

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

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

R.18-12-005
(Filed December 13, 2018)

**SAN DIEGO GAS & ELECTRIC COMPANY (U 902-E)
2023 PUBLIC SAFETY POWER SHUTOFF PRE-SEASON REPORT**

PUBLIC VERSION

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June 30, 2023

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In compliance with California Public Utilities Commission Public Safety Power Shutoff (PSPS) Order Instituting Rulemaking Phase 3 Decision (D.) 21-06-034 and PSPS Order Instituting Investigation D.21-06-014, San Diego Gas & Electric Company (SDG&E) hereby submits this 2023 Public Safety Power Shutoff (PSPS) Pre-season Report (Attachment A hereto). This report follows the template provided by the Commission's Safety and Enforcement Division (SED).

SDG&E hereby provides the following link to access and download the Pre-Season Report Tables Excel workbook (Appendix D) and other files to its 2023 PSPS Pre-season Report: <https://www.sdge.com/PSPS>.

Respectfully submitted,

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Attachment A

**San Diego Gas & Electric Company
2023 Public Safety Power Shutoff Pre-Season Report**

SDG&E 2023 Public Safety Power Shutoff Pre-Season Report

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Section I – Authorities

1. All reporting plans concurrently required to be included in the (current year) Pre-Season Report herein, must be produced in a single document submitted by each electric investor-owned utility. Specifically, these include the community resource center plan (A.1, A.3, and A.6), critical facilities plan (B.2), PSPS Exercise Reports (C.2), education and outreach-related surveys and accessibility efforts and associated costs (E.1, E.2 and E.3), and notification plan (I.3). The (current year) Pre-Season Report must also include the following items of information:
 - a. Description of lessons learned from past PSPS events, including feedback from impacted customers and stakeholders, and how the electric investor-owned utility has applied such lessons to its current and future efforts in preparation for the upcoming wildfire season.
 - b. Identify circuits at greatest risk of de-energization during the upcoming wildfire season. Include the number of times each circuit was de-energized during the prior four calendar years, and describe all steps toward risk-reduction and de-energization mitigation for each circuit, including specific outreach and education efforts and efforts to identify and provide appropriate resiliency support to customers with access and functional needs on each circuit.
 - c. Annual reports, as applicable, required by Ordering Paragraphs 8, 21, 27, 30, 33, 36, 38, 41, 46, 47, 51, and 57 of D.21-06-014.

Section II – Community Resource Center Plan

1. Each IOU must provide an updated annual Community Resource Centers (CRC) plan as Appendix A. (D. 21-06-034, Appendix A at p. A14, Section K - 1; SED Additional Information.)

SDG&E’s 2023 Community Resource Center (CRC) Plan is included as Appendix A.

2. The IOUs must provide a list of all CRCs available in the IOUs’ service territories in advance of wildfire season. (ESRB-8, p.5, Section II.2.A; D.20-05-051, Appendix at p. 5&6, Sections d; SED Additional Information.)

See “Table 1 – List of Available Community Resource Centers” in Appendix D.

3. The annual CRC plan must detail how the utility will provide the services and supplies required to serve Medical Baseline (MBL) and AFN populations as recommended by regional local government, Advisory Boards, public safety partners, representatives of people/communities with access and functional needs, tribal representatives, senior citizen groups, business owners, community resource organizations, and public health and healthcare providers. In the annual CRC plans, the utilities must set forth the specific recommendations made by the above-noted entities, whether the utilities adopted the recommendation (or did not adopt the recommendation), the reason it was adopted (or not adopted), and the timeline for implementation. The IOUs must provide a summary table of stakeholder recommendations on AFN needs for services and supplies. If an adopted recommendation is not completed in the current reporting

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period, it should be carried into future annual reporting period(s) until it is finished or no longer relevant. (D.21-06-034, Appendix at p.A1, Section A-3; SED Additional Information.)

See “Table 2 – Stakeholders’ CRC Recommendations on AFN Needs” in Appendix D.

- 4. The IOU CRC plan must include prior year CRC usage metrics. (D.21-06-034, Appendix at p. A1, Sections A-6.)**

SDG&E did not have any PSPS events for the reporting period of June 1, 2022 through May 31, 2023, therefore, “Table 3 – Prior Year PSPS CRC Usage Metrics” in Appendix D is not applicable.

- 5. The IOU CRC plan must include a prior year CRC customer feedback summary. (D.21-06-034, Appendix at p. A1, Sections A-6; SED Additional Information.)**

SDG&E did not have any PSPS events for the reporting period of June 1, 2022 through May 31, 2023, therefore, “Table 4 – Prior Year CRC Customer Feedback” in Appendix D is not applicable.

- 6. The IOU CRC plan must include prior year CRC challenges faced when setting up and operating CRCs. (D.21-06-034, Appendix at p. A1, Sections A-6.)**

SDG&E did not have any PSPS events for the reporting period of June 1, 2022 through May 31, 2023, therefore, “Table 5 – Prior Year IOU CRC Challenges” in Appendix D is not applicable.

Section III – Critical Facilities and Infrastructure Plan

- 1. Each IOU must provide an updated Critical Facilities and Infrastructure (CFI) plan as Appendix B. (D. 21-06-034, Appendix A at p. A14, Section K - 1; SED Additional Information.)**

SDG&E’s 2023 Critical Facilities and Infrastructure Plan is included as Appendix B.

- 2. The IOUs must include a list of critical facilities and infrastructure within the utility’s service area. The list must be posted in the IOUs’ PSPS web portal with restricted access to confidential information. (D.21-06-034, Appendix at p. A3-4, Sections B-1 and B-3; D.21-06-014, Ordering Paragraphs 21, 30, 33 & 57.)**

See “Table 6 – Critical Facilities and Infrastructure List” (**CONFIDENTIAL**) in Appendix D.

- 3. The IOUs must include, in the CFI plan, the number of requests from customers to be designated as critical facilities and infrastructure in the current year and the prior year, whether the utility accepted or denied the request, and the reasons for any denial. (D.21-06-034, Appendix at p. A3, Sections B-2.)**

See “Table 7 – List of Requests to Be CFI Over Last Two Years” in Appendix D.

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Section IV – PSPS Exercise Reports

- 1. Each investor-owned utility must prepare and file a PSPS Exercise Report as part of the [current year] Pre-Season Report. These PSPS Exercise Reports must include, at a minimum, provisions for both table-top (TTX) and functional PSPS exercises (FSE), how many PSPS exercises were held, the dates held, and what entities participated. (D.21-06-034, Appendix at p. A1, Sections C-2; SED Additional Information.)**

See “Table 8 – PPS Exercise Summary” and “Table 9 – List of Exercise Participated Entities” in Appendix D.

- 2. For each exercise, please provide the items below. (SED Additional Information.)**
 - a. After-Action Report**
 - b. What written materials (e.g., slides, instructions) do you provide to telecommunication carriers and other public safety partners during and after they participate in TTXs, FSEs or other trainings/briefings?**
 - c. Please provide copies of the written materials and/or links to web-based information.**
 - d. Indicate if this information is also posted in your public safety partner portal.**

The following documents are provided in Appendix G for SDG&E’s April 11, 2023 tabletop exercise (TTX) and May 1-2, 2023 full scale exercise (FSE) as zipped folders titled “SDGE April 11 TTX Documents” and “SDGE May 1-2 FSE Documents.”

- a. After-Action Report
- b. Telecommunication carriers received a real-time notification message, a link to the Public Safety Partner Portal with exercise scenario data, and a survey to complete. Telecommunication carriers and Public Safety Partners were also provided with HSEEP-compatible documentation if they chose to be part of the planning process or at a higher level of participation as a player. Those resources are included in response to item c. below as well.
- c. Attached is HSEEP-compatible documentation and materials from both the TTX and FSE provided to planners, players, and observers during and after the exercise. Screenshots of training dashboards and other evergreen platforms are included in the place of links since links will not capture the data or examples used for the exercises.
- d. The data that was available on the Public Safety Partner portal during the exercise was scenario data with impacted communities and estimated restoration time but is no longer available to ensure that SDG&E’s portal only contains relevant data during an actual PPS event.

Section V – Education and Outreach

- 1. Each utility must conduct, at a minimum, two PPS education and outreach surveys accessible to all customers each calendar year. The Commission’s Safety and Enforcement Division is authorized to direct an IOU to modify or issue more of these surveys. (D.21-06-034, Appendix at p. A7, Sections E-1; SED Additional Information.)**

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See “Table 10 – Survey Summary” in Appendix D.

Please note that on March 20, 2023, Executive Director Peterson granted SDG&E’s request for an extension of time to conduct a 2022 post-season PSPS survey by no later than April 28, 2023.

During the 2022 PSPS season, SDG&E conducted its usual pre-season survey with customers across the territory. Online and phone surveys were conducted in the 22 prevalent languages, and the surveys solicited feedback related to language of wildfire/PSPS communications received, and the usefulness of those communications. Additional goals are to gauge the level of preparedness for PSPS events and satisfaction with SDG&E wildfire/PSPS communication efforts. Since there were no PSPS occurrences during the 2022 PSPS season, SDG&E was not able to use the same comparison to measure effectiveness because traditional post-season research involves surveying customers who were affected by a PSPS (either notified and/or notified and had power cut off). In the post-season, SDG&E did not have customers to survey.

Under advisement of the CPUC, the post-season research, cited in the extension language above, was modified and conducted in April 2023. The objectives related to that research assessed language preference, language of wildfire/PSPS communications received, and the usefulness of those communications. Additional goals gauged the level of preparedness for PSPS events and satisfaction with SDG&E wildfire/PSPS communication efforts. This was consistent with the pre-season research to measure the communications that took place at the end of 2022. Survey results indicated a slight decrease in awareness of wildfire and PSPS communications. SDG&E believes this may be due in part to the time of year the survey was conducted, which was three to four months after the 2022 communications campaign ended and is much later than usual to conduct post-season research. Additionally, SDG&E’s service territory experienced wet and stormy winter weather that increased fuel moisture and was not typical wildfire weather.

SDG&E plans to conduct similar pre-season and post-season research during the second half of 2023. If there are no PSPS occurrences during the 2023 season, similar post-season research described in the previous paragraph will be conducted prior to the end of 2023.

2. The IOUs must provide copies of all PSPS education and outreach surveys templates. (D.21-06-034, Appendix at p. A7, Sections E-1; SED Additional Information.)

As of the time of this report, SDG&E will be using similar templates for the 2023 PSPS pre-season and post-season surveys to align with customer and stakeholder feedback from 2022. Of note, the current PSPS pre-season survey continues to mirror SCE and PG&E surveys ensuring joint IOU alignment. However, SDG&E provides the templates for the 2022 pre-season and post-season surveys, reflected in Table 10, as Appendix E.

3. The IOUs must provide the languages the education and outreach surveys were conducted in and assess if the in-language surveys meet the “prevalent” languages requirement as defined in D.20-03-004.

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See “Table 10 – Survey Summary” in Appendix D.

The 2022 PSPS pre- and post-season surveys were conducted in the 20 prevalent languages spoken in the service territory, plus Mixtec and Zapotec, which are not prevalent languages in SDG&E’s service territory but rather are CPUC-mandated languages. The prevalent languages in which the surveys will be administered are English, Spanish, Arabic, Armenian, Cantonese, Farsi, French, German, Hindi, Japanese, Khmer, Korean, Mandarin, Portuguese, Punjabi, Russian, Somali, Tagalog, Thai, Vietnamese, and the two CPUC-mandated languages Mixtec and Zapotec. SDG&E also issues in-language surveys to customers based on the identified language preferences on the customers’ account. The 2023 PSPS pre- and post-season surveys will also be conducted in the same prevalent languages.

- 4. Each IOU must collaborate with relevant community-based organizations and public safety partners to develop these surveys, which must include, at a minimum, metrics to evaluate whether the education and outreach is effectively helping communities and residents before, during, and after a PSPS event to plan for alternatives electricity arrangements and/or avoid the impacts of de-energization events. (D.21-06-034, Appendix at p. A7, Sections E-1.)**

SDG&E has previously consulted with various statewide community-based organizations, through a meet and confer meeting, where the surveys were reviewed and approved. These surveys, which reflect joint IOU alignment, evaluate effectiveness before, during and after PSPS events. SDG&E has also solicited feedback from local Public Safety Partners and local CBOs, and responses are utilized to help shape the PSPS public education strategy. Additionally, the Company’s formal PSPS post-season After-Action Review process also helped inform the Company’s PSPS public education strategy.

Metrics currently used to measure effectiveness include customer satisfaction rate with the overall PSPS notifications received; Public Safety Partner satisfaction rate with notifications/communications received, and customers with Access and Functional Needs confirmed receiving PSPS notifications.

- 5. IOUs must include the results of the most recent education and outreach surveys not yet previously reported on, as an attachment to the [current year] Pre-Season Report and the [prior year] Post-Season Report. (D.21-06-034, Appendix at p. A7, Sections E-1.)**

The results of SDG&E’s most recent PSPS education and outreach survey, the 2022 post-season survey, is included as Appendix F.

Please note that on March 20, 2023, Executive Director Peterson granted SDG&E’s request for an extension of time to conduct a 2022 post-season PSPS survey by no later than April 28, 2023.

- 6. IOUs must provide an evaluation of PSPS education and outreach effectiveness and the takeaways from the survey results for PSPS protocol improvements. (D.19-05-042, Appendix A p.A24; SED Additional Information.)**

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The PSPS post-season survey was conducted in April 2023 due to the fact that there were no SDG&E PSPS occurrences in 2022 (see Section V, question 1 above for additional context). This wave of research was fielded four months later than the equivalent survey from previous years. This will likely negatively impact any results where the question was dependent on recall. Online and phone surveys were employed in the 22 prevalent languages spoken in the region. Of the 900 residential and small business customers surveyed, the following results were captured:

- Despite a decline from last wave, a majority recall direct communications from SDG&E (78% vs. 63%). All sources of communications are seen as useful by at least a majority, whether provided in English or a preferred language.
- Nine in ten respondents (90%) who visited SDGE.com are satisfied with the wildfire information on the website.
- Spanish-preferred respondents are more likely to take a number of actions, compared to their English language counterparts.
- HFTD respondents are more likely to:
 - Have higher awareness of SDG&E wildfire communications (49% vs. 34%)
 - Be aware of PSPS (69% vs. 53%), and hear about it from SDG&E (69% vs. 54%)
 - Be more prepared for a PSPS event (67% vs. 54%)
 - Take more actions to prepare for a PSPS event.

7. Each IOU must report prior year costs for PSPS-related education and outreach in the format of the SED POSTRS3_Template_2021, or reference it if it has been provided in the prior post-season report. (D.21-06-034, Appendix at p. A7, Sections E-3 and K-1)

The 2022 costs for PSPS public education and outreach were provided in POSTR3 as part of SDG&E's 2022 Post-Season Report submitted on March 1, 2023, which can be accessed here: <https://www.sdge.com/PSPS>.

8. PG&E, SCE, and SDG&E are required to describe how it works, in advance of each wildfire season and during each wildfire season, with local jurisdictions, in a proactive manner, to identify and communicate with all people in a de-energized area, including visitors. This requirement is applicable to PG&E, SCE, and SDG&E only. (D.21-06-014, Ordering Paragraph 38.)

Below are the communication methods used to reach individuals residing in SDG&E's service territory in advance of wildfire season and their corresponding in-market timeframes. SDG&E also works with local media, journalists, and trusted Community-Based Organizations (CBOs) to amplify messages.

- Print Advertising (Q2-Q4)
- Outdoor Advertising (Q2-Q4)
- Television/Radio Advertising (Q2-Q4)
- Digital Advertising (Q2-Q4)
- Paid Social Media (Q2-Q4)
- Paid Search (Q2-Q4)
- Customized AFN PSPS Campaign (Q3-Q4)
- Website and Video Updates (Q2-Q3)

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- Review/Update PSPS Notifications (Q2-Q3)
- In-Studio Media Interviews (Q3-Q4)
- Strategic Story Pitching (Q2-Q4)
- Social Media (organic) – (Q1-Q4)
- Print Materials (Q1-Q3)
- Direct Mailing (Q2-Q3)
- Wildfire Safety Fairs (Q2-Q3)
- Wildfire Safety Webinars (Q2-Q3)
- Wildfire Safety Open Houses (Q2)

During a PSPS, SDG&E leverages more than 20 diverse communications platforms to reach the public. In addition to the items listed above that occur during Q3 and Q4 (includes SDG&E's high wildfire season) below are additional tactics that are utilized during wildfire season and/or an active PSPS.

- In-language PSPS notifications (customers, AFN, general public, Public Safety Partners, municipalities, CBOs and other stakeholders)
- Dedicated website landing page during an active PSPS (sdge.com/ready). This is a central resource for communications and updates during an active PSPS.
- SDG&E NewsCenter (latest updates/real-time awareness during an active PSPS and linked to sdge.com/ready)
- In-community signage (including roadside signs and marquis signage) and flyer distribution
- Hyper local targeted messaging via Nextdoor
- Message amplification across SDG&E's social media platforms (Twitter, Facebook, Nextdoor, Instagram, and YouTube)
- Outreach to local broadcast media, including local emergency broadcast radio
- Updates, information, and notifications via the PSPS mobile app
- Message amplification by local trusted CBOs and Public Safety Partners using SDG&E-created social media toolkit
- Dedicated Spanish media team to share vital information with Spanish local broadcast media.

SDG&E's strategy is further outlined in SDG&E's 2023 Crisis Communications Plan, which is included as Appendix 3 to SDG&E's 2022 General Order 166 Annual Report.¹

- 9. Each IOU must file information pertaining to, at a minimum, discussions at Working Group meetings regarding the accessibility of the utility's education and outreach efforts, including surveys, for individuals with access and functional needs, the recommendations, if any, made by individuals with or representatives of communities with access and functional needs to enhance education and outreach pertaining to PSPS**

¹

https://www.sdge.com/sites/default/files/regulatory/2022%20SDGE%20GO%20166%20Annual%20Report%20and%20Emergency%20Response%20Plan_PUBLIC.pdf

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events, and whether those recommendations, if any, were incorporated into the utility's PSPS protocols. (D.21-06-034, Appendix at p. A7, Sections E-2.)

See "Table 11 – AFN Outreach Recommendations" in Appendix D. This includes all recommendations SDG&E is aware of and has tracked.

- 10. PG&E, SCE, and SDG&E must include a detailed summary to substantiate all efforts to develop and implement, in advance of wildfire season, a communications strategy to rely on during a proactive de-energization when restrictions due to the power loss exist. This detailed summary must address how the utility worked in coordination with public safety partners to develop this communication strategy. (D.21-06-014, Ordering Paragraph 41.)**

SDG&E believes a collective and customized approach to an integrated communications strategy leads to more meaningful and successful outcomes. Our internal teams have different partnerships and relationships with stakeholders, which through a customer engagement mapping process supported through customer research, coupled with internal subject matter expertise has allowed us to develop a comprehensive communications strategy that is meaningful and relevant to each affected stakeholder, including messaging and preferred communication channel.

These stakeholders include critical customer groups such as low-income, seniors, multi-cultural groups, hard to reach customers, customers with access and functional needs, tribal communities, public safety partners, critical facilities, city and state elected officials, residents and business in the areas of highest fire risk. These key stakeholder groups were paired with an internal subject matter expert team, and a plan was tailored to each stakeholder group that could be reached through SDG&E teams such as marketing communications, community relations, public affairs, emergency management, community resilience, customer programs or community outreach. This helps address the differences and preferences in every stakeholder group engaged by SDG&E's communication strategy.

SDG&E solicits stakeholder feedback before and after a PPS to gather information on preferred communication messaging and tactics to help inform future campaigns. In addition to a public education campaign spanning beyond the HFTD to the entire service territory, SDG&E has also developed and implemented a detailed Crisis Communications Plan. The Crisis Communication Plan outlines the company's communication strategy, including diverse methods used, to reach and inform customers, media, employees and stakeholders during de-energization. A summary of the communication tactics used before, during and after wildfire season and/or a PPS are listed below.

See Section V.8 above for the communication methods used to reach individuals residing in SDG&E's service territory in advance of wildfire season and their corresponding in-market timeframes.

- 11. PG&E, SCE, and SDG&E must provide all methods used to promote operational coordination with public safety partners. (D.21-06-014, Ordering Paragraph 47.)**

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Operational coordination is achieved through a variety of efforts with our Public Safety Partners. The primary method is our 24/7 on-duty representatives. SDG&E maintains a 24/7 Emergency Management, 24/7 Liaison Officer, and 24/7 Fire Coordinator on-duty roster to ensure partners have a way to contact us for coordination. SDG&E also hosts partner Agency Representatives in our EOC and when appropriate embeds an SDG&E Agency Representative in our partners' EOCs.

The sharing of situational awareness tools and resources, as well as the regional collaboration efforts, are additional methods SDG&E uses to promote operational coordination. The primary situational awareness tool and resource for the Public Safety Partners is the Public Safety Partner Portal / Mobile Application.

12. PG&E, SCE, and SDG&E must provide all methods used to work with public safety partners to improve responses to concurrent emergencies. (D.21-06-014, Ordering Paragraph 51.)

During a PSPS outage, there could be additional emergencies occurring at the same time (e.g., wildfires, capacity events). SDG&E works with Public Safety Partners to improve the response to concurrent emergencies in the following ways:

Exercises: SDG&E conducted a Full-Scale PSPS Exercise on May 1-2, 2023 in addition to a discussion-based Tabletop PSPS Exercise on April 11, 2023. During the Full-Scale PSPS Exercise, notifications were sent to public safety partners via email by regional public affairs' responders with links to update their contact information to review the Public Safety Partner Portal application and website, and to view exercise scenario data posted to the portal application and website. The portal also pushed notifications during the event, and all partners previously registered had access to the exercise scenario data. Exercise scenario information was also posted to dashboards and systems with partner facing elements, such as the GIS Dashboard and PSPS Dashboard. In both exercises, SDG&E discussed coordination and procedures for unplanned outages, wildfires, and concurrent PSPS events. Public safety partners were invited to plan, observe, and participate in the exercise as well as give post-event feedback via surveys, virtual and hybrid planning meetings, workshops, and direct feedback solicitation.

Additionally, SDG&E participated in regional exercises with our public safety partners and other IOUs when invited and when a gas or electric outage scenarios were designated by exercise designers.

Incident Command System (ICS), Standardized Emergency Management System (SEMS) and National Incident Management System (NIMS) protocols: These nationally standardized emergency management protocols rely heavily on guidelines to manage concurrent emergencies. This includes coordinating with appropriate incident leaders through a chain of command during events and managing existing lines of communication through dedicated SDG&E agency representatives and other channels. This may include conducting live calls to Public Safety Answering Points (PSAP) or dispatch centers when SDG&E's EOC is first activated to inform them ahead of customers of a potential event, hosting daily systemwide cooperators calls, where all public safety partners in the service territory are invited to join and hear the latest event information, and embedding with local or state OES

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agencies or having agencies embedded in SDG&E EOC as circumstances warrant. SDG&E agency representatives who engage with public safety partners received regular training and are well versed in emergency management systems.

Regional Coordination Efforts for non-PSPS Disasters: To ensure a coordinated and collaborative response to other incident types, SDG&E participates in the following regional efforts:

- Regional Lifelines Group, Co-Chair
- Southern California Catastrophic Earthquake Planning Committee
- Regional Fuel Planning
- Excessive Heat Planning
- Unified Disaster Council
- Statewide Election Planning with Secretary of State's Office
- Dam failure Planning
- Regional Hazard Mitigation Planning
- Regional Exercises
- Regional Special Events Planning
- Regional PSPS Working Group

Situational Awareness Sharing: SDG&E has developed a number of situational awareness tools that are shared with our public safety partners:

- Mountain-top cameras (<https://www.alertwildfire.org/region/sdge>)
- SDGEweather.com (<https://sdgeweather.com/>) which includes real-time data of:
 - Fire Potential Index (<https://fpi.sdgeweather.com/>)
 - Wind speeds (<https://weather.sdgeweather.com/>)
 - Humidity
 - Temperatures
 - Link to individual weather station data
- Fire Weather Modeling Website (<https://wxmap.sdsc.edu/>)

Fire Weather Data Portal²: San Diego Supercomputer Center (SDSC) is ingesting and storing SDG&E datasets for fire weather and all post processed fire weather indices to include but not limited to the Fire Potential Index (FPI), Santa Ana Wildfire Threat Index (SAWTI), and fuels to enable findability and accessibility of these datasets for various stakeholders through web services and visual maps. Application Programming Interfaces (APIs) will enable time range or geolocation and tagged metadata-based querying as well as grouping and subsetting of datasets for context-driven use by authorized users. The map services will enable layering of these datasets for use in fire modeling.

² <https://wifire-data.sdsc.edu/dataset?organization=sdge>

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Public Safety Partner Portal: SDG&E developed a public safety partner portal in 2021 and added a corresponding mobile application in 2022. The portal includes features like:

- Map features:
 - Jurisdiction, Tribal, and community icons
 - Potential and impacted area polygons
 - CRC locations and informational icons
 - Customizable map key, layers, and styles
- Notifications:
 - Customizable push notification settings (mobile app)
 - Follow specific communities (mobile app)
 - Full PSPS notification requirements
 - Alerts history
- Resources:
 - 24/7 contact information for three areas:
 - Emergency Management
 - Liaison
 - Fire Coordination
 - Link to Company Emergency and Disaster Preparedness Plan
 - Outage map links
 - Training materials
 - AFN Self-ID webform

In 2023, SDG&E is in the process of enhancing the portal and mobile app to include:

- Portal status headline
- Weather widgets
- All-hazards resources (gas and electric hazards to be implemented in 2024)
- Backlog of documented incidents
- Advanced map filters and layers
- Visual data points
- Incident timeline widget
- Customizable Social Media feed page

Training for the enhancements will be conducted for the partners in mid to late August 2023.

Section VI – Notification Plan

1. **Each IOU must provide an updated annual PSPS notification plan as Appendix C. (D. 21-06-034, Appendix A at p. A14, Section K - 1; D.21-06-034, Appendix at p. A11,**

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Section H-1 through Section H-9; D.21-06-014, Ordering Paragraph 41; SED Additional Information.)

SDG&E's 2023 Notification Plan is included as Appendix C.

- 2. Each electric investor-owned utility must develop a notification plan jointly with Cal OES, public safety partners, county, tribal, and local governments, independent living centers, paratransit agencies, durable medical equipment vendors, agencies that serve individuals who receive Medi-Cal home and community-based services, and other organizations representative of all subsets of people or communities with access and functional needs. Each electric investor-owned utility must specifically describe its plans for notifications according to specific access and functional needs, for instance, the needs of persons with vision impairments as distinct from the needs of persons with a developmental disability. Each electric investor-owned utility must finalize its notification plan for inclusion in its [current year] Pre-Season Report. Provide a list of the joint efforts to develop the AFN population notification plan with the aforementioned stakeholders. (D.21-06-034, Appendix at p. A11, Sections H-3.) In addition, IOUs provide a list of AFN population subsets and notification plans including the following minimum fields.**

See "Table 12 – List of Joint Efforts on AFN Notification Plan" and "Table 13 – AFN Population Subset Notification Plan" in Appendix D.

- 3. PG&E, SCE, and SDG&E must include a detailed summary of efforts to develop, in advance of wildfire season, notification and communication protocols and systems to reach all customers and communicate in an understandable, accessible manner. This detailed summary must include, at a minimum, an explanation of the actions taken by the utility to ensure customers understand (1) the purpose of proactive de-energizations, (2) the process relied upon by the utility for initiating a Public Safety Power Shutoff (PSPS) event, (3) how to manage safely through a PSPS event, and (4) the impacts on customers when a proactive power shutoff is deployed by the utility. This requirement is applicable to PG&E, SCE, and SDG&E only. (D.21-06-014, Ordering Paragraph 41.)**

Annually, SDG&E solicits feedback from customers and stakeholders regarding PSPS messaging and communications. Research results are used to refine, enhance, or add in-event notifications based on this customer and stakeholder feedback. An example is during SDG&E's 2021 post-season After-Action Review/Improvement Process, the company learned there was a need for customized notifications for customers transitioning on and off a microgrid. As a result, that notification type was added to the 2022 suite of notifications. Additionally, notification content has been updated to inform customers about where to access electric power outside of Community Resource Center operating hours.

Customer feedback indicated the need for a clear explanation of the PSPS process and corresponding customer experience. In response, SDG&E produced a Public Safety Power Shutoff animated video that explains the PSPS process from the considerations taken into account when making the decision to initiate a PSPS to ensure community safety through

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considerations necessitated for restoration. The PSPS Restoration Process video can be viewed through this link (<https://www.youtube.com/watch?v=Sn0JYGpoldw>).

SDG&E works with community partners and CBOs to amplify messaging and assist with providing resources and services during a PSPS. These partners refer customers and the public to PSPS preparedness safety pages on sdge.com, while directing individuals with AFN to call 211 for assistance. These website pages provide robust information about remaining resilient through an active PSPS and provide helpful resources. Content on SDG&E's website is presented in an accessible format, including American Sign Language formatted videos.

In 2023, SDG&E will continue to engage with local broadcast media and utilize various mediums to reach the public, including AFN communities and Limited English Proficient residents, to provide them with wildfire safety and emergency preparedness information, PSPS awareness, and PSPS education. Project teams are collaborating with stakeholders and subject matter experts in accessible communications to explore additional platforms that can assist with accessible communications.

Section VII – PSPS Event Lessons Learned

- 1. IOUs must provide a list of all lessons learned from past PSPS events, including feedback from impacted customers and stakeholders, and explain how the IOU has applied such lessons to its current and future PSPS activities. If a responding action is not completed by the reporting cutoff date, it should be carried into future annual reporting period(s) until it is fully implemented or irrelevant. (D.21-06-034, Appendix at p. A14, Sections K-1.)**

SDG&E did not have any PSPS events for the reporting period of June 1, 2022 through May 31, 2023, therefore, "Table 14 – PSPS Event Lessons Learned Summary" in Appendix D is not applicable.

Section VIII – High Risk Circuits

- 1. IOUs should describe the methodology and criteria used to identify circuits at greatest risk of PSPS in the upcoming wildfire season. (D.21-06-034, Appendix at p. A14, Sections K-1.b SED Additional Information)**

SDG&E used historical PSPS outage data to identify 15 frequently de-energized circuits that had been de-energized for PSPS three or more times in a calendar year during the prior five calendar years (2018-2022). This is the same method used to identify frequently de-energized circuits as reported in SDG&E's 2023-2025 Wildfire Mitigation Plan (WMP), Section 9.1.2. First, PSPS-related outages were grouped into larger PSPS events that coincide with the post-event reports. Then, impacted circuits were identified and counted only one time per event, regardless of the number of de-energizations for the event. For example, if a circuit was de-energized three times during one PSPS event, that circuit is only counted one time for that event. Once the data was collected, circuits that were impacted three times or more in a

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calendar year over the past five years were considered to be most at-risk for future PSPS events.

In addition to this primary methodology, SDG&E explored the use of its statistical risk models for assessing circuits that are at greatest risk of PSPS. A detailed overview of these models is reported in the 2023-2025 WMP, Appendix B: Supporting Documentation for Risk Methodology and Assessment. For each circuit, wildfire likelihood and consequence were estimated using the historical max wind gust. For wildfire likelihood estimates, probability of failure (PoF) and probability of ignition (PoI) attributes were used, which produced asset-level probabilities that were aggregated to the circuit level by summing. Wildfire consequence estimates were produced using the WiNGS-Planning model. Consequence scores were also produced at the asset-level and were therefore aggregated to the circuit level by mean value. From the circuit-level likelihood and consequence scores, SDG&E reviewed each circuit that showed both high likelihood and high consequence scores and found general agreement with the circuits that saw frequent de-energization except for three circuits, which were subsequently removed from the list of circuits at greatest risk of PSPS for having relatively low PSPS and wildfire risk scores despite having been de-energized three or more times in a calendar year over the prior five years.

A total of 12 circuits are reported in “Table 15 – High Risk PSPS Circuits” in Appendix D.

- 2. IOUs must include the number of times each circuit was de-energized during the prior four calendar years, and describe all steps toward risk-reduction and de-energization mitigation for each circuit, including specific outreach and education efforts and efforts to identify and provide appropriate resiliency support to customers with access and functional needs on each circuit. (D.21-06-034, Appendix at p. A14, Sections K-1.b; SED Additional Information.)**

See “Table 15 – High Risk PSPS Circuits” in Appendix D.

PSPS events can have negative customer impacts and should be limited as much as feasible to the specific areas that are experiencing extreme risk. This is especially important for critical facilities providing firefighting resources and life-saving services for individuals with AFN who may require medical devices to be powered 24 hours a day, seven days a week. SDG&E initiates PSPS events as a last resort mitigation during extreme weather conditions, utilizing other tools to mitigate PSPS risk.

SDG&E’s grid hardening programs are aimed at reducing wildfires caused by utility equipment and minimizing impacts to customers from mitigations such as PSPS. Details of these programs can be found in SDG&E’s 2023-2025 Wildfire Mitigation Plan, section 8.1.2. Specifically, there are three grid hardening programs that have had the greatest impact on PSPS risk reduction and customer impact on the 12 high-risk circuits identified in Table 15: PSPS sectionalizing enhancement program, strategic undergrounding, and backup resiliency programs.

Sectionalizing Enhancement Program

To mitigate PSPS risk, the PSPS Sectionalizing Enhancement Program installs switches in strategic locations, improving the ability to isolate high-risk areas for potential de

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energization. Switches are installed on circuits that have significant sections underground, allowing customers with this lower-risk infrastructure to remain energized during weather events. SDG&E also combines weather stations with sectionalizing devices to de-energize only sections of circuits that are experiencing extreme wind events.

Historical PSPS data is used to identify and prioritize locations for switches. This typically means installing switches in the HFTD, however, as recent weather patterns have become more extreme and widespread, switches are placed in both the HFTD and the wildland urban interface (WUI). SDG&E will continue the PSPS Sectionalizing Enhancement Program using data from any additional PSPS events with the goal of reducing PSPS impacts using the most relevant data.

Over the 3-year period of 2023 to 2025, the PSPS Sectionalizing Enhancement Program has the potential to mitigate PSPS impacts for up to 7,400 customers on the high-risk circuits in Table 15 of Appendix D. Because sectionalizing customer savings vary due to weather-dependency and resulting differences in switch plans, the effectiveness of this mitigation is estimated to be 50 percent.

Strategic Undergrounding

Strategic undergrounding converts overhead systems to underground, providing the dual benefits of nearly eliminating wildfire risk and the need for PSPS events in these areas. This program is deployed in the HFTD as well as in areas where substantial PSPS event reductions can be gained through strategic installation of underground electric system. Circuit segments that are fully undergrounded back to the substation source are no longer considered to have a PSPS risk. Undergrounding of electric lines is estimated to remove PSPS impacts for 6,639 customers from 2023 to 2025.

Data on historic PSPS events, wind conditions, and others are reviewed to determine where undergrounding will have the largest impact. Constraints such as environmental, permitting, and design are also taken into consideration. RSE calculations developed in the WiNGS-Planning model are also utilized to prioritize undergrounding within the HFTD.

Over the next 10 years, the scope of the Strategic Undergrounding Program is expected to increase as the understanding of costs and constraints improve. Installations in the HFTD remain challenging due to difficult terrain, environmental constraints, permitting timelines, and acquisition of easements and land rights. Facilitating productive engagement with stakeholders in the telecommunication field will help streamline resources and obtain more support for undergrounding efforts. Lessons learned from each year's undergrounding accomplishments will help alleviate constraints through process improvements and stakeholder engagement.

Backup Resiliency Programs

The category "Backup Resiliency Programs" consists of three SDG&E programs: the Generator Grant Program (GGP), the Standby Power Program (SPP), and the Generator Assistance Program (GAP). These three programs ensure backup power is provided to customers most vulnerable to PSPS events in the form of portable battery units with solar charging capacity (GGP), fixed installation backup generators, temporary critical facility generators, or solar panel and backup battery system (SPP), or rebates for portable generators

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(GAP).

These three programs prioritize their outreach and education to customers in Tiers 2 and 3 of the HFTD. The GGP focuses on the needs of MBL, life support, and other select customers with AFN who have experienced a PSPS outage. The SPP targets customers and communities that will not directly benefit from other grid hardening programs due to their location and regions that are fed by circuits with higher historical PSPS impacts. The GAP focuses on resiliency for all customers who reside in the HFTD and have been impacted by PSPS events. Eligible customers are proactively contacted and educated about these programs.

Although these generator programs alleviate PSPS impacts for the participating customers, these customers are still included in the total number of customers de-energized during a PSPS event since SDG&E cannot guarantee that the generator is being used during the de-energization.

Covered Conductor

Unlike bare conductor, covered conductor is manufactured with an internal semiconducting layer and external insulating ultraviolet-resistant layers to provide incidental contact protection. The Covered Conductor Program has the potential to raise the threshold for PSPS events to higher wind speeds compared to bare conductor hardening; however, as of the end of 2022 the threshold for PSPS events has not been raised on any circuits with covered conductor installed as there have not yet been any circuit segments fully hardened with covered conductor. For this reason, this program has not been included in Table 15 for the 2023 PSPS season.

Education and Outreach

SDG&E customers and the general public are affected by wildfires, which are now a nearly year-long presence in California. Customers and the general public who are not educated about wildfire safety, emergency preparedness, and resiliency may be ill-prepared for a wildfire or a PSPS event.

To mitigate this risk, SDG&E's comprehensive wildfire safety public education and outreach plan was developed with the intent of increasing community resiliency to wildfires and mitigating the impact of PSPS events. The plan captures three phases: prior to, during, and following a wildfire or PSPS event. Communication efforts before a wildfire related event focus on educating customers and the public about the measures and programs being implemented to reduce the threat of catastrophic wildfires, tactics they can employ to remain resilient and safe, and the community resources available. During a wildfire related event, real-time awareness and updates about the event are provided along with information on how to remain safe and vigilant and the community resources available through the end of the event. After a wildfire related event, SDG&E examines communications and solicits customer and stakeholder feedback with the intent of refining and improving communication efforts.

SDG&E's wildfire and PSPS education and outreach efforts are focused in the HFTD but expand to the entire service territory. The 12 at-risk circuits identified in Table 15 are all located within the HFTD, therefore all education and outreach programs listed in section V

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apply to these circuits.

Section IX – Others

- 1. PG&E, SCE, and SDG&E must provide, with the following minimum fields, the dates/times when the Joint Utility Public Safety Power Shutoff Working Group (JUPSPSWG) convened and the webpage links to all meeting reports filed with the Commission. (D.21-06-014, Ordering Paragraph 8)**

See “Table 16 – JUPSPSWG Meetings” in Appendix D.

- 2. PG&E, SCE, and SDG&E must identify the status of the list of public safety partners, including the last date updated, on their Public Safety Power Shutoff webpages. (D.21-06-014, Ordering Paragraph 27.)**

SDG&E updates the public safety partner list quarterly, with the most recent update occurring on April 27, 2023. The process of updating the list consists of an email to all partners in the database which includes a link to an online survey where partners can enter a primary, secondary, and tertiary contact for their organization. Additionally, the email includes a link to the Public Safety Partner Portal instructing them to login to ensure their account is active and they remember their credentials.

- 3. PG&E, SCE, and SDG&E must confirm that the utility (1) contacted its Medical Baseline customers, at least annually, to update contact information; (2) sought to obtain from Medical Baseline customers, at least annually, an alternative means of contact for Public Safety Power Shutoff (PSPS) events; (3) contacted all customers that use electricity to maintain necessary life functions, at least annually, to update contact information; and (4) sought to obtain from these customers that use electricity to maintain necessary life functions, at least annually, an alternative means of contact for PSPS events. Provide the IOU’s protocol on maintaining the Medical Baseline customer contact list and the electricity reliance customer contact list in a timely manner. The maintenance protocol should include the steps, the staffing, and the deadlines to achieve the objectives. (D.21-06-014, Ordering Paragraph 36.)**

SDG&E contacts its Medical Baseline customers at least annually to update contact information and/or provide an alternative means of communication through program eligibility renewal process and through other communication efforts. In July 2022, SDG&E sent letters to Medical Baseline customers in the high fire threat districts and encouraged them to update their contact information. SDG&E plans to do the same in 2023. Additionally, My Account customers can self-update their contact information at any time by logging into their account on sdge.com or by contacting SDG&E’s Customer Care Center.

Given that customers can update their contact information via My Account or by contacting SDG&E’s Customer Care Center, SDG&E does not have a maintenance protocol for maintaining the Medical Baseline customer contact list outside of receiving information

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during the recertification process or the annual letter. SDG&E is still exploring a maintenance protocol.

Appendix A – G

Appendix A

2023 Community Resource Centers Plan

San Diego Gas & Electric Company's Community Resource Center Plan

June 30, 2023



Version 1
Last updated: 06/30/2023

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I. Community Resource Center Objectives

The Community Resource Center (CRC) program provides temporary support to communities impacted by public safety power shutoffs (PSPS) through the provision of basic resources. Such basic resources include access to water, snacks, ice, seating, water for livestock/animals, and a place to charge cell phones/medical devices, all while receiving up-to-date event-specific information. These resources are provided in a safe environment.

II. CRC Strategies, Actions, and Timing

SDG&E established its CRC program in 2018, following customer feedback indicating additional resources were lacking during a PSPS. Residents requested information and the ability to charge cell phones so they could stay in communication. SDG&E embarked upon identifying locations that satisfied the needs of the most PSPS vulnerable customers utilizing the following criteria:

- Community historical PSPS impacts
- Community location to nearest available resources
- Physical site characteristics
 - o Adequate space for the community served
 - o Proper egress routes and safety considerations
 - o Facility electrical configuration can support a backup generator
 - o ADA compliance/accessibility
- Located in the High Fire Threat District (Tiers 2 or 3)
- Availability of community support
- Ability to operate during the required hours

Pending satisfaction of the above requirements, SDG&E initiates full site inspection and CRC design. Following the 2018 pilot year of the CRCs, SDG&E enhanced the program by incorporating feedback received from residents. For example, one of the initial sites was re-located based on community input. SDG&E also learned that residents in Tier 3 of the HFTD were often reliant on well-water and needed access to water for their large animals. As a result, SDG&E now offers water buffalos that provide large quantities of water.

Figure 1: Map of SDG&E's Current Brick-and-Mortar CRCs



Each CRC site is located at a fixed facility designed to comply with local electrical code and safety considerations, which includes appropriate permitting with the local authority having jurisdiction. Prior to breaking ground, SDG&E enters into an agreement with the facility owner or customer of record. The agreement illustrates the roles and responsibilities of each party, resources provided, maintenance requirements, compensation, construction terms, and liability. Once fully executed, construction begins until the site is fully operational, leveraging electrical equipment capable of safely disconnecting the facility from the utility grid to facilitate a portable backup generator and eliminate the risk of a back-feed scenario. In some instances, a facility may already possess a permanently installed backup generator, in which case SDG&E would enter into an agreement strictly for participation, compensation, liability, roles and responsibilities.

When conditions warrant activation of a CRC, SDG&E takes immediate action to ensure resources are made available to impacted communities. The general strategy for activation follows the PSPS timeline as outlined on SDG&E's PSPS website. But SDG&E initiates CRC planning immediately following the issuance of a weather forecast that indicates any chance of adverse weather, which may fall within the 7 – 2 days ahead timeframe. Forty-eight hours ahead, the CRC team is establishing shift coverage and mobilizing resources to ensure that SD&GE is prepared and has the flexibility to

support the needs of the anticipated event. Twenty-four hours ahead, potentially activated sites are narrowed down and ready for the coming activities. The day of activation coincides with the first de-energization. If the de-energization takes place overnight, CRCs will be opened the following morning at 8am. If the de-energization takes place during the day, SDG&E will make every effort to open a CRC as soon as possible and will maintain the standard operating hours of 8am – 10pm.

III. CRC Contracting Effort in Place to Ensure Sufficient Contracted CRC Available During PSPS Events

SDG&E maintains annual contracts across all eleven permanent CRC locations. These contracts are renewed annually and are reviewed periodically to ensure accuracy as the program evolves. Contained within each contract are provisions to ensure sites are made available to SDG&E when requested, physical access is provided as needed, and permission is granted to inspect, install, and maintain necessary electrical equipment to facilitate backup power during PSPS events.

IV. Engagement with Local Populations on Access and Functional Needs (AFN)

As a result of community meetings held in communities in SDG&E’s service area, SDG&E established a network of CRCs to help communities in real-time during Public Safety Power Shut-offs.

SDG&E is actively customizing and enhancing its Safety and AFN Public Education campaign for 2023. This territory-wide, mass-market communications effort aims to achieve increased customer awareness and education. The paid advertising campaign, in combination with direct communications and outreach, supports SDG&E’s ability to reach its AFN audience broadly and promote message consistency across the service territory.

Outreach tactics supporting the public education campaign include community events such as wildfire safety fairs and webinars, direct outreach to vulnerable populations in high-risk areas, collaboration with community-based organizations (CBOs) to provide support, promotional communications for support services such as generator programs and resiliency surveys, emails to customers, bill inserts, wildfire safety newsletters and wildfire-related customer notifications in accessible formats.

Additionally, SDG&E leveraged its Public Safety Power Shutoff Working Group (PSPSWG) with representatives from the California Public Utilities Commission (CPUC), communication providers, water service providers, tribes and agencies that serve members with disabilities, aging, and AFN population to solicit feedback on the 2023 Community Resource Center Plan in March of 2023.

V. Stakeholder Recommendations on AFN Needs of Services and Supplies

SDG&E consulted with various stakeholder groups in the development of this plan through e-mails,

and virtual conference calls as well as the PSPSWG. Feedback received during those sessions has been incorporated and SDG&E will continue to refine the program through ongoing dialogue with CRC stakeholders. See “Table 4 – Prior Year CRC Customer Feedback” in Appendix D of SDG&E’s 2023 Pre-Season Report.

SDG&E has coordinated with each CRC site-facility owner on Americans with Disabilities Act (ADA) compliance and has provided additional accessibility and safety items in “AFN Go Kits”. These Go Kits include items to mitigate trip hazards, communication aids, additional accessibility and directional signage, and materials to expand accessible parking and provide safe paratransit loading zones. Privacy screens are available to provide a private area for sensitive activities like administering medications, breastfeeding, a calming area for sensory disabilities and other needs.

Additionally, SDG&E has leveraged key takeaways from Cal OES’s Inclusive Planning Blueprint for Addressing Access and Functional Needs at Mass Testing/Vaccination Sites. SDG&E has implemented Video Remote Interpreting (VRI) resource and training to all CRC staff, allowing for complex conversations and information sharing in ASL and non-English languages. Each CRC will also have non-English visual translator boards for simple and casual conversations. SDG&E will ensure all CRC staff are familiar with possible reasonable accommodation requests and know to refer such requests to SDG&E’s Emergency Operations Center (EOC) AFN Liaison Officer for solution support.

VI. Criteria Used to Determine the Types of CRCs Needed During Each Event

Depending on the most recent CDC guidelines regarding Covid-19 protocols and public gatherings, in-door or drive-thru layouts for CRC’s are utilized at brick-and-mortar locations. If any of the eleven brick-and-mortar CRC locations prove inadequate relative to community needs, SDG&E may dispatch a Mobile Command Trailers to a desired location serving as a temporary CRC.

VII. Services and Supplies Available at each CRC to Customers and AFN Populations

To determine the resource needs of the community being served, SDG&E leveraged feedback from its impacted communities via townhalls, safety fairs and wildfire/PSPS preparedness workshops. The common themes customers expressed were the need for outage updates, cell phone charging, and air conditioning. Additionally, AFN stakeholders recommended adding the ability for individuals to drop-off medical devices for charging with the ability to pick up later. Based upon these discussions and feedback received, SDG&E has added additional resources to its CRCs. Below describes the full and current list of resources available at SDG&E’s CRCs.

- Up-to-date outage information
- Bottled water
- Light snacks
- Bulk water truck delivery (for larger quantities of water for animals/pets)
- Ice (both block and cubed)
- Accessible Restrooms

- Cell phone charging stations
- Wi-Fi/Access to internet
- Medical Device Charging
- Brick and mortar facility fully powered via a portable backup generator
 - o This enables standard 120V charging via facility electric outlets for medical or other devices requiring power

SDG&E continues to evaluate the effectiveness of the resources offered through feedback forms available at activated CRCs and through direct feedback from regional PSPS working group members. During the March PSPS working group session, it was recommended that Boil Orders should be shared if in effect. As a result, SDG&E will ensure such notices are communicated at the appropriate CRC when information is shared with SDG&E. The above list and this CRC Plan reflect all feedback received.

VIII. CRC Information Transparency and Accessibility on PSPS Webpage and PSPS Advanced Notification During Event

CRC information is made available through SDG&E’s dedicated PSPS website (sdge.com/ready), and smart device application SDG&E Alerts. Additionally, 211 helps direct individuals with AFN to available CRC locations and CBOs promote this information to their constituents.

IX. COVID-19 Considerations

The CRC program has developed a comprehensive COVID-19 plan that may exercise two phases of health and safety precautions depending upon the nature of the event and prevailing guidelines. This section summarizes the plan at a high level:

Phase 1 – Strict social distancing measures with added security involvement and routine deep cleaning of all commonly touched surfaces. Employees and CRC partners will use proper personal protective equipment (PPE) such as face coverings and gloves. Routine temperature checks for anyone entering a CRC will be required at entryways. Strict time limits will be implemented to eliminate any congregating or social gathering.

Phase 2 – If conditions warrant more stringent health and safety precautions that would render Phase 1 precautions futile, CRCs would transition to drive-thru events. No entry to the CRC building would be allowed except for building owners and SDG&E employees. Care packages would be pre-assembled and handed to vehicles in a drive-thru fashion. All PPE identified in Phase 1 will be leveraged here as well.

X. Prior Year CRC Usage Metrics

SDG&E did not have any PSPS events for the reporting period of June 1, 2022 through May 31, 2023, therefore, “Table 3 – Prior Year PSPS CRC Usage Metrics” in Appendix D is not applicable.

XI. CRC Program Evaluation Including Customer Feedbacks, CRC Related Surveys, Survey Results, Survey Evaluation, and IOU’s Related Challenges

Starting in 2022, SDG&E has contracted a third-party vendor to provide personnel during a PSPS event for its various CRCs. iPads will be used to conduct a four to five question survey to collect customer feedback.

SDG&E did not have any PSPS events for the reporting period of June 1, 2022 through May 31, 2023, therefore, “Table 4 – Prior Year CRC Customer Feedback” in Appendix D is not applicable.

XII. Lessons Learned Protocol

The After-Action Review (AAR) is the primary tool for identifying, documenting, and incorporating PSPS event-related decisions and actions of events into the continuous process and quality improvement and learning cycle. Immediately following a PSPS event resulting in pre-event customer and regulatory notifications, SDG&E initiates efforts to engage in the sharing of best practices and lessons learned to assist in relevant lessons learned sections of the Commission's Safety and Enforcement Division's standardized 10-day post-event reporting template.

Findings and/or lessons learned resulting from the AAR process or other methods of incident evaluation are identified and documented and shall be stored in the approved repository and made available to employees, as appropriate. Feedback and/or lessons learned applicable and relevant to all Investor-Owned Utilities (IOUs) from concluded PSPS events may be shared at the utility working group meetings or other Commission led meetings.

To the extent permissible under legal privilege and confidentiality claims, corrective actions resulting from the AAR process shall be broadly communicated to impacted workgroups, operational teams, and management, as appropriate to promote continuous improvement and a learning organization.

SDG&E did not have any PSPS events for the reporting period of June 1, 2022 through May 31, 2023, therefore, “Table 14 – PSPS Event Lessons Learned Summary” in Appendix D is not applicable.

Appendix B

2023 Critical Facilities and Infrastructure Plan

San Diego Gas & Electric Company's Critical Facilities and Infrastructure Plan

June 30, 2023



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I. Critical Facilities and Infrastructure (CFI) Objectives

To ensure critical facilities and infrastructure customers can adequately prepare for Public Safety Power Shutoffs, SDG&E endeavors to identify and understand the resiliency needs of all facilities that are essential to public safety, health, and the well-being of our communities. This is accomplished through an iterative identification and outreach process intended to ensure that all CFI customers have provided SDG&E with up-to-date emergency contact information, assessed their resiliency and emergency action plans, and identified accounts that may require backup generation.

II. CFI Strategies, Actions, and Timing

SDG&E's primary goal for Critical Facility and Infrastructure customers is to ensure that all CFI customers are identified, have provided SDG&E with up-to-date emergency contact information, assessed their resiliency and emergency action plans, and identified accounts that may require backup generation.

This process is iterative. SDG&E has utilized a 3-pronged approach to identify CFI customers: (1) Querying relevant NAICS codes, (2) internal recommendations from assigned customer service representatives, (3) customer requests to be classified as CFI.

Initial identification of CFI customers was conducted by utilizing the general NAICS code of each customer and grouping them into sections based on the required CPUC defined customer bases. These can be found in detail in "*Section III: CFI Definition and IOU CFI Contact on PSPS Website.*" This list is reviewed frequently to ensure customers who may not have been captured are notated and customers who may have been included erroneously are removed.

Through monthly reconciliations of SDG&E's customer information system to identify accounts that may have been opened or closed by CFI customers and keeping close relationships with assigned CFI customers to SDG&E's respective account executives, SDG&E maintains an updated database of emergency contacts and understand specific customer needs throughout the year. Additionally, a robust annual outreach to all CFI customers allows SDG&E to make meaningful updates on customer backup generation and annual emergency plan assessments.

Each year, SDG&E conducts its annual outreach to all CFI customers between the beginning of May and the end of August to ensure all updates are made before the historical start of fire-season in San Diego and Orange County, around September 1. This is performed in 3 distinct phases: (1) passive outreach via generic letters or emails inviting customers to complete an online survey, (2) active outreach via phone calls or personalized emails from assigned account representatives, and (3) in-person visits to CFI customers in the tier 2 and 3 high fire threat districts for those customers who have not yet completed the annual outreach. CFI customers who do not respond to any aspect of this outreach are identified. Should a customer not provide this information, any contact information held within SDG&E's customer information system is utilized as the method of last resort to contact customers if they are identified to be impacted by an imminent PSPS.

SDG&E also maintains a CFI specific website at <https://www.sdge.com/pssp-critical-facilities> where customers can request the data that SDG&E currently has on file and request updates at any time.

This request form is actively monitored by SDG&E staff for timely responses.

III. CFI Definition and IOU CFI Contact on PSPS Website

SDG&E has followed the guidance of the CPUC on which customers should be classified as Critical Facility and Infrastructure customers.¹ This list can be found on SDG&E's designated Critical Facilities and Infrastructure website, <https://www.sdge.com/psps-critical-facilities> and is also included below:

Critical Facility and Infrastructure Customer Types

Emergency Services Sector

- Police Stations, fire stations, emergency operations centers, public safety answering points, and tribal government providers.

Government Facilities Sector

- Schools, jails, prisons, homeless shelters, community centers, senior centers, independent living centers, as defined by the California Department of Rehabilitation, voting centers and vote tabulation facilities

Healthcare and Public Health Sector

- Public Health Departments, medical facilities including hospitals, skilled nursing facilities, nursing homes, blood banks, health care facilities, dialysis centers and hospice facilities (excluding doctor offices and other non-essential facilities), cooling (or warming) centers, and temporary facilities established for public health emergencies.

Energy Sector

- Public and private utility facilities vital to maintaining or restoring normal service, including, but not limited to, interconnected publicly-owned utilities and electric cooperatives.

Water and Wastewater Systems Sector

- Facilities associated with the provision of drinking water or processing of wastewater, including facilities used to pump, divert, transport, store, treat and deliver water or wastewater.

Communications Sector

- Communication carrier infrastructure including selective routers, central offices, head ends, cellular switches, remote terminals, and cellular sites.

Chemical Sector

- Facilities associated with the provision of manufacturing, maintaining, or distributing hazardous materials and chemicals.

¹ The term "Critical Facilities & Infrastructure" was initially defined by the CPUC in D.19-05-042 and subsequently modified in D.20-05-051 and D. 21-06-034 to add more sectors. D.20-05-051, p A10 and D.21-06-034, pp. 75-76, A5-A6.

Food and Agriculture Sector

- Emergency Feeding Organizations, as defined in 7 U.S.C. § 7501.

Transportation Systems Sector

- Facilities associated with automobile, rail, aviation, major public transportation, and maritime transportation for civilian and military purposes, and Traffic Management Systems.

SDG&E has also employed a distribution list for an internal CFI contact by creating a shared email address CFInquiry@sdge.com. This email address is monitored by multiple SDG&E staff members to ensure that requests are addressed in a timely manner. This approach was determined a best practice as it provides redundancy in case employees are on vacation, out of the office on customer visits, unable to access email requests within 24 hours, or other reasons that may cause an email to go unread.

Throughout the reporting period for the 2023 Pre-Season Report of June 1, 2022, through May 31, 2023, approximately 2 emails were received from an outside source requesting data validation.

IV. Identification Method of CFI

SDG&E utilizes a 3-pronged approach to identify CFI customers: (1) querying relevant NAICS codes, (2) internal recommendations from assigned customer service representatives, and (3) customer requests to be classified as CFI.

SDG&E has primarily utilized NAICS codes for the first and broadest classification effort. This includes identifying the relevant NAICS codes for each category outlined by the relevant CPUC decisions and referenced in *Section III: CFI Definition and IOU CFI Contact on PSPS Website*.² These NAICS codes then received a specific flag in SDG&E's customer information system to ensure that the customer has been appropriately identified and can be contacted to gather the necessary information in case of an imminent PSPS. This process is continuously refined, and customers are added or removed based on further assessment of their classification. This flag also helps SDG&E capture any new accounts that are added or removed monthly from the customer's account list so further outreach can be conducted to identify new backup generators, changes in contact information, or unique needs of the customers that need to be considered.

SDG&E also conducts a thorough outreach campaign between May 1-August 31st each year to all CFI customers to ensure any changes that may have not been communicated from the customer are captured. This includes a large mailing, e-mail, phone call, and in-person visits to survey customers on their emergency preparedness, capability for resiliency, and presence as well as efficacy of their backup generation.

This process is iterative and ongoing as new information comes to light as to how these customers should be identified.

² The term "Critical Facilities & Infrastructure" was initially defined by the CPUC in D.19-05-042 and subsequently modified in D.20-05-051 and D. 21-06-034 to add more sectors. D.20-05-051, p A10 and D.21-06-034, pp. 75-76, A5-A6.

V. Changes in CFI Since Prior Annual Report

As of June 15, 2023, SDG&E has 25,757 unique CFI accounts. This is 5,928 more unique accounts than the 19,829 unique CFI accounts recorded in the 2022 Pre-Season Report.

VI. Maintenance and Update Process of CFI List

See “*Section II - CFI Strategies, Actions, and Timing.*”

VII. Collaboration with Transmission-level Customers

SDG&E’s transmission level customers primarily consist of energy generators and each of SDG&E’s transmission level customers have been flagged as CFI. See “*Section II - CFI Strategies, Actions, and Timing.*”

VIII. Comparison of Current Year CFI Request Total with Last Year

At this time, SDG&E has received two requests for customers to be classified as Critical Facilities during the reporting period of June 1, 2022 through May 31, 2023. The utility accepted both requests. This will also be referenced in “*Table 7 – List of Requests to Be CFI Over Last Two Years*” Appendix D.

IX. CFI Backup Power Assessment Efforts/Actions, Backup Power Provisions and Terms

SDG&E conducts an annual assessment of all CFI customers to better understand the CFI customers’ emergency preparedness and potential need for additional support during PSPS events.

In 2022, SDG&E conducted outreach to all CFI customers through a standardized questionnaire that was intended to identify where permanent backup generation was available. The 2022 survey included the following questions:

1. Do you have an emergency preparedness plan in place in the event that you lose grid power?
2. Please identify the addresses where permanent backup generation is installed. (*Please select the boxes that apply*)
3. Do you have access to portable generators or backup battery supplies that can be shared amongst various facilities?
4. Please identify the addresses where backup power is needed during an outage, but unable to be installed. (*Please select the boxes that apply*)

5. Do you need SDG&E to provide any additional consultation, including technical assistance, to ensure your organization has satisfactory backup generation?

The 2023 survey to CFI customers assesses PSPS preparedness and resiliency through two rounds of questionnaires. The first round of questionnaires is intended to both assess CFI customers' PSPS resilience and obtain updated contact information for primary and secondary points of contact. The request and questions contained in the first-round questionnaire are the following:

- 1) Please provide a minimum of two 24-hour emergency contacts. If you have more than five contacts, we ask that you please provide us with a distribution email address that can be managed internally by your organization.
- 2) We have on file that your organization has access to at least one backup generator that can be used during a PSPS event. Is this still correct? (Please answer Yes, No, Unknown or Prefer not to disclose)
- 3) Is your organization in the process of adding backup generation? (Please answer Yes, No, Unknown or Prefer not to disclose)
- 4) Does your organization have an emergency preparedness plan that includes guidance for a Public Safety Power Shutoff of varying lengths? (Please answer Yes, No, Unknown or Prefer not to disclose)
- 5) Do your facilities have the ability to maintain critical operations during a PSPS event? (Please answer Yes, No, Unknown and feel free to explain)

This information gets saved and updated throughout the year in an internal system that houses all primary and secondary direct contact information for CFI customers. Customers can provide updated contact information at any time throughout the year, which would be updated and saved in the system.

The second-round questionnaire is sent to customers who responded to the first-round questionnaire indicating they have backup generation. These questions are intended to better understand when and where respective backup generation is accessible and where it may be needed. Specifically, two questions are asked at the account level. These questions are "Is there backup generation at this meter?" and "Will this backup generation be used during a PSPS event?"

These 2023 questions allow SDG&E the opportunity to further identify the CFI customers that are or are not able to withstand long-term outages as a result of PSPS events, identify CFI customers who may not have adequately prepared for PSPS, and identify addresses and accounts that do or do not have access to backup generation.

SDG&E has also communicated to CFI customers that it is customers' responsibility to adequately prepare for PSPS events, which also includes an assessment of backup generation as a method of resiliency. Thus, SDG&E informs customers that "SDG&E does not provide emergency backup generation." In the event of a situation where health, life, or safety of the community is at risk due to not having access to backup generators, however, SDG&E has generators on hand with nameplate ratings from 25kW to 1000kW, and contracts with local third-party vendors for rental units available to deploy. Because of this potential, SDG&E has developed a thorough process for when a customer requests backup generation.

During a PSPS event, customers requesting backup generators will likely be working directly with their assigned Account Executive (AE). The AE will require the customer to fill out the Generator Request Form. Customers will then submit the completed request form back to their assigned AE and the AE will send the completed request form to the Emergency Operations Center (EOC) on-duty representatives. For unassigned customers who do not have an assigned AE, they would utilize SDG&E's Customer Call Center to request the backup generator and initiate the process. Whether through the assigned AE or through the Customer Call Center, these requests will be directed to the Customer Services EOC team.

This request will need to be approved by three individuals: (1) The Business Services on-duty EOC representative for initial review, (2) SDG&E's on-duty Distributed Energy Resources (DER) Manager who will allocate the back-up generation resources and confirm availability, and (3) the Customer Services Branch Chief on-duty. Finally, SDG&E's on-duty Incident Commander will review the request and if approved, will send to the appropriate County liaison for final approval.

If the request has been approved, the Business Services on-duty EOC representative will communicate to the customer, coordinate the delivery of the generator, and update the assigned AE. This will be communicated to the DER manager for completion.

If the request was not approved, the Business Services on-duty EOC representative will note the reasoning in the request form and notify the customer that the request was not approved and update the assigned AE.

X. Engagement with Local Government and Public Safety Partners on CFI Identification and Back-up Generation Need

SDG&E conducts annual outreach to local and tribal government customers to assess their specific backup generation capabilities and identify problem areas. See "*Section IX. CFI Backup Power Assessment Efforts/Actions, Backup Power Provisions and Terms*" for the list of survey questions and process.

SDG&E also always makes the CFI list available to Public Safety Partners via the Public Safety Partner portal and will work with any local or tribal government to make revisions or additions to the CFI list based on the suggestions of the jurisdiction. This process is outlined in "*Section XI. Maintenance and Accessibility of CFI List*".

XI. Maintenance and Accessibility of CFI List

SDG&E has implemented a robust process for both Critical Facility and Infrastructure customers and Public Safety Partners to access SDG&E's CFI list as described below. Maintenance of the CFI list is outlined in detail in "*Section II. CFI Strategies, Actions, and Timing*."

Public Safety Partners can access the SDG&E list of CFI customers through the Public Safety Partner Portal. Within the "*Resource Materials*" section of the secure portal, there is a download button (outlined in red) for the "*Critical Facilities and Infrastructure List*." This download button will always be available in this way during and not during activations.

SDGE PARTNER PORTAL Manage Content Notifications Audit Log Logout

Page refreshed: 2:52 PM, Thu 6/15/23

Public Safety Power Shutoffs Alert Message

Thank you for visiting the SDG&E Public Safety Partner Secure Portal.

Status: [There is currently no active PSPS event](#)

When/if we activate our PSPS protocols this portal will be populated.

To review the Public Safety Partner's Portal User Resources, please click [here](#).

▲ Potentially Impacted			● Currently Impacted		
N/A Customers	N/A Medical Baseline (MBL) <small>🕒 0 Life Support</small>	N/A Critical Facilities	N/A Customers	N/A Medical Baseline (MBL) <small>🕒 0 Life Support</small>	N/A Critical Facilities

Communities Impacted 📄 Copy All Outage Information

No customers or communities currently affected by PSPS

<p>For more outage data</p> <p>If you have access to the GIS files please use these links:</p> <p>Potential outage map, only areas meeting criteria in real-time monitoring will be de-energized</p> <p>Outage map, these are areas that have been de-energized.</p> <p>If you do not have access to the GIS file, please use this link:</p> <p>Public Outage map</p>	<p>Resource Materials</p> <p>Training materials</p> <p>Social Media Kit</p> <p>Community Flyer</p> <p>Community Resource Centers</p> <p>Critical Facilities & Infrastructure List</p> <p>Company Emergency and Disaster Preparedness Plan (CEADPP)</p> <p>SDG&E is committed to supporting accessibility needs. Do you or does someone in your home have a disability, use a device for their health, safety or independence that requires electricity or prefer to receive certain information in a language other than English? Let us know at AFN Self-ID Webform.</p>	<p>Your SDG&E Contacts</p> <p>SDG&E Liaison Officer SDGELiaisonOfficernotifications@sdge.com 858-503-5450</p> <p>Emergency Management Duty Officer eseodsge@sdge.com 858-501-5173</p>	<p>Public-Facing Contact Info</p> <p>800-411-7343 SDGE.com/Ready</p> <p>Alerts by SDG&E Download for Android Download for iPhone</p>
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For current CFI customers that are not classified as Public Safety Partners and for customers who would like to be classified as CFI customers, there is a link to a web form to input their information on <https://www.sdge.com/psps-critical-facilities> under the “For More Information:” section and under the “Confirm your Critical Facilities Information.”

For More Information:

Confirm your Critical Facilities Information

Use our [web form](#) to confirm your critical facility information.

Request a Back-Up Power Assessment*

Use our [web form](#) to request a back-up power assessment for your critical facility.

Designate Your Critical Facility

If you believe your business should be designated as a Critical Facility, please email: CFInquiry@sdge.com.

More Information

Visit sdge.com/psps and download the [SDG&E Alerts](#) mobile app.

*SDG&E is not responsible for providing backup power before or during a de-energization

Within this form, the user can begin the process to request to be classified as a CFI customer by identifying their organization, providing their contact information, and responding to PSPS preparedness and resiliency survey questions. For customers that are already classified as CFI customers, they can update their CFI contact information and responses to the annual PSPS preparedness and resiliency survey.

Once the user has clicked “*Submit*”, an email with the information the user has provided will be sent to an internal distribution list for response. Once this is received, the SDG&E team will review the information provided and will respond to the customer accordingly. Any changes that the user requests will then be made within SDG&E’s internal system.

This process provides confidentiality by ensuring that the requestor is a representative of the entity for which the requestor is requesting data. A response will not be provided to the customer unless their email signature is affiliated with the entity for which the requestor. If the email address is not affiliated, SDG&E will coordinate with the entity that the data has been requested about before providing any data.

XII. Consultation with Local and Tribal Governments

SDG&E will provide the full CFI list to local and tribal governments upon request by the jurisdiction. Additionally, the full CFI list is available on the Public Safety Partner portal at any time for local and tribal governments to review the list of customers who have been flagged as CFI. Please see “*Section XI: Maintenance and Accessibility of CFI List*” for how this is completed. As tribal government providers and local governments are classified as CFI, please see “*Section II - CFI Strategies, Actions, and Timing*” for how SDG&E collaborates and notifies local and tribal government customers.

XIII. Coordination with CFI to Maintain Energization During PSPS Events of Varying Lengths

As California’s climate conditions have changed, the traditional idea of a fire “season” has evolved into a year-long battle against more severe wildfires. SDG&E has spent more than a decade building a wildfire safety program that includes fire hardening infrastructure, building a fire science and meteorology department to better forecast and prepare for wildfires, and implementing innovative technology such as weather stations, camera networks, drones, and fire prediction modeling to watch for potential threats.

Even with the investments to reduce the risk of wildfire, there are times where SDG&E may have to shut off the power to specific electric circuits to prevent an ignition.

CFI customers are provided additional notifications to actively prepare for a PSPS event. During the event CFI customers who have provided emergency contact information are notified via ENS system of updates to the status of the outage for their specific device.

For Assigned CFI customers and Public Safety Partners, the customers are granted additional support and communication directly from their assigned Account Executive or can access the Public Safety Partner Portal.

CFI customers are surveyed annually on their backup generation capabilities to ensure that their critical operations can continue during PSPS of varying lengths. For any critical customers who may need to request backup generation for extended outages, they can follow the backup generator request process as outlined in “*Section IX: CFI Backup Power Assessment Efforts/Actions, Backup Power Provisions and Terms*”.

XIV. Lessons Learned Protocol

The After-Action Review (AAR) is the primary tool for identifying, documenting, and incorporating PSPS event-related decisions and actions of events into the continuous process and quality improvement and learning cycle. Immediately following a PSPS event resulting in pre-event customer and regulatory notifications, SDG&E initiates efforts to engage in the sharing of best practices and lessons learned to assist in relevant lessons learned sections of the Commission's Safety and Enforcement Division's standardized 10-day post-event reporting template.

Findings and/or lessons learned resulting from the AAR process or other methods of incident evaluation are identified and documented and shall be stored in the approved repository and made available to employees, as appropriate. Feedback and/or lessons learned applicable and relevant to all Investor-Owned Utilities (IOUs) from concluded PSPS events may be shared at the utility working group meetings or other Commission led meetings.

Subject to legal privilege and confidentiality requirements, corrective actions resulting from the AAR process shall be broadly communicated to impacted workgroups, operational teams, and management, as appropriate to promote continuous improvement and a learning organization.

SDG&E did not have any PSPS events for the reporting period of June 1, 2022 through May 31, 2023, therefore, “Table 14 – PPS Event Lessons Learned Summary” in Appendix D is not applicable.

Appendix C

2023 Notification Plan

San Diego Gas & Electric Company's Notification Plan

June 30, 2023



Version 1
Last updated: 06/30/2023

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Attachment 1 – SDG&E PSPS Notifications Matrix

I. Notification Objectives

Notification timelines and audiences are prescribed by the CPUC. To ensure the timelines are met, the objectives of this plan are as follows:

- Develop strategies to ensure timely notifications are made as prescribed
- Promptly acknowledge the incident with a commitment to provide stakeholders more information
- Speak with “OneVoice” to provide a consistent message to all stakeholders
- Be transparent by proactively offering a continuous stream of updated, relevant information
- Reach all stakeholders by communicating across every possible channel
- Leverage visual communications and third-party support to tell our story

II. Notification Strategies, Actions, and Timing

In any crisis or disaster, following are the key strategies and actions needed to develop an emergency communications strategy:

- Complete a thorough damage/situation/injuries assessment
- Appoint a lead point person for both crisis management and crisis communications
- Determine executive availability and identify media spokespeople at the executive and management levels
 - Determine the appropriate spokespeople for different events (e.g., media briefings, media updates, one-on-one interviews)
- Develop a communications response strategy
- Create a strategy and action plan to communicate with customers, employees and the media throughout the crisis
- Develop key talking points, including core message themes that potentially can be carried forward throughout the crisis. Include facts that reflect the status of the crisis and the Company’s response, as well as proactive steps taken by the Company
- Consult with Legal Officer and the Officer in Charge (OIC) as well other relevant internal departments, to approve messaging
- Determine most effective media channel(s) (i.e., radio (particularly KOGO), TV, newspapers and/or social media) given the nature of the situation
- Develop news releases/media statements and employee updates (via e-mail, employee hotline, Company intranet, digiboards, and/or voicemail) as necessary
- Use social media to help broaden communications reach
- If media briefings are necessary, activate media check list which includes identifying a suitable briefing room or area clear of the incident area and procure necessary A/V equipment; arranging escorts for media within the building, to and from the media briefings; coordinating with facilities and security on guest parking and access

- Monitor ongoing media coverage and respond/adjust messaging as appropriate
- Schedule regular updates for the crisis management team/EOC to share feedback from the media and other key stakeholders; discuss next steps in communications
- Develop a PIO Section staffing schedule immediately for any crisis expected to require 24/7 response for the duration of the EOC activation

Please see attachment 1 for details on the notification timeline.

III. Notification Process Planning and Improvement

SDG&E has developed a Notification Concept of Operations (ConOps) that lays out the processes & procedures for notifications for Public Safety Power Shutoffs (PSPS). That plan is reviewed annually and updated by the following activities:

- Updates to regulatory notifications
- Lessons learned from After-Action Review corrective actions
- Changes to internal processes

IV. Updated/Current Notification Script and Templates

SDG&E developed notification scripts for the various phases of the PSPS timeline. These scripts are updated annually based on feedback from customer surveys and feedback. SDG&E is in the process of updating its PSPS notification scripts, voice recordings and American Sign Language (ASL) videos for 2023.

Upon final review and approval of notification script, it is sent to Deaf Link for conversion into accessible formats. These formats include a video in ASL , audio recording and an accessible transcript included below the video that can be accessed by screen reader and braille refresh reader devices. Additionally, the English notifications are simultaneously translated into transcripts in 21 prevalent languages spoken in the region.

V. In-language Translations

SDG&E provides PSPS notifications in American Sign Language (ASL) video and 22 prevalent languages. Those languages include:

1. English
2. Spanish
3. Mandarin
4. Tagalog
5. Vietnamese
6. Russian
7. Korean
8. Cantonese
9. Arabic

10. French
11. German
12. Armenian
13. Farsi
14. Japanese
15. Khmer
16. Thai
17. Hindu
18. Portuguese
19. Punjabi
20. Somali
21. Mixtec
22. Zapotec

VI. Notification Methods

PSPS notifications are delivered using a multi-channel strategy to educate and inform customers and the general public. Methods include:

- Messages magnified via our regional partners, community-based organizations, and broadcast media partners, including designated local emergency broadcast radio station
- Amplification of messaging using all digital media channels, including social media (Twitter, Nextdoor, Facebook, Instagram and YouTube), web pages, SDG&E NewsCenter and SDG&E-prepared social media toolkits disseminated to public safety partners and community-based organizations
- Customers can receive notifications via our Enterprise Notification System (email, text and voice), and SDG&E's PSPS app, "Alerts by SDG&E". The app is available in English and Spanish to customers and the general public
- In-Community signage such as portable roadside signs and community marquees

Public safety partner notifications are delivered via text, email, and phone call depending on the audience type and preference. Additionally public safety partners have access to SDG&E's Public Safety Partner Portal for information.

VII. Meeting Notification Timeline Requirements

SDG&E has developed an automated timeline flow process to ensure notifications are completed as prescribed. This flow process sends an email to the appropriate SDG&E EOC responder reminding them to send the notifications.

VIII. Entity Responsible for Notifications

Notifications to the various audiences are conducted by the following personnel within SDG&E:

- Planning Section Chief
 - First Responders
 - Federal, State, and Local partners
 - Fire Agencies
 - Law Enforcement Agencies
 - Emergency Medical Response Agencies
 - Emergency Managers
 - Emergency Facilities
 - CalOES
 - CAL FIRE
- Regulatory Officer
 - CPUC
- Liaison Officer
 - Tribal Partners
 - Water / Wastewater Agencies
 - TelCom Agencies
 - Community Choice Aggregators
 - Publicly Owned Utilities
 - Federal, State, and Local Elected Officials
 - Chambers of Commerce
 - CERT Groups
 - Fire Safe Councils
 - Community Planning Groups
- Customer Service Section Chief
 - Residential Customers
 - Business Customers
 - Critical Infrastructure Agencies
- Access and Functional Needs (AFN) Liaison
 - PSPS AFN Partners
 - AFN Community Based Organizations

Please see attachment 1 for additional details.

IX. Consistency of PSPS Notification Information Across All Platforms

Due to the Company's ample geographic service territory, as well as employee interaction with various stakeholders (e.g., i media, customers, community-based organizations and elected officials), it is essential that the sharing of information and communications are coordinated to ensure valid, aligned and consistent "OneVoice" incident messaging.

The Public Information Officer (PIO) Section is responsible for providing timely and accurate information to the news media and employees. Information is disseminated through traditional news outlets, social media outlets and internal communication platforms. SDG&E uses the “OneVoice” communications strategy for all internal/external stakeholders to ensure consistent, accurate and timely messaging throughout a PSPS.

Figure 1: SDG&E OneVoice Communications for Incident Response



X. Coordination with Stakeholders

In coordination with appropriate Community Based Organizations (CBO), SDG&E carefully plans and coordinates with stakeholders to identify, inform and serve the needs of Access and Functional Needs (AFN) populations during a PSPS. Identifying AFN service providers, seeking their advice, sharing information and best practices, and facilitating solutions to meet customers’ needs during a PSPS are all part of the pre-season coordination with AFN Stakeholders.

Operational coordination is achieved through a variety of efforts with our AFN CBO Partners. The primary method is our 24/7 on-duty representatives. SDG&E maintains a 24/7 AFN Liaison Officer in the Emergency Operations Center to ensure AFN CBO partners have a direct link to the Company for information and coordination of PSPS support services.

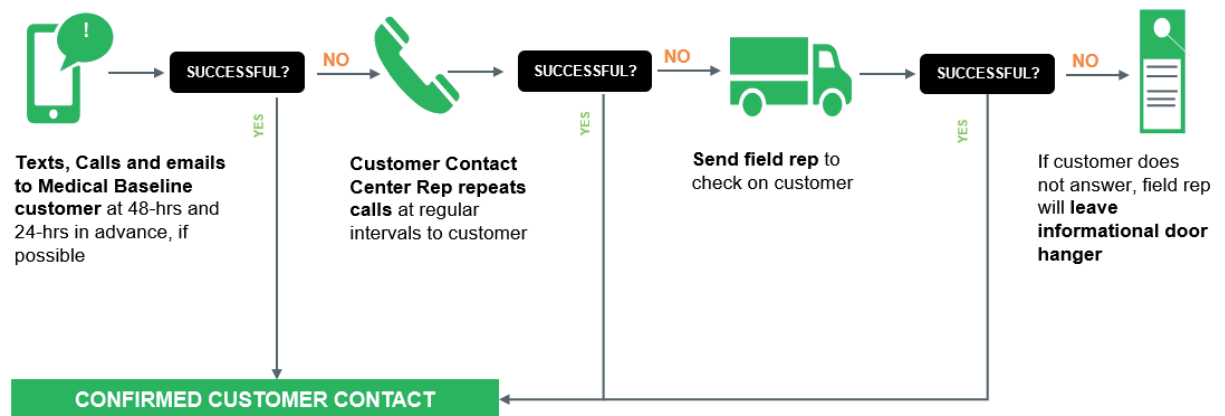
Additional coordination efforts between Investor-Owned Utilities may be found in “Table 12 – List of Joint Efforts on AFN Notification Plan” in Appendix D

Coordination with public safety partners is also key to achieving operational coordination and synchronized messaging.

XI. Affirmative Notifications to MBL Populations and Any Self-Identified Vulnerable Populations

SDG&E performs positive notification procedures with all affected Medical Baseline (MBL) customers to ensure receipt of PSPS notifications. Notifications are initially sent via automated outbound calls. If the system does not confirm the phone was answered by a person, additional attempts to contact the customer by phone are made by Customer Contact Center Representatives. If a Customer Contact Center Representative is unable to contact the customer by phone, a Customer Service Field Representative is sent to the customer’s home to deliver the notification. If no person answers the door, an informational door hanger is left for the customer. Please refer to the graphic below for a visual representation of SDG&E’s process to ensure all MBL customers receive an affirmative notification.

Figure 2: SDG&E MBL Affirmative Notification Process



For Medical Baseline notifications, the notification is considered successful if the customer has answered a phone call, responded to a text message, opened an email or clicked on a link included in an email.

XII. Notification Strategies on AFN Population Subsets

All SDG&E PSPS, Wildfire and Load Curtailment notifications are fully accessible for the sensory disabled and are translated into the 21 prevalent languages within the SDG&E’s service territory. Every notification has been recorded as a video of an ASL interpreter signing the notification, with an English voiceover and an accompanying screen and braille refresh reader accessible transcript of the notification. Through the Accessible Hazard Alert

System (AHAS), SDG&E provides ad-hoc real time accessible notifications with these same features.

During an event, SDG&E works closely and communicates informational, preparedness and real-time notifications to an expansive AFN CBO partner coalition to amplify these notifications. . This coalition is made up of trusted agencies within the AFN community, including, but not limited to, Residential Care Facilities, Social Service agencies, and AFN and medical support organizations.

SDG&E conducts an extensive marketing campaign to solicit the cooperation of multi-family properties with elevators, and master-metered Mobile Home Park owners and managers to educate and notify tenants of how to prepare for a PSPS, where to find real-time information and services and sign up for PSPS notifications.

SDG&E ensures all affected Medical Baseline customer households receive a positive notification contact of PSPS notifications by sending a Customer Service Field Representative to their home if telephone contact is not achieved.

See “Table 13 – AFN Population Subset Notification Plan” in Appendix D.

XIII. Public Warning of PSPS, Such as Week-Ahead Forecasts

SDG&E utilizes numerous digital channels to promulgate public warning of a potential PSPS well in advance. Every business day, the Fire Discussion authored by a credentialed meteorologist is updated at 0600 to warn of potential conditions that could warrant a PSPS within seven days. This information is posted on sdgeweather.com, the Fire Science and Climate Adaptation app (FSCA), and the new SDG&E Alexa skill. For most of the year, users will read the following message at the end of the fire discussion, “Conditions that generally warrant a PSPS are not forecasted for the next seven days.”

When a potential PSPS is forecast to occur within seven days due to forecasted deteriorating fire weather conditions, this information will be reflected in the fire weather discussion and with a “stoplight” warning graphic that will become activated on the home page of sdgeweather.com indicating normal in green, PSPS watch in yellow, or PSPS warning in red. A PSPS watch is a forecast indicating that PSPS is probable, whereas a PSPS warning indicates a PSPS is imminent due to dangerous fire weather conditions. This same graphic will be replicated and prominent on sdge.com as well.

XIV. Notification Cancellation

When an “all clear” is declared because high fire conditions are no longer present, the message below is sent to customers via phone call, text and email. Notifications are also pushed through SDG&E’s PSPS App, Alerts by SDG&E. Additionally, the Nextdoor social media platform is used to amplify notifications to affected zip codes.

“This is SDG&E calling with an important message. Press any key to continue. High fire risk

weather conditions have passed in your area. If you received a previous notification about a potential Public Safety Power Shutoff, you are no longer at risk of a power outage. For more information, visit sdge.com/Ready. Thank you for your patience as we work to keep your community safe!”

A similar message is also sent to public safety partners if their jurisdictions are either no longer potentially affected, or they are no longer a potentially adjacent jurisdiction.

XV. Transmission-level Customer Notification

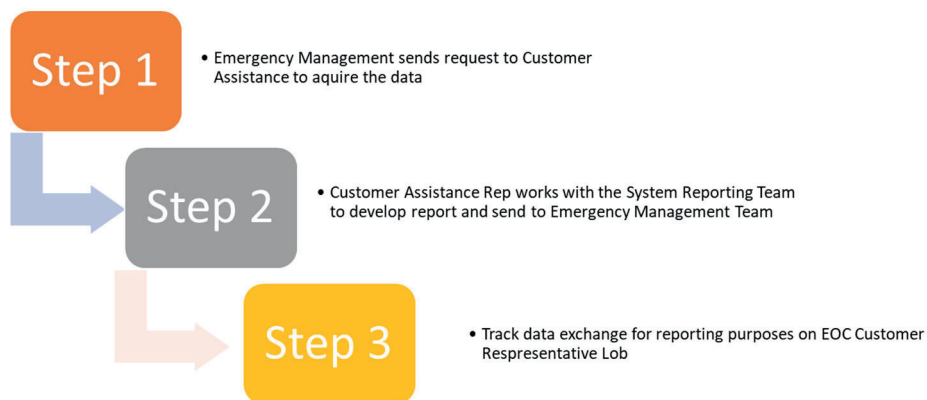
PSPS notifications to transmission-level customers follow the same timelines and content as other PSPS customer notifications.

XVI. Impacted Customer Information Available to Public Safety Partners from Outset of PSPS

SDG&E provides information by community for potentially impacted and impacted customer counts on its public safety partner portal with breakdowns of medical baseline and critical infrastructure counts.

Upon request, jurisdiction or tribal partners may have access to medical baseline customer information as outlined in Figure 3 below. SDG&E has established a process for jurisdictional and tribal partners to request the data which includes a secure file transfer protocol to protect the customer privacy.

Figure 3: Process to Request Detailed Customer Information



XVII. Secure Portal for Public Safety Partners

In compliance with CPUC requirements, SDG&E has developed a secure public safety partner portal. The portal consists of various features to better serve our partners during a

PSPS event. Features include:

- One Source
 - Alert banner with important messages
 - Streamlined consistent data and messages
 - Outage data listed by community with the ability to drill down by sectionalizing device status
 - Shape file map with status polygons
 - List of critical facilities & critical infrastructure
 - Ability to customize push notifications
 - Ability to “follow” your favorite communities or all communities for large multi-jurisdictional partners
- Secure
 - Near Real-time GIS information requires double authentication with ARC GIS online account
- Information Sharing
 - The ability to copy info from the portal and share it with key staff
- Resources
 - List of open CRC locations
 - Social media kits
 - Community flyer
 - Talking points
 - Customer information:
 - Link to public website
 - Customer center call center 24/7 number
 - Link to download Alerts by SDG&E customer mobile app
- 24/7 Contacts
 - Direct links to call Liaison and Emergency Management
- Partner Input
 - Portal features were informed by Public Safety Partner feedback and focus groups

Enhancements to the portal are currently in development, with the new version expected to be released on September 1, 2023, which will include the addition of a partner mobile app. Training for the enhanced portal will be conducted mid-late August.

XVIII. Lessons Learned Protocol

The After-Action Review (AAR) is the primary tool for identifying, documenting, and incorporating PSPS event-related decisions and actions of events into the continuous process and quality improvement and learning cycle. Immediately following a PSPS event resulting in pre-event customer and regulatory notifications, SDG&E initiates efforts to engage in the sharing of best practices and lessons learned to assist in relevant lessons

learned sections of the Commission's Safety and Enforcement Division's standardized 10-day post-event reporting template.

Findings and/or lessons learned resulting from the AAR process or other methods of incident evaluation are identified and documented and shall be stored in the approved repository and made available to employees, as appropriate. Feedback and/or lessons learned applicable and relevant to all Investor-Owned Utilities from concluded PSPS events may be shared at the utility working group meetings or other Commission led meetings.

Subject to potential legal privilege and confidentiality requirements, corrective actions resulting from the AAR process shall be broadly communicated to impacted workgroups, operational teams, and management, as appropriate to promote continuous improvement and a learning organization.

SDG&E did not have any PSPS events for the reporting period of June 1, 2022 through May 31, 2023, therefore, "Table 14 – PSPS Event Lessons Learned Summary" in Appendix D is not applicable.

Attachment 1

SDG&E PSPS Notifications Matrix



Responsible Party	Sector	Partner	Pre-Notifications					Emergency Notifications						Restoration	
			First Notification	72-48 Hours At least by 48 Hr	48-24 Hours At least by 24 Hr	12 Hours EOC Activation	1-4 Hours	PSFS Decision	Overnight Message	Morning Power Out	Open CRC/CIC	Patrolling Begins	Patrolling Damage	Re-energization	EOC Deactivated
Emergency Management	M13			M13	M3	M5		M8			M11	M13	M14	M16	M17a
	M14			M14	M3	M5		M8			M11	M13	M14	M16	M17a
	First Responder + Public Safety Partners	Federal Public Safety		M1a	M3	M5		M8			M11	M13	M14	M16	M17a
	First Responder + Public Safety Partners	State Public Safety		M1a	M3	M5		M8			M11	M13	M14	M16	M17a
	First Responder + Public Safety Partners	Fire Agencies		M1a	M3	M5		M8			M11	M13	M14	M16	M17a
	First Responder + Public Safety Partners	Law Enforcement Agencies		M1a	M3	M5		M8			M11	M13	M14	M16	M17a
	First Responder + Public Safety Partners	Emergency Response Agencies /		M1a	M3	M5		M8			M11	M13	M14	M16	M17a
	First Responder + Public Safety Partners	Emergency Managers		M1a	M3	M5		M8			M11	M13	M14	M16	M17a
	First Responder + Public Safety Partners	Emergency Medical Service Agencies		M1a	M3	M5		M8			M11	M13	M14	M16	M17a
	First Responder + Public Safety Partners	Emergency Facilities		M1a	M3	M5		M8			M11	M13	M14	M16	M17a
Public Safety Partners	CalOES		Form	Form	Form		Form			Form	Form	Form	Form	Form	
First Responder + Public Safety Partners	Local Public Safety - County OES		Form	Form	Form		Form			Form	Form	Form	Form	Form	
Sempra OIC			Form	Form	Form		M8 (phone)							M17a (phone)	
Regulatory Officer	Public Safety Partners	CPUC	R1	R2	R3	R4		R5						R7	R8
	Public Safety Partners	CalFire - State	R1	R2	R3	R4		R5						R7	R8
	Transmission Partners	CAISO						M8							
	Transmission Partners	SCE						M8							
	Transmission Partners	IID						M8							
Transmission Partners	CENACE						M8								
Transmission Partners	APS						M8								
Compliance Partners	SED						M8							M17	
Liaison Officer	Local Jurisdiction Impacted	Local and tribal elected officials/city		M1a	M3	M5		M8			M11	M13	M14	M16	M17a
	Local Jurisdiction Adjacent	Local adjacent jurisdictions		M1a	M3	M5		M8			M11	M13	M14	M16	M17a
	Public Safety Partners - Critical Customer	Water / Wastewater		M1a	M3	M5		M8			M11	M13	M14	M16	M17a
	Public Safety Partners - Critical Customer	Communication Service Providers		M1a	M3	M5		M8			M11	M13	M14	M16	M17a
	Public Safety Partners	Affected CCAs		M1a	M3	M5		M8			M11	M13	M14	M16	M17a
	Public Safety Partners	Publicly-owned utilities/electrical coop		M1a	M3	M5		M8			M11	M13	M14	M16	M17a
	Community Partners	Federal Congressional District		M1	M4	M5		M8			M11	M13	M14	M16	M17
	Community Partners	State Legislative District Offices		M1	M4	M5		M8			M11	M13	M14	M16	M17
	Community Partners	Chambers of Commerce		M1	M4	M5		M8			M11	M13	M14	M16	M17
	Community Partners	CERT Groups		M1	M4	M5		M8			M11	M13	M14	M16	M17
Community Partners	Fire Safe Councils		M1	M4	M5		M8			M11	M13	M14	M16	M17	
Community Partners	Community Planning Groups		M1	M4	M5		M8			M11	M13	M14	M16	M17	
Customer Service Section Chief	Affected Customers by Account	Residential / Business Account		M1	M2			M6	M7	M9	M10	M11	M12	M14	M15
	Critical Customers	Emergency Operations Centers		M1	M2			M6	M7	M9	M10	M11	M12	M14	M15
	Critical Customers	Fire stations		M1	M2			M6	M7	M9	M10	M11	M12	M14	M15
	Critical Customers	Police/Law Stations		M1	M2			M6	M7	M9	M10	M11	M12	M14	M15
	Critical Customers	Schools		M1	M2			M6	M7	M9	M10	M11	M12	M14	M15
	Critical Customers	Jails and Prisons		M1	M2			M6	M7	M9	M10	M11	M12	M14	M15
	Critical Customers	Public Health Department		M1	M2			M6	M7	M9	M10	M11	M12	M14	M15
	Critical Customers	Skilled Nursing Facilities		M1	M2			M6	M7	M9	M10	M11	M12	M14	M15
	Critical Customers	Blood Banks		M1	M2			M6	M7	M9	M10	M11	M12	M14	M15
	Critical Customers	Healthcare Facilities		M1	M2			M6	M7	M9	M10	M11	M12	M14	M15
	Critical Customers	Dialysis Centers		M1	M2			M6	M7	M9	M10	M11	M12	M14	M15
	Critical Customers	Hospice Facilities		M1	M2			M6	M7	M9	M10	M11	M12	M14	M15
	Critical Customers	Public & Private Utility Facilities		M1	M2			M6	M7	M9	M10	M11	M12	M14	M15
	Critical Customers	Energy Sector		M1	M2			M6	M7	M9	M10	M11	M12	M14	M15
	Critical Customers	Water / Wastewater		M1	M2			M6	M7	M9	M10	M11	M12	M14	M15
	Critical Customers	Communications		M1	M2			M6	M7	M9	M10	M11	M12	M14	M15
	Critical Customers	Chemical Manufacturing Facilities		M1	M2			M6	M7	M9	M10	M11	M12	M14	M15
	Affected Population by Zip	Populations / Non-Customers		M1	M2			M6	M7	M9	M10	M11	M12	M14	M15
							M6	M7	M9	M10	M11	M12	M14	M15	
							M6	M7	M9	M10	M11	M12	M14	M15	
							M6	M7	M9	M10	M11	M12	M14	M15	
							M6	M7	M9	M10	M11	M12	M14	M15	
							M6	M7	M9	M10	M11	M12	M14	M15	
							M6	M7	M9	M10	M11	M12	M14	M15	
AFN Liaison	AFN Populations	AFN Service Providers		M1	M2			M6	M7	M9	M10	M11	M12	M14	M15
				M1	M2			M6	M7	M9	M10	M11	M12	M14	M15

Red = Required First, Dark Orange = Required Second, Orange = required, White = optional

** The "M" codes listed above correspond to the script designators, please see SDG&E's Notification Script for details.

Appendix D

**Required Pre-Season Tables
(Excel Workbook Filed Via CD-ROM and Available to
Download at <https://www.sdge.com/PSPS>)**

Appendix E

**SDG&E 2023 PSPS Education and
Outreach Survey Templates**

**2022 SDG& E PSPS Public Education & Communication Study
Pre-Season – Online Survey**

QUOTAS

High Fire Risk

- 1 High Risk Fire Zip
- 2 Non-High Risk Fire Zip

Wave

- 1 Pre-Wave (n=900)
- 2 During-Wave (n=TBD)

Language of Survey

- | | |
|--------------|---------------|
| 01 English | 13 Korean |
| 02 Spanish | 14 Mandarin |
| 03 Arabic | 15 Mixtec |
| 04 Armenian | 16 Portuguese |
| 05 Cantonese | 17 Punjabi |
| 06 Farsi | 18 Russian |
| 07 French | 19 Somali |
| 08 German | 20 Tagalog |
| 09 Hindu | 21 Thai |
| 10 Hmong | 22 Vietnamese |
| 11 Japanese | 23 Zapotec |
| 12 Khmer | |

Age (Q.D)

- 1 18 – 44 (n= Max. 500)
- 2 45+ (n= Max. 500)

Methodology

- 1 Phone (n=270)
- 2 Online (n=630)

NOTE: Incentive changed from drawing for ten \$100 gift cards to individual \$10 gift cards for all respondents who complete the online survey beginning 9/27/22.

EMAIL INVITATION

TO: (Name of Respondent)

FROM: Travis Research on Behalf of San Diego Gas & Electric
(travissurvey@travisresearch.com)

SUBJECT: Important SDG&E Multi-Language Wildfire Study



Travis Research is conducting an important survey on behalf of San Diego Gas & Electric to understand the awareness of wildfire safety communications and preparedness among residents and businesses.

If you qualify and complete the survey, you will receive a **\$10 amazon.com gift card** as a small token of our appreciation for your cooperation.

You can take the survey in English or your preferred language including:

- Spanish (Español)
- Tagalog (Pilipino)
- Chinese (中文)
- Vietnamese (Tiếng Việt)
- Arabic (العربية)
- Korean (한국어)
- Russian (Русский)
- French (Français)
- German (Deutsch)
- Armenian (հայերեն)
- Farsi (فارسی)
- Japanese (日本語)
- Khmer (ខ្មែរ)
- Hmong (Lug Hmoob)
- Thai (ไทย)
- Hindi (हिंदी)
- Portuguese (Português)
- Punjabi (ਪੰਜਾਬੀ)
- Somali (Soomaali)

To take the survey, click on the link below or paste it into your browser window. To help ensure confidentiality and allow for your candid feedback, the research is being conducted by Travis Research, an independent research firm.

[http://travis-surveys.com/\(need unique ID sequence\)](http://travis-surveys.com/(need unique ID sequence))

This survey should take about 15 minutes to complete, and will only be available for a limited time, so please attempt to complete it within three days of receiving this message.

(OPT-OUT TEXT:) If you do not wish to receive emails from Travis Research, please click here (link to Travis website disclaimer). This does not unsubscribe you from SDG&E communications.

Introduction

[NEW SCREEN]

Thank you for taking time to complete this survey. Please note that you are now on a website hosted by Travis Research. Travis Research is not part of SDG&E®. The Terms and Conditions and Privacy Policy of this website will apply, which may be viewed here.

(Click here for Terms and Conditions and Privacy Policy)

Please be assured that your responses will be kept confidential and the survey should only take about 15 minutes to complete. Simply use your mouse to move ahead or scroll, and click the appropriate boxes to select your answers.

If you qualify and complete the survey, you will receive a **\$10 amazon.com gift card** as a small token of our appreciation for your cooperation.

Screening

A. In which language would you prefer to take the survey? ***(Please select one response)***

- (01) English
- (02) Spanish
- (03) Arabic
- (04) Armenian
- (05) Cantonese
- (06) Farsi
- (07) French
- (08) German
- (09) Hindu
- (10) Hmong
- (11) Japanese
- (12) Khmer
- (13) Korean
- (14) Mandarin
- (15) Mixtec
- (16) Portuguese
- (17) Punjabi
- (18) Russian
- (19) Somali
- (20) Tagalog
- (21) Thai
- (22) Vietnamese
- (23) Zapotec

[NEW SCREEN]

B. To confirm, are you currently a SDG&E customer for gas service, electric service, or both gas and electric? ***(Please select one response)***

- (1) Gas customer
- (2) Electric customer
- (3) Both gas and electric customer
- (5) Community Choice Aggregate (CCA) customer
- (4) Not a SDG&E customer → **(THANK AND TERMINATE)**

~~C. Are you at least jointly responsible for reviewing and paying your household's utility bills?
(Please select one response)~~

- ~~(1) Yes
 (2) No → **(THANK AND TERMINATE)**~~

F. Are you, or is anyone in your household, currently employed in any of the following industries or occupations? ***(Please select all that apply)***

(RANDOMIZE)

- (1) Auto manufacturer
 - (2) Financial consulting
 - (3) Advertising or public relations
 - (4) Marketing or marketing research
 - (5) Energy-related products or services
- **(THANK AND TERMINATE)**
- (6) None of the above

(GO TO MAIN QUESTIONNAIRE)

MAIN QUESTIONNAIRE

Overall Favorability and Performance

[NEW SCREEN]

- 1.1 How favorable are you towards *San Diego Gas & Electric (SDG&E)* overall? **(Please select one response)**

<i>Extremely Favorable</i>				<i>Extremely Unfavorable</i>
(5)	(4)	(3)	(2)	(1)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- 1.2 How well does the statement “*provides reliable electric service without frequent outages*” describe SDG&E? **(Please select one response)**

<i>Describes SDG&E Extremely Well</i>				<i>Does Not Describe SDG&E at All</i>
(5)	(4)	(3)	(2)	(1)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

AWARENESS & LANGUAGE PREFERENCE

[NEW SCREEN]

2. Over the past few months, have you personally seen or heard any communications (for example...mail, TV or radio ad, social media) from SDG&E about the threat of wildfires and how you can prepare for them? **(Please select one response)**

- (1) Yes
- (2) No
- (3) Not sure

[NEW SCREEN]

6. In which languages were the wildfire safety and preparedness information that you recall seeing or hearing from SDG&E? **(Please select all that apply)**

- (01) English
- (02) Spanish
- ~~(03) Arabic~~
- ~~(04) Armenian~~
- ~~(05) Cantonese~~
- ~~(06) Farsi~~
- ~~(07) French~~
- ~~(08) German~~
- ~~(09) Hindu~~
- ~~(10) Hmong~~
- ~~(11) Japanese~~
- ~~(12) Khmer~~
- ~~(13) Korean~~
- ~~(14) Mandarin~~
- ~~(15) Mixtec~~
- ~~(16) Portuguese~~
- ~~(17) Punjabi~~
- ~~(18) Russian~~
- ~~(19) Somali~~
- ~~(20) Tagalog~~
- ~~(21) Thai~~
- ~~(22) Vietnamese~~
- ~~(23) Zapotec~~
- ~~(96) Other (please specify:)~~ _____

(TABULATION INSTRUCTION: DETERMINE IF Q.4=Q.6 IN TABBING TO CALCULATE INCIDENCE OF DELIVERING INFORMATION IN PREFERRED LANGUAGE)

[NEW SCREEN]

6.1 Did you visit the SDG&E website to review the wildfire safety preparedness information in a language other than English or Spanish? **(Please select one response)**

- (1) Yes
- (2) No → **(SKIP Q.7)**

(IF SDG&E WEBSITE SELECTED AT Q.7, ASK Q.8. OTHERWISE, SKIP TO Q.9 INSTRUCTION)

[NEW SCREEN]

8. How satisfied were you with the information provided on the SDG&E website about preparing for wildfires? **(Please select one response)**

<i>Extremely Satisfied</i>				<i>Extremely Dissatisfied</i>
(5)	(4)	(3)	(2)	(1)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

(IF ENGLISH [01] SELECTED AT Q.4, SKIP TO Q.10)

[NEW SCREEN]

9. Which, if any, of these sources provided information in English and which provided information in your preferred language? **(Please select all that apply per row)**

(ONLY SHOW THOSE SELECTED AT Q.7, RANDOMIZE)		<i>English (1)</i>	<i>[PREFERRED LANGUAGE FROM Q.4] (2)</i>	<i>Not Sure (3)</i>
a.	Email from SDG&E	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b.	Letter in the mail from SDG&E	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c.	Online news report	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d.	SDG&E advertising on TV, radio, or online	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e.	SDG&E billboards	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f.	SDG&E informational videos online or social media	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g.	SDG&E informational videos on TV	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h.	SDG&E community meetings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i.	SDG&E representative or employee	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j.	SDG&E website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k.	SDG&E wildfire preparedness webinar or online meeting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
l.	SDG&E social media post (Facebook, Twitter, Nextdoor, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
m.	SDG&E wildfire fairs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
n.	Telephone call from SDG&E	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
o.	Text message from SDG&E	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
p.	TV or radio news report	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
q.	SDG&E Alerts App for PSPS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

(SKIP TO Q.11)

[NEW SCREEN]

10. How useful were the wildfire communications that you saw or heard from SDG&E via...? *(Please select one response per row)*

(ONLY SHOW THOSE SELECTED AT Q.7, RANDOMIZE)		Extremely Useful				Not At All Useful
		(5)	(4)	(3)	(2)	(1)
a.	Email from SDG&E	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b.	Letter in the mail from SDG&E	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c.	Online news report	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d.	SDG&E advertising on TV, radio, or online	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e.	SDG&E billboards	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f.	SDG&E informational videos online or social media	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g.	SDG&E informational videos on TV	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h.	SDG&E community meetings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i.	SDG&E representative or employee	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j.	SDG&E website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k.	SDG&E wildfire preparedness webinar or online meeting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
l.	SDG&E social media post (Facebook, Twitter, Nextdoor, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
m.	SDG&E wildfire fairs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
n.	Telephone call from SDG&E	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
o.	Text message from SDG&E	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
p.	TV or radio news report	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
q.	SDG&E Alerts App for PSPS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

(SKIP TO Q.13)

[NEW SCREEN]

11. How useful were the wildfire communications in English that you saw or heard from SDG&E via...? *(Please select one response per row)*

(ONLY SHOW THOSE SELECTED FOR ENGLISH [-1] AT Q.9, RANDOMIZE)		Extremely Useful				Not At All Useful
		(5)	(4)	(3)	(2)	(1)
a.	Email from SDG&E	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b.	Letter in the mail from SDG&E	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c.	Online news report	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d.	SDG&E advertising on TV, radio, or online	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e.	SDG&E billboards	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f.	SDG&E informational videos online or social media	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g.	SDG&E informational videos on TV	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h.	SDG&E community meetings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i.	SDG&E representative or employee	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j.	SDG&E website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k.	SDG&E wildfire preparedness webinar or online meeting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
l.	SDG&E social media post (Facebook, Twitter, Nextdoor, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
m.	SDG&E wildfire fairs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
n.	Telephone call from SDG&E	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
o.	Text message from SDG&E	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
p.	TV or radio news report	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
q.	SDG&E Alerts App for PSPS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

[NEW SCREEN]

12. How useful were the wildfire communications in [INSERT PREFERRED LANGUAGE FROM Q.4] that you saw or heard from SDG&E via...? *(Please select one response per row)*

(ONLY SHOW THOSE SELECTED FOR PREFERRED LANGUAGE [-2] AT Q.9, RANDOMIZE)		Extremely Useful			Not At All Useful	
		(5)	(4)	(3)	(2)	(1)
a.	Email from SDG&E	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b.	Letter in the mail from SDG&E	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c.	Online news report	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d.	SDG&E advertising on TV, radio, or online	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e.	SDG&E billboards	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f.	SDG&E informational videos online or social media	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g.	SDG&E informational videos on TV	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h.	SDG&E community meetings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i.	SDG&E representative or employee	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j.	SDG&E website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k.	SDG&E wildfire preparedness webinar or online meeting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
l.	SDG&E social media post (Facebook, Twitter, Nextdoor, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
m.	SDG&E wildfire fairs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
n.	Telephone call from SDG&E	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
o.	Text message from SDG&E	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
p.	TV or radio news report	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
q.	SDG&E Alerts App for PSPS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

[NEW SCREEN]

ADDITIONAL INFORMATION SOURCES

13. Other than SDG&E’s communications, what other sources have you used to obtain information about wildfire safety and preparedness? *(Please select all that apply)*

- (01) 211 San Diego
- (02) CalFire
- (03) City or county government
- (04) Community-based organizations
- (05) Healthcare providers or medical device suppliers
- (06) Local fire department
- (07) Local news reports
- (08) Non-profit organizations
- (09) State government
- (96) Other (specify:) _____
- (97) Other (specify:) _____
- (98) None of the above → **(SKIP TO Q.18)**
- (99) Don't recall → **(SKIP TO Q.18)**

[NEW SCREEN]

(IF ENGLISH [01] SELECTED AT Q.4, SKIP TO Q.15)

14. Which, if any, of these sources provided information in English and which provided information in your preferred language? **(Please select all that apply per row)**

(ONLY SHOW THOSE SELECTED AT Q.13, RANDOMIZE)		English (1)	[PREFERRED LANGUAGE FROM Q.4] (2)	Not Sure (3)
a.	211 San Diego	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b.	CalFire	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c.	City or county government	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d.	Community-based organizations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e.	Healthcare providers or medical device suppliers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f.	Local fire department	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g.	Local news reports	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h.	Non-profit organizations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i.	State government	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

(SKIP TO Q.16)

[NEW SCREEN]

15. How useful was the wildfire information from...? **(Please select one response per row)**

(ONLY SHOW THOSE SELECTED AT Q.13, RANDOMIZE)		Extremely Useful				Not At All Useful
		(5)	(4)	(3)	(2)	(1)
a.	211 San Diego	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b.	CalFire	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c.	City or county government	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d.	Community-based organizations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e.	Healthcare providers or medical device suppliers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f.	Local fire department	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g.	Local news reports	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h.	Non-profit organizations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i.	State government	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

(SKIP TO Q.18)

[NEW SCREEN]

16. How useful was the wildfire information **in English** from...? *(Please select one response per row)*

(ONLY SHOW THOSE SELECTED FOR ENGLISH [1] AT Q.14, RANDOMIZE)		Extremely Useful				Not At All Useful
		(5)	(4)	(3)	(2)	(1)
a.	211 San Diego	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b.	CalFire	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c.	City or county government	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d.	Community-based organizations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e.	Healthcare providers or medical device suppliers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f.	Local fire department	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g.	Local news reports	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h.	Non-profit organizations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i.	State government	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

[NEW SCREEN]

17. How useful was the wildfire information **in [INSERT PREFERRED LANGUAGE FROM Q.4]** from...? *(Please select one response per row)*

(ONLY SHOW THOSE SELECTED FOR PREFERRED LANGUAGE [2] AT Q.14, RANDOMIZE)		Extremely Useful				Not At All Useful
		(5)	(4)	(3)	(2)	(1)
a.	211 San Diego	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b.	CalFire	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c.	City or county government	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d.	Community-based organizations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e.	Healthcare providers or medical device suppliers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f.	Local fire department	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g.	Local news reports	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h.	Non-profit organizations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i.	State government	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

[NEW SCREEN]

18. In what ways, if any, could SDG&E improve their communications about wildfire preparedness? *(Please be as specific as possible)*

[NEW SCREEN]

19. Below are a few statements about SDG&E. Please indicate how much you **AGREE** or **DISAGREE** with each statement. *(Please select one response per row)*

(RANDOMIZE)		Completely Agree			Completely Disagree	
		(5)	(4)	(3)	(2)	(1)
a.	Takes proactive measures to protect the electricity grid from wildfires	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b.	Is committed to restoring power to customers affected by wildfires	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c.	Makes an effort to communicate with all customers about wildfires	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d.	Is a company I trust to act in the best interest of its customers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e.	Shows care and concern for customers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f.	Is proactive in taking steps to address wildfire risks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g.	Is working to keep my community safe	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h.	Is committed to wildfire safety	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i.	Is helping me prepare for wildfire season	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

[NEW SCREEN]

20. How satisfied are you with SDG&E's overall wildfire safety and preparedness efforts? *(Please select one response)*

Extremely Satisfied				Extremely Dissatisfied
(5)	(4)	(3)	(2)	(1)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

[NEW SCREEN]

PUBLIC SAFETY POWER SHUTOFF (PSPS)

21. Public Safety Power Shutoff, or PSPS, is a precautionary safety measure where SDG&E may shut off power lines ahead of extreme fire danger conditions occurring, in order to help prevent wildfires. Before today, had you ever heard of the Public Safety Power Shutoff program? *(Please select one response)*

<input type="checkbox"/>	(1)	Yes
<input type="checkbox"/>	(2)	No
<input type="checkbox"/>	(3)	Not sure

→ (SKIP TO Q.28)

[NEW SCREEN]

22. Where have you heard about Public Safety Power Shutoffs? *(Please select all that apply)*

- 01 211 San Diego
- 02 CalFire or local fire department
- 03 Community-based organization
- 31 Digital voice assistants (such as Alexa or Google Assistant devices)
- 04 Email from SDG&E
- 05 Healthcare provider or medical device supplier
- 06 Letter in the mail from SDG&E
- 07 Local city or county government
- 30 Local newspaper or newsletter (print or online)
- 08 My power was shut off without notice
- 09 Non-profit organization
- 10 Online news report
- 40 Portable roadside signs
- 11 SDG&E advertising on TV, radio, or online
- 12 SDG&E billboards
- 13 SDG&E community meetings
- 14 SDG&E informational videos on TV
- 15 SDG&E informational videos on web and social media
- 16 SDG&E representative or employee
- 17 SDG&E website
- 18 SDG&E wildfire preparedness webinar or online meeting
- 19 SDG&E social media post (Facebook, Twitter, Nextdoor, etc.)
- 20 SDG&E wildfire fairs
- 21 State government
- 22 Telephone call from SDG&E
- 23 Text message from SDG&E
- 24 TV or radio news report
- 25 Word-of-mouth (such as friends or family)
- 26 SDG&E Alerts App for PSPS
- 96 Other (specify:) _____
- 97 Other (specify:) _____

- (99) Not sure → **(SKIP TO Q.28)**

(IF SDG&E WEBSITE [17] SELECTED AT Q.22, ASK Q.23. OTHERWISE, SKIP TO Q.24 INSTRUCTION)

[NEW SCREEN]

23. How satisfied are you with the **Public Safety Power Shutoff** information on the SDG&E website? *(Please select one response)*

<i>Extremely Satisfied</i>					<i>Extremely Dissatisfied</i>	
(5)	(4)	(3)	(2)	(1)		
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		

(IF ENGLISH [01] SELECTED AT Q.4, SKIP TO Q.25)

[NEW SCREEN]

24. Which, if any, of these sources provided information in English and which provided information in your preferred language? *(Please select all that apply per row)*

(ONLY SHOW THOSE SELECTED AT Q.22, RANDOMIZE)		<i>English</i> (1)	<i>[PREFERRED LANGUAGE FROM Q.4]</i> (2)	<i>Not Sure</i> (3)
a.	211 San Diego	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b.	CalFire or local fire department	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c.	Community-based organization	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
z.	Digital voice assistants (such as Alexa or Google Assistant devices)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d.	Email from SDG&E	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e.	Healthcare provider or medical device supplier	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f.	Letter in the mail from SDG&E	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g.	Local city or county government	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
aa.	Local newspaper or newsletter (print or online)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h.	Non-profit organization	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i.	Online news report	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
y.	Portable roadside signs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j.	SDG&E advertising on TV, radio, or online	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k.	SDG&E billboards	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
l.	SDG&E community meetings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
m.	SDG&E informational videos on TV	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
n.	SDG&E informational videos on web and social media	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
o.	SDG&E representative or employee	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
p.	SDG&E website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
q.	SDG&E wildfire preparedness webinar or online meeting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
r.	SDG&E social media post (Facebook, Twitter, Nextdoor, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
s.	SDG&E wildfire fairs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
t.	State government	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
u.	Telephone call from SDG&E	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
v.	Text message from SDG&E	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
w.	TV or radio news report	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
x.	SDG&E Alerts App for PSPS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

(SKIP TO Q.26)

[NEW SCREEN]

25. How useful were each of the following regarding **Public Safety Power Shutoffs**? *(Please select one response per row)*

(ONLY SHOW THOSE SELECTED AT Q.22, RANDOMIZE)		<i>Extremely Useful</i>				<i>Not At All Useful</i>
		(5)	(4)	(3)	(2)	(1)
a.	211 San Diego	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b.	CalFire or local fire department	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c.	Community-based organization	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
z.	Digital voice assistants (such as Alexa or Google Assistant devices)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d.	Email from SDG&E	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e.	Healthcare provider or medical device supplier	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f.	Letter in the mail from SDG&E	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g.	Local city or county government	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
aa.	Local newspaper or newsletter (print or online)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h.	Non-profit organization	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i.	Online news report	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
y.	Portable roadside signs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j.	SDG&E advertising on TV, radio, or online	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k.	SDG&E billboards	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
l.	SDG&E community meetings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
m.	SDG&E informational videos on TV	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
n.	SDG&E informational videos on web and social media	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
o.	SDG&E representative or employee	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
p.	SDG&E website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
q.	SDG&E wildfire preparedness webinar or online meeting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
r.	SDG&E social media post (Facebook, Twitter, Nextdoor, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
s.	SDG&E wildfire fairs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
t.	State government	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
u.	Telephone call from SDG&E	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
v.	Text message from SDG&E	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
w.	TV or radio news report	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
x.	SDG&E Alerts App for PSPS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

(SKIP TO Q.28)

[NEW SCREEN]

26. How useful was the information **in English** from...? *(Please select one response per row)*

(ONLY SHOW THOSE SELECTED FOR ENGLISH [1] AT Q.24, RANDOMIZE)		Extremely Useful			Not At All Useful	
		(5)	(4)	(3)	(2)	(1)
a.	211 San Diego	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b.	CalFire or local fire department	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c.	Community-based organization	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
z.	Digital voice assistants (such as Alexa or Google Assistant devices)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d.	Email from SDG&E	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e.	Healthcare provider or medical device supplier	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f.	Letter in the mail from SDG&E	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g.	Local city or county government	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
aa.	Local newspaper or newsletter (print or online)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h.	Non-profit organization	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i.	Online news report	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
y.	Portable roadside signs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j.	SDG&E advertising on TV, radio, or online	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k.	SDG&E billboards	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
l.	SDG&E community meetings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
m.	SDG&E informational videos on TV	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
n.	SDG&E informational videos on web and social media	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
o.	SDG&E representative or employee	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
p.	SDG&E website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
q.	SDG&E wildfire preparedness webinar or online meeting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
r.	SDG&E social media post (Facebook, Twitter, Nextdoor, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
s.	SDG&E wildfire fairs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
t.	State government	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
u.	Telephone call from SDG&E	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
v.	Text message from SDG&E	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
w.	TV or radio news report	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
x.	SDG&E Alerts App for PSPS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

[NEW SCREEN]

27. How useful was the information in [INSERT PREFERRED LANGUAGE FROM Q.4] from...?
(Please select one response per row)

(ONLY SHOW THOSE SELECTED FOR PREFERRED LANGUAGE [2] AT Q.24, RANDOMIZE)		Extremely Useful			Not At All Useful	
		(5)	(4)	(3)	(2)	(1)
a.	211 San Diego	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b.	CalFire or local fire department	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c.	Community-based organization	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
z.	Digital voice assistants (such as Alexa or Google Assistant devices)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d.	Email from SDG&E	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e.	Healthcare provider or medical device supplier	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f.	Letter in the mail from SDG&E	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g.	Local city or county government	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
aa.	Local newspaper or newsletter (print or online)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h.	Non-profit organization	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i.	Online news report	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
y.	Portable roadside signs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j.	SDG&E advertising on TV, radio, or online	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k.	SDG&E billboards	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
l.	SDG&E community meetings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
m.	SDG&E informational videos on TV	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
n.	SDG&E informational videos on web and social media	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
o.	SDG&E representative or employee	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
p.	SDG&E website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
q.	SDG&E wildfire preparedness webinar or online meeting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
r.	SDG&E social media post (Facebook, Twitter, Nextdoor, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
s.	SDG&E wildfire fairs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
t.	State government	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
u.	Telephone call from SDG&E	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
v.	Text message from SDG&E	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
w.	TV or radio news report	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
x.	SDG&E Alerts App for PSPS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

[NEW SCREEN]

28. A Public Safety Power Shutoff could last anywhere from 24 to 72 hours, or longer in some cases. How would you rate your level of preparedness for being without electricity for an extended period? Would you say you are...? *(Please select one response)*

- (1) Completely prepared
- (2) Somewhat prepared
- (3) Not very prepared, or
- (4) Not at all prepared

[NEW SCREEN]

29. Please tell me if you have taken any of the following actions to prepare for a Public Safety Power Shutoff in 2022? *(Please select one response per row)*

(RANDOMIZE A THROUGH Y)		Yes (1)	No (2)
a.	Acquired a back-up generator	<input type="checkbox"/>	<input type="checkbox"/>
b.	Acquired battery storage technology	<input type="checkbox"/>	<input type="checkbox"/>
c.	Activated your emergency plan	<input type="checkbox"/>	<input type="checkbox"/>
d.	Allowed access to property for SDG&E to trim trees	<input type="checkbox"/>	<input type="checkbox"/>
e.	Attended a community-based organization event	<input type="checkbox"/>	<input type="checkbox"/>
f.	Attended an SDG&E community meeting	<input type="checkbox"/>	<input type="checkbox"/>
g.	Checked the SDG&E mobile app	<input type="checkbox"/>	<input type="checkbox"/>
h.	Developed an emergency plan	<input type="checkbox"/>	<input type="checkbox"/>
i.	Followed SDG&E on Facebook	<input type="checkbox"/>	<input type="checkbox"/>
j.	Followed SDG&E on Twitter	<input type="checkbox"/>	<input type="checkbox"/>
k.	Have a place to go if without power for a prolonged period	<input type="checkbox"/>	<input type="checkbox"/>
l.	Notified others in area about potential power shutoff	<input type="checkbox"/>	<input type="checkbox"/>
m.	Performed a safety check on your generator for your (home/business)	<input type="checkbox"/>	<input type="checkbox"/>
n.	Prepared an emergency kit with food, water or medicine	<input type="checkbox"/>	<input type="checkbox"/>
o.	Prepared for multiple-day outage	<input type="checkbox"/>	<input type="checkbox"/>
p.	Purchased enough non-refrigerated food to last for several days without power	<input type="checkbox"/>	<input type="checkbox"/>
q.	Purchased enough water to last for several days without power	<input type="checkbox"/>	<input type="checkbox"/>
r.	Purchased new lanterns or flashlights	<input type="checkbox"/>	<input type="checkbox"/>
s.	Purchased/used a battery powered radio	<input type="checkbox"/>	<input type="checkbox"/>
t.	Removed vegetation from around your home	<input type="checkbox"/>	<input type="checkbox"/>
u.	Signed up for Medical Baseline Program	<input type="checkbox"/>	<input type="checkbox"/>
v.	Signed up for notifications from SDG&E	<input type="checkbox"/>	<input type="checkbox"/>
w.	Visited SDG&E Community Resource Center	<input type="checkbox"/>	<input type="checkbox"/>
x.	Went SDG&E's social media (follow up with Nextdoor/Facebook/Twitter, other)	<input type="checkbox"/>	<input type="checkbox"/>
y.	Went to the SDG&E website	<input type="checkbox"/>	<input type="checkbox"/>
z.	Some other action (please specify:) _____	<input type="checkbox"/>	<input type="checkbox"/>

[NEW SCREEN]

29.1 **[ASK ALL]** SDG&E supports a number of resources that are available to the public during a Public Safety Power Shutoff (PSPS). Before today, were you aware that SDG&E supports the following resources during PSPS events? *(Please select one response per row)*

(RANDOMIZE)		Yes (1)	No (2)	Not Sure (9)
a.	Address Level Alerts: Both accountholders and non-accountholders can sign up for PSPS alerts for any and multiple addresses within SDG&E's service territory	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b.	PSPS Alert Language Preferences: PSPS alerts are available in 22 prevalent languages	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c.	Community Resource Centers (CRCs): SDG&E contracts with sites across high fire risk areas to serve as resource centers during PSPS events to provide customers with basic necessities like water, light snacks, blankets, ice, Wi-Fi access, device charging, etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d.	Wellness Checks: SDG&E partners with the San Diego Sheriff's Department to provide wellness checks on customers during PSPS events	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e.	CRC Language Preferences: Translation services are available at CRC locations in over 120 languages, including American Sign Language	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f.	211 Partnership: SDG&E is partnered with 211 to assist households with disabilities and other access and functional needs (AFN) with a single source of information and connection to available resources, both before and during a PSPS outage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g.	Generator Grant Program: SDG&E provides households located in the High Fire Threat District (HFTD), enrolled in Medical Baseline and/or meeting other qualifying AFN criteria, with a free, portable battery for backup during an outage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h.	Rebates: SDG&E offers rebates to customers in high fire risk areas for portable batteries or generators	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i.	Food: Food support through SDG&E's partnership with 211	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j.	Transportation: Transportation to Community Resource Centers hotels, or other safe locations through SDG&E's partnership with 211	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k.	Hotels: SDG&E offers no-cost hotel options through its partnership with 211	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

[NEW SCREEN]

29.2 (LIST RESOURCES AWARE OF IN 29.1. IF NO/NOT SURE TO ALL ITEMS AT Q.29.1, SKIP TO Q.29.3) Which, if any, of these SDG&E supported resources have you used during previous PSPS events? *(Please select one response per row)*

(RANDOMIZE)		Yes (1)	No (2)	Not Sure (9)
a.	Address Level Alerts: Both accountholders and non-accountholders can sign up for PSPS alerts for any and multiple addresses within SDG&E's service territory	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b.	PSPS Alert Language Preferences: PSPS alerts are available in 22 prevalent languages	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c.	Community Resource Centers (CRCs): SDG&E contracts with sites across high fire risk areas to serve as resource centers during PSPS events to provide customers with basic necessities like water, light snacks, blankets, ice, Wi-Fi access, device charging, etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d.	Wellness Checks: SDG&E partners with the San Diego Sheriff's Department to provide wellness checks on customers during PSPS events	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e.	CRC Language Preferences: Translation services are available at CRC locations in over 120 languages, including American Sign Language	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f.	211 Partnership: SDG&E is partnered with 211 to assist households with disabilities and other access and functional needs (AFN) with a single source of information and connection to available resources, both before and during a PSPS outage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g.	Generator Grant Program: SDG&E provides households located in the High Fire Threat District (HFTD), enrolled in Medical Baseline and/or meeting other qualifying AFN criteria, with a free, portable battery for backup during an outage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h.	Rebates: SDG&E offers rebates to customers in high fire risk areas for portable batteries or generators	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i.	Food: Food support through SDG&E's partnership with 211	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j.	Transportation: Transportation to Community Resource Centers hotels, or other safe locations through SDG&E's partnership with 211	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k.	Hotels: SDG&E offers no-cost hotel options through its partnership with 211	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

[NEW SCREEN]

29.3 If SDG&E had an important update during a Public Safety Power Shutoff, how would you like to be notified between 10pm and 6am? *(Please select one response per row)*

(RANDOMIZE)		Yes (1)	No (2)
a.	Phone call	<input type="checkbox"/>	<input type="checkbox"/>
b.	Text message	<input type="checkbox"/>	<input type="checkbox"/>
c.	Email	<input type="checkbox"/>	<input type="checkbox"/>

[NEW SCREEN]

30. What is your overall opinion of SDG&E's **Public Safety Power Shutoff** program as a last-resort prevention tool for wildfires? *(Please select one response)*

Extremely Positive					Extremely Negative
(5)	(4)	(3)	(2)	(1)	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

[NEW SCREEN]

31. **(FOR POST WAVE ONLY)** ~~In the past few months, have you had to evacuate due to wildfires in your area?~~ *(Please select one response)*

- ~~(1) Yes~~
 ~~(2) No~~

RESIDENTIAL DEMOGRAPHICS (IF BUSINESS, SKIP TO Q. 46) – NOTE: ORDER HAS CHANGED

These next questions are for classification purposes only. Your answers are voluntary and will be kept confidential.

[NEW SCREEN]

34. Do you identify as... *(Please select one response)*

- (1) Male
- (2) Female
- (3) Non-Binary
- (9) Prefer not to say

[NEW SCREEN]

40. Including yourself, how many people live in your household?

[NEW SCREEN]

33. What is your age? *(Please select one response)*

- (1) 18 to 24
- (2) 25 to 34
- (3) 35 to 44
- (4) 45 to 54
- (5) 55 to 64
- (6) 65 to 74
- (8) 75 or older

[NEW SCREEN]

41. **[ASK IF Q.40=2 OR MORE AND Q33=1-5. ELSE SKIP TO Q.42.]** Is anyone in your household 65 or older? **(Please select one response)**
- (1) Yes
 - (2) No
 - (9) Prefer not to answer

[NEW SCREEN]

42. **[ASK IF Q.40=2 OR MORE. ELSE SKIP TO Q.43]** Do you have children in your household under the age of 18? **(Please select one response)**
- (1) Yes
 - (2) No
 - (9) Prefer not to answer

[NEW SCREEN]

43. Which of the following best describes the area in which you live? **(Please select one response)**
- (1) Urban/Suburban
 - (2) Rural
 - (3) Not sure
 - (9) Prefer not to answer

[NEW SCREEN]

37. For classification purposes only, which of the following best represents your total household income last year before taxes. Was it... **(Please select one response)**
- (4) Less than \$50,000
 - (5) \$50,000 but less than \$100,000
 - (7) \$100,000 but less than \$150,000
 - (8) \$150,000 or more
 - (9) Prefer not to answer

[NEW SCREEN]

44. What is the highest level of education you have had the opportunity to complete? **(Please select one response)**
- (1) Some high school or less
 - (2) High school graduate, or GED
 - (3) Some college / Trade or technical school graduate / 2-year degree
 - (4) Undergraduate college degree
 - (5) Some graduate study
 - (6) Graduate degree or higher
 - (9) Prefer not to answer

[NEW SCREEN]

45. Are you, yourself, of Hispanic origin or descent? That is, Mexican, Puerto Rican, Cuban, Central American, South American, or some other Spanish background? **(Please select one response)**

- (1) Yes
- (2) No
- (9) Prefer not to answer

36. Are you...**(Please select one response)**

- (1) White or Caucasian
- (2) African American or Black
- (3) Asian
- (7) American Indian, Eskimo or Alaska native
- (8) Hawaiian or Pacific Islander
- (5) Some other ethnicity
- (6) Prefer not to answer

[NEW SCREEN]

32. Which of the following best describes your housing situation? **(Please select one response)**

- (1) Homeowner
- (2) Renter
- (3) Neither (don't own a home or pay rent)
- (9) Prefer not to say

[NEW SCREEN]

These last few questions will help SDG&E understand how successful they have been in reaching out to those most vulnerable during a Public Safety Power Shutoff. Again, your responses are voluntary and the information you provide is completely confidential.

31.1 Do you or does anyone in your household rely on electrical equipment that is required or needed for your health, safety or ability to live independently? **(Please select one response)**

- (1) Yes
- (2) No
- (9) Prefer not to say

[NEW SCREEN]

31.1.5 Do you or does anyone in your household have a serious illness or medical condition that could become life-threatening if the power is shut off? **(Please select one response)**

- (1) Yes
- (2) No
- (9) Prefer not to say

31.3 **(DELIBERATELY OMITTED)**

[NEW SCREEN]

31.2 Do you or does anyone in your household have a permanent disability, related to mobility, hearing, vision, cognitive, psychological or chronic disease? **(Please select one response)**

- (1) Yes
 - (2) No
 - (9) Prefer not to say
- **(SKIP TO Q.38)**

[NEW SCREEN]

31.2.1 What types of disabilities do you or household members have? **(Please select all that apply)**

- (01) Mobility
- (02) Hearing
- (03) Vision
- (04) Chronic disease
- (05) Developmental
- (06) Something else *(Please specify:)* _____
- (09) Prefer not to say

[NEW SCREEN]

31.2.2 Please answer yes or no regarding the specific type of disability for you or anyone in your household. **(Please select one response per row)**

(RANDOMIZE)		Yes (1)	No (2)	Prefer Not to Say (9)
a.	Are you or is anyone in your household blind or have serious difficulty seeing, even when wearing glasses?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b.	Are you or is anyone in your household deaf or have serious difficulty hearing?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c.	Do you or does anyone in your household have serious difficulty walking or climbing stairs?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d.	Because of a physical, mental, or emotional condition, do you or does anyone in your household have serious difficulty concentrating, remembering, or making decisions?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e.	Do you or does anyone in your household have difficulty dressing or bathing?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f.	Because of a physical, mental, or emotional condition, do you or does anyone in your household have difficulty doing errands alone such as visiting a doctor's office or shopping?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g.	Do you or anyone in your household rely on assistive technology (e.g., a screen reader or specialized meal device)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

(SKIP TO Q.38)

32.1 (DELIBERATELY OMITTED)

BUSINESS/FIRMOGRAPHICS

[NEW SCREEN]

46. Do you own or lease the location(s) for which you are responsible for the energy management decisions? ***(Please select one response)***

- (1) Own
- (2) Lease
- (9) Don't know

[NEW SCREEN]

47. What is your business's annual gross revenue? ***(Please select one response)***

- 01 Less than \$100,000
- 02 \$100,000 to less than \$250,000
- 03 \$250,000 to less than \$500,000
- 04 \$500,000 to less than \$1 million
- 05 \$1 million to less than \$2 million
- 06 \$2 million to less than \$5 million
- 07 \$5 million to less than \$10 million
- 08 \$10 million to less than \$100 million
- 09 \$100 million to less than \$1 billion
- 10 \$1 billion or more
- 98 Not applicable, Government agency
- 99 Prefer not to answer

[NEW SCREEN]

48. About how many full-time employees does your company have at the location(s) for which you are responsible for the energy management decisions? ***(Please select one response)***

- 01 4 or fewer
- 02 5 to 9
- 03 10 to 19
- 04 20 to 49
- 05 50 to 99
- 06 100 to 199
- 07 200 to 299
- 08 300 to 399
- 09 400 to 499
- 10 500 or More

[NEW SCREEN]

38. And finally, may we have your permission to share your individual responses to this survey with SDG&E? ***(Please select one response)***

- (1) Yes
- (2) No

Closing

39. On behalf of SDG&E, thank you very much for your cooperation!

Terms and Conditions/Privacy Policy

Privacy Statement

At this website we are dedicated to safeguarding and preserving your privacy when visiting our site, communicating electronically with us, when participating in surveys, or when we are conducting market research.

This Privacy Policy, together with our terms of use, explain what happens to any personal data that you provide to us, or that we collect from you when you are on this site or when you are participating in surveys.

Information We Collect

In operating our website we may collect and process the following data about you:

- Details of your visits to our website and the resources that you access, including, but not limited to, traffic data, location data, weblogs and other communication data.
- Information that you provide by filling in forms on our website, such as when you request additional information, download white papers, or ask that we contact you.
- Information provided to us when you communicate with us for any reason.
- Market Research Survey data for research purposes only.

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We may on occasion gather information regarding your computer while you are on our website. This enables us to improve our services and to provide statistical information regarding the use of our website.

Such information will not identify you personally. Unless you specifically enter your name and contact information, this is statistical data only and simply provides information about our visitors and their use of our site. This statistical data does not identify any personal details whatsoever.

Similarly, we may gather information about your general internet use through the use of a cookie file. Where used, cookies are placed on your computer automatically. Cookies are stored on the hard drive of your computer and help us improve our website and the services that we provide you.

All computers have the ability to decline cookies. This can be done by activating the setting on your browser which enables you to decline the cookies. Please note that should you choose to decline cookies, you may be unable to access some parts of our website.

Use of Your Information

The information that we collect and store relating to you is primarily used to either provide services to you, if you are seeking market research services. Or, if you are taking part in a survey, to provide market research related information that will not result in a sales call. In addition, we may use the information for the following purposes:

- To provide you with the information you requested from us relating to our products or services.
- To provide information on other products which we feel may be of interest to you.
- To notify you about any changes to our website, such as improvements or service/product changes, that may affect our service
- The survey research we conduct and collect will never result in a sales call to research participants.

We do not share usage or tracking information with others. We will not reveal information about identifiable individuals to any organization or advertiser that is not associated with our organization and its affiliates.

Storing Your Personal Data

We may transfer data that we collect from you to locations outside of the United States should the sponsor of a Market Research Survey be located there. Data may be collected by staff located outside of the United States working for our organization or for one of its affiliates. By submitting your survey data, or a request for additional information, you agree to this potential transfer, storing or processing. We will take all reasonable steps to ensure that your data is treated securely and in agreement with this Privacy Policy.

Data that is provided to us on our website is stored on secure servers. In addition, details relating to any survey will be stored on secure servers to ensure its safety.

Disclosing Your Information

Research information will only be disclosed to the company sponsoring the research and will not be provided to third parties.

Disclose of your personal information, without notice, will only occur if required to do so by law or in the good faith belief that such action is necessary to: (a) conform to the edicts of the law or comply with legal process served on our organization or its affiliates, or this site, and, (b) protect and defend the rights or property of our organization and its affiliates.

**2022 SDG&E PSPS Public Education & Communication Study
Pre-Season –Telephone Survey**

QUOTAS

High Fire Risk

- 1 High Risk Fire Zip
- 2 Non-High Risk Fire Zip

Wave

- 1 Pre-Wave (n=900)
- 2 During-Wave (n=TBD)

Language of Survey

- 01 English
- 02 Spanish
- 03 Arabic
- 04 Armenian
- 05 Cantonese
- 06 Farsi
- 07 French
- 08 German
- 09 Hindu
- 10 Hmong
- 11 Japanese
- 12 Khmer
- 13 Korean
- 14 Mandarin
- 15 Mixtec
- 16 Portuguese
- 17 Punjabi
- 18 Russian
- 19 Somali
- 20 Tagalog
- 21 Thai
- 22 Vietnamese
- 23 Zapotec

Small Business

From Sample (n=30 max phone)

Age (Q.D)

- 1 18 – 44 (n= Max. 500)
- 2 45+ (n= Max. 500)

Methodology

- 1 Phone (n=270)
- 2 Online (n=630)

Respondent Name: _____ Phone: (_____) _____

City: _____ State: _____ Zip: _____

Interviewer: _____ Date: ____/____/____

INTRODUCTION (IF RESPONDENT KNOWN)

(IF LANGUAGE BARRIER, SKIP TO Q.D THEN RETURN TO Q.C IN LANGUAGE)

A. Hello, may I speak with _____?

- | | | | |
|--|---|---|---|
| <ul style="list-style-type: none"> -1 -2 | <ul style="list-style-type: none"> Yes, person answered phone Yes, and person available | → | <p>(GO TO Q.C)</p> |
| <ul style="list-style-type: none"> -3 -4 -5 | <ul style="list-style-type: none"> Yes, but person not available No such person No/refused | → | <p>(SCHEDULE CALLBACK)
(GO TO Q.B)
(THANK AND TERMINATE.
COUNT AS INITIAL REFUSAL.)</p> |

(IF NAME NOT KNOWN :)

(IF LANGUAGE BARRIER, SKIP TO Q.D THEN RETURN TO Q.C IN-LANGUAGE)

B. Hello, this is _____ with Travis Research. I'm conducting a public safety related survey on behalf of San Diego Gas and Electric, or SDG&E. Please be assured that **I AM NOT SELLING ANYTHING OF ANY KIND.**

(IF BUSINESS) May I please speak with someone at your company who reviews your utility bills or communications from SDG&E.

(IF RESIDENCE) May I please speak with an adult head of household? Would that be you?
(NOTE: A JOINT HEAD OF HOUSEHOLD OK. CLARIFY AS NECESSARY)

- 1 Continue with person who answered phone if qualified → **(SKIP TO Q.D)**
- 2 Ask for qualified respondent → **(GO TO Q.C)**
- 3 Respondent not available → **(SCHEDULE CALLBACK)**
- 4 No/Refused Referral → **(THANK AND TERMINATE. COUNT AS INITIAL REFUSAL)**

(ONCE RESPONDENT ON PHONE :)

(IF LANGUAGE BARRIER, SKIP TO Q.D THEN RETURN TO Q.C IN-LANGUAGE)

C. Hello, this is _____ with Travis Research. I'm conducting a public safety related survey on behalf of San Diego Gas and Electric, or SDG&E. Please be assured that **I AM NOT SELLING ANYTHING OF ANY KIND.**

(IF BUSINESS) I understand you are someone at your company who reviews your utility bills or communications from SDG&E.

(IF RESIDENCE) I understand that you are an adult head of household? Is this correct? **(NOTE: A JOINT HEAD OF HOUSEHOLD OK. CLARIFY AS NECESSARY)**

- 1 Yes
- 2 No → **(ASK FOR REFERRAL AND REPEAT Q.C)**
- 3 No, Refused Referral → **(THANK AND TERMINATE. COUNT AS INITIAL REFUSAL.)**

D.1 **(ASK IF RESPONDENT HAS HEAVY ACCENT OR SPEAKING LANGUAGE OTHER THAN ENGLISH. OTHERWISE, SKIP TO Q.E)**

Would you be comfortable continuing in English or would you prefer to speak with us in a different language?

- 1 Will continue in English → **(SKIP TO Q.E)**
- 2 Continue in Non-English language

SCREENER

D.2 In which language would you like to be interviewed? **(SWITCH TO APPROPRIATE LANGUAGE QUESTIONNAIRE. IF NECESSARY, SCHEDULE CALLBACK WITH BILINGUAL INTERVIEWER.)**

- 02 Spanish
- 03 Arabic
- 04 Armenian
- 05 Cantonese
- 06 Farsi
- 07 French
- 08 German
- 09 Hindu
- 10 Hmong
- 11 Japanese
- 12 Khmer
- 13 Korean
- 14 Mandarin
- 15 Mixtec → **(GET EMAIL AND SEND ONLINE QUESTIONNAIRE)**
- 16 Portuguese
- 17 Punjabi → **(GET EMAIL AND SEND ONLINE QUESTIONNAIRE)**
- 18 Russian
- 19 Somali → **(GET EMAIL AND SEND ONLINE QUESTIONNAIRE)**
- 20 Tagalog
- 21 Thai
- 22 Vietnamese
- 23 Zapotec → **(GET EMAIL AND SEND ONLINE QUESTIONNAIRE)**

D.3 **(IF D.2 = 15/17/19/23, ENTER EMAIL AND SEND APPROPRIATE ONLINE QUESTIONNAIRE)**

E. To confirm, are you currently a SDG&E customer for gas service, electric service, or both gas and electric? **(DO NOT READ)**

- 1 Gas customer
- 2 Electric customer
- 3 Both gas and electric customer
- 5 Community Choice Aggregate (CCA) customer
- 4 Not a SDG&E customer → **(THANK AND TERMINATE)**

F. Are you or is anyone in your household currently employed in any of the following industries or occupations? **(READ LIST)**

(RANDOMIZE)		Yes	No
a.	Auto manufacturer	-1	-2
b.	Financial consulting	-1	-2
c.	Advertising or public relations	-1	-2
d.	Marketing or marketing research	-1	-2
e.	Energy-related products or services	-1	-2
		(IF "YES" TO c/d/e, THANK AND TERMINATE)	

(GO TO MAIN QUESTIONNAIRE)

MAIN QUESTIONNAIRE

Overall Favorability and Performance

[NEW SCREEN]

- 1.1 Using a 5-point scale where “5” means **EXTREMELY FAVORABLE** and “1” mean **EXTREMELY UNFAVORABLE**, how favorable are you towards ***San Diego Gas & Electric (SDG&E)*** overall?

(IF NECESSARY:) You may use any number between 5 and 1.

<i>Extremely Favorable</i>					<i>Extremely Unfavorable</i>
-5	-4	-3	-2	-1	

- 1.2 Now using a 5-point scale where “5” means it **DESCRIBES SDG&E EXTREMELY WELL** and “1” means it **DOES NOT DESCRIBE SDG&E AT ALL**, how well does the statement “***provides reliable electric service without frequent outages***” describe SDG&E?

(IF NECESSARY:) You may use any number between 5 and 1.

<i>Describes SDG&E Extremely Well</i>					<i>Does Not Describe SDG&E at All</i>
-5	-4	-3	-2	-1	

7. Where did you see or hear SDG&E’s communications about wildfire season safety and preparedness? **(DO NOT READ; PROBE AND CLARIFY AS NECESSARY. MULTIPLE RESPONSES ALLOWED)**

- 01 Email from SDG&E
- 02 Letter in the mail from SDG&E
- 03 Online news report
- 04 SDG&E advertising on TV, radio, or online
- 05 SDG&E billboards
- 06 SDG&E informational videos online or social media
- 07 SDG&E informational videos on TV
- 08 SDG&E community meetings
- 09 SDG&E representative or employee
- 10 SDG&E website
- 11 SDG&E wildfire preparedness webinar or online meeting
- 12 SDG&E social media post (Facebook, Twitter, Nextdoor, etc.)
- 13 SDG&E wildfire fairs
- 14 Telephone call from SDG&E
- 15 Text message from SDG&E
- 16 TV or radio news report
- 17 SDG&E Alerts App for PSPS
- 96 Other (specify:) _____
- 97 Other (specify:) _____
- 99 Don't recall → **(SKIP TO Q.13)**

(IF SDG&E WEBSITE SELECTED AT Q.7, ASK Q.8. OTHERWISE, SKIP TO Q.9 INSTRUCTION)

8. Using a 5-point scale where “5” means **EXTREMELY SATISFIED**, and “1” means **EXTREMELY DISSATISFIED**, how satisfied were you with the information provided on the SDG&E website about preparing for wildfires?

(IF NECESSARY:) You may use any number between 5 and 1.

<i>Extremely Satisfied</i>					<i>Extremely Dissatisfied</i>
-5	-4	-3	-2	-1	

(IF ENGLISH [01] SELECTED AT Q.4, SKIP TO Q.10)

9. Which, if any, of these sources provided information in English and which provided information in your preferred language? **(READ LIST)**

(ONLY SHOW THOSE SELECTED AT Q.7, RANDOMIZE)		English	[PREFERRED LANGUAGE FROM Q.4]	Not Sure
a.	Email from SDG&E	-1	-2	-3
b.	Letter in the mail from SDG&E	-1	-2	-3
c.	Online news report	-1	-2	-3
d.	SDG&E advertising on TV, radio, or online	-1	-2	-3
e.	SDG&E billboards	-1	-2	-3
f.	SDG&E informational videos online or social media	-1	-2	-3
g.	SDG&E informational videos on TV	-1	-2	-3
h.	SDG&E community meetings	-1	-2	-3
i.	SDG&E representative or employee	-1	-2	-3
j.	SDG&E website	-1	-2	-3
k.	SDG&E wildfire preparedness webinar or online meeting	-1	-2	-3
l.	SDG&E social media post (Facebook, Twitter, Nextdoor, etc.)	-1	-2	-3
m.	SDG&E wildfire fairs	-1	-2	-3
n.	Telephone call from SDG&E	-1	-2	-3
o.	Text message from SDG&E	-1	-2	-3
p.	TV or radio news report	-1	-2	-3
q.	SDG&E Alerts App for PSPS	-1	-2	-3

(SKIP TO Q.11)

10. Using a 5-point scale where “5” means **EXTREMELY USEFUL**, and “1” means **NOT AT ALL USEFUL**, how useful were the wildfire communications that you saw or heard from SDG&E via...?

(IF NECESSARY:) You may use any number between 5 and 1.

(ONLY SHOW THOSE SELECTED AT Q.7, RANDOMIZE)		Extremely Useful				Not At All Useful
a.	Email from SDG&E	-5	-4	-3	-2	-1
b.	Letter in the mail from SDG&E	-5	-4	-3	-2	-1
c.	Online news report	-5	-4	-3	-2	-1
d.	SDG&E advertising on TV, radio, or online	-5	-4	-3	-2	-1
e.	SDG&E billboards	-5	-4	-3	-2	-1
f.	SDG&E informational videos online or social media	-5	-4	-3	-2	-1
g.	SDG&E informational videos on TV	-5	-4	-3	-2	-1
h.	SDG&E community meetings	-5	-4	-3	-2	-1
i.	SDG&E representative or employee	-5	-4	-3	-2	-1
j.	SDG&E website	-5	-4	-3	-2	-1
k.	SDG&E wildfire preparedness webinar or online meeting	-5	-4	-3	-2	-1
l.	SDG&E social media post (Facebook, Twitter, Nextdoor, etc.)	-5	-4	-3	-2	-1
m.	SDG&E wildfire fairs	-5	-4	-3	-2	-1
n.	Telephone call from SDG&E	-5	-4	-3	-2	-1
o.	Text message from SDG&E	-5	-4	-3	-2	-1
p.	TV or radio news report	-5	-4	-3	-2	-1
q.	SDG&E Alerts App for PSPS	-5	-4	-3	-2	-1

(SKIP TO Q.13)

11. Using a 5-point scale where “5” means **EXTREMELY USEFUL**, and “1” means **NOT AT ALL USEFUL**, how useful were the wildfire communications **in English** that you saw or heard from SDG&E via...?

(IF NECESSARY:) You may use any number between 5 and 1.

(ONLY SHOW THOSE SELECTED FOR ENGLISH [-1] AT Q.9, RANDOMIZE)		Extremely Useful				Not At All Useful
a.	Email from SDG&E	-5	-4	-3	-2	-1
b.	Letter in the mail from SDG&E	-5	-4	-3	-2	-1
c.	Online news report	-5	-4	-3	-2	-1
d.	SDG&E advertising on TV, radio, or online	-5	-4	-3	-2	-1
e.	SDG&E billboards	-5	-4	-3	-2	-1
f.	SDG&E informational videos online or social media	-5	-4	-3	-2	-1
g.	SDG&E informational videos on TV	-5	-4	-3	-2	-1
h.	SDG&E community meetings	-5	-4	-3	-2	-1
i.	SDG&E representative or employee	-5	-4	-3	-2	-1
j.	SDG&E website	-5	-4	-3	-2	-1
k.	SDG&E wildfire preparedness webinar or online meeting	-5	-4	-3	-2	-1
l.	SDG&E social media post (Facebook, Twitter, Nextdoor, etc.)	-5	-4	-3	-2	-1
m.	SDG&E wildfire fairs	-5	-4	-3	-2	-1
n.	Telephone call from SDG&E	-5	-4	-3	-2	-1
o.	Text message from SDG&E	-5	-4	-3	-2	-1
p.	TV or radio news report	-5	-4	-3	-2	-1
q.	SDG&E Alerts App for PSPS	-5	-4	-3	-2	-1

12. Using a 5-point scale where “5” means **EXTREMELY USEFUL**, and “1” means **NOT AT ALL USEFUL**, how **useful** were the wildfire communications **in [INSERT PREFERRED LANGUAGE FROM Q.4]** that you saw or heard from SDG&E via...?

(IF NECESSARY:) You may use any number between 5 and 1.

(ONLY SHOW THOSE SELECTED FOR PREFERRED LANGUAGE [-2] AT Q.9, RANDOMIZE)		Extremely Useful				Not At All Useful
		-5	-4	-3	-2	-1
a.	Email from SDG&E	-5	-4	-3	-2	-1
b.	Letter in the mail from SDG&E	-5	-4	-3	-2	-1
c.	Online news report	-5	-4	-3	-2	-1
d.	SDG&E Advertising on TV, radio, or online	-5	-4	-3	-2	-1
e.	SDG&E Billboards	-5	-4	-3	-2	-1
f.	SDG&E Informational videos online or social media	-5	-4	-3	-2	-1
g.	SDG&E Informational videos on TV	-5	-4	-3	-2	-1
h.	SDG&E community meetings	-5	-4	-3	-2	-1
i.	SDG&E representative or employee	-5	-4	-3	-2	-1
j.	SDG&E website	-5	-4	-3	-2	-1
k.	SDG&E wildfire preparedness webinar or online meeting	-5	-4	-3	-2	-1
l.	SDG&E social media post (Facebook, Twitter, Nextdoor, etc.)	-5	-4	-3	-2	-1
m.	SDG&E Wildfire fairs	-5	-4	-3	-2	-1
n.	Telephone call from SDG&E	-5	-4	-3	-2	-1
o.	Text message from SDG&E	-5	-4	-3	-2	-1
p.	TV or radio news report	-5	-4	-3	-2	-1
q.	SDG&E Alerts App for PSPS	-5	-4	-3	-2	-1

ADDITIONAL INFORMATION SOURCES

13. Other than SDG&E’s communications, what other sources have you used to obtain information about wildfire safety and preparedness? **(DO NOT READ; PROBE AND CLARIFY AS NECESSARY. MULTIPLE RESPONSES ALLOWED)**

- 01 211 San Diego
- 02 CalFire
- 03 City or county government
- 04 Community-based organizations
- 05 Healthcare providers or medical device suppliers
- 06 Local fire department
- 07 Local news reports
- 08 Non-profit organizations
- 09 State government
- 96 Other (specify:) _____
- 97 Other (specify:) _____
- 98 None of the above → **(SKIP TO Q.18)**
- 99 Don't recall → **(SKIP TO Q.18)**

(IF ENGLISH [01] SELECTED AT Q.4, SKIP TO Q.15)

14. Which, if any, of these sources provided information in English and which provided information in your preferred language? **(READ LIST)**

(ONLY SHOW THOSE SELECTED AT Q.13, RANDOMIZE)		<i>English</i>	<i>[PREFERRED LANGUAGE FROM Q.4]</i>	<i>Not Sure</i>
a.	211 San Diego	-1	-2	-3
b.	CalFire	-1	-2	-3
c.	City or county government	-1	-2	-3
d.	Community-based organizations	-1	-2	-3
e.	Healthcare providers or medical device suppliers	-1	-2	-3
f.	Local fire department	-1	-2	-3
g.	Local news reports	-1	-2	-3
h.	Non-profit organizations	-1	-2	-3
i.	State government	-1	-2	-3
j.	2-1-1 San Diego	-1	-2	-3

(SKIP TO Q.16)

15. Using a 5-point scale where “5” means **EXTREMELY USEFUL**, and “1” means **NOT AT ALL USEFUL**, how useful was the wildfire information from...?

(IF NECESSARY:) You may use any number between 5 and 1.

(ONLY SHOW THOSE SELECTED AT Q.13, RANDOMIZE)		<i>Extremely Useful</i>					<i>Not At All Useful</i>
a.	211 San Diego	-5	-4	-3	-2	-1	-1
b.	CalFire	-5	-4	-3	-2	-1	-1
c.	City or county government	-5	-4	-3	-2	-1	-1
d.	Community-based organizations	-5	-4	-3	-2	-1	-1
e.	Healthcare providers or medical device suppliers	-5	-4	-3	-2	-1	-1
f.	Local fire department	-5	-4	-3	-2	-1	-1
g.	Local news reports	-5	-4	-3	-2	-1	-1
h.	Non-profit organizations	-5	-4	-3	-2	-1	-1
i.	State government	-5	-4	-3	-2	-1	-1

(SKIP TO Q.18)

16. Using a 5-point scale where “5” means **EXTREMELY USEFUL**, and “1” means **NOT AT ALL USEFUL**, how useful was the wildfire information **in English** from ...?

(IF NECESSARY:) You may use any number between 5 and 1.

(ONLY SHOW THOSE SELECTED FOR ENGLISH [-1] AT Q.14, RANDOMIZE)		Extremely Useful			Not At All Useful	
a.	211 San Diego	-5	-4	-3	-2	-1
b.	CalFire	-5	-4	-3	-2	-1
c.	City or county government	-5	-4	-3	-2	-1
d.	Community-based organizations	-5	-4	-3	-2	-1
e.	Healthcare providers or medical device suppliers	-5	-4	-3	-2	-1
f.	Local fire department	-5	-4	-3	-2	-1
g.	Local news reports	-5	-4	-3	-2	-1
h.	Non-profit organizations	-5	-4	-3	-2	-1
i.	State government	-5	-4	-3	-2	-1

17. Using a 5-point scale where “5” means **EXTREMELY USEFUL**, and “1” means **NOT AT ALL USEFUL**, how useful was the wildfire information **in [INSERT PREFERRED LANGUAGE FROM Q.4]** from...?

(IF NECESSARY:) You may use any number between 5 and 1.

(ONLY SHOW THOSE SELECTED FOR PREFERRED LANGUAGE [-2] AT Q.14, RANDOMIZE)		Extremely Useful			Not At All Useful	
a.	211 San Diego	-5	-4	-3	-2	-1
b.	CalFire	-5	-4	-3	-2	-1
c.	City or county government	-5	-4	-3	-2	-1
d.	Community-based organizations	-5	-4	-3	-2	-1
e.	Healthcare providers or medical device suppliers	-5	-4	-3	-2	-1
f.	Local fire department	-5	-4	-3	-2	-1
g.	Local news reports	-5	-4	-3	-2	-1
h.	Non-profit organizations	-5	-4	-3	-2	-1
i.	State government	-5	-4	-3	-2	-1

18. In what ways, if any, could SDG&E improve their communications about wildfire preparedness? **(PROBE AND CLARIFY AS NECESSARY)**

19. Now I'll read you a few statements about SDG&E. Please indicate how much you agree with each statement using a 5-point scale where "5" means you **COMPLETELY AGREE** and "1" means you **COMPLETELY DISAGREE**.

(First/Next), SDG&E... **(READ EACH STATEMENT. REPEAT SCALE AS NECESSARY.)**

(RANDOMIZE)		<i>Completely Agree</i>			<i>Completely Disagree</i>	
		-5	-4	-3	-2	-1
a.	Takes proactive measures to protect the electricity grid from wildfires	-5	-4	-3	-2	-1
b.	Is committed to restoring power to customers affected by wildfires	-5	-4	-3	-2	-1
c.	Makes an effort to communicate with all customers about wildfires	-5	-4	-3	-2	-1
d.	Is a company I trust to act in the best interest of its customers	-5	-4	-3	-2	-1
e.	Shows care and concern for customers	-5	-4	-3	-2	-1
f.	Is proactive in taking steps to address wildfire risks	-5	-4	-3	-2	-1
g.	Is working to keep my community safe	-5	-4	-3	-2	-1
h.	Is committed to wildfire safety	-5	-4	-3	-2	-1
i.	Is helping me prepare for wildfire season	-5	-4	-3	-2	-1

20. Using a 5-point scale where "5" means **EXTREMELY SATISFIED** and "1" means **EXTREMELY DISSATISFIED**, how satisfied are you with SDG&E's overall wildfire safety and preparedness efforts?

(IF NECESSARY:) You may use any number between 5 and 1.

<i>Extremely Satisfied</i>				<i>Extremely Dissatisfied</i>
-5	-4	-3	-2	-1

PUBLIC SAFETY POWER SHUTOFF (PSPS)

21. Public Safety Power Shutoff, or PSPS, is a precautionary safety measure where SDG&E may shut off power lines ahead of extreme fire danger conditions occurring, in order to help prevent wildfires. Before today, had you ever heard of the Public Safety Power Shutoff program? **(DO NOT READ)**

-1	Yes
-2	No
-3	Not sure

 → **(SKIP TO Q.28)**

22. Where have you heard about Public Safety Power Shutoffs? **(DO NOT READ; PROBE AND CLARIFY AS NECESSARY. MULTIPLE RESPONSES ALLOWED)**

- 01 211 San Diego
- 02 CalFire or local fire department
- 03 Community-based organization
- 31 Digital voice assistants (such as Alexa or Google Assistant devices)
- 04 Email from SDG&E
- 05 Healthcare provider or medical device supplier
- 06 Letter in the mail from SDG&E
- 07 Local city or county government
- 30 Local newspaper or newsletter (print or online)
- 08 My power was shut off without notice
- 09 Non-profit organization
- 10 Online news report
- 40 Portable roadside signs
- 11 SDG&E advertising on TV, radio, or online
- 12 SDG&E billboards
- 13 SDG&E community meetings
- 14 SDG&E informational videos on TV
- 15 SDG&E informational videos on web and social media
- 16 SDG&E representative or employee
- 17 SDG&E website
- 18 SDG&E wildfire preparedness webinar or online meeting
- 19 SDG&E social media post (Facebook, Twitter, Nextdoor, etc.)
- 20 SDG&E wildfire fairs
- 21 State government
- 22 Telephone call from SDG&E
- 23 Text message from SDG&E
- 24 TV or radio news report
- 25 Word-of-mouth (such as friends or family)
- 26 SDG&E Alerts App for PSPS
- 96 Other (specify:) _____
- 97 Other (specify:) _____

- 99 Not sure → **(SKIP TO Q.28)**

(IF SDG&E WEBSITE [17] SELECTED AT Q.22, ASK Q.23. OTHERWISE, SKIP TO Q.24 INSTRUCTION)

23. Using a 5-point scale where “5” means **EXTREMELY SATISFIED**, and “1” means **EXTREMELY DISSATISFIED**, how satisfied are you with the **Public Safety Power Shutoff** information on the SDG&E website?

(IF NECESSARY:) You may use any number between 5 and 1.

<i>Extremely Satisfied</i>					<i>Extremely Dissatisfied</i>
-5	-4	-3	-2	-1	

(IF ENGLISH [01] SELECTED AT Q.4, SKIP TO Q.25)

24. Which, if any, of these sources provided information in English and which provided information in your preferred language? **(READ LIST)**

(ONLY SHOW THOSE SELECTED AT Q.22, RANDOMIZE)		<i>English</i>	<i>[PREFERRED LANGUAGE FROM Q.4]</i>	<i>Not Sure</i>
a.	211 San Diego	-1	-2	-3
b.	CalFire or local fire department	-1	-2	-3
c.	Community-based organization	-1	-2	-3
z.	Digital voice assistants (such as Alexa or Google Assistant devices)	-1	-2	-3
d.	Email from SDG&E	-1	-2	-3
e.	Healthcare provider or medical device supplier	-1	-2	-3
f.	Letter in the mail from SDG&E	-1	-2	-3
g.	Local city or county government	-1	-2	-3
aa.	Local newspaper or newsletter (print or online)	-1	-2	-3
h.	Non-profit organization	-1	-2	-3
i.	Online news report	-1	-2	-3
y.	Portable roadside signs	-1	-2	-3
j.	SDG&E advertising on TV, radio, or online	-1	-2	-3
k.	SDG&E billboards	-1	-2	-3
l.	SDG&E community meetings	-1	-2	-3
m.	SDG&E informational videos on TV	-1	-2	-3
n.	SDG&E informational videos on web and social media	-1	-2	-3
o.	SDG&E representative or employee	-1	-2	-3
p.	SDG&E website	-1	-2	-3
q.	SDG&E wildfire preparedness webinar or online meeting	-1	-2	-3
r.	SDG&E social media post (Facebook, Twitter, Nextdoor, etc.)	-1	-2	-3
s.	SDG&E wildfire fairs	-1	-2	-3
t.	State government	-1	-2	-3
u.	Telephone call from SDG&E	-1	-2	-3
v.	Text message from SDG&E	-1	-2	-3
w.	TV or radio news report	-1	-2	-3
x.	SDG&E Alerts App for PSPS	-1	-2	-3

(SKIP TO Q.26)

25. Using a 5-point scale where “5” means **EXTREMELY USEFUL**, and “1” means **NOT AT ALL USEFUL**, how useful were each of the following regarding **Public Safety Power Shutoffs**?

(IF NECESSARY:) You may use any number between 5 and 1.

(ONLY SHOW THOSE SELECTED AT Q.22, RANDOMIZE)		Extremely Useful					Not At All Useful
a.	211 San Diego	-5	-4	-3	-2	-1	
b.	CalFire or local fire department	-5	-4	-3	-2	-1	
c.	Community-based organization	-5	-4	-3	-2	-1	
z.	Digital voice assistants (such as Alexa or Google Assistant devices)	-5	-4	-3	-2	-1	
d.	Email from SDG&E	-5	-4	-3	-2	-1	
e.	Healthcare provider or medical device supplier	-5	-4	-3	-2	-1	
f.	Letter in the mail from SDG&E	-5	-4	-3	-2	-1	
g.	Local city or county government	-5	-4	-3	-2	-1	
aa.	Local newspaper or newsletter (print or online)	-5	-4	-3	-2	-1	
h.	Non-profit organization	-5	-4	-3	-2	-1	
i.	Online news report	-5	-4	-3	-2	-1	
y.	Portable roadside signs	-5	-4	-3	-2	-1	
j.	SDG&E advertising on TV, radio, or online	-5	-4	-3	-2	-1	
k.	SDG&E billboards	-5	-4	-3	-2	-1	
l.	SDG&E community meetings	-5	-4	-3	-2	-1	
m.	SDG&E informational videos on TV	-5	-4	-3	-2	-1	
n.	SDG&E informational videos on web and social media	-5	-4	-3	-2	-1	
o.	SDG&E representative or employee	-5	-4	-3	-2	-1	
p.	SDG&E website	-5	-4	-3	-2	-1	
q.	SDG&E wildfire preparedness webinar or online meeting	-5	-4	-3	-2	-1	
r.	SDG&E social media post (such as Facebook, Twitter, Nextdoor)	-5	-4	-3	-2	-1	
s.	SDG&E wildfire fairs	-5	-4	-3	-2	-1	
t.	State government	-5	-4	-3	-2	-1	
u.	Telephone call from SDG&E	-5	-4	-3	-2	-1	
v.	Text message from SDG&E	-5	-4	-3	-2	-1	
w.	TV or radio news report	-5	-4	-3	-2	-1	
x.	SDG&E Alerts App for PSPS	-5	-4	-3	-2	-1	

(SKIP TO Q.28)

26. Using a 5-point scale where “5” means **EXTREMELY USEFUL**, and “1” means **NOT AT ALL USEFUL**, how useful was the information **in English** from...?

(IF NECESSARY:) You may use any number between 5 and 1.

(ONLY SHOW THOSE SELECTED FOR ENGLISH [-1] AT Q.24, RANDOMIZE)		Extremely Useful					Not At All Useful
a.	211 San Diego	-5	-4	-3	-2	-1	
b.	CalFire or local fire department	-5	-4	-3	-2	-1	
c.	Community-based organization	-5	-4	-3	-2	-1	
z.	Digital voice assistants (such as Alexa or Google Assistant devices)	-5	-4	-3	-2	-1	
d.	Email from SDG&E	-5	-4	-3	-2	-1	
e.	Healthcare provider or medical device supplier	-5	-4	-3	-2	-1	
f.	Letter in the mail from SDG&E	-5	-4	-3	-2	-1	
g.	Local city or county government	-5	-4	-3	-2	-1	
aa.	Local newspaper or newsletter (print or online)	-5	-4	-3	-2	-1	
h.	Non-profit organization	-5	-4	-3	-2	-1	
i.	Online news report	-5	-4	-3	-2	-1	
y.	Portable roadside signs	-5	-4	-3	-2	-1	
j.	SDG&E advertising on TV, radio, or online	-5	-4	-3	-2	-1	
k.	SDG&E billboards	-5	-4	-3	-2	-1	
l.	SDG&E community meetings	-5	-4	-3	-2	-1	
m.	SDG&E informational videos on TV	-5	-4	-3	-2	-1	
n.	SDG&E informational videos on web and social media	-5	-4	-3	-2	-1	
o.	SDG&E representative or employee	-5	-4	-3	-2	-1	
p.	SDG&E website	-5	-4	-3	-2	-1	
q.	SDG&E wildfire preparedness webinar or online meeting	-5	-4	-3	-2	-1	
r.	SDG&E social media post (such as Facebook, Twitter, Nextdoor)	-5	-4	-3	-2	-1	
s.	SDG&E wildfire fairs	-5	-4	-3	-2	-1	
t.	State government	-5	-4	-3	-2	-1	
u.	Telephone call from SDG&E	-5	-4	-3	-2	-1	
v.	Text message from SDG&E	-5	-4	-3	-2	-1	
w.	TV or radio news report	-5	-4	-3	-2	-1	
x.	SDG&E Alerts App for PSPS	-5	-4	-3	-2	-1	

27. Using a 5-point scale where “5” means **EXTREMELY USEFUL**, and “1” means **NOT AT ALL USEFUL**, how useful was the information in [INSERT PREFERRED LANGUAGE FROM Q.4] from...?

(IF NECESSARY:) You may use any number between 5 and 1.

(ONLY SHOW THOSE SELECTED FOR PREFERRED LANGUAGE [-2] AT Q.24, RANDOMIZE)		Extremely Useful					Not At All Useful
a.	211 San Diego	-5	-4	-3	-2	-1	
b.	CalFire or local fire department	-5	-4	-3	-2	-1	
c.	Community-based organization	-5	-4	-3	-2	-1	
z.	Digital voice assistants (such as Alexa or Google Assistant devices)	-5	-4	-3	-2	-1	
d.	Email from SDG&E	-5	-4	-3	-2	-1	
e.	Healthcare provider or medical device supplier	-5	-4	-3	-2	-1	
f.	Letter in the mail from SDG&E	-5	-4	-3	-2	-1	
g.	Local city or county government	-5	-4	-3	-2	-1	
aa.	Local newspaper or newsletter (print or online)	-5	-4	-3	-2	-1	
h.	Non-profit organization	-5	-4	-3	-2	-1	
i.	Online news report	-5	-4	-3	-2	-1	
y.	Portable roadside signs	-5	-4	-3	-2	-1	
j.	SDG&E advertising on TV, radio, or online	-5	-4	-3	-2	-1	
k.	SDG&E billboards	-5	-4	-3	-2	-1	
l.	SDG&E community meetings	-5	-4	-3	-2	-1	
m.	SDG&E informational videos on TV	-5	-4	-3	-2	-1	
n.	SDG&E informational videos on web and social media	-5	-4	-3	-2	-1	
o.	SDG&E representative or employee	-5	-4	-3	-2	-1	
p.	SDG&E website	-5	-4	-3	-2	-1	
q.	SDG&E wildfire preparedness webinar or online meeting	-5	-4	-3	-2	-1	
r.	SDG&E social media post (such as Facebook, Twitter, Nextdoor)	-5	-4	-3	-2	-1	
s.	SDG&E wildfire fairs	-5	-4	-3	-2	-1	
t.	State government	-5	-4	-3	-2	-1	
u.	Telephone call from SDG&E	-5	-4	-3	-2	-1	
v.	Text message from SDG&E	-5	-4	-3	-2	-1	
w.	TV or radio news report	-5	-4	-3	-2	-1	
x.	SDG&E Alerts App for PSPS	-5	-4	-3	-2	-1	

28. A Public Safety Power Shutoff could last anywhere from 24 to 72 hours, or longer in some cases. How would you rate your level of preparedness for being without electricity for an extended period? Would you say you are...? **(READ LIST)**

- 1 Completely prepared
- 2 Somewhat prepared
- 3 Not very prepared, or
- 4 Not at all prepared

29. Please tell me if you have taken any of the following actions to prepare for a Public Safety Power Shutoff in 2022? **(READ LIST)**

(RANDOMIZE A THROUGH Y)		Yes	No
a.	Acquired a back-up generator	-1	-2
b.	Acquired battery storage technology	-1	-2
c.	Activated your emergency plan	-1	-2
d.	Allowed access to property for SDG&E to trim trees	-1	-2
e.	Attended a community-based organization event	-1	-2
f.	Attended an SDG&E community meeting	-1	-2
g.	Checked the SDG&E mobile app	-1	-2
h.	Developed an emergency plan	-1	-2
i.	Followed SDG&E on Facebook	-1	-2
j.	Followed SDG&E on Twitter	-1	-2
k.	Have a place to go if without power for a prolonged period	-1	-2
l.	Notified others in area about potential power shutoff	-1	-2
m.	Performed a safety check on your generator for your (home/business)	-1	-2
n.	Prepared an emergency kit with food, water or medicine	-1	-2
o.	Prepared for multiple-day outage	-1	-2
p.	Purchased enough non-refrigerated food to last for several days without power	-1	-2
q.	Purchased enough water to last for several days without power	-1	-2
r.	Purchased new lanterns or flashlights	-1	-2
s.	Purchased/used a battery powered radio	-1	-2
t.	Removed vegetation from around your home	-1	-2
u.	Signed up for Medical Baseline Program	-1	-2
v.	Signed up for notifications from SDG&E	-1	-2
w.	Visited SDG&E Community Resource Center	-1	-2
x.	Went SDG&E's social media (follow up with Nextdoor/Facebook/Twitter, other)	-1	-2
y.	Went to the SDG&E website	-1	-2
z.	Some other action (please specify:) _____	-1	-2

29.1 **[ASK ALL]** SDG&E supports a number of resources that are available to the public during a Public Safety Power Shutoff (PSPS). Before today, were you aware that SDG&E supports the following resources during PSPS events? ~~which of the following resources have you heard of?~~ **(READ BOLDED LABEL ONLY UNLESS RESPONDENT ASKS FOR DESCRIPTION.)**

(RANDOMIZE)		Yes	No	Not Sure
a.	Address Level Alerts: Both accountholders and non-accountholders can sign up for PSPS alerts for any and multiple addresses within SDG&E's service territory	1	2	9
b.	PSPS Alert Language Preferences: PSPS alerts are available in 22 prevalent languages	1	2	9
c.	Community Resource Centers (CRCs): SDG&E contracts with sites across high fire risk areas to serve as resource centers during PSPS events to provide customers with basic necessities like water, light snacks, blankets, ice, Wi-Fi access, device charging, etc.	1	2	9
d.	Wellness Checks: SDG&E partners with the San Diego Sheriff's Department to provide wellness checks on customers during PSPS events	1	2	9
e.	CRC Language Preferences: Translation services are available at CRC locations in over 120 languages, including American Sign Language	1	2	9
f.	211 Partnership: SDG&E is partnered with 211 to assist households with disabilities and other access and functional needs (AFN) with a single source of information and connection to available resources, both before and during a PSPS outage	1	2	9
g.	Generator Grant Program: SDG&E provides households located in the High Fire Threat District (HFTD), enrolled in Medical Baseline and/or meeting other qualifying AFN criteria, with a free, portable battery for backup during an outage	1	2	9
h.	Rebates: SDG&E offers rebates to customers in high fire risk areas for portable batteries or generators	1	2	9
i.	Food: Food support through SDG&E's partnership with 211	1	2	9
j.	Transportation: Transportation to Community Resource Centers hotels, or other safe locations through SDG&E's partnership with 211	1	2	9
k.	Hotels: SDG&E offers no-cost hotel options through its partnership with 211	1	2	9

29.2 (LIST RESOURCES AWARE OF IN 29.1. IF NO/NOT SURE TO ALL ITEMS AT Q.29.1, SKIP TO Q.29.3) Which, if any, of these SDG&E supported resources have you used during previous PSPS events? ~~in the past?~~ (READ BOLDED LABEL ONLY UNLESS RESPONDENT ASKS FOR DESCRIPTION.)

(RANDOMIZE)		Yes	No	Not Sure
a.	Address Level Alerts: Both accountholders and non-accountholders can sign up for PSPS alerts for any and multiple addresses within SDG&E's service territory	1	2	9
b.	PSPS Alert Language Preferences: PSPS alerts are available in 22 prevalent languages	1	2	9
c.	Community Resource Centers (CRCs): SDG&E contracts with sites across high fire risk areas to serve as resource centers during PSPS events to provide customers with basic necessities like water, light snacks, blankets, ice, Wi-Fi access, device charging, etc.	1	2	9
d.	Wellness Checks: SDG&E partners with the San Diego Sheriff's Department to provide wellness checks on customers during PSPS events	1	2	9
e.	CRC Language Preferences: Translation services are available at CRC locations in over 120 languages, including American Sign Language	1	2	9
f.	211 Partnership: SDG&E is partnered with 211 to assist households with disabilities and other access and functional needs (AFN) with a single source of information and connection to available resources, both before and during a PSPS outage	1	2	9
g.	Generator Grant Program: SDG&E provides households located in the High Fire Threat District (HFTD), enrolled in Medical Baseline and/or meeting other qualifying AFN criteria, with a free, portable battery for backup during an outage	1	2	9
h.	Rebates: SDG&E offers rebates to customers in high fire risk areas for portable batteries or generators	1	2	9
i.	Food: Food support through SDG&E's partnership with 211	1	2	9
j.	Transportation: Transportation to Community Resource Centers hotels, or other safe locations through SDG&E's partnership with 211	1	2	9
k.	Hotels: SDG&E offers no-cost hotel options through its partnership with 211	1	2	9

29.3 If SDG&E had an important update during a Public Safety Power Shutoff, how would you like to be notified between 10pm and 6am? (READ LIST)

(RANDOMIZE)		Yes	No
a.	Phone call	-1	-2
b.	Text message	-1	-2
c.	Email	-1	-2

30. Using a 5-point scale where “5” means **EXTREMELY POSITIVE** and “1” means **EXTREMELY NEGATIVE**, what is your overall opinion of SDG&E’s **Public Safety Power Shutoff** program as a last-resort prevention tool for wildfires?

(IF NECESSARY:) You may use any number between 5 and 1.

Extremely Positive					Extremely Negative
-5	-4	-3	-2	-1	

31. **(POST WAVE ONLY)** In the past few months, have you had to evacuate due to wildfires in your area? **(DO NOT READ)**

_____ -1 Yes

_____ -2 No

_____ -3 **(DO NOT READ) DK/NA** → **{First encourage response}**

RESIDENTIAL DEMOGRAPHICS (IF BUSINESS, SKIP TO Q. 46) – NOTE: ORDER HAS CHANGED

These next questions are for classification purposes only. Your answers are voluntary and will be kept confidential.

34. Do you identify as... **(READ LIST)**

-1 Male

-2 Female

-3 Non-Binary

-9 Or prefer not to say

40. Including yourself, how many people live in your household?

(NUMBER BETWEEN 1 AND 20, CODE 99 IF NOT SURE OR PREFER NOT TO ANSWER)

33. What is your age? **(READ LIST IF NECESSARY)**

-1 18 to 24

-2 25 to 34

-3 35 to 44

-4 45 to 54

-5 55 to 64

-6 65 to 74

-8 75 or older

-7 **(DO NOT READ)** Refused

41. **[ASK IF Q.40=2 OR MORE AND Q33=1-5 OR 7. ELSE SKIP TO Q.42.]** Is anyone in your household 65 or older? **(DO NOT READ)**
- 1 Yes
 - 2 No
 - 9 Prefer not to answer
42. **[ASK IF Q.40=2 OR MORE. ELSE SKIP TO Q.43]** Do you have children in your household under the age of 18? **(DO NOT READ)**
- 1 Yes
 - 2 No
 - 9 Prefer not to answer
43. Which of the following best describes the area in which you live? **(READ LIST)**
- 1 Urban/Suburban
 - 2 Rural
 - 3 **(DO NOT READ)** Not sure
 - 9 **(DO NOT READ)** Prefer not to answer
37. For classification purposes only, please stop me when I read the category that best represents your total household income last year before taxes. Was it... **(READ LIST)**
- ~~-1~~ _____
 - 4 Less than \$50,000
 - 5 \$50,000 but less than \$100,000
 - ~~-6~~ _____
 - 7 \$100,000 but less than \$150,000
 - 8 \$150,000 or more
 - 9 **(DO NOT READ)** Refused/DK/NA
44. What is the highest level of education you have had the opportunity to complete? **(READ LIST)**
- 1 Some high school or less
 - 2 High school graduate, or GED
 - 3 Some college / Trade or technical school graduate / 2-year degree
 - 4 Undergraduate college degree
 - 5 Some graduate study
 - 6 Graduate degree or higher
 - 9 **(DO NOT READ)** Prefer not to answer
45. Are you, yourself, of Hispanic origin or descent? That is, Mexican, Puerto Rican, Cuban, Central American, South American, or some other Spanish background? **(DO NOT READ)**
- 1 Yes
 - 2 No
 - 9 Prefer not to say

36. Are you... **(READ LIST)**

- 1 White or Caucasian
- 2 African American or Black
- 3 Asian
- 7 American Indian, Eskimo or Alaska native
- 8 Hawaiian or Pacific Islander
- 5 Some other ethnicity
- 6 **(DO NOT READ)** Refused/DK/NA

32. Which of the following best describes your housing situation? **(READ LIST)**

- 1 Homeowner
- 2 Renter
- 3 Neither (don't own a home or pay rent)
- 9 **(DO NOT READ)** Prefer not to say

These last few questions will help SDG&E understand how successful they have been in reaching out to those most vulnerable during a Public Safety Power Shutoff. Again, your responses are voluntary and the information you provide is completely confidential.

31.1 Do you or does anyone in your household rely on electrical equipment that is required or needed for your health, safety or ability to live independently? **(DO NOT READ)**

- 1 Yes
- 2 No
- 9 Prefer not to say

31.1.5 Do you or does anyone in your household have a serious illness or medical condition that could become life-threatening if the power is shut off? **(DO NOT READ)**

- 1 Yes
- 2 No
- 9 Prefer not to say

31.3 **(DELIBERAELY OMITTED)**

31.2 Do you or does anyone in your household have a permanent disability, related to mobility, hearing, vision, cognitive, psychological or chronic disease? **(DO NOT READ)**

- 1 Yes
 - 2 No
 - 9 Prefer not to say
- **(SKIP TO Q.38)**

31.2.1 What types of disabilities do you or household members have? **(READ LIST – MULTIPLE RESPONSES ALLOWED)**

- 1 Mobility
- 2 Hearing
- 3 Vision
- 4 Chronic disease
- 5 Developmental
- 6 Or something else **(SPECIFY:)** _____
- 9 Prefer not to say **(DO NOT READ)**

31.2.2 Please answer yes or no regarding the specific type of disability for you or anyone in your household. **(READ LIST)**

(RANDOMIZE)		Yes	No	Prefer Not to Say
a.	Are you or is anyone in your household blind or have serious difficulty seeing, even when wearing glasses?	1	2	9
b.	Are you or is anyone in your household deaf or have serious difficulty hearing?	1	2	9
c.	Do you or does anyone in your household have serious difficulty walking or climbing stairs?	1	2	9
d.	Because of a physical, mental, or emotional condition, do you or does anyone in your household have serious difficulty concentrating, remembering, or making decisions?	1	2	9
e.	Do you or does anyone in your household have difficulty dressing or bathing?	1	2	9
f.	Because of a physical, mental, or emotional condition, do you or does anyone in your household have difficulty doing errands alone such as visiting a doctor's office or shopping?	1	2	9
g.	Do you or anyone in your household rely on assistive technology (e.g., a screen reader or specialized meal device)?	1	2	9

(SKIP TO Q.38)

BUSINESS/FIRMOGRAPHICS

46. Do you own or lease the location(s) for which you are responsible for the energy management decisions? **(DO NOT READ)**

- 1 Own
- 2 Lease
- 9 Don't know

47. What is your business's annual gross revenue? **(READ LIST)**

- 01 Less than \$100,000
- 02 \$100,000 to less than \$250,000
- 03 \$250,000 to less than \$500,000
- 04 \$500,000 to less than \$1 million
- 05 \$1 million to less than \$2 million
- 06 \$2 million to less than \$5 million
- 07 \$5 million to less than \$10 million
- 08 \$10 million to less than \$100 million
- 09 \$100 million to less than \$1 billion
- 10 \$1 billion or more
- 98 Not applicable, Government agency
- 99 Prefer not to answer

48. About how many full-time employees does your company have at the location(s) for which you are responsible for the energy management decisions? **(READ LIST AS NECESSARY)**

- 01 4 or fewer
- 02 5 to 9
- 03 10 to 19
- 04 20 to 49
- 05 50 to 99
- 06 100 to 199
- 07 200 to 299
- 08 300 to 399
- 09 400 to 499
- 10 500 or More

38. And finally, may we have your permission to share your individual responses to this survey with SDG&E? **(DO NOT READ)**

- 1 Yes
- 2 No

Closing

39. That concludes our interview. **(VERIFY NAME AND PHONE NUMBER. READ:)** On behalf of SDG&E, thank you very much for your cooperation. Have a nice (evening/day)!

**SDG&E PSPS AFTER INCIDENT
Online Questionnaire
2021 Version**

Language
[-1] English
[-2] Spanish

Customer Type (from sample)
[-1] Residential
[-2] Small Business

PSPS Segment (from sample)
[-1] Notified Only (N=300)
[-2] Power Shut Off (N=300)

EMAIL INVITATION**(PROGRAMMER NOTE: HYPERLINK TO SURVEY CANNOT USE UTILITY NAME)**

TO: (Name of Respondent)
FROM: Travis Research on Behalf of San Diego Gas & Electric (travissurvey@travisresearch.com)
SUBJECT: Important safety study for SDG&E

Travis Research is conducting a customer survey on behalf of San Diego Gas & Electric (SDG&E®) regarding the recent Public Safety Power Shutoff and associated notifications (you/your business) may have received.

(NOTIFIED ONLY) If you qualify and complete the survey, you will be entered into a drawing to **win one of ten \$100 Amazon gift cards** that we will be giving away to participants.

(POWER SHUT OFF) If you qualify and complete the survey, you will receive a **\$20 Amazon gift card** that we will be giving away to participants.

Please take a few minutes to complete this survey by clicking on the link below or pasting it into your browser window. To help ensure confidentiality and allow for your candid feedback, the research is being conducted by Travis Research, an independent research firm.

For English: [http://travis-surveys.com/\(need unique ID sequence\)](http://travis-surveys.com/(need unique ID sequence))

This survey should take no more than 10 minutes to complete, and will only be available for a limited time, so please attempt to complete it within three days of receiving this message.

(OPT-OUT TEXT:) If you do not wish to participate in this research study you may click [here](#) to be removed.

(INSERT SPANISH INVITATION)

ONLINE SURVEY – ENGLISH

SCREENER

[NEW SCREEN]

Thank you for taking time to complete this survey. Please note that you are now on a website hosted by Travis Research. Travis Research is not part of SDG&E®. The Terms and Conditions and Privacy Policy of this website will apply, which may be viewed here.

(Click here for Terms and Conditions and Privacy Policy)

Please be assured that your responses will be kept confidential. Simply use your mouse to move ahead or scroll, and click the appropriate boxes to select your answers.

[NEW SCREEN]

A. Are you 18 years of age or older?

- (1) Yes
 (2) No → **(THANK AND TERMINATE)**

[NEW SCREEN]

A.1 The email address we used to reach you is the one at which notifications would be sent. Is this address most associated with your... ***(Please select one response)***

- (1) Home/residence with SDG&E service → **(CONTINUE AS RESIDENTIAL CUSTOMER)**
- (2) Business with SDG&E service → **(CONTINUE AS BUSINESS CUSTOMER)**
- (3) Home and Business, both with SDG&E service → **(CONTINUE AS RESIDENTIAL CUSTOMER)**

(IF QUALIFIED, GO TO MAIN QUESTIONNAIRE. DO NOT ALLOW RESPONDENT TO GO BACKWARDS IN SURVEY.)

MAIN QUESTIONNAIRE

Notification/Outage Awareness

[NEW SCREEN]

6. Have you ever heard of a Public Safety Power Shutoff (or PSPS)? This is when an energy utility may need to intentionally shut off power due to high winds or other high fire risk weather conditions to prevent wildfires from occurring.

- (1) Yes
- (2) No

[NEW SCREEN]

1. Do you recall receiving a **notification** or message from SDG&E recently regarding a Public Safety Power Shut Off (PSPS) at your (home/business)? These could have been through email, text, SDG&E App or a phone message.

- (1) Yes
- (2) No → **(SKIP TO Q.2)**

[NEW SCREEN]

12. **(MOVED FROM Q.12)** How did you receive notification(s) from SDG&E about the Power Shutoff? ***(Please select all that apply)***

(PROGRAMMER ALLOW MULTIPLE RESPONSES)

- (1) Text
- (2) Phone
- (3) Email
- (4) PSPS App

[NEW SCREEN]

2. Was the power actually shut off at your (home/business) recently?

- (1) Yes
- (2) No

Overall Favorability

[NEW SCREEN]

3. How would you rate SDG&E **OVERALL** on the below scale? The more favorable you generally feel toward SDG&E, the higher the number you would give.

Very Favorable						Very Unfavorable
(7)	(6)	(5)	(4)	(3)	(2)	(1)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4. **(DELIBERATELY OMITTED)**

[NEW SCREEN]

4.1 How would you rate SDG&E’s handling of the most recent Public Safety Power Shutoff?

- (5) Very Positive
- (4) Somewhat Positive
- (3) Neither Positive nor Negative
- (2) Somewhat Negative
- (1) Very Negative
- (9) Did Not Experience a Recent Public Safety Power Shutoff →**(SKIP TO INSTRUCTION BEFORE Q.9)**

[NEW SCREEN]

4.2 Please describe how you were personally impacted by the Public Safety Power Shutoff? **(Please be as specific as possible)**

5. **(DELIBERATELY OMITTED)**

(IF “NO” AT Q.2, SKIP TO INSTRUCTION BEFORE Q.9)

[NEW SCREEN]

7. Regarding the most recent Public Safety Power Shutoff, about how long was the outage in hours? Your best estimate is fine. **(Please enter whole number – Enter 001 for one hour or less)**

___ ___ ___ (Number of hours)

DK/NA = 999

[NEW SCREEN]

8. When you experienced the outage, were you aware the power was shut off by SDG&E for public safety due to high winds or other high fire risk weather conditions?
- (1) Yes
 (2) No

Recall Notification

(IF “NO” AT Q.1, SKIP TO INSTRUCTION BEFORE Q.17.1)

[NEW SCREEN]

9. Thinking about the recent outage notification(s), how satisfied are you **OVERALL** with the Public Safety Power Shutoff notifications or messages that you received from SDG&E?

<i>Very Satisfied</i>						<i>Very Dissatisfied</i>
(7)	(6)	(5)	(4)	(3)	(2)	(1)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

[NEW SCREEN]

10. **(DELIBERATELY OMITTED)**

- 10.1 How would you rate SDG&E’s performance during the **most recent** Public Safety Power Shutoff on each of the following? **(Please select one response for each row)**

(RANDOMIZE)		(5) <i>Extremely Satisfied</i>	(4) <i>Satisfied</i>	(3) <i>Neither Satisfied Nor Dissatisfied</i>	(2) <i>Dissatisfied</i>	(1) <i>Extremely Dissatisfied</i>	(9) <i>Not Applicable</i>
a.	Amount of notifications	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b.	Usefulness of the PSPS app	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c.	Usefulness of the SDG&E website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d.	Accuracy of notifications and updates	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e.	Usefulness of social media updates (Facebook, Twitter)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

11. **(DELIBERATELY OMITTED)**

12. **(MOVED TO AFTER Q.1)**

13. **(DELIBERATELY OMITTED)**

[NEW SCREEN]

14. Which of the following messages do you recall receiving from SDG&E? **(Please select “yes” or “no” for each)**

(RANDOMIZE ALL EXCEPT “N”)		Yes (1)	No (2)
a.	Weather conditions may require a power shutoff for public safety	<input type="checkbox"/>	<input type="checkbox"/>
b.	Possible power shutoff	<input type="checkbox"/>	<input type="checkbox"/>
c.	Prepare to activate your personal family emergency plan	<input type="checkbox"/>	<input type="checkbox"/>
d.	Power is off	<input type="checkbox"/>	<input type="checkbox"/>
e.	Power should now be fully restored	<input type="checkbox"/>	<input type="checkbox"/>
f.	SDGE monitors weather conditions	<input type="checkbox"/>	<input type="checkbox"/>
g.	If power is turned off, it will stay off until we can safely restore it	<input type="checkbox"/>	<input type="checkbox"/>
h.	A Community Resource Center has opened	<input type="checkbox"/>	<input type="checkbox"/>
i.	When conditions improve, our crews will assess the safety of the electrical system and determine when power can be restored	<input type="checkbox"/>	<input type="checkbox"/>
j.	For more information visit SDG&E’s website	<input type="checkbox"/>	<input type="checkbox"/>
k.	Check our mobile app	<input type="checkbox"/>	<input type="checkbox"/>
l.	Follow us on Twitter	<input type="checkbox"/>	<input type="checkbox"/>
m.	Fire risk conditions decreased; power restored; PSPS risk continues	<input type="checkbox"/>	<input type="checkbox"/>
n.	Other (Please describe:)	<input type="checkbox"/>	<input type="checkbox"/>

[NEW SCREEN]

15. Please indicate how much you agree or disagree with the following statements regarding the notification(s) you received from SDG&E. **(Please select one response for each row)**

(RANDOMIZE B-E)		Agree Completely					Disagree Completely	
		(7)	(6)	(5)	(4)	(3)	(2)	(1)
a.	The information was helpful	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b.	The message(s) was received in a timely fashion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c.	The message(s) was clear and easy to understand	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e.	The message(s) helped make me feel well informed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f.	The message(s) provided me with enough information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

[NEW SCREEN]

16. Would you say the notification(s) sent to you about shutting off power due to public safety... **(Please select one response)**

- (1) positively impacted your opinion of SDG&E
- (2) had no impact on your opinion of SDG&E
- (3) negatively impacted your opinion of SDG&E

[NEW SCREEN]

17. Did you take any of the following actions **as a result** of receiving the Public Safety Power Shutoff notification(s)? **(Please select “yes” or “no” for each row)**

(RANDOMIZE ALL EXCEPT “L”)		Yes (1)	No (2)
a.	Prepared an emergency kit with food, water or medicine	<input type="checkbox"/>	<input type="checkbox"/>
b.	Had your emergency plan ready	<input type="checkbox"/>	<input type="checkbox"/>
c.	Performed a safety check on your generator for your (home/business)	<input type="checkbox"/>	<input type="checkbox"/>
d.	Purchased/used a battery powered radio	<input type="checkbox"/>	<input type="checkbox"/>
e.	Notified others in area about potential power shutoff	<input type="checkbox"/>	<input type="checkbox"/>
f.	Activated your emergency plan	<input type="checkbox"/>	<input type="checkbox"/>
g.	Visited a Community Resource Center	<input type="checkbox"/>	<input type="checkbox"/>
h.	Went to SDG&E’s website	<input type="checkbox"/>	<input type="checkbox"/>
i.	Checked the SDG&E mobile app	<input type="checkbox"/>	<input type="checkbox"/>
j.	Follow(ed) SDG&E on Twitter	<input type="checkbox"/>	<input type="checkbox"/>
k.	Prepared for multiple-day outage	<input type="checkbox"/>	<input type="checkbox"/>
m.	Checked in on family, friend or neighbor	<input type="checkbox"/>	<input type="checkbox"/>
l.	Other (Please describe:) _____	<input type="checkbox"/>	<input type="checkbox"/>

(IF Q.2 = NO, SKIP TO Q.18)

[NEW SCREEN]

17.1 Have you experienced a Public Safety Power Shutoff (PSPS) prior to this most recent occurrence?

- (1) Yes
- (2) No → **(SKIP TO Q.17.3)**
- (3) Not sure → **(SKIP TO Q.17.3)**

[NEW SCREEN]

17.2 Compared to previous shutoffs, would you say that SDG&E’s handling of the **most recent** Public Safety Power Shutoff was...?

- (1) Much worse
- (2) Somewhat worse
- (3) About the same
- (4) Somewhat improved
- (5) Much improved
- (9) Not sure

[NEW SCREEN]

17.3 SDG&E supports a number of resources that are available to our customers during Public Safety Power Shutoffs. Please indicate whether you were aware or have used each item below in relation to the **most recent** shutoff. *(Please select one answer in each row)*

(RANDOMIZE)		<i>Not Aware</i> (1)	<i>Aware But Did Not Use</i> (2)	<i>Used</i> (3)
a.	Multiple Address Alerts During a Public Safety Power Shutoff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b.	Community Resource Centers (CRCs)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c.	Disability Disaster Access & Resources (DDAR) program	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d.	County Food Bank Program	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e.	Language Preferences for alerts and communications	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f.	Portable Battery Program	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g.	Hotel Accommodations for People with Disabilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h.	Accessible Transportation for People with Disabilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i.	Call 2-1-1 for shutoff information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j.	Generator Rebate Program	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k.	Medical Baseline Program	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

[NEW SCREEN]

17.4 **(PROGRAMMER ONLY SHOW THOSE “USED” AT Q.17.3)** Please rate your satisfaction with the resource(s) you used during this most recent shutoff. *(Please select one answer for each row)*

(RANDOMIZE)		(5) <i>Extremely Satisfied</i>	(4) <i>Satisfied</i>	(3) <i>Neither Satisfied Nor Dissatisfied</i>	(2) <i>Dissatisfied</i>	(1) <i>Extremely Dissatisfied</i>
a.	Multiple Address Alerts During a Public Safety Power Shutoff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b.	Community Resource Centers (CRCs)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c.	Disability Disaster Access & Resources (DDAR) program	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d.	County Food Bank Program	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e.	Language Preferences for alerts and communications	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f.	Portable Battery Program	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g.	Hotel Accommodations for People with Disabilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h.	Accessible Transportation for People with Disabilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i.	Call 2-1-1 for shutoff information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j.	Generator Rebate Program	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k.	Medical Baseline Program	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

[NEW SCREEN]

18. In your opinion, what can SDG&E do to improve their communications with customers during a Public Safety Power Outage and after power has been restored? Please be specific. We welcome your suggestions.

[NEW SCREEN]

19. Please indicate how much you agree or disagree with the following statements regarding the Public Safety Power Shutoff. **(Please select one response in each row)**

(RANDOMIZE)		Agree Completely			Disagree Completely			
		(7)	(6)	(5)	(4)	(3)	(2)	(1)
a.	Shutting off power is necessary, as a last resort, to keep communities safe from wildfires	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b.	A priority for SDG&E is keeping their customers safe	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c.	Shutting off power is disruptive and does not prevent wildfires	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d.	I don't know much about public safety power shutoff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e.	(DELIBERATELY OMITTED)							
f.	(DELIBERATELY OMITTED)							
g.	I know how to find more information about a power outage on SDG&E's website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

[NEW SCREEN]

20. Just a few final questions about you and your (household/business)...

(BUSINESS SKIP TO Q.26)

Demographics

[NEW SCREEN]

21. Which of the following best describes your age range? **(Please select one response)**

- (1) 18 to 24
- (2) 25 to 34
- (3) 35 to 44
- (4) 45 to 54
- (5) 55 to 64
- (6) 65 or older

[NEW SCREEN]

22. Which of the following best describes your current employment status? ***(Please select one response)***

- (1) Employed full-time (35+ hours per week)
- (2) Employed part-time (less than 35 hours per week)
- (3) On active military duty
- (4) A student
- (5) A homemaker
- (6) Not currently employed
- (7) Retired

[NEW SCREEN]

23. Which of the following categories best describes your ethnic background? ***(Please select one response)***

- (1) White or Caucasian
- (2) African American
- (3) Hispanic or Latino/a
- (4) Asian
- (5) Other *(Please Specify:)* _____
- (9) Prefer not to answer

[NEW SCREEN]

24. For classification purposes only, which category below best represents your total household income last year before taxes. ***(Please select one response)***

(DO NOT FORCE A RESPONSE)

- (1) Less than \$25,000
- (2) \$25,000 to \$49,999
- (3) \$50,000 to \$74,999
- (4) \$75,000 to \$99,999
- (5) \$100,000 to \$149,999
- (6) \$150,000 to \$199,999
- (7) \$200,000 and over
- (9) Prefer not to answer

[NEW SCREEN]

25. Are you...

- (1) Male
- (2) Female
- (3) Non-Binary
- (4) Prefer not to answer

[NEW SCREEN]

25.1 Do you, or does anyone in your household, rely on electrical equipment that is required or needed for your health, safety or ability to live independently? **(Please select one response)**

(1) Yes

(2) No

(9) Prefer not to say

→ (SKIP TO Q.25.4)

[NEW SCREEN]

25.2 Is that electrical equipment easy to transport in the event of an emergency?

(1) Yes

(2) No

→ (SKIP TO Q.25.4)

[NEW SCREEN]

25.3 Were you able to utilize that equipment during the most recent Public Safety Power Shutoff?

(1) Yes

(2) No

[NEW SCREEN]

25.4 Do you or does anyone in your household have a permanent disability, related to mobility, hearing, vision, or chronic disease? **(Please select one response)**

(1) Yes

(2) No

(9) Prefer not to say

→ (SKIP TO Q.25.6)

[NEW SCREEN]

25.5 Please indicate the type(s) of disabilities. **(Please select all that apply)**

(1) Mobility

(2) Hearing

(3) Vision

(4) Chronic disease

(5) Other *(Please specify:)* _____

(9) Prefer not to say

[NEW SCREEN]

25.6 Do you have access to personal transportation in case of an emergency?

- (1) Yes
- (2) No
- (9) Prefer not to say

(RESIDENTIAL SKIP TO CLOSING)

Firmographics

[NEW SCREEN]

26. Which of the following statements best describes your level of responsibility for decisions regarding utilities for **THIS BUSINESS LOCATION?** *(Please select one response)*

- (1) You are the primary decision maker regarding your utilities
- (2) You share in these decisions with others in your company, or
- (3) You have no responsibility regarding utilities for this business location

27. Counting yourself, about how many full- and part-time employees does your company have at this business location? Your best estimate is fine.

____ , ____ ____ ____ (number of employees)

DK/NA = 9999

(VERIFY RESPONSES OF 99+)

28. **In total**, how many business locations does your organization have?

____ ____ ____ (number of locations)

DK/NA = 999

(VERIFY RESPONSES OF 9+)

Closing and Incentive Information

On behalf of SDG&E, thank you very much for taking time out of your busy day to participate in our study!

(NOTIFIED ONLY) You will be entered into a drawing for one of ten \$100 Amazon gift cards.

(POWER SHUT OFF) You will be receiving a \$20 Amazon gift card. Your gift card will be sent to **(INSERT EMAIL ADDRESS FROM SAMPLE)** unless you enter in a new one below.

_____ (insert new email if needed)

Record From Sample

(ALL INFORMATION RECEIVED WITH SAMPLE)

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- To provide you with the information you requested from us relating to our products or services.
- To provide information on other products which we feel may be of interest to you.
- To notify you about any changes to our website, such as improvements or service/product changes, that may affect our service
- The survey research we conduct and collect will never result in a sales call to research participants.

We do not share usage or tracking information with others. We will not reveal information about identifiable individuals to any organization or advertiser that is not associated with our organization and its affiliates.

Storing Your Personal Data

We may transfer data that we collect from you to locations outside of the United States should the sponsor of a Market Research Survey be located there. Data may be collected by staff located outside of the United States working for our organization or for one of its affiliates. By submitting your survey data, or a request for additional information, you agree to this potential transfer, storing or processing. We will take all reasonable steps to ensure that your data is treated securely and in agreement with this Privacy Policy.

Data that is provided to us on our website is stored on secure servers. In addition, details relating to any survey will be stored on secure servers to ensure its safety.

Disclosing Your Information

Research information will only be disclosed to the company sponsoring the research and will not be provided to third parties.

Disclose of your personal information, without notice, will only occur if required to do so by law or in the good faith belief that such action is necessary to: (a) conform to the edicts of the law or comply with legal process served on our organization or its affiliates, or this site, and, (b) protect and defend the rights or property of our organization and its affiliates.

SDG&E PSPS AFTER INCIDENT Telephone Questionnaire

<u>Language</u>	<u>Segment (from A.4.1)</u>
[-1] English	[-1] Residential
[-2] Spanish	[-2] Small Business

Respondent Name: _____ Phone: (_____) _____

City: _____ State: CA Zip: _____

Interviewer: _____ Date: ____ / ____ / ____

NOTE: IF RESPONDENT IS SPANISH-SPEAKING AND PREFERS SPANISH, SWITCH TO SPANISH LANGUAGE QUESTIONNAIRE OR SCHEDULE CALLBACK WITH SPANISH-SPEAKING INTERVIEWER)

- 1 Continue in English
- 2 Continue in Spanish
- 3 Schedule callback with Spanish-speaking interviewer

INTRODUCTION

(IF RESPONDENT NAME KNOWN:)

A-1. Hello, may I speak with _____ ?

- | | | |
|--|---|---|
| <div style="border: 1px solid black; padding: 5px; display: inline-block;"> <ul style="list-style-type: none"> -1 Yes, person answered phone -2 Yes, and person available </div> | → | (GO TO Q.A-3) |
| <ul style="list-style-type: none"> -3 Yes, but person not available | → | (SCHEDULE CALLBACK) |
| <ul style="list-style-type: none"> -4 No such person | → | (GO TO Q.A-2) |
| <ul style="list-style-type: none"> -5 No/refused | → | (THANK AND TERMINATE.
COUNT AS INITIAL REFUSAL.) |

(IF RESPONDENT NAME NOT KNOWN:)

A-2. Hello, this is _____ with Travis Research, calling on behalf of San Diego Gas and Electric (SDG&E) regarding recent power outages and associated notifications your home or your business may have received. Please be assured that **I AM NOT SELLING ANYTHING** and this will **take about 15** minutes. May I please speak with the person who would most likely receive these notifications?
(NOTE: A JOINT DECISION MAKER IS OK)

- 1 Continue with person who answered phone if qualified → **(SKIP TO Q.A-4)**
- 2 Ask for qualified respondent → **(GO TO Q.A-3)**
- 3 Respondent not available → **(SCHEDULE CALLBACK)**
- 4 Not an SDG&E customer → **(THANK AND TERMINATE)**
- 5 No/Refused Referral → **(THANK AND TERMINATE. COUNT AS INITIAL REFUSAL)**

(ONCE RESPONDENT ON PHONE:)

A-3. Hello, this is _____ with Travis Research, calling on behalf of San Diego Gas and Electric (SDG&E) regarding recent power outages and associated notifications your home or your business may have received. Please be assured that **I AM NOT SELLING ANYTHING** and this will take **about 15** minutes.

I understand that you are the person who would most likely receive these notifications? Is this correct?

- 1 Yes → **(CONTINUE)**
- 2 No → **(ASK FOR NAME AND REPEAT Q.A-3. IF PERSON NOT AVAILABLE, ATTEMPT TO SCHEDULE CALLBACK.)**
- 3 Not an SDG&E Customer → **(THANK AND TERMINATE)**
- 4 No/Refused Referral → **(THANK AND TERMINATE. COUNT AS INITIAL REFUSAL.)**

A-4. **(ASK IF SPANISH SURNAME OR RESPONDENT SPANISH-SPEAKING/SPANISH ACCENT. OTHERWISE SKIP TO A-4.1)**

Would you be comfortable continuing in English or would you prefer to speak with us in Spanish?

- 1 Will continue in English → **(CONTINUE)**
- 2 Prefers to continue in Spanish → **(SWITCH TO SPANISH LANGUAGE QUESTIONNAIRE. IF NECESSARY, SCHEDULE CALLBACK WITH SPANISH-SPEAKING INTERVIEWER.)**

A-4.1 Am I contacting you at your residence or your business? **(DO NOT READ; CLARIFY AS NECESSARY)**

- 1 Home/residence → **(CONTINUE AS RESIDENTIAL CUSTOMER)**
- 2 Business → **(CONTINUE AS BUSINESS CUSTOMER)**
- 3 Both home and business → **(CONTINUE AS RESIDENTIAL CUSTOMER)**
- 4 Refused → **(THANK AND TERMINATE)**

A. Are you 18 years of age or older? **(DO NOT READ)**

- 1 Yes
- 2 No → **(THANK AND TERMINATE)**
- 3 Refused/DK/NA → **(THANK AND TERMINATE)**

(BUSINESS SKIP TO Q.B.2)

B1. Are you or is anyone in your household currently employed in any of the following industries? **(READ LIST)**

(RANDOMIZE)		Yes	No
a.	Auto manufacturer	-1	-2
b.	Financial consulting	-1	-2
c.	Advertising or public relations	-1	-2
d.	Marketing or marketing research	-1	-2
e.	Energy Utility	-1	-2
		(IF "YES" TO c, d OR e, THANK AND TERMINATE)	

(SKIP TO MAIN QUESTIONNAIRE)

B2. Is your organization's primary industry, or field of business any of the following industries? **(READ LIST)**

(RANDOMIZE)		Yes	No
a.	Auto manufacturer	-1	-2
b.	Financial consulting	-1	-2
c.	Advertising or public relations	-1	-2
d.	Marketing or marketing research	-1	-2
e.	Energy Utility	-1	-2
		(IF "YES" TO c, d OR e, THANK AND TERMINATE)	



MAIN QUESTIONNAIRE

Notification/Outage Awareness

1. Do you recall receiving a **notification** or message from SDG&E recently regarding a power shut off at your (home/business)? These could have been through email, text or a phone message.

- 1 Yes
- 2 No

2. Was the power actually shut off at your (home/business) recently?

- 1 Yes
- 2 No

Overall Favorability and Awareness of PSPS

3. How would you rate SDG&E **OVERALL** on a scale of “1” to “7” where “1” means **VERY UNFAVORABLE** and “7” means **VERY FAVORABLE**? The more favorable you generally feel toward SDG&E, the higher the number you would give.

Very Unfavorable							Very Favorable	(DO NOT READ) DK/NA → {First encourage response}
-1	-2	-3	-4	-5	-6	-7	-9	

4. How would you rate SDG&E for **providing reliable electric service without frequent outages** on a scale of “1” to “7” where “1” means **DOES NOT DESCRIBE AT ALL** and “7” means **DESCRIBES WELL**?

Does Not Describe At All							Describes Well	(DO NOT READ) DK/NA → {First encourage response}
-1	-2	-3	-4	-5	-6	-7	-9	

5. About how many power outages have you had at your (home/business) in the **PAST 12 MONTHS**? Your best estimate is fine.

___ (Number of power outages)

DK/NA = 99

(VERIFY RESPONSES OF 9+)

6. Have you ever heard of a Public Safety Power Shutoff? This is when an energy utility may need to intentionally shut off power due to high winds or other adverse weather conditions to prevent wildfires from occurring.

- 1 Yes
- 2 No

(IF “NO” AT Q.2, SKIP TO INSTRUCTION BEFORE Q.9)

7. Regarding the most recent power shutoff, about how long was the outage in hours? Your best estimate is fine. **(NOTE TO INTERVIEWER: IF LESS THAN ONE HOUR ENTER “001”)**

___ ___ ___ (Number of hours)

DK/NA = 999

8. When you experienced the outage, were you aware the power was shut off by SDG&E **for public safety due to high winds or other adverse weather conditions?**

- 1 Yes
- 2 No

Recall Notification

(IF “NO” AT Q.1, SKIP TO Q.18)

9. Thinking about the recent outage notification(s), how satisfied are you **OVERALL** with the Public Safety Power Shutoff notifications or messages that you received from SDG&E? Please use a scale of “1” to “7” where “1” means **VERY DISSATISFIED** and “7” means **VERY SATISFIED**.

Very Dissatisfied							Very Satisfied	(DO NOT READ) DK/NA → {First encourage response}
-1	-2	-3	-4	-5	-6	-7	-9	

10. Overall, how do you feel about the amount of notifications that you received via text, phone call or email? **(READ LIST)**

- 1 Not enough notifications
- 2 Right amount of notifications, or
- 3 Too many notifications

11. How do you feel about the **timing** of the notifications that you received via text, phone call or email? **(READ LIST)**

- 1 Notifications were too far in advance
- 2 Notifications came at the right time
- 3 Notifications were too late

12. How did you receive notification(s) from SDG&E about the Power Shutoff? **(READ LIST)**

(MULTIPLE RESPONSES ALLOWED)

- 1 Text
- 2 Phone
- 3 Email

13. When did you receive notifications through email, text or phone from SDG&E regarding **power shut-offs**? Did you receive a notification (INSERT EACH STATEMENT) ... ? **(READ EACH STATEMENT, SELECT ONE RESPONSE FOR EACH)**

		Yes	No	(DO NOT READ) DK/NA → {First encourage response}
a.	A couple days prior to the power shut-off	-1	-2	-9
b.	The day before the power shut-off	-1	-2	-9
c.	The day of the power shut-off	-1	-2	-9
d.	The day the power turned back on	-1	-2	-9
e.	The day after the power turned back on	-1	-2	-9
f.	Some other way (Please describe:) _____	-1	-2	-9

14. Which of the following messages do you recall receiving from SDG&E? **(READ EACH STATEMENT, SELECT ONE RESPONSE FOR EACH)**

(RANDOMIZE a-l)		Yes	No	(DO NOT READ) DK/NA → {First encourage response}
a.	Weather conditions may require a power shutoff for public safety	-1	-2	-9
b.	Possible power shutoff	-1	-2	-9
c.	Prepare to activate your personal family emergency plan	-1	-2	-9
d.	Power is off	-1	-2	-9
e.	Power should now be fully restored	-1	-2	-9
f.	SDG&E monitors weather conditions	-1	-2	-9
g.	If power is turned off, it will stay off until we can safely restore it	-1	-2	-9
h.	A Community Resource Center has opened	-1	-2	-9
i.	When conditions improve, our crews will assess the safety of the electrical system and determine when power can be restored	-1	-2	-9
j.	For more information visit SDG&E's website	-1	-2	-9
k.	Check our mobile app	-1	-2	-9
l.	Follow us on Twitter	-1	-2	-9
f.	Something else (Please describe:) _____	-1	-2	-9

15. On a scale of “1” to “7” where a “1” means you **DISAGREE COMPLETELY** and a “7” means you **AGREE COMPLETELY**, how much you agree or disagree with each of the following statements regarding the notification(s) you received from SDG&E. **(READ EACH STATEMENT, SELECT ONE RESPONSE FOR EACH)**

(RANDOMIZE b-e)		Disagree Completely					Agree Completely	
		-1	-2	-3	-4	-5	-6	-7
a.	The information was helpful	-1	-2	-3	-4	-5	-6	-7
b.	The message(s) was received in a timely fashion	-1	-2	-3	-4	-5	-6	-7
c.	The message(s) was clear and easy to understand	-1	-2	-3	-4	-5	-6	-7
e.	The message(s) helped make me feel well informed	-1	-2	-3	-4	-5	-6	-7
f.	The message(s) provided me with enough information	-1	-2	-3	-4	-5	-6	-7

16. Would you say the notification(s) sent to you about shutting off power due to public safety... **(READ LIST)**

- 1 positively impacted your opinion of SDG&E
- 2 had no impact on your opinion of SDG&E, or
- 3 negatively impacted your opinion of SDG&E

17. Did you take any of the following actions **as a result** of receiving the Public Safety Power Shutoff notification(s)? **(READ EACH STATEMENT, SELECT ONE RESPONSE FOR EACH)**

(RANDOMIZE a-k)		Yes	No	(DO NOT READ) DK/NA → {First encourage response}
		-1	-2	-9
a.	Prepared an emergency kit with food, water or medicine	-1	-2	-9
b.	Had your emergency plan ready	-1	-2	-9
c.	Performed a safety check on your generator for your (home/business)	-1	-2	-9
d.	Purchased/used a battery powered radio	-1	-2	-9
e.	Notified others in area about potential power shutoff	-1	-2	-9
f.	Activated your emergency plan	-1	-2	-9
g.	Visited a Community Information Center	-1	-2	-9
h.	Went to SDG&E's website	-1	-2	-9
i.	Checked the SDG&E mobile app	-1	-2	-9
j.	Follow(ed) SDG&E on Twitter	-1	-2	-9
k.	Prepared for multiple-day outage	-1	-2	-9
l.	Some other action (Please describe:) _____	-1	-2	-9

18. In your opinion, what can SDG&E do to improve their communications with customers during a Public Safety Power Outage and after power has been restored? Please be specific. We welcome your suggestions. **(PROBE UNTIL UNPRODUCTIVE. CLARIFY AS NECESSARY)**

19. On a scale of “1” to “7” where a “1” means you **DISAGREE COMPLETELY** and a “7” means you **AGREE COMPLETELY**, how much you agree or disagree with the following statements regarding the Public Safety Power Shutoff? **(READ EACH STATEMENT, SELECT ONE RESPONSE FOR EACH)**

(RANDOMIZE)		<i>Disagree Completely</i>					<i>Agree Completely</i>	
a.	Shutting off power is necessary to ensure public safety during wildfire conditions	-1	-2	-3	-4	-5	-6	-7
b.	SDG&E is actively pursuing keeping their customers safe	-1	-2	-3	-4	-5	-6	-7
c.	Shutting off power is inconvenient and does not prevent wildfires	-1	-2	-3	-4	-5	-6	-7
d.	I don't know much about public safety power shutoff	-1	-2	-3	-4	-5	-6	-7
e.	It is important for SDG&E to contact customers when there is a power outage related to public safety	-1	-2	-3	-4	-5	-6	-7
f.	It is important for SDG&E to contact customers when power has been restored to your area	-1	-2	-3	-4	-5	-6	-7
g.	I know how to find more information about a power outage on SDG&E's website	-1	-2	-3	-4	-5	-6	-7

20. Just a few final questions about you and your (household/business)...

(BUSINESS SKIP TO Q.26)

Demographics

21. Which of the following best describes your age range? **(READ LIST)**

- 1 18 to 24
- 2 25 to 34
- 3 35 to 44
- 4 45 to 54
- 5 55 to 64
- 6 65 or older
- 9 **(DO NOT READ)** Prefer not to answer

22. Which of the following best describes your current employment status? **(READ LIST)**

- 1 Employed full-time (35+ hours per week)
- 2 Employed part-time (less than 35 hours per week)
- 3 On active military duty
- 4 A student
- 5 A homemaker
- 6 Not currently employed
- 7 Retired
- 9 **(DO NOT READ)** Prefer not to answer

23. Which of the following categories best describes your ethnic background? **(READ LIST)**

- 1 White or Caucasian
- 2 African American
- 3 Hispanic or Latino/a
- 4 Asian
- 5 Some other ethnic group
- 9 **(DO NOT READ)** Prefer not to answer

24. For classification purposes only, which category below best represents your total household income last year before taxes? **(READ LIST)**

- 1 Less than \$25,000
- 2 \$25,000 to \$49,999
- 3 \$50,000 to \$74,999
- 4 \$75,000 to \$99,999
- 5 \$100,000 to \$149,999
- 6 \$150,000 to \$199,999, or
- 7 \$200,000 and over
- 9 **(DO NOT READ)** Prefer not to answer

25. **(BY OBSERVATION)** Gender

- 1 Male
- 2 Female

(RESIDENTIAL SKIP TO CLOSING)

Firmographics

26. Which of the following statements best describes your level of responsibility for decisions regarding utilities for **THIS BUSINESS LOCATION?** **(READ LIST)**

- 1 You are the primary decision maker regarding your utilities
- 2 You share in these decisions with others in your company, or
- 3 You have no responsibility regarding utilities for this business location

27. Counting yourself, about how many full- and part-time employees does your company have at this business location? Your best estimate is fine.

____ , ____ ____ ____ (number of employees)

DK/NA = 9999

(VERIFY RESPONSES OF 99+)

28. **In total**, how many business locations does your organization have?

____ ____ ____ (number of locations)

DK/NA = 999

(VERIFY RESPONSES OF 9+)

Closing and Incentive Information

On behalf of SDG&E, thank you very much for taking time out of your busy day to participate in our study!

Record From Sample

(ALL INFORMATION RECEIVED WITH SAMPLE)

Terms and Conditions/Privacy Policy

Privacy Statement

At this website we are dedicated to safeguarding and preserving your privacy when visiting our site, communicating electronically with us, when participating in surveys, or when we are conducting market research.

This Privacy Policy, together with our terms of use, explain what happens to any personal data that you provide to us, or that we collect from you when you are on this site or when you are participating in surveys.

Information We Collect

In operating our website we may collect and process the following data about you:

- Details of your visits to our website and the resources that you access, including, but not limited to, traffic data, location data, weblogs and other communication data.
- Information that you provide by filling in forms on our website, such as when you request additional information, download white papers, or ask that we contact you.
- Information provided to us when you communicate with us for any reason.
- Market Research Survey data for research purposes only.

Use of Cookies

We may on occasion gather information regarding your computer while you are on our website. This enables us to improve our services and to provide statistical information regarding the use of our website.

Such information will not identify you personally. Unless you specifically enter your name and contact information, this is statistical data only and simply provides information about our visitors and their use of our site. This statistical data does not identify any personal details whatsoever.

Similarly, we may gather information about your general internet use through the use of a cookie file. Where used, cookies are placed on your computer automatically. Cookies are stored on the hard drive of your computer and help us improve our website and the services that we provide you.

All computers have the ability to decline cookies. This can be done by activating the setting on your browser which enables you to decline the cookies. Please note that should you choose to decline cookies, you may be unable to access some parts of our website.

Use of Your Information

The information that we collect and store relating to you is primarily used to either provide services to you, if you are seeking market research services. Or, if you are taking part in a survey, to provide market research related information that will not result in a sales call. In addition, we may use the information for the following purposes:

- To provide you with the information you requested from us relating to our products or services.
- To provide information on other products which we feel may be of interest to you.
- To notify you about any changes to our website, such as improvements or service/product changes, that may affect our service
- The survey research we conduct and collect will never result in a sales call to research participants.

We do not share usage or tracking information with others. We will not reveal information about identifiable individuals to any organization or advertiser that is not associated with our organization and its affiliates.

Storing Your Personal Data

We may transfer data that we collect from you to locations outside of the United States should the sponsor of a Market Research Survey be located there. Data may be collected by staff located outside of the United States working for our organization or for one of its affiliates. By submitting your survey data, or a request for additional information, you agree to this potential transfer, storing or processing. We will take all reasonable steps to ensure that your data is treated securely and in agreement with this Privacy Policy.

Data that is provided to us on our website is stored on secure servers. In addition, details relating to any survey will be stored on secure servers to ensure its safety.

Disclosing Your Information

Research information will only be disclosed to the company sponsoring the research and will not be provided to third parties.

Disclose of your personal information, without notice, will only occur if required to do so by law or in the good faith belief that such action is necessary to: (a) conform to the edicts of the law or comply with legal process served on our organization or its affiliates, or this site, and, (b) protect and defend the rights or property of our organization and its affiliates.

Appendix F

**SDG&E 2022 Post-season
PSPS Education and Outreach Survey Results**

2022 Post SDG&E PSPS Public Education & Communications Study

June 2023

Prepared for:



Prepared by:



Background + Objectives

- SDG&E may need to turn off power in order to keep communities safe during extreme weather-related conditions/events. This is especially true for wildfire-prone areas. This is referred to as a Public Safety Power Shutoff (PSPS). SDG&E sends its customers communications to raise awareness of these possible events.
- The main objectives of PSPS research are to assess language preference of those communications, gauge customer preparedness, and usefulness of those communications.
- Below is the standard timeline of the PSPS communications and research:
 - SDG&E sends out PSPS communications in July
 - SDG&E conducts the first survey in late September or October
 - SDG&E conducts the second survey in late December or January

DISCLAIMER

- In the past, SDG&E has only sent out the second survey if there was a PSPS event. This was due to the research design/questionnaire.
- 2022 did not have any PSPS events. Therefore, SDG&E did not perform the second survey in late December/January due to the absence of a pool of customers who experienced a PSPS.
- SDG&E was contacted by the CPUC and asked to perform the second survey. The second survey was fielded in April 2023 with customers in the HFTD and non-HFTD.
- Human memory decay over time is an exponential curve.
 - Murre, Jaap MJ, and Joeri Dros. "Replication and analysis of Ebbinghaus' forgetting curve." PloS one 10.7 (2015): e0120644.
 - https://en.wikipedia.org/wiki/Forgetting_curve
- Given the above point, please note this wave of research was fielded 4 months later than the equivalent survey from previous years. This will likely negatively impact any results where the question was dependent on recall.

Research Design



Methodology

- The survey is conducted via online and phone. It is offered in English, Spanish, the top 3 other languages in California, any other language with more than 1000 speakers in service territory.
- Survey questions are answered in quantitative and qualitative ways. There are multiple choice questions, Likert scales, and open-ended questions.
- Field period 4/10 – 4/28
- SDG&E identified as the sponsor of the research
- Incentive (Online only)
 - Residential – Each receives a \$10 Amazon gift card
 - Initially planned as drawing for one of 10 \$100 gift cards, but changed shortly after launch due to low participation rates
 - Small Business – Each receives a \$50 Amazon gift card



Sample & Quota

- SDG&E provided sample of customers (residential and small business) in High Fire Threat Districts (HFTD) and Non-HFTD (including all contact information)
- Languages, other than English, are flagged in the sample
- Total of 900 completes were achieved
 - 630 completed online and 270 via telephone interview
 - 814 residential and 86 small business interviews completed



Respondent Screening

- Respondents screened to ensure:
 - Current SDG&E customer
 - Age 18+
 - Adult head of household (residential)
 - Reviews utility bills or communications (business)
 - Not employed in a sensitive industry

Analytical notes: Due to an extremely small base size (n=8), the “Other Language” sub-group was not statistically analyzed and only respondent counts (not percentages) are shown. For clarity, statistical comparisons between sub-groups are only noted for this 2023 wave.

Executive Summary

Languages



- The distribution of surveys completed in English (91%) and Spanish (8%) is consistent with 2022 Pre-wave.
- Despite the vast majority saying English is spoken in their home/business, it has decreased marginally from last wave (94% → 92%).
 - Spanish is the most-commonly spoken non-English language (18%).
 - Due to the large portion of total respondents who prefer English, most shifts in overall scores from last wave are also seen among English-preferring respondents.
- Non-HFTD customers are more likely than HFTD to speak a non-English language (30% vs. 22%) and prefer communications in-language (11% vs. 6%).
- There is a decline in English speaking respondents who say they would prefer communications in Spanish (57% → 29%).
- One-third (34%) of respondents who prefer communications in Spanish say they are unable to understand English.
- A very small portion (n=6) prefer communications in a language other than English or Spanish, though all can understand English.

Favorability



- Two in five are favorable towards SDG&E overall, a significant decrease from last wave (56% → 41%).
 - Favorability has also decreased among those preferring English communications (53% → 37%).
 - Those who prefer Spanish are more favorable than English-preferred (84% vs. 37%).
 - Respondents aware of SDG&E wildfire communications are more favorable overall than those unaware (46% vs. 39%).
- Four in five (81%) feel that SDG&E provides reliable service without frequent outages.
 - Spanish-language respondents are more likely to feel the utility provides reliable service than their English counterparts (94% vs. 80%).
- Satisfaction with SDG&E wildfire safety efforts has declined this wave in total (64% → 52%); opinions of the PSPS program overall have also decreased (68% → 56%). *(see disclaimer on slide 1)*.
 - Decreases for both of these measures are seen among those preferring English. Ratings among Spanish-preferred are consistently more favorable and steady.
- SDG&E performs significantly lower for all wildfire performance statements, compared to last wave. *(see disclaimer on slide 1)*.
- More respondents this wave suggest improvements related to methods of SDG&E's communications (31% → 47%).

Executive Summary (continued)



Awareness

- SDG&E Wildfire communications awareness is down substantially this wave (70% → 41%).
 - This is driven by English-preferring, who are now much less aware than those preferring Spanish.
- Among respondents who are aware of SDG&E communications and prefer Spanish, two in three (67%) say they did receive the information in Spanish.
- Despite a decline from last wave, a majority recall direct communications from SDG&E (78% → 63%).
 - All sources of communications are seen as useful by at least a majority, whether provided in English or a preferred language.
- Nine in ten respondents (90%) who visited SDGE.com are satisfied with the wildfire information on the website.
- Utilization of non-SDG&E sources for wildfire information is similar to last wave.
 - Local news reports are a top external source for those who prefer non-English communications to receive in-language information.
- Despite a spike in the 2022 Pre, PSPS awareness has decreased significantly this wave (74% → 60%), down to its lowest point.
 - This decrease is driven by English language (75% → 60%). *(see disclaimer on slide 1)*.
- Sources of awareness for PSPS remain relatively consistent from last wave.
 - Most who are familiar with PSPS sources find them useful.



PSPS Preparedness & Resources

- Respondents this wave feel they are less prepared for a PSPS event (68% → 60%). *(see disclaimer on slide 1)*.
 - Those preferring English are driving this decline (68% → 59%).
- Respondents are less likely to take 11 of the 25 pre-listed actions to prepare for a PSPS event, compared to last wave.
 - This is driven by English language-preferred respondents.
 - Spanish-preferred respondents are more likely to take a number of actions, compared to their English language counterparts.
- The most-known PSPS resource is address level alerts, despite a decrease in awareness from last wave (30% → 25%).
 - Respondents are more likely to say they are not aware of any resource, compared to last wave (41% → 47%).
- The most-used resources overall are address level alerts and the generator grant program.
 - Among the small portion of Spanish-preferred respondents familiar with the resource, most utilized are the CRC language preference and the PSPS alert language preference.

Executive Summary (continued)

Non-HFTD vs. HFTD



- Compared to HFTD, respondents designated as Non-HFTD are more likely to:
 - Be a renter
 - Be age 18-44 and younger on average
 - Be Hispanic
 - Be African American
 - Have no college degree
 - Live alone
 - Have lower income.
- Both segments are more negative towards SDG&E overall, and towards the PSPS program this wave.
- Compared to their Non-HFTD counterparts, HFTD respondents are more likely to:
 - Say that SDG&E makes an effort to communicate with all customers about wildfires (57% vs. 49%)
 - Have higher awareness of SDG&E wildfire communications (49% vs. 34%)
 - Receive communications directly from SDG&E (76% vs. 49%)
 - Recall communications from government/municipality sources (48% vs. 39%)
 - Be aware of PSPS (69% vs. 53%), and hear about it from SDG&E (69% vs. 54%)
 - Be more prepared for a PSPS event (67% vs. 54%)
 - Have awareness of address level alerts, community resource centers, rebates and the generator grant program
 - Take more actions to prepare for a PSPS event.

Executive Summary (continued)



AFN vs. Non-AFN Households

- **AFN households are more likely than Non-AFN to:**
 - Prefer Spanish communications (non-English speaking is a qualifier for AFN)
 - Be favorable towards SDG&E
 - Agree that SDG&E performs well on several wildfire-related measures
 - Be aware of and satisfied with SDG&E wildfire communications
 - Be aware of and have a positive opinion of the PSPS program
 - Be prepared for extended power outages
 - Take a number of actions to prepare for wildfires
 - Have awareness of at least one of the SDG&E PSPS resources, including: PSPS alert language preferences, wellness checks and 2-1-1 partnerships.
- **AFN and Non-AFN are similar in:**
 - Feeling SDG&E provides reliable service
 - Using SDG&E PSPS resources.



Small Business

- Roughly half (45%) are favorable towards SDG&E and three-quarters (76%) feel the utility provides reliable service.
- Three in five (59%) are satisfied with SDG&E wildfire efforts, but only one-third (36%) recall receiving any wildfire communications. *(see disclaimer on slide 1).*
 - Emails from SDG&E are the most-common source for wildfire communications (55%).
- A majority feel SDG&E performs well on most of the wildfire safety statements.
- Two-thirds have awareness of the PSPS program (67%), feel they are at least somewhat prepared for a prolonged outage (67%), and have a positive overall opinion about the PSPS program (66%).

Conclusions

Conclusions

- **Virtually all respondents prefer communications in either English or Spanish.**
 - Respondents who prefer Spanish-language communications tend to be more positive towards SDG&E on most measures, compared to those preferring English.

- **Several measures have declined this wave, including overall favorability towards SDG&E, the utility's wildfire efforts, and their performance on all safety statements.**
 - However, perception that SDG&E is a reliable electric service provider remains high.
- **Opinions of SDG&E and PSPS tend to be more positive among those aware of the wildfire communications, compared to those unaware.**

- **Awareness of SDG&E wildfire communications and of the PSPS program has decreased.**
- **Respondents also feel less prepared for a PSPS event, and have taken fewer steps to prepare for a prolonged power outage. (see disclaimer on slide 1).**

Conclusions

Conclusions

- **HFTD respondents have higher awareness of wildfire communications and of the PSPS program, are more prepared for a PSPS outage, and take more actions to prepare for a PSPS event, compared to those in Non-HFTD.**
 - **However, favorability and awareness have decreased among both segments.**
- **Nearly half of respondents are unfamiliar with SDG&E PPS event resources.** *(see disclaimer on slide 1).*
- **AFN customers are more favorable towards SDG&E overall, and across many wildfire safety measures.**
 - **They also have higher awareness of communications and PPS, and have taken more steps to prepare for outages.**



Appendix G

**SDG&E April 11 TTX and May 1-2 FSE Documents
(Zipped Folder Filed Via CD-ROM and Available to
Download at <https://www.sdge.com/PSPS>)**