSPS event that affected them
	<ul style="list-style-type: none"> • For KPI #3, the percentage of individuals who utilized mitigation services who reported they were satisfied with the level of support, SCE conducted customer surveys for its CCBB Program and visitors of CRCs/CCVs (see B.3.4. CRC Surveys above). • Critical Care Backup Battery Program (CCBB) <ul style="list-style-type: none"> • In 2022, SCE’s CCBB program deployed 3,466 batteries. 1,279 customers responded to our satisfaction survey and 98% reported they were satisfied with the services they received, while 2% reported they were not satisfied. 	

APPENDIX C
ACCESS AND FUNCTIONAL NEEDS MEETING SUMMARY Q4

Access and Functional Needs Collaborative Council Meeting

Meeting	Summary of Engagement and Feedback
<p>Date: November 16, 2022</p> <p>Location: Virtual</p> <p>Purpose: Provide a forum for the AFN executives and Joint IOU leadership to convene for progress</p>	<p>Summary of Engagement</p> <ul style="list-style-type: none"> • Provided updates on: <ul style="list-style-type: none"> ○ 2023 AFN Plan timeline, bi-weekly working group meetings and next steps ○ Progress to-date on various AFN-related metrics ○ Medical Baseline Program renewal process • Demonstrated PrepareForPowerdown website revamp, including: <ul style="list-style-type: none"> ○ Higher level of accessibility for customers with AFN • Explanation of Phase 1 (current status), Phase 2 (launch of public website) and Phase 3 (enhanced marketing campaign to drive traffic) <p style="text-align: center;">Actions Guided by Feedback</p> <p>Feedback</p> <ul style="list-style-type: none"> • PrepareForPowerDown website revamp: <ul style="list-style-type: none"> ○ Revise the language of the website to be more user friendly and have an accessible interface design • Provide additional details on the three phases of the website launch and what each phase entails <p>Completed Actions This Quarter</p>

Access and Functional Needs Collaborative Council Meeting

- Provide short-language explanation of strategies in getting to the "who" from each IOU for the AFN communities to be shared externally by Collaborative Council members

On-Going Actions

- Consider utilization of market research to identify gaps in current IOU outreach
- Create a process for tier identification of individuals with AFN, outline where information already exists (i.e., MBL participants) and strategies for addressing changing conditions (i.e., new medical conditions, pregnancy, etc.)
- Create one-stop-shop Statewide website for individuals with AFN to aid in customer self-identification and promotion of IOU programs and services
- Add written summary of completed items to quarterly summaries shared with Collaborative Council

Future Actions

- Joint IOUs to work alongside vendors to implement the feedback received from Collaborative Council into 2023 planning and website
- Send out invites for 2023 quarterly meetings Joint IOUs to provide deeper dive into AFN metrics including identifying number of individuals in need and frequently impacted customers to aid in contact process

Access and Functional Needs Collaborative Council Meeting	
IOU Responsible Owner	Katie Sloan, Vice President of Customer Programs & Services
Future Meeting (s):	Q1 2023 Meeting TBD

Statewide Joint IOU Advisory Council	
Meeting	Summary of Engagement and Feedback
<p>Date: November 16, 2022</p> <p>Location: Virtual</p> <p>Purpose: Provide statewide council an update on outstanding action items to-date and receive feedback on the comms/notification</p>	<p>Summary of Engagement</p> <ul style="list-style-type: none"> • Provided updates on: <ul style="list-style-type: none"> ○ 2023 Access and Functional Needs Plan timeline, bi-weekly working group meetings and next steps ○ Progress to-date on various Access and Functional Needs-related metrics ○ Medical Baseline Program renewal process • Demonstrated PrepareForPowerDown website revamp, including: <ul style="list-style-type: none"> ○ Higher level of accessibility for customers with Access and Functional Needs • Explanation of Phase 1 (current status), Phase 2 (launch of public website) and Phase 3 (enhanced marketing campaign to drive traffic)
	Actions Guided by Feedback

Statewide Joint IOU Advisory Council

plan in advance of wildfire season.

Feedback

- 2023 Access and Functional Needs Plan:
 - Suggested objective for 2023 plan included Joint IOUs providing overall preparedness messaging and resources rather than PSPS-related
- PrepareForPowerDown website revamp:
 - Provide clarity on whether customers can sign up with a medical discount instead of the Medical Baseline Program if they have an un-tiered rate
 - Consider messaging on the difference between a PSPS and EPSS (or Fast Curve Settings) outage
 - As an alternative, focus on instead on placing a stronger emphasis on communicating the different levels of support that are offered depending on the outage type
 - Have the IOUs take on a bigger role in distributing additional support information to CBOs to ensure that they are well equipped to inform customers affected by an outage event
 - Revise the language of the website to be more accessible for customers
- Provide additional testing with individuals who rely on screen readers

Completed Actions This Quarter

Statewide Joint IOU Advisory Council	
	<ul style="list-style-type: none"> • N/A <p>On-Going Actions:</p> <ul style="list-style-type: none"> • Consider communication campaign and strategic partnerships with CBOs to provide awareness surrounding AFN work (PG&E/SDG&E; SCE complete) • Ensure that ASL notifications are being considered in all facets of 2023 customer outreach • Complete PrepareForPowerDown Phase 2 – Implement a questionnaire that helps individuals identify programs they are potentially eligible for <p>Future Actions</p> <ul style="list-style-type: none"> • Joint IOUs to work alongside vendors to implement the feedback received from Advisory Council into 2023 planning and website refresh
IOU Responsible Owner	Katie Sloan, Vice President Customer Programs & Services
Future Meeting (s):	2023 Statewide Joint IOU AFN Advisory Council (Date TBD)

APPENDIX D
PROGRAM PARTICIPATION BY CENSUS TRACT

Census Tract	SGIP	Portable Generator	Portable Power Station	Whole House Generator	CCBB
Other	20	15	44	0	41
6019006402	0	1	0	0	1
6027000100	0	0	0	0	2
6027000200	0	1	1	0	2
6027000300	0	0	1	0	2
6029003305	0	0	0	0	3
6029003306	0	3	0	0	6
6029004604	0	0	2	0	0
6029004901	0	0	1	0	0
6029005201	1	2	0	0	17
6029005203	0	5	4	0	9
6029005204	2	6	8	0	25
6029006003	0	2	6	0	27
6029006004	2	0	1	0	0
6029006006	3	3	1	0	12
6029006007	9	5	4	0	21
6029006008	8	7	8	2	12
6029006100	1	2	4	0	14
6037104124	1	0	4	0	1
6037113235	2	3	7	0	1
6037135203	0	0	2	0	1
6037235100	0	0	0	0	1
6037300100	0	3	8	0	4
6037300200	0	1	6	0	1
6037300501	0	2	2	0	0
6037300502	0	0	3	0	0
6037320100	0	0	0	0	1
6037320201	0	0	0	0	1
6037320300	0	0	0	0	2
6037400204	1	1	11	0	4
6037400205	1	1	3	0	2
6037400206	0	2	5	0	3
6037400207	1	2	2	0	3
6037400302	0	0	0	0	2
6037400304	0	0	0	0	1
6037400402	0	1	0	0	3
6037400403	0	5	3	0	0

Census Tract	SGIP	Portable Generator	Portable Power Station	Whole House Generator	CCBB
6037400404	0	2	3	0	4
6037400501	0	1	3	0	3
6037400800	0	0	0	0	2
6037400900	0	2	0	0	3
6037401001	0	0	0	0	1
6037401002	0	0	1	0	5
6037401101	0	1	2	0	3
6037401102	0	0	1	0	1
6037401201	1	0	0	0	3
6037401202	0	0	1	0	1
6037401203	0	0	0	0	3
6037401303	0	0	3	0	1
6037401304	0	0	1	0	7
6037401311	0	0	2	0	3
6037401312	0	3	2	0	2
6037401500	0	2	1	0	0
6037401601	0	0	2	0	4
6037401602	0	0	0	0	2
6037401701	0	2	0	0	0
6037401703	0	0	0	0	1
6037401704	0	0	0	0	1
6037401800	0	1	1	0	3
6037401902	0	0	1	0	0
6037402102	0	1	0	0	0
6037402200	0	1	1	0	1
6037402303	0	0	1	0	0
6037402406	1	0	0	0	1
6037402702	0	0	1	0	0
6037402703	0	0	1	0	0
6037403000	0	1	0	0	0
6037403304	0	1	2	0	2
6037403318	0	0	2	0	0
6037403319	0	0	2	0	0
6037403320	0	0	3	0	0
6037403321	0	0	2	0	0
6037403322	0	0	1	0	1
6037403323	0	0	1	0	0

Census Tract	SGIP	Portable Generator	Portable Power Station	Whole House Generator	CCBB
6037403324	2	0	2	0	2
6037403325	0	1	7	0	0
6037403402	1	0	1	0	0
6037403404	0	1	1	0	0
6037403405	0	0	1	0	1
6037403406	0	0	0	0	1
6037403407	1	0	3	0	0
6037403408	0	0	1	0	0
6037403500	2	2	0	0	3
6037403600	0	0	1	0	15
6037403702	0	0	0	0	13
6037403703	0	0	0	0	8
6037403722	0	0	1	0	4
6037403901	0	0	1	0	0
6037404000	0	0	1	0	0
6037404504	0	0	0	0	1
6037404702	0	1	0	0	0
6037404703	0	1	0	0	0
6037405002	0	0	1	0	0
6037405400	0	0	1	0	0
6037405800	0	1	0	0	0
6037406200	0	0	2	0	0
6037406300	0	0	3	0	5
6037406402	0	0	0	0	6
6037406411	0	0	0	0	2
6037406412	0	0	0	0	8
6037406500	0	0	2	0	0
6037406601	0	1	1	0	3
6037406602	0	1	0	0	0
6037406800	0	0	1	0	0
6037407101	0	1	0	0	0
6037407502	0	0	1	0	0
6037407702	0	1	0	0	0
6037407802	0	0	1	0	0
6037407900	0	1	0	0	0
6037408003	0	0	0	0	6
6037408004	0	0	1	0	1

Census Tract	SGIP	Portable Generator	Portable Power Station	Whole House Generator	CCBB
6037408005	0	2	0	0	6
6037408006	0	1	1	0	0
6037408134	0	0	1	0	0
6037408136	0	1	0	0	0
6037408137	0	0	1	0	0
6037408211	0	0	0	0	4
6037408212	0	0	0	0	1
6037408303	0	0	3	0	1
6037408401	0	0	0	0	2
6037408402	0	0	3	0	2
6037408501	0	1	0	0	0
6037408503	0	1	3	0	6
6037408504	0	0	1	0	2
6037408505	0	0	0	0	1
6037408625	0	0	0	0	2
6037408626	0	0	3	0	1
6037408627	0	0	7	0	2
6037408628	0	1	6	0	2
6037408629	0	1	1	0	2
6037408631	0	1	6	0	0
6037408703	0	0	13	0	3
6037408705	0	0	2	0	0
6037408722	0	1	0	0	2
6037408723	0	0	1	0	0
6037430002	0	1	3	0	6
6037430003	1	1	3	0	1
6037430101	0	0	0	0	2
6037430102	0	0	1	0	0
6037430200	0	0	0	0	1
6037430301	2	0	14	0	3
6037430302	1	0	5	0	6
6037430400	1	1	7	0	3
6037430501	2	3	17	0	3
6037430502	0	1	2	0	4
6037430600	0	1	1	0	3
6037430701	0	0	2	0	0
6037430724	0	0	2	0	0

Census Tract	SGIP	Portable Generator	Portable Power Station	Whole House Generator	CCBB
6037430801	0	1	0	0	0
6037430802	0	0	2	0	0
6037430803	0	1	0	0	0
6037430901	0	0	0	0	1
6037430902	0	0	1	0	0
6037431001	0	0	2	0	0
6037431002	0	1	0	0	1
6037431100	0	0	1	0	0
6037431300	0	1	0	0	0
6037431400	0	0	3	0	0
6037431900	0	0	1	0	0
6037460100	1	0	4	0	3
6037460200	1	0	3	0	8
6037460301	1	2	21	0	4
6037460302	0	0	6	0	2
6037460501	4	4	20	0	5
6037460502	0	2	1	0	1
6037460600	3	0	6	0	2
6037460700	1	0	2	0	1
6037461000	0	1	2	0	0
6037461100	0	0	2	0	1
6037461200	0	1	0	0	4
6037461300	0	6	6	0	4
6037463101	0	1	0	0	0
6037463300	0	0	1	0	0
6037464100	0	1	0	0	0
6037480302	0	0	5	0	0
6037480303	0	0	1	0	0
6037480304	0	0	1	0	0
6037480400	0	0	5	0	0
6037480500	0	0	1	0	1
6037480600	0	1	0	0	0
6037480702	2	1	10	0	3
6037480703	0	0	1	0	1
6037480704	0	0	1	0	1
6037480803	0	0	1	0	1
6037480901	0	0	2	0	0

Census Tract	SGIP	Portable Generator	Portable Power Station	Whole House Generator	CCBB
6037480902	0	1	1	0	0
6037481001	0	0	1	0	0
6037481604	0	0	1	0	0
6037481606	0	2	3	0	0
6037481800	0	0	1	0	0
6037500100	2	2	3	0	2
6037500201	0	1	5	0	6
6037500202	2	0	4	0	2
6037500300	0	1	1	0	0
6037500500	0	0	1	0	0
6037501200	0	2	8	0	3
6037501300	0	0	2	0	6
6037501400	0	0	0	0	1
6037501501	2	1	0	0	0
6037501503	0	1	0	0	1
6037501504	0	0	2	0	0
6037501600	1	0	1	0	1
6037501700	0	0	1	0	3
6037501802	0	0	0	0	1
6037501803	0	0	1	0	0
6037501804	0	0	0	0	1
6037501900	0	0	0	0	2
6037502200	0	0	1	0	0
6037502402	0	0	1	0	0
6037503105	0	1	0	0	0
6037503202	0	1	1	0	0
6037503301	0	1	0	0	0
6037503401	0	0	0	0	1
6037503402	0	2	1	0	0
6037532900	0	0	1	0	0
6037600911	0	0	0	0	1
6037600912	0	0	0	0	1
6037601301	0	0	0	0	1
6037601302	0	1	1	0	0
6037601303	0	0	0	0	3
6037603005	0	0	2	0	0
6037603102	0	0	2	0	0

Census Tract	SGIP	Portable Generator	Portable Power Station	Whole House Generator	CCBB
6037603302	0	0	1	0	0
6037603702	0	0	1	0	0
6037621002	0	0	1	0	0
6037621004	0	0	1	0	0
6037621104	0	0	2	0	0
6037621201	0	0	1	0	0
6037621324	0	0	1	0	0
6037621326	0	0	1	0	0
6037621400	0	0	1	0	0
6037650001	0	0	1	0	0
6037650502	0	0	2	0	0
6037650602	0	0	1	0	0
6037650605	0	0	1	0	0
6037650701	0	0	1	0	0
6037650800	0	0	1	0	0
6037650901	0	0	1	0	0
6037651101	0	1	0	0	0
6037651222	0	1	0	0	0
6037651302	0	0	1	0	2
6037651304	0	0	0	0	1
6037651401	0	0	1	0	0
6037651402	0	0	0	0	1
6037670100	0	0	0	0	1
6037670201	2	2	8	0	4
6037670202	0	1	4	0	3
6037670324	1	0	8	0	3
6037670326	0	0	0	0	4
6037670328	1	0	2	0	0
6037670403	0	0	8	0	1
6037670405	1	0	1	0	3
6037670406	1	0	3	0	0
6037670407	0	0	2	0	4
6037670411	1	0	3	0	3
6037670413	1	2	3	0	3
6037670416	1	1	1	0	3
6037670500	0	1	3	0	0
6037670602	2	1	10	0	10

Census Tract	SGIP	Portable Generator	Portable Power Station	Whole House Generator	CCBB
6037670701	3	1	2	0	1
6037670702	2	2	6	0	4
6037700101	0	0	4	0	0
6037700200	0	1	1	0	0
6037700300	0	0	0	0	1
6037700501	0	0	1	0	1
6037700600	0	0	0	0	2
6037700700	0	0	0	0	1
6037702400	0	0	1	0	1
6037702501	0	0	0	0	1
6037702600	0	0	1	0	2
6037703002	0	0	1	0	11
6037703100	0	0	5	0	10
6037703200	0	1	2	0	2
6037800101	4	3	3	0	8
6037800102	8	8	8	2	22
6037800202	4	1	5	0	1
6037800203	7	1	20	0	6
6037800204	6	1	0	0	1
6037800324	4	1	5	1	6
6037800325	0	1	2	0	0
6037800326	3	1	2	0	3
6037800327	3	1	6	0	4
6037800328	2	0	1	0	2
6037800329	3	1	7	0	3
6037800330	0	0	1	0	2
6037800331	0	0	1	0	0
6037800332	8	5	8	0	6
6037800406	2	2	0	0	1
6037800408	1	4	10	1	5
6037800410	1	0	0	0	0
6037800504	1	0	5	0	2
6037800506	2	1	0	0	0
6037900104	0	2	0	0	0
6037900507	0	0	1	0	0
6037900606	0	1	0	0	0
6037900704	0	1	1	0	0

Census Tract	SGIP	Portable Generator	Portable Power Station	Whole House Generator	CCBB
6037900804	0	1	0	0	0
6037900806	0	1	0	0	0
6037900900	0	1	0	0	0
6037901004	0	1	0	0	0
6037901007	0	1	0	0	0
6037901008	0	1	0	0	0
6037901011	0	3	0	0	0
6037901205	0	2	5	0	0
6037901210	0	3	5	0	3
6037901213	0	1	0	0	7
6037910001	0	1	0	0	1
6037910002	0	0	0	0	1
6037910201	0	0	0	0	1
6037910202	0	0	2	0	0
6037910205	2	2	0	0	2
6037910206	2	0	2	0	2
6037910207	0	0	0	0	1
6037910208	0	0	0	0	1
6037910210	0	0	1	0	0
6037910302	0	0	0	0	1
6037910401	0	0	3	0	7
6037910402	0	1	5	0	1
6037910404	0	1	0	0	2
6037910501	0	0	0	0	1
6037910504	0	1	1	0	1
6037910602	0	1	0	0	0
6037910606	0	1	0	0	0
6037910705	1	1	1	0	0
6037910706	0	0	0	0	1
6037910707	1	0	0	0	2
6037910709	0	0	1	0	1
6037910711	0	1	0	0	0
6037910712	1	0	1	0	1
6037910714	0	1	0	0	0
6037910715	0	0	0	0	1
6037910716	0	0	1	0	6
6037910804	3	3	1	0	1

Census Tract	SGIP	Portable Generator	Portable Power Station	Whole House Generator	CCBB
6037910805	3	2	0	0	3
6037910807	1	3	7	0	2
6037910808	3	0	0	0	3
6037910809	1	1	2	0	0
6037910810	4	2	2	0	4
6037910813	10	1	0	0	11
6037911001	0	5	3	0	3
6037920011	0	0	1	0	0
6037920012	0	0	3	0	5
6037920013	9	3	12	0	9
6037920015	1	0	2	0	5
6037920016	8	1	5	0	3
6037920017	1	3	8	0	3
6037920018	0	1	1	0	0
6037920020	5	2	7	0	7
6037920023	1	0	0	0	3
6037920026	1	0	0	0	1
6037920028	6	2	2	0	4
6037920029	2	1	6	0	0
6037920030	0	0	3	0	1
6037920031	1	2	2	0	7
6037920032	5	3	13	0	0
6037920034	16	2	4	0	3
6037920035	2	1	0	0	1
6037920036	1	1	0	0	1
6037920037	0	0	2	0	2
6037920038	0	0	3	0	0
6037920039	2	2	0	0	2
6037920040	2	2	1	0	6
6037920042	1	1	1	0	6
6037920043	6	2	7	0	4
6037920044	0	1	3	0	1
6037920045	2	2	8	0	0
6037920102	1	0	1	0	3
6037920104	0	0	0	0	1
6037920106	2	1	6	0	6
6037920107	8	2	6	0	2

Census Tract	SGIP	Portable Generator	Portable Power Station	Whole House Generator	CCBB
6037920108	2	2	3	0	0
6037920109	2	0	2	0	4
6037920110	2	1	3	0	2
6037920111	0	0	0	0	4
6037920112	2	1	4	0	1
6037920114	0	3	8	0	6
6037920115	0	1	2	0	2
6037920116	5	0	3	0	2
6037920118	2	2	13	0	2
6037920119	2	0	3	0	0
6037920303	7	5	2	0	2
6037920312	0	2	2	0	4
6037920313	1	0	2	0	0
6037920314	6	1	1	0	5
6037920322	1	0	0	0	1
6037920326	1	0	3	0	1
6037920329	0	0	6	0	0
6037920331	1	0	1	0	4
6037920332	2	1	2	0	1
6037920334	0	0	8	0	0
6037920336	0	1	1	0	2
6037920337	0	2	1	0	2
6037920338	6	3	3	0	2
6037920339	0	1	11	0	4
6037930200	0	0	0	0	1
6037930301	0	1	0	0	1
6051000101	1	0	1	0	1
6051000102	0	2	2	0	0
6051000200	0	1	7	0	4
6059001101	0	1	1	0	3
6059001202	0	0	1	0	0
6059001301	0	0	1	0	2
6059001303	0	0	3	0	0
6059001401	0	1	0	0	4
6059001402	0	0	0	0	3
6059001403	0	0	1	0	0
6059001404	0	0	0	0	1

Census Tract	SGIP	Portable Generator	Portable Power Station	Whole House Generator	CCBB
6059001501	0	0	0	0	1
6059001504	0	0	1	0	0
6059001506	0	2	11	0	5
6059001507	0	0	3	0	1
6059001601	0	1	0	0	0
6059011710	0	0	1	0	0
6059011715	0	2	0	0	0
6059011716	0	0	2	0	0
6059011717	0	0	0	0	2
6059021802	0	1	1	0	2
6059021809	0	0	0	0	1
6059021814	1	0	3	0	5
6059021815	2	1	11	0	7
6059021816	0	3	5	0	0
6059021817	0	0	1	0	2
6059021820	0	1	0	0	0
6059021822	0	0	0	0	1
6059021823	0	0	1	0	0
6059021824	0	0	1	0	1
6059021825	2	1	2	0	0
6059021826	0	0	1	0	3
6059021827	1	1	4	0	0
6059021828	2	0	2	0	0
6059021829	0	1	2	0	0
6059021830	1	1	0	0	7
6059021912	3	1	10	0	6
6059021913	0	1	1	0	6
6059021914	0	1	0	0	1
6059021917	0	2	0	0	2
6059021918	0	1	4	0	4
6059021920	0	0	5	0	0
6059032002	0	0	1	0	0
6059032011	1	5	13	0	4
6059032020	0	0	1	0	0
6059032027	0	1	1	0	0
6059032028	0	0	1	0	0
6059032029	0	1	1	0	0

Census Tract	SGIP	Portable Generator	Portable Power Station	Whole House Generator	CCBB
6059032030	0	0	3	0	0
6059032034	0	1	0	0	0
6059032035	0	0	3	0	0
6059032036	0	0	1	0	0
6059032041	2	4	5	0	5
6059032042	3	1	2	0	3
6059032043	0	1	2	0	0
6059032044	5	4	2	0	3
6059032047	0	0	2	0	0
6059032048	0	0	2	0	0
6059032049	2	3	7	0	1
6059032050	1	1	6	0	2
6059032051	0	0	1	0	0
6059032053	0	0	1	0	0
6059032054	0	1	2	0	0
6059032055	0	2	2	0	0
6059032056	0	2	4	0	0
6059032061	0	0	1	0	0
6059052404	0	2	3	0	0
6059052408	0	0	1	0	0
6059052410	0	0	4	0	0
6059052415	0	0	2	0	0
6059052417	0	0	2	0	0
6059052419	3	0	0	0	0
6059052420	1	1	4	0	0
6059052421	0	0	2	0	0
6059052422	0	0	5	0	0
6059052424	0	0	1	0	0
6059052425	0	0	2	0	0
6059052426	0	3	16	0	0
6059052427	0	0	1	0	0
6059052428	2	0	8	0	3
6059052514	0	0	7	0	0
6059052515	0	0	2	0	0
6059052517	0	0	2	0	0
6059052519	0	0	1	0	0
6059052520	0	0	3	0	0

Census Tract	SGIP	Portable Generator	Portable Power Station	Whole House Generator	CCBB
6059052521	0	0	1	0	0
6059052522	0	1	0	0	0
6059052523	0	0	4	0	0
6059052525	0	0	2	0	0
6059052527	0	1	8	0	0
6059062604	0	0	15	0	2
6059062610	0	0	1	0	0
6059062612	0	0	0	0	1
6059062619	0	0	0	0	1
6059062620	0	1	4	0	1
6059062621	1	2	3	0	0
6059062626	0	0	2	0	0
6059062628	0	0	0	0	1
6059062629	0	0	0	0	1
6059062630	0	0	1	0	0
6059062631	0	0	1	0	0
6059062632	0	1	2	0	0
6059062633	0	1	6	0	0
6059062634	0	2	0	0	0
6059062635	0	0	1	0	0
6059062636	0	0	1	0	0
6059062637	0	0	5	0	0
6059062638	0	0	3	0	2
6059062639	0	1	2	0	0
6059062642	0	0	0	0	2
6059062643	0	0	2	0	1
6059062644	0	0	0	0	1
6059062645	1	1	7	0	0
6059063009	0	0	1	0	0
6059063603	0	0	1	0	0
6059063907	0	0	2	0	0
6059075401	0	1	0	0	0
6059075505	0	0	1	0	0
6059075604	0	0	3	0	1
6059075605	0	1	1	0	0
6059075606	0	0	0	0	1
6059075701	0	0	2	0	0

Census Tract	SGIP	Portable Generator	Portable Power Station	Whole House Generator	CCBB
6059075702	0	0	1	0	0
6059075805	0	0	1	0	0
6059075806	0	0	1	0	0
6059075808	0	0	1	0	0
6059075809	0	2	0	0	1
6059075810	0	0	1	0	1
6059075813	0	0	1	0	0
6059075814	0	0	1	0	0
6059075816	0	1	0	0	0
6059075902	0	0	1	0	0
6059076000	0	0	1	0	0
6059076101	0	1	0	0	0
6059076201	0	0	1	0	0
6059076202	0	0	1	0	0
6059076204	0	0	1	0	0
6059076208	0	2	2	0	0
6065040101	0	0	0	0	3
6065040102	0	1	0	0	4
6065040201	0	0	2	0	6
6065040202	0	1	0	0	1
6065040301	0	0	0	0	4
6065040302	1	2	0	0	14
6065040303	0	0	0	0	5
6065040402	0	0	0	0	1
6065040404	0	0	0	0	4
6065040405	0	0	0	0	6
6065040501	0	0	0	0	2
6065040502	1	0	0	0	4
6065040503	0	0	1	1	5
6065040604	0	1	0	0	0
6065040607	0	1	4	0	0
6065040609	0	3	4	0	11
6065040611	0	0	2	0	0
6065040613	0	0	2	0	0
6065040615	0	1	0	0	0
6065040616	0	1	4	0	1
6065040701	0	0	1	0	0

Census Tract	SGIP	Portable Generator	Portable Power Station	Whole House Generator	CCBB
6065040702	0	0	0	0	1
6065040703	0	0	1	0	0
6065040806	0	1	5	0	2
6065040807	0	0	0	0	1
6065040812	0	1	0	0	1
6065040813	0	3	1	0	1
6065040815	0	0	1	0	0
6065040816	0	0	1	0	0
6065040821	0	1	0	0	0
6065041404	0	0	0	0	1
6065041409	6	2	4	0	21
6065041702	0	0	0	0	1
6065041704	0	0	2	0	0
6065041803	1	1	0	0	0
6065041804	1	0	3	0	0
6065041806	0	1	0	0	2
6065041809	0	0	1	0	0
6065041810	0	1	0	0	0
6065041813	0	1	0	0	0
6065041904	0	0	1	0	1
6065041909	0	0	0	0	4
6065041910	0	2	0	0	9
6065041911	1	3	6	0	14
6065041912	1	1	1	0	1
6065041913	2	2	2	0	4
6065042003	0	0	1	0	12
6065042004	0	1	0	0	15
6065042005	0	0	0	0	5
6065042007	0	2	1	0	11
6065042008	0	2	7	0	15
6065042009	0	0	0	0	3
6065042012	0	0	0	0	1
6065042209	0	0	0	0	1
6065042214	2	1	2	0	11
6065042300	1	2	0	0	12
6065042401	2	0	0	0	2
6065042402	0	2	0	0	6

Census Tract	SGIP	Portable Generator	Portable Power Station	Whole House Generator	CCBB
6065042403	0	0	1	0	1
6065042407	0	0	1	0	0
6065042408	0	0	0	0	1
6065042410	0	0	1	0	2
6065042411	0	0	0	0	4
6065042412	1	5	3	0	10
6065042506	0	0	1	0	0
6065042512	0	1	2	0	0
6065042519	0	0	0	0	2
6065042520	0	1	0	0	0
6065042617	0	0	2	0	1
6065042618	0	0	0	0	2
6065042619	0	1	1	0	0
6065042620	0	3	2	0	3
6065042621	0	0	0	0	3
6065042623	0	4	14	0	9
6065042624	0	2	0	0	0
6065042706	0	0	0	0	1
6065042708	0	0	0	0	2
6065042709	0	0	2	0	7
6065042711	0	2	0	0	6
6065042714	0	1	1	0	5
6065042715	0	3	3	0	12
6065042716	0	0	0	0	7
6065042717	0	0	2	0	6
6065042719	0	0	1	0	4
6065042720	0	1	0	0	6
6065042723	1	0	0	0	13
6065042724	0	3	1	0	0
6065042726	0	1	1	0	9
6065042728	1	0	4	0	4
6065042729	0	1	1	0	8
6065042730	0	1	1	0	4
6065042731	0	0	1	0	7
6065042732	0	2	1	0	7
6065042733	12	5	5	0	7
6065042737	1	2	0	0	6

Census Tract	SGIP	Portable Generator	Portable Power Station	Whole House Generator	CCBB
6065042738	0	1	0	0	1
6065042739	1	3	0	0	8
6065042740	0	1	0	0	8
6065042741	0	0	1	0	9
6065042742	5	2	3	0	6
6065042743	1	1	1	0	7
6065042744	0	2	3	0	3
6065042745	0	6	7	0	6
6065042800	0	0	0	0	1
6065042901	0	1	0	0	4
6065042902	0	0	1	0	3
6065042903	0	1	1	0	4
6065042904	0	1	1	0	7
6065043001	1	0	1	0	3
6065043003	0	1	0	0	4
6065043005	0	2	1	0	7
6065043006	0	1	0	0	4
6065043007	0	0	14	0	7
6065043008	0	0	0	0	6
6065043009	1	3	0	0	5
6065043010	0	0	0	0	1
6065043206	0	0	1	0	0
6065043211	0	1	0	0	2
6065043217	0	1	1	0	1
6065043218	0	0	1	0	3
6065043222	0	1	5	0	4
6065043227	0	1	0	0	6
6065043228	0	2	0	0	0
6065043229	0	0	1	0	0
6065043235	2	0	1	0	3
6065043239	27	4	6	0	20
6065043240	0	1	1	0	12
6065043242	0	0	1	0	7
6065043244	1	2	6	0	9
6065043246	6	1	3	0	3
6065043247	1	4	0	0	12
6065043248	1	1	1	0	0

Census Tract	SGIP	Portable Generator	Portable Power Station	Whole House Generator	CCBB
6065043250	0	1	2	0	4
6065043252	3	2	0	0	5
6065043254	0	3	1	0	3
6065043257	8	3	5	0	9
6065043262	0	1	0	0	5
6065043265	0	0	0	0	1
6065043267	2	1	1	0	5
6065043270	0	0	1	0	0
6065043271	0	1	0	0	1
6065043272	6	2	1	0	2
6065043274	2	0	0	0	2
6065043276	2	1	5	0	1
6065043278	1	4	3	0	0
6065043279	0	3	2	0	8
6065043291	3	0	1	0	4
6065043304	3	2	5	0	14
6065043306	0	1	0	0	3
6065043307	0	1	1	0	5
6065043309	0	0	0	0	3
6065043310	0	0	1	0	1
6065043311	0	0	0	0	1
6065043312	0	0	0	0	6
6065043314	0	1	1	0	3
6065043315	0	0	0	0	2
6065043316	0	1	0	0	2
6065043317	0	1	1	0	2
6065043404	0	1	1	0	0
6065043504	0	0	3	0	8
6065043505	0	2	6	0	0
6065043506	0	1	0	0	2
6065043507	0	0	0	0	1
6065043508	0	1	2	0	10
6065043509	0	3	0	0	5
6065043512	0	1	0	0	3
6065043513	0	1	1	0	2
6065043517	0	0	1	0	10
6065043601	0	0	0	0	2

Census Tract	SGIP	Portable Generator	Portable Power Station	Whole House Generator	CCBB
6065043701	0	0	0	0	4
6065043702	0	0	2	0	4
6065043703	0	1	0	0	6
6065043802	0	3	4	0	18
6065043807	0	1	1	0	9
6065043809	3	2	0	0	33
6065043810	0	2	3	0	37
6065043811	3	2	3	0	15
6065043812	1	1	0	0	0
6065043813	1	2	0	0	12
6065043814	0	0	0	0	10
6065043818	0	0	2	0	4
6065043820	0	2	4	0	16
6065043821	0	0	0	0	2
6065043822	0	2	0	0	7
6065043823	5	0	3	0	18
6065043900	0	0	0	0	10
6065044104	1	0	0	0	5
6065044402	0	0	0	0	6
6065044404	0	2	1	0	9
6065044405	2	4	1	0	15
6065044507	0	1	1	0	1
6065044516	0	1	0	0	3
6065044517	0	0	0	0	5
6065044518	0	0	0	0	1
6065044521	0	1	0	0	5
6065044522	0	0	0	0	2
6065044602	0	0	1	0	1
6065044604	0	0	1	0	0
6065044606	1	1	0	0	1
6065044805	0	0	0	0	1
6065044807	1	0	0	0	1
6065044919	0	0	0	0	1
6065044925	0	1	0	0	0
6065044927	0	0	1	0	0
6065044929	0	1	1	0	0
6065045114	0	1	1	0	0

Census Tract	SGIP	Portable Generator	Portable Power Station	Whole House Generator	CCBB
6065045124	1	0	0	0	1
6065046401	0	1	1	0	6
6065046402	1	2	0	0	2
6065046403	0	4	9	0	12
6065046404	0	1	2	0	4
6065046405	0	0	2	0	3
6065046601	0	1	0	0	0
6065046800	0	0	0	0	5
6065047201	0	0	0	0	1
6065047900	1	1	7	0	3
6065048100	1	1	4	0	2
6065048300	0	0	0	0	1
6065048901	0	1	0	0	0
6065049000	0	3	5	0	5
6065049600	0	1	1	0	0
6065049700	8	4	5	0	5
6065049800	0	0	0	0	2
6065050300	6	3	3	0	5
6065050400	3	2	5	0	1
6065050500	0	1	2	0	7
6065050600	0	1	1	0	5
6065050700	1	0	0	0	14
6065050900	0	1	0	0	1
6065051100	0	2	0	0	0
6065051200	3	2	0	0	1
6065051300	0	2	0	0	5
6065940500	8	0	0	0	0
6065940800	0	0	0	0	1
6065941000	0	0	0	0	2
6065941300	0	0	1	0	0
6065941500	3	1	0	0	3
6071000103	0	0	3	0	0
6071000104	0	1	1	0	1
6071000105	0	0	1	0	2
6071000108	0	1	1	0	12
6071000109	0	1	5	0	4
6071000111	0	2	9	0	8

Census Tract	SGIP	Portable Generator	Portable Power Station	Whole House Generator	CCBB
6071000113	0	2	8	0	1
6071000115	0	1	5	0	4
6071000116	0	3	12	0	8
6071000117	1	3	8	0	7
6071000118	0	0	0	0	8
6071000201	0	0	0	0	2
6071000205	0	1	0	0	0
6071000208	0	1	0	0	0
6071000401	0	0	1	0	0
6071000404	0	0	1	0	0
6071000503	0	1	0	0	0
6071000804	0	2	0	0	21
6071000808	0	1	1	0	0
6071000812	0	0	0	0	4
6071000813	0	3	4	0	12
6071000814	0	2	0	0	23
6071000815	0	0	0	0	6
6071000816	0	1	3	0	12
6071000817	0	0	1	0	3
6071000818	0	1	2	0	0
6071000819	0	2	9	0	5
6071000820	0	1	0	0	19
6071000823	0	0	2	0	0
6071000824	0	0	1	0	0
6071000826	0	0	1	0	0
6071000901	0	1	0	0	0
6071001002	0	0	1	0	0
6071001311	0	1	1	0	0
6071001312	0	0	2	0	0
6071001400	0	1	0	0	0
6071001501	0	1	0	0	0
6071001704	0	0	1	0	0
6071001901	0	0	5	0	0
6071001903	0	1	4	0	4
6071002010	0	3	6	0	25
6071002011	0	1	2	0	22
6071002013	0	0	0	0	3

Census Tract	SGIP	Portable Generator	Portable Power Station	Whole House Generator	CCBB
6071002014	0	0	0	0	18
6071002015	0	1	0	0	4
6071002017	0	0	1	0	22
6071002018	0	0	1	0	7
6071002019	0	0	0	0	2
6071002021	5	1	2	0	8
6071002022	0	3	4	0	1
6071002023	0	0	0	0	2
6071002025	0	0	0	0	9
6071002028	0	2	1	0	0
6071002029	0	0	2	0	0
6071002031	0	0	1	0	2
6071002033	0	0	2	0	2
6071002035	0	1	1	0	0
6071002036	0	0	1	0	0
6071002103	0	1	0	0	0
6071002107	0	0	3	0	0
6071002109	0	1	3	0	4
6071002301	0	0	2	0	1
6071002304	2	0	0	0	12
6071002305	0	0	0	0	1
6071002601	0	4	1	0	6
6071002602	0	0	0	0	2
6071002604	0	0	0	0	4
6071002606	0	1	1	0	2
6071002607	0	1	1	0	5
6071002703	0	1	0	0	5
6071002704	2	0	2	0	10
6071002705	0	0	0	0	6
6071002706	2	3	4	0	22
6071002801	0	1	0	0	0
6071003505	0	1	0	0	0
6071003509	0	1	0	0	0
6071003801	0	0	0	0	1
6071003804	1	0	0	0	3
6071004001	0	0	1	0	3
6071004003	0	0	0	0	3

Census Tract	SGIP	Portable Generator	Portable Power Station	Whole House Generator	CCBB
6071004004	0	0	2	0	1
6071004101	0	0	1	0	3
6071004103	0	0	0	0	5
6071004104	0	0	0	0	5
6071004201	0	1	1	0	8
6071004202	0	1	1	0	3
6071004301	0	0	0	0	1
6071004302	0	0	0	0	4
6071004403	0	2	1	0	2
6071004404	0	0	0	0	1
6071004503	5	0	2	0	15
6071004504	1	3	4	0	20
6071004505	0	0	0	0	16
6071004507	0	0	0	0	5
6071004509	0	1	0	0	6
6071004510	0	1	7	0	4
6071004601	0	1	1	0	13
6071004603	0	0	0	0	10
6071004604	0	1	3	0	14
6071004700	0	0	0	0	1
6071005100	0	1	1	0	6
6071005400	0	2	1	0	0
6071005500	0	0	0	0	2
6071005600	0	0	1	0	0
6071005800	0	0	2	0	0
6071006100	4	0	0	0	21
6071006301	0	0	1	0	0
6071006401	0	1	0	0	0
6071006402	0	0	1	0	3
6071006500	0	0	0	0	2
6071007104	0	0	1	0	16
6071007105	1	0	0	0	3
6071007106	0	1	5	0	10
6071007109	0	0	1	0	9
6071007110	0	0	0	0	3
6071007200	0	0	0	0	1
6071007302	1	1	0	0	25

Census Tract	SGIP	Portable Generator	Portable Power Station	Whole House Generator	CCBB
6071007303	0	0	0	0	6
6071007305	0	2	0	0	4
6071007306	0	1	1	0	1
6071007403	1	2	0	0	7
6071007404	0	2	1	0	12
6071007409	0	0	2	0	3
6071007410	0	2	0	0	2
6071007601	0	1	0	0	2
6071007603	0	0	2	0	6
6071007604	0	0	0	0	1
6071007901	0	0	4	0	14
6071007903	0	2	0	0	13
6071007904	0	2	0	0	2
6071008001	0	1	2	0	11
6071008002	0	0	0	0	4
6071008100	0	0	0	0	2
6071008200	0	0	0	0	4
6071008301	0	1	0	0	2
6071008302	2	1	2	0	4
6071008401	1	1	0	0	7
6071008402	0	0	0	0	4
6071008403	0	0	2	0	8
6071008500	6	5	3	0	18
6071008601	0	0	0	0	3
6071008602	1	2	1	0	5
6071008703	6	4	5	0	11
6071008704	0	4	2	0	9
6071008705	0	0	0	0	4
6071008706	2	5	5	0	13
6071008708	0	2	0	0	5
6071008709	0	1	1	0	4
6071008710	0	0	0	0	7
6071008800	0	1	2	0	10
6071009107	0	0	4	0	23
6071009108	0	1	0	0	9
6071009109	0	0	0	0	14
6071009110	0	1	0	0	0

Census Tract	SGIP	Portable Generator	Portable Power Station	Whole House Generator	CCBB
6071009112	0	0	1	0	0
6071009114	0	1	0	0	0
6071009118	0	1	0	0	0
6071009119	0	1	2	0	11
6071009201	2	6	4	0	0
6071009202	5	3	6	0	10
6071009707	0	1	0	0	0
6071009708	0	2	0	0	0
6071009711	0	0	1	0	0
6071009714	0	1	0	0	0
6071009715	0	1	0	0	2
6071009716	0	0	1	0	0
6071009904	0	1	1	0	0
6071009905	0	0	1	0	0
6071009908	0	0	1	0	0
6071009912	0	0	1	0	0
6071010009	0	0	1	0	0
6071010011	0	1	0	0	0
6071010012	0	1	0	0	0
6071010013	0	1	0	0	4
6071010016	0	1	0	0	0
6071010017	1	6	0	0	10
6071010018	0	1	0	0	1
6071010019	0	1	0	0	4
6071010020	0	0	2	0	1
6071010021	0	0	1	0	4
6071010022	0	0	0	0	7
6071010023	0	1	2	0	9
6071010024	0	0	0	0	1
6071010026	0	1	0	0	0
6071010300	0	0	0	0	1
6071010409	1	0	0	0	0
6071010410	0	0	0	0	5
6071010411	3	3	0	0	20
6071010412	0	6	3	0	15
6071010413	0	0	1	0	11
6071010415	0	0	1	0	0

Census Tract	SGIP	Portable Generator	Portable Power Station	Whole House Generator	CCBB
6071010417	7	0	1	0	4
6071010419	0	0	1	0	4
6071010420	0	0	0	0	2
6071010424	0	1	2	0	0
6071010802	1	8	11	1	11
6071010803	2	1	2	0	4
6071010804	0	1	4	0	3
6071010901	2	4	12	0	2
6071010902	1	3	6	0	6
6071011001	1	1	0	0	5
6071011002	0	2	0	0	4
6071011101	2	6	4	0	2
6071011102	1	4	3	0	1
6071011500	1	2	8	0	2
6071011800	0	0	5	0	0
6071012101	0	0	1	0	3
6071012103	0	0	0	0	1
6071012200	0	0	1	0	0
6083000102	0	0	0	0	1
6083000103	4	0	1	0	2
6083000200	0	0	0	0	1
6083000301	0	1	0	0	0
6083000302	0	0	1	0	0
6083000400	1	0	1	0	1
6083000501	6	0	0	0	2
6083000502	1	0	1	0	4
6083000600	1	0	0	0	0
6083000700	6	0	3	0	1
6083000801	0	0	0	0	1
6083000804	0	0	1	0	0
6083001000	0	0	1	0	1
6083001101	0	0	0	0	1
6083001206	0	0	0	0	1
6083001304	0	0	3	0	0
6083001500	2	0	0	0	0
6083001601	0	2	0	0	0
6083001706	0	0	0	0	1

Census Tract	SGIP	Portable Generator	Portable Power Station	Whole House Generator	CCBB
6083001906	2	0	0	0	0
6083002907	6	0	1	0	2
6083002909	0	0	2	0	0
6083002913	0	1	0	0	0
6083002914	0	0	3	0	0
6083002928	0	0	1	0	0
6083002930	0	0	1	0	0
6083002932	1	0	1	0	0
6083003005	0	0	2	0	0
6107000100	1	1	0	0	5
6107000702	0	0	0	0	4
6107001003	0	0	1	0	0
6107001704	0	1	0	0	0
6107002003	0	0	1	0	0
6107002303	0	0	1	0	0
6107002304	0	0	1	0	0
6107002500	0	0	0	0	2
6107002700	1	4	3	0	5
6107003501	0	0	0	0	1
6107003502	0	0	0	0	5
6107003601	0	1	3	0	0
6107003700	0	0	0	0	5
6107003801	0	1	0	0	0
6107003901	0	0	1	0	4
6107003902	0	0	1	0	5
6107004500	0	0	0	0	3
6111000100	0	0	0	0	1
6111000200	1	0	0	0	2
6111000302	0	2	0	0	3
6111000303	2	0	0	0	3
6111000304	1	1	0	0	1
6111000400	1	0	0	0	0
6111000600	0	1	0	0	0
6111000701	0	0	0	0	1
6111000800	3	1	0	0	3
6111000901	2	0	0	0	4
6111000902	1	0	1	0	1

Census Tract	SGIP	Portable Generator	Portable Power Station	Whole House Generator	CCBB
6111000903	4	0	4	0	8
6111001001	0	0	3	0	1
6111001002	2	2	2	0	1
6111001101	0	1	1	0	9
6111001102	6	0	0	0	2
6111001201	0	1	2	0	1
6111001202	0	2	8	0	2
6111001204	1	0	0	0	0
6111001206	1	1	0	0	0
6111001301	0	1	0	0	2
6111001401	0	0	2	0	0
6111001502	0	0	2	0	0
6111001507	0	0	1	0	0
6111001700	5	3	5	0	4
6111001800	1	0	0	0	1
6111001900	0	1	2	0	2
6111002000	1	1	0	0	0
6111002102	0	0	5	0	1
6111002200	0	2	1	0	2
6111002300	0	0	0	0	2
6111002400	0	0	1	0	0
6111002600	0	0	1	0	2
6111002800	0	1	0	0	0
6111002901	0	0	0	0	4
6111002905	0	0	1	0	1
6111003011	0	0	0	0	1
6111003100	0	1	2	0	0
6111004503	0	1	3	0	0
6111004901	1	0	1	0	0
6111005100	1	0	1	0	3
6111005202	1	2	1	0	3
6111005203	1	0	0	0	2
6111005205	3	1	1	0	0
6111005303	0	0	6	0	1
6111005304	0	0	1	0	6
6111005305	9	9	5	0	7
6111005306	0	1	2	0	2

Census Tract	SGIP	Portable Generator	Portable Power Station	Whole House Generator	CCBB
6111005401	0	0	0	0	2
6111005404	0	0	0	0	6
6111005502	0	2	1	0	0
6111005504	0	1	0	0	2
6111005600	0	1	5	0	4
6111005700	0	0	0	0	2
6111005801	7	5	3	0	3
6111005802	8	5	7	0	7
6111005901	3	2	8	0	4
6111005906	1	1	6	0	5
6111005907	1	1	5	0	3
6111005908	0	0	0	0	4
6111005909	2	1	0	0	2
6111005910	1	0	0	0	4
6111005911	2	0	2	0	3
6111006000	1	4	4	0	4
6111006100	0	2	4	0	0
6111006200	0	2	1	0	0
6111006301	2	5	8	0	4
6111006302	1	1	9	0	1
6111006400	6	3	5	0	2
6111006500	0	2	0	0	0
6111006600	1	6	2	0	3
6111006700	2	9	2	0	2
6111006800	0	3	2	0	0
6111006900	2	2	3	0	1
6111007000	0	0	1	0	2
6111007100	0	0	2	0	1
6111007201	4	0	6	1	3
6111007202	4	2	3	0	2
6111007300	2	1	1	0	0
6111007402	7	0	2	0	0
6111007403	4	1	8	0	0
6111007405	2	1	2	0	0
6111007406	3	1	1	0	0
6111007505	2	1	7	0	2
6111007506	9	0	6	0	7

Census Tract	SGIP	Portable Generator	Portable Power Station	Whole House Generator	CCBB
6111007507	12	2	4	0	6
6111007508	3	4	2	0	6
6111007509	3	1	6	0	0
6111007510	5	2	14	0	2
6111007511	8	0	3	0	5
6111007512	8	2	2	0	5
6111007513	3	0	0	0	2
6111007514	3	1	8	0	10
6111007606	5	0	1	0	5
6111007607	5	0	2	0	0
6111007609	0	2	3	0	0
6111007610	3	1	3	0	4
6111007611	1	0	1	0	3
6111007612	2	1	0	0	0
6111007613	8	2	6	0	5
6111007614	3	3	10	0	7
6111007700	1	2	12	0	3
6111007800	1	0	0	0	2
6111007901	1	1	4	0	2
6111007903	5	0	5	0	3
6111007904	1	1	1	0	3
6111008001	0	0	3	0	3
6111008002	4	1	2	0	6
6111008004	1	1	1	0	2
6111008005	2	2	0	0	2
6111008101	3	0	2	0	3
6111008201	5	1	0	0	5
6111008202	4	1	1	0	3
6111008302	6	3	0	0	1
6111008303	1	2	1	0	5
6111008304	9	1	1	0	4
6111008305	10	4	4	0	5
6111008306	4	3	3	0	5
6111008401	1	2	0	0	2
6111008402	11	2	6	0	2
6111008500	9	1	7	0	9
6111009100	0	0	1	0	0

Census Tract	SGIP	Portable Generator	Portable Power Station	Whole House Generator	CCBB
Total	902	984	2152	9	3466