

**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)
2026 PUBLIC SAFETY POWER SHUTOFF PRE-SEASON REPORT**

Laura M. Fulton
San Diego Gas & Electric Company
8330 Century Park Court, #CP32D
San Diego, CA 92123
Telephone: (858) 654-1759
Fax: (619) 699-5027
Email: LFulton@sdge.com

Attorney for:
SAN DIEGO GAS & ELECTRIC COMPANY

July 1, 2026

**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)
2026 PUBLIC SAFETY POWER SHUTOFF PRE-SEASON REPORT**

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 2026 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 2026 PSPS Pre-season Report: <https://www.sdge.com/wildfire-safety/psps-more-info>

Respectfully submitted,

By: /s/ Laura M. Fulton
Laura M. Fulton
San Diego Gas & Electric Company
8330 Century Park Court, #CP32D
San Diego, CA 92123
Telephone: (858) 654-1759
Fax: (619) 699-5027
Email: LFulton@sdge.com

Attorney for:
SAN DIEGO GAS & ELECTRIC COMPANY

July 1, 2026

Attachment A

**San Diego Gas & Electric Company
2026 Public Safety Power Shutoff Pre-Season Report**

2026 ANNUAL PSPS PRE- SEASON REPORT

San Diego Gas & Electric

July 1, 2026



Table of Contents

Section I	Authorities	1
Section II	Community Resource Center Plan.....	1
Section III	Critical Facilities and Infrastructure Plan	2
Section IV	PSPS Exercise Reports	3
Section V	Education and Outreach	4
Section VI	Notification Plan	12
Section VII	PSPS Event Lessons Learned	13
Section VIII	High Risk Circuits	13
Section IX	Others	17

List of Appendices

Appendix A: Community Resource Centers Plan

Appendix B: Critical Facilities and Infrastructure Plan

Appendix C: Notification Plan

Appendix D: Required PSPS Pre-Season Tables

Appendix E: SDG&E 2025-2026 PSPS Education and Outreach Survey Templates

Appendix F: SDG&E 2025-2026 Post-season PSPS Education and Outreach Survey Results

Appendix G: SDG&E April 11 TTX and May 13-16 FSE Documents

SECTION I AUTHORITIES

All reporting plans concurrently required to be included in the 2026 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 2026 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.***

(Decision (D.) 21-06-034; Appendix A at p. A14, Section K-1.)

SECTION II COMMUNITY RESOURCE CENTER PLAN

1. Each IOU must provide an updated annual Community Resource Centers (CRC) plan as Appendix A. Describe in the plan all the actions the IOUs have taken, are taking, and will take in preparation for potential PSPS events during the upcoming wildfire season; as part of such description, the IOUs should specify lessons learned from past events, and how they are applying those lessons to their current preparations. The IOUs should incorporate and address the following minimum topics in the CRC plan. (D. 21-06-034, Appendix A at p. A14, Section K-1; SED Additional Information.)

The 2026 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 with the following minimum fields: (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 including, at a minimum, the following fields: (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 including, at a minimum, the following fields: (D.21-06-034, Appendix at p. A1, Sections A-6.)

See “Table 3 – Prior Year PSPS CRC Usage Metrics” in Appendix D.

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

See “Table 4 – Prior Year CRC Customer Feedback” in Appendix D..

6. The IOU CRC plan must include prior year CRC challenges faced when setting up and operating CRCs. The challenge summary includes, at a minimum, the following fields: (D.21-06-034, Appendix at p. A1, Sections A-6.)

See “Table 5 – Prior Year IOU CRC Challenges” in Appendix D.

SECTION III CRITICAL FACILITIES AND INFRASTRUCTURE PLAN

1. Each IOU must provide an updated Critical Facilities and Infrastructure (CFI) plan as Appendix B. Describe in the plan all the actions the IOUs have taken, are taking, and will take in preparation for potential PSPS events during the upcoming wildfire season; as part of such description, the IOUs should specify lessons learned from past events, and how they are applying those lessons to their current preparations. (D. 21-06-034, Appendix A at p. A14, Section K-1; SED Additional Information.)

The 2026 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-1and 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.

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 (FE), 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 – PSPS 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. Provide a short general description of the written materials (e.g., slides, instructions) provided to telecommunication carriers and other public safety partners during and after they participate in TTXs, FSEs or other trainings/briefings?**
- c. Provide a list that includes the file or document name (if needed a short description), and copies of the written material and/or weblinks to where copies can be found.**
- d. Indicate if this information is also posted in your public safety partner portal**

The following documents are provided in Appendix G for the April 7, 2026, tabletop exercise (TTX) and the May 11-14, 2026 functional exercise (FE). Documents are provided as zipped folders titled “SDGE April 7 TTX Documents” and “SDGE May 11-14 FE Documents.”

- a. After-Action Report
- b. Exercise planners and participants, data share partners (GIS), regulatory partners, telecommunication carriers engaged with the exercise, and Portal account holders received exercise notification messages. The Public Safety Partner Portal was also populated with exercise scenario data. Telecommunication carriers and Public Safety Partners were also provided with HSEEP-compatible documentation if they chose to be part of the planning process or participate in the exercise. Those resources are also included in response to item c. Exercise documents included in Appendix G:
- c.

Resource	Description
SDG&E 2026 TTX Conduct Slides	Slide deck from TTX exercise day of conduct.
SDG&E 2026 TTX Player Placemat	An overview of the topics discussed at the TTX.

SDG&E 2026 FE CES Handbook	FE exercise guidance for controllers, evaluators, and simulators.
SDG&E 2026 FE Conduct Briefing Slides -Days 1-4	Briefing conduct slides for each day of the FE. Variants include changes in scenario, guidance for specific schedule differences, and appropriate topical guidance.
SDG&E 2026 ExPlan	Exercise plan for the FE. Contains overviews of logistics of the exercise, scenario summary, and expectations for participants.
SDG&E 2026 FE Player Brief	FE exercise guidance for players and shadows.
SDG&E 2026 Systems Training Mode Screenshot	Screenshots of this training dashboard are included in the place of links as this data is no longer available because these systems are maintained to contain relevant data during an actual PSPS de-energization.
SDG&E 2026 TTX and FE AAR	The After-Action Report detailing strengths, areas for improvement, and recommendations.

- d. Public Safety Portal: The data available on the Public Safety Partner portal during the exercise was scenario data with impacted communities and estimated restoration time. This data is no longer available because the portal is maintained to contain relevant data during an actual PSPS de-energization.

SECTION V EDUCATION AND OUTREACH

1. Each utility must conduct, at a minimum, two PSPS 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.)

See "Table 10 – Survey Summary" in Appendix D.

During the fall of 2025, SDG&E conducted its routine pre-season survey with customers across the service territory. Online and phone surveys were conducted in 22 widely spoken languages to gather feedback on wildfire and PSPS communications, as well as the perceived usefulness of those messages. Additional goals were to gauge the level of preparedness for a PSPS and customer satisfaction with SDG&E wildfire/PSPS communication efforts. Post-season research was conducted in January and February 2026 to evaluate language preferences, the content used in PSPS notifications and communications received, and the perceived usefulness of those communications..

Survey findings were described in the following reports:

2025 Pre-Season Survey:

SDG&E's 2026 Plan to Support Populations with Access and Functional Needs During Public Safety Power Shutoffs, January 30, 2026, Appendix D: AFN Q4 2025 Update, Section 1.9.1 Customer Research and Feedback, pages 28-29

(docs.cpuc.ca.gov/PublishedDocs/Efile/G000/M597/K166/597166350.PDF).

2025 Post-Season Survey:

SDG&E's First Quarterly Update to the 2026 Plan to Support Populations with Access and Functional Needs During Public Safety Power Shutoffs, April 30, 2026, Section 1.9.1 Customer Research and Feedback, pages 27-28

(<https://docs.cpuc.ca.gov/PublishedDocs/Efile/G000/M605/K874/605874694.PDF>).

Similar pre-season and post-season research is planned for the second half of 2026.

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

See "Table 10 – Survey Summary" in Appendix D.

As of this report, SDG&E plans to continue using consistent templates for the 2026 PSPS pre-season and post-season surveys, aligning with customer and stakeholder feedback gathered in 2025. Maintaining consistency in survey design aids in establishing reliable baselines and enabling meaningful year-over-year comparisons that inform ongoing improvements. In addition, the current PSPS pre-season survey continues to mirror SCE and PG&E surveys, ensuring joint IOU alignment.

3. 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 consulted with various statewide community-based organizations to review and approve surveys. These surveys, which are similar across IOUs, evaluate effectiveness before, during, and after PSPS de-energizations. Feedback was also solicited from local Public Safety Partners and local CBOs, and responses helped shape PSPS public education strategy. Additionally, the formal PSPS post-season After-Action Review process helps inform the 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 awareness and satisfaction with support services provided to individuals with Access and Functional Needs.

4. 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.)

Survey findings were described in the following reports:

2025 Pre-Season Survey:

SDG&E's 2026 Plan to Support Populations with Access and Functional Needs During Public Safety Power Shutoffs, January 30, 2026, Appendix D: AFN Q4 2025 Update, Section 1.9.1 Customer Research and Feedback, pages 28-29

2025 Post-Season Survey:

SDG&E's First Quarterly Update to 2026 Plan to Support Populations with Access and Functional Needs During Public Safety Power Shutoffs, April 30, 2026, Section 1.9.1 Customer Research and Feedback, pages 27-28 5. IOUs must identify and describe any new PSPS preparedness initiatives/actions in responding to the education and outreach survey results including, but is not limited to, the survey key findings, the survey result recommendations, and the significant unfavorable items. (D.19-05-042, Appendix A p.A24; SED Additional Information.)

The results of SDG&E's most recent PSPS education and outreach survey are included as Appendix F. SDG&E is currently in the process of updating PSPS notifications and messaging based on survey feedback. These updates for the 2026 season are intended to improve and simplify communication content for customers and the public.

6. 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 2025 costs for PSPS public education and outreach were provided in POSTR3 as part of the 2025 Post-Season Report submitted on March 2, 2026, which can be accessed at <https://www.sdge.com/wildfire-safety/pmps-more-info>.

7. 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.)

This section describes the communication tactics and corresponding in-market timeframes used to reach individuals residing in the service territory in advance of wildfire season. SDG&E also works with local media, journalists, and trusted Community-Based Organizations (CBOs) to amplify messages.

- Print Advertising (Q3-Q4)
- Radio Advertising (Q3-Q4)
- Streaming TV (Q3-Q4)
- Digital Advertising (Q2-Q4)
- Paid social media (Q2-Q4)
- Paid Search (Q2-Q4)
- Customized AFN PSPS Campaign (Q3-Q4)
- Website and Video Updates (Q3-Q4)

- Review/Update PSPS Notifications (Q2-Q3)
- Earned Media (Q2-Q4)
- 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)

During a PSPS, SDG&E leverages more than 20 diverse communications platforms to reach the public. In addition to the items listed above that mainly occur during Q3 and Q4, the following tactics are utilized during periods of PSPS activity and/or a PSPS activation.

- 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.
- SDGEToday.com (running blog with the 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 affected-community flyer distribution.
- Hyper local targeted messaging via Nextdoor.
- Message amplification across SDG&E's social media platforms X.com (formerly known as Twitter), Facebook, Nextdoor, Instagram, and YouTube).
- Outreach to local broadcast media, including local emergency broadcast radio.
- Updates, information, and notifications via SDG&E's mobile app 'Alerts by SDG&E'.
- Message amplification by local trusted CBOs and Public Safety Partners using SDG&E-created social media toolkit.
- Spanish media team members that share vital information with Spanish local broadcast media.

SDG&E's strategy is further outlined in the 2026 Crisis Communications Plan, which is included as Appendix 3 to the Annual Report and Emergency Response Plan.¹

8. 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 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.)

¹ SDG&E Annual Report and Emergency Response Plan. Available at <https://www.sdge.com/GO-166>

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

9. 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 utilized its customer engagement mapping process, supported through customer research and coupled with internal subject matter expertise, to develop a comprehensive communications strategy that is meaningful and relevant to each affected stakeholder, including messaging and preferred communication channels.

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, and residents and businesses in the areas of highest fire risk. These key stakeholder groups were paired with an internal subject matter expert team to develop a tailored plan to provide communications through marketing communications, community relations, public affairs, emergency management, community resilience, customer programs, and/or community outreach. These tailored communications help address the differences and preferences in each stakeholder group.

Stakeholder feedback is also solicited before and after a PSPS to gather information on preferred communication messaging and tactics, which is used to help inform future campaigns.

In addition to a public education campaign that spans the service territory, the Crisis Communication Plan outlines the communication strategy, including diverse communications tactics/methods used, to reach and inform customers, media, employees, and stakeholders during de-energization. The plan includes the following communication tactics used before, during, and after periods of PSPS activity:

- Before/During: Communication methods listed in Section V.8 are used to reach individuals residing in the service territory in advance of periods of PSPS activity and their corresponding in-market timeframes.
- After: A post-season PSPS Survey is conducted annually and is used to evaluate and improve future communications as a way of continuous improvement.

10. 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.)

Operational coordination with public safety partners is primarily achieved through 24/7 on-duty representatives. A 24/7 Emergency Management, 24/7 Liaison Officer, and 24/7 Fire Coordinator on-duty roster is maintained to provide round-the-clock coordination. SDG&E also hosts partner Agency Representatives in the EOC and when appropriate embeds an SDG&E Agency Representative in partners' EOCs.

Sharing of situational awareness tools and resources, as well as regional collaboration efforts, are additional methods used to promote operational coordination. The primary situational awareness tool and resource for public safety partners is the Public Safety Partner Portal / Mobile Application.

11. 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.)

SDG&E works with Public Safety Partners to improve the response to concurrent emergencies in the following ways:

Exercises: SDG&E conducted a Functional PSPS Exercise on May 11-14, 2026, and a discussion-based Tabletop PSPS Exercise on April 7, 2026. During the Functional PSPS Exercise, email notifications were sent to Public Safety Partners by regional public affairs responders with links to update their contact information so they could review the Public Safety Partner Portal application and website and view exercise scenario data posted to the Portal application. The Portal also pushed notifications during the exercise, 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 PSP Data Share and CalOES PSPS State Notification Form. In both the Functional and Tabletop exercises, coordination and procedures for unplanned outages and concurrent events were discussed. Public Safety Partners were invited to plan, observe, and participate in each exercise as well as give post-event feedback through surveys, virtual and hybrid planning meetings, workshops, and direct feedback solicitation.

Additionally, SDG&E participated in regional exercises with Public Safety Partners and other IOUs when invited and when 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 frameworks provide structured guidance for managing concurrent emergencies. They emphasize coordination through a defined chain of command, supporting engagement with appropriate incident leaders and maintaining established communication channels through dedicated internal agency representatives and partner organizations.

As part of these protocols, SDG&E may conduct direct outreach, such as initiating live calls to Public Safety Answering Points (PSAPs) or dispatch centers, when the Emergency Operations Center (EOC) is first activated, providing early notification of potential events prior to customer communication. The Company may also host daily, systemwide coordination calls to share timely updates with public safety partners across the service territory.

In addition, SDG&E may embed personnel with local or state Office of Emergency Services (OES) agencies or host agency representatives within the EOC to enhance situational awareness and collaboration. Personnel engaged in these activities receive regular training and maintain a strong working knowledge of emergency management systems and protocols.

Regional Coordination Efforts for non-PSPS Disasters: To provide 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 several situational awareness tools that are shared with Public Safety Partners:

- Mountain-top cameras (<https://alertwest.live/>)
- SDGEweather.com (<https://sdgeweather.com/>) that includes real-time data for:
 - Fire Potential Index (FPI) (<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 Portal:² San Diego Supercomputer Center (SDSC) ingests and stores SDG&E fire weather datasets and post processed fire weather indices, including the FPI, Santa Ana Wildfire Threat Index (SAWTI), and fuels, so these data are easily accessible to stakeholders through web services and visual maps. Application Programming Interfaces (APIs) allow time range or geolocation and tagged metadata-based querying as well as grouping and subsetting of datasets. Map services will provide a layering ability of these datasets for use in fire modeling.

Public Safety Partner Portal: The public safety partner portal includes features such as:

- Map features
 - Potential and impacted area polygons
 - CRC locations and informational icons
 - Advanced, customizable map key, layers, and styles
 - Portal status headline
 - Weather widget
- Communications
 - Email capabilities
 - Contact management
 - Template storage and management
- Push notifications
 - Customizable push notification settings (mobile app)

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

- Follow specific communities (mobile app)
 - Full PSPS notification requirements
 - Alerts history
- Resources
 - 24/7 contact information for three areas:
 - Emergency Management
 - Liaison
 - Fire Coordination
 - Company Emergency and Disaster Preparedness Plan
 - Outage map links
 - Training materials
 - AFN Self-ID webform
- Additional features
 - Exercise mode
 - Incident timeline widget
 - Backlog of documented incidents
 - All-hazards resources – electric hazards
 - Dark mode

The Partner Portal continues to evolve as a centralized, all-hazards platform for Public Safety Partners, with a focus on improving situational awareness, operational efficiency, and regulatory compliance. Enhancements were guided by CPUC directives, internal stakeholder input, and direct feedback from partners during exercises and real-world events. Key enhancements implemented in 2025 include:

- Role-Based Access and Permissions: The system was updated to include more granular user roles, allowing tailored access to sensitive data and administrative tools based on operational responsibilities
- Contact Management Improvements: Enhancements were made to streamline the process of updating and verifying partner contact information, reducing manual effort and improving data accuracy.

Key enhancements for 2026 include:

- External Role-Based Access and Permissions: The system is being updated to include more restricted user roles for external non-public safety partner users within the Community Based Organization (CBO) categorization, allowing tailored access to the Public Safety Partner Portal based on situational awareness needs.
- Gas Hazard Integration: The portal is being expanded to include gas-related outage and emergency data, making it a comprehensive tool for both electric and gas hazard visibility

Training for the enhancements will be conducted for the partners in mid-to-late August 2026.

SECTION VI NOTIFICATION PLAN

1. Each IOU must provide an updated annual PSPS notification plan as Appendix C. Describe in the plan all the actions the IOUs have taken, are taking, and will take in preparation for potential PSPS events during the upcoming wildfire season; as part of such description, the IOUs should specify lessons learned from past events, and how they are applying those lessons to their current preparations. The IOUs should incorporate and address the following minimum topics in the notification plan. (D. 21-06-034, Appendix A at p. A14, Section K-1; D.21-06-034, Appendix at p. A11, Section H-1 through Section H-9; D.21-06-014, Ordering Paragraph 41; SED Additional Information.)

The 2026 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. The table should include the following minimum fields. (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. Planning, Organization, Equipment, Training, and Exercise (POETE) dates will align with Fiscal Year activities.

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.)

SDG&E annually solicits feedback from customers and stakeholders regarding PSPS communications; results are used to refine and enhance PSPS public-education and notification content or create additional notifications. Customers can use My Energy Center to update contact information as well as sign up for outage notifications (including PSPS notifications).

Community partners and CBOs are used to amplify messaging and provide resources and services during a PSPS. These partners refer customers and the public to PSPS preparedness safety pages on sdge.com and direct individuals with access and functional needs to call 211 for assistance. Website pages provide helpful resources and robust information about remaining resilient through a PSPS. Content on SDG&E's website is presented in an accessible format, including American Sign Language formatted videos. The Wildfire and PSPS sections of sdge.com are also in the process of being re-designed with content updates for the 2026 PSPS season.

In 2026, 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 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. (D.21-06-034, Appendix at p. A14, Sections K-1.)

See "Table 14 – PSPS Event Lessons Learned Summary" in Appendix D.

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)

To identify circuit-segments at greatest risk of PSPS events, SDG&E analyzed historical PSPS outage data to determine which circuit-segments were proactively de-energized at least once over the 2022–2025 period. Because no PSPS de-energizations occurred in 2022 or 2023, the analysis reflects PSPS activity observed in 2024 and 2025.

PSPS-related outages were grouped into discrete PSPS events based on post-event reports. Circuit-segments impacted during each event were counted once per event, regardless of how many times they were de-energized during that event. Circuit-segments that experienced at least one PSPS de-energization during the study period were identified for further evaluation.

The relative risk of the identified circuit-segments was then assessed using the risk modeling framework. Specifically, circuit-segments were evaluated against a baseline risk metric that incorporates wildfire risk, PSPS risk, and Protective Equipment Device Settings (PEDS) risk. Circuit-segments with a baseline risk score of 70 percent or higher were considered to be at elevated risk.

This combined methodology of integrating observed PSPS activity and forward-looking risk modeling identified 18 circuit-segments across 12 circuits as having the greatest risk of PSPS impacts. These results are presented 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 for a list of circuit-segments de-energized during the prior four calendar years. Wildfire and PSPS education and outreach efforts are conducted throughout the service territory with a focus in the HFTD. The 18 at-risk circuit-segments identified in Table 15 are all located within the HFTD; therefore, all education and outreach programs listed in Section V apply to these circuits.

Proactive de-energization of overhead infrastructure for safety remains an important component of wildfire mitigation. PSPS de-energizations are implemented as a measure of last resort to protect public safety by reducing the risk of ignitions during periods of elevated fire weather. Recognizing the significant impacts of de-energizations on customers, communities, and public safety partners, SDG&E employs a comprehensive strategy to reduce both the likelihood and scope of PSPS de-energizations. This strategy integrates grid hardening to reduce underlying risk, situational awareness and risk analytics to enable more precise operations, targeted operational mitigations, and customer-focused resiliency programs and outreach. Together, these efforts are designed to minimize the frequency, duration, and geographic extent of de-energizations while supporting affected customers.

Grid Hardening Programs

Grid hardening is the primary long-term strategy to reduce PSPS risk by addressing the underlying drivers of wildfire ignition.

The Strategic Undergrounding Program is deployed in areas where undergrounding can significantly reduce the risk of PSPS de-energization by eliminating overhead ignition risk. Circuit-segments that are fully undergrounded back to the substation source are no longer subject to PSPS de-energizations. However, due to the recent GRC decision, which reduced authorized funding and mileage targets for 2026 and 2027, this program is currently suspended. As a result, previously anticipated PSPS risk reductions from undergrounding will be delayed.

The Combined Covered Conductor Program replaces bare conductors with covered conductors in the HFTD and may include additional upgrades such as new structures, lightning arrestors, fuses, connectors, and avian protection measures. This mitigation reduces ignition risk and is expected to enable higher wind speed thresholds before a PSPS is initiated, resulting in incremental reductions in de-energization frequency as more circuit-segments are hardened.

The PSPS Sectionalizing Enhancement Program installs additional switching devices to isolate high-risk circuit-segments. This allows SDG&E to de-energize only the portions of a circuit experiencing the highest risk conditions while maintaining service to other sections. Sectionalizing

strategies also enable customer transfers to adjacent circuits when feasible. Switch placement is guided by historical PSPS performance and evolving weather patterns and is being implemented in the HFTD and Wildland Urban Interface (WUI).

The Traditional Overhead Hardening Program replaces aging and higher-risk overhead infrastructure, including wood poles, conductors, and associated equipment, with more resilient materials and modern design standards in the HFTD and WUI. These upgrades reduce ignition risk by improving system performance during high wind conditions and minimizing equipment failure and foreign object contacts. While the program primarily targets wildfire risk reduction, it supports incremental reductions in PSPS risk by improving overall system performance under extreme weather conditions.

The Advanced Protection Program deploys modern protection, automation, and monitoring technologies, such as Falling Conductor Protection, Sensitive Ground Fault detection, and Sensitive Relay Profile (Protective Equipment Device) settings, to detect abnormal conditions and rapidly de-energize equipment to reduce fault energy and ignition risk. These technologies improve system visibility and enable faster fault isolation, particularly in high fire threat areas. While the program primarily functions as an operational mitigation, it supports PSPS risk reduction by reducing ignition-driven events and enhancing sectionalization capabilities.

While grid hardening programs reduce ignition risk and the likelihood and scope of PSPS de-energizations, they do not fully eliminate exposure to extreme fire weather conditions. As long as electric infrastructure remains overhead and exposed to environmental stressors such as high winds, low humidity, and dry fuels, it may still be necessary to proactively de-energize circuit-segments to protect public safety. Accordingly, even hardened circuit-segments continue to be subject to PSPS during severe conditions, consistent with SDG&E's risk-based approach to wildfire mitigation.

Situational Awareness

Situational awareness plays a critical role in informing PSPS decision-making by providing near real-time visibility into weather conditions, system performance, and potential risk factors across the electric grid. SDG&E has deployed a network of 225 weather stations across the HFTD, which capture localized data on wind speed, temperature, humidity, and other key variables and can report at high frequency during critical fire weather conditions. This network, combined with advanced forecasting models and system monitoring tools, enables operators to assess evolving conditions at a granular level and make more precise, risk-informed decisions. Enhanced situational awareness supports more targeted PSPS implementation by refining the scope and duration of de-energizations and enabling faster restoration when conditions improve. While it does not eliminate the need for PSPS, it ensures that de-energization actions are tailored to real-time conditions and limited to the areas of greatest risk to protect public safety.

Backup Power Solutions and PSPS Impact Reduction

Three established customer resiliency programs, the Customized Resiliency Assessments (CRA) Program, the Standby Power Program (SPP), and the Generator Assistance Program (GAP), aim to reduce PSPS impacts by providing customers with access to backup power solutions. These

programs are ongoing and prioritize customers in the HFTD, particularly critical community facilities and those with access and functional needs.

- The CRA Program provides individualized resiliency assessments to customers impacted by PSPS events, improving preparedness through targeted education, resource awareness, and evaluation for appropriate backup power solutions and program referrals.
- The SPP provides installation support for permanent or temporary backup generation and energy storage solutions, improving resiliency for critical facilities and communities with high PSPS exposure.
- The GAP provides financial incentives for portable generators or battery storage systems, improving customer access to backup power in HFTD areas.

While these resources improve customer resiliency, customers enrolled in these programs remain classified as de-energized during PSPS events because their usage of backup power cannot be verified.

Microgrids also play a role in reducing PSPS impacts. Permanent and mobile solutions are deployed to maintain service to critical facilities and community resources. For example, during the January 2025 PSPS de-energizations, the new Mountain Empire High School microgrid enabled the facility to remain open and continue serving the community.

Community Resource Centers (CRCs) provide additional support during PSPS de-energizations, offering essential services such as food, water, ice, seating, water for livestock/animals, cell phone and medical device charging, and up-to-date event-specific information. CRC planning is initiated proactively when adverse weather is forecast and is scaled based on expected impacts. Services are adapted seasonally; for example, during the January 2025 PSPS de-energizations, CRCs provided warming supplies, meals, and access to Americans with Disabilities Act (ADA)-compliant showers and restrooms. See Appendix A for SDG&E's Community Resource Centers Plan.

Customer Outreach, Education, and Support

A comprehensive wildfire and PSPS outreach strategy is implemented across three phases: before, during, and after PSPS events. These efforts are ongoing and are focused particularly in HFTD areas, including the circuits identified in Table 15.

- Before PSPS, customers are educated on wildfire risk, PSPS processes, preparedness actions, and available resiliency programs. Targeted outreach is conducted to vulnerable populations, including customers with access and functional needs, to ensure awareness of available support programs.
- During PSPS, real-time updates, safety information, and resource availability are provided through multiple communication channels.
- After PSPS, communication effectiveness is evaluated and customer and stakeholder feedback is incorporated to continuously improve outreach efforts.

Outreach associated with the backup power solutions programs (CRA, SPP, and GAP) is proactive and targeted, ensuring that eligible customers are informed and supported in accessing available resources.

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.)

The public safety partner list is updated quarterly, with the most recent update occurring on March 31, 2026. An email is sent to all public safety partners in the database that 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 and includes instructions to login and ensure each account is active.

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.)

Medical Baseline customers are contacted at least annually to update contact information and/or provide an alternative means of communication through the program eligibility renewal process or through other communication efforts. In July 2025, letters were sent to Medical Baseline customers in the HFTD that encouraged them to update their contact information. Additionally, SDG&E’s MyEnergyCenter customers can self-update their contact information at any time by logging into their account on sdge.com or by contacting the Customer Care Center.

Given that customers can update their contact information via MyEnergyCenter or by contacting the Customer Care Center, SDG&E does not have additional protocols for maintaining the Medical Baseline customer contact list.

Appendix A: Community Resource Centers Plan

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

July 1, 2026



Version 1
Last updated: 06/23/2026
Appendix A-1

Contents

I.	Community Resource Center Objectives	1
II.	CRC Strategies, Actions, and Timing	1
III.	CRC Contracting Effort in Place to Ensure Sufficient Contracted CRC Available During PSPS Events	3
IV.	Engagement with Local Populations on Access and Functional Needs (AFN)	3
V.	Stakeholder Recommendations on AFN Needs of Services and Supplies.....	4
VI.	Criteria Used to Determine the Types of CRCs Needed During Each Event	4
VII.	Services and Supplies Available at each CRC to Customers and AFN Populations	4
VIII.	CRC Information Transparency and Accessibility on PSPS Webpage and PSPS Advanced Notification During Event	5
IX.	COVID-19 Considerations	5
X.	Prior Year CRC Usage Metrics	6
XI.	CRC Program Evaluation Including Customer Feedbacks, CRC Related Surveys, Survey Results, Survey Evaluation, and IOU's Related Challenges	6
XII.	Lessons Learned Protocol	6

I. Community Resource Center Objectives

The Community Resource Center (CRC) program provides temporary support to communities impacted by Public Safety Power Shutoffs (PSPS) by offering essential services and resources. . These resources include access to water, snacks, ice, seating, and water for livestock/animals, as well as the ability to charge cell phones and medical devices. CRCs also serve as a reliable source of up-to-date, event-specific information. All resources are provided in a safe, accessible environment for impacted customers.

II. CRC Strategies, Actions, and Timing

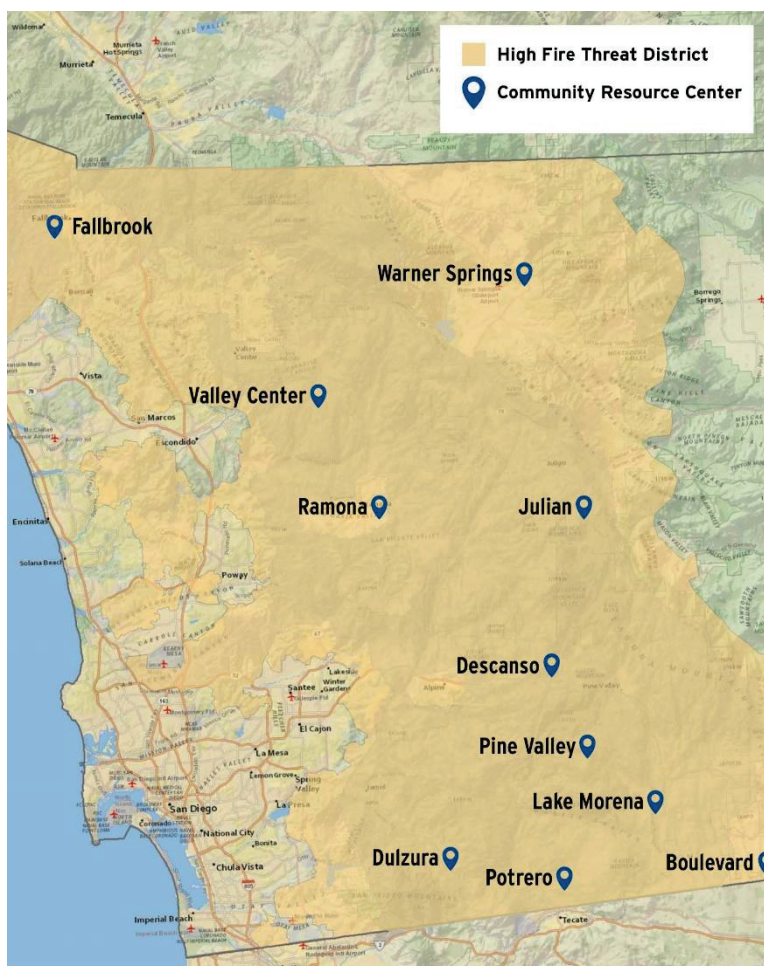
SDG&E established its CRC program in 2018, following customer feedback indicating additional support and resources were needed during a PSPS. Customers expressed a need for timely information and device charging capabilities to maintain communication during PSPS events. . In response, SDG&E identified and evaluated potential CRC locations based on their ability to effectively serve customers most vulnerable to PSPS impacts, 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 indicate a potential need for CRC activation,, SDG&E initiates actions to ensure resources are available to support impacted communities. CRC activation generally aligns with the PSPS timeline, as described on SDG&E's website. SDG&E begins CRC planning as early as 7 to 2

days in advance, upon receipt of weather forecasts indicating a potential for adverse conditions. During this period, preliminary planning and coordination activities are initiated.

Approximately 48 hours in advance of a potential event, SDG&E establishes staffing plans, secures shift coverage and begins mobilizing resources to ensure operational readiness and flexibility to respond to evolving conditions.

- At approximately 24 hours ahead of the event, the list of potential CRC sites is refined, and selected sites are prepared for possible activation.

The day of activation coincides with the first de-energization. If the de-energization occurs overnight, CRCs will be opened the following morning at 8:00am. If the de-energization occurs during daytime hours, SDG&E will make reasonable efforts to open CRCs as soon as possible, while maintaining standard operating hours of 8:00am – 10:00pm.

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 will continue to enhance its Safety and AFN Public Education campaign for 2026. This territory- wide, mass market communications effort is designed to increase customer awareness and understanding of available safety resources and preparedness measures. A comprehensive, multi-channel outreach approach continues to be the most effective way to expand SDG&E's reach to the most vulnerable populations.

Outreach tactics supporting the public education campaign are designed to reduce access barriers and meet customers where they are. These efforts include participation in community-based events such as wildfire safety fairs and webinars, direct outreach to vulnerable populations in high-risk areas, and collaboration with community-based organizations CBOsto deliver culturally and linguistically appropriate support. Additional tactics include promoting support services (e.g., generator programs and resiliency surveys), distributing email communications and bill inserts, publishing wildfire safety

newsletters, and providing wildfire-related customer notifications in accessible, multi-format channels to ensure broad and equitable reach.

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 2024 Community Resource Center Plan in March of 2024.

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 2026 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 create a discreet, private space for sensitive activities including administering medications, breastfeeding, and providing a calming environment for individuals with sensory sensitivities or 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 Trailer 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 2024 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.

As a direct result of 2024-2025 customer feedback, SDG&E recognized the need for more prominent and clear signage at CRCs. Additional signage has been procured to help ensure that community members can identify open locations and access these resources.

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/resourcecenters) and the Alerts by SDG&E app. This information is also distributed directly to customers through PSPS notifications via email and text message. Additionally, 2-1-1 assists in directing AFN customers to available CRC locations, and CBOs further amplify 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

See “Table 3 – Prior Year PSPS CRC Usage Metrics” in Appendix D.

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

Starting in 2022, SDG&E 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.

See “Table 4 – Prior Year CRC Customer Feedback” in Appendix D.

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, SDG&E will communicate corrective actions resulting from the AAR process to impacted workgroups, operational teams, and management, as appropriate to promote continuous improvement and a learning organization.

See “Table 14 – PSPS Event Lessons Learned Summary” in Appendix D for CRC lessons learned.

Appendix B: Critical Facilities and Infrastructure Plan

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

July 1, 2026



Table of Contents

I. Critical Facilities and Infrastructure (CFI) Objectives.....	1
II. CFI Strategies, Actions, and Timing.....	1
III. CFI Definition and IOU CFI Contact on PSPS Website.....	2
IV. Identification Method of CFI	3
V. Changes in CFI Since Prior Annual Report	4
VI. Maintenance and Update Process of CFI List.....	4
VII. Collaboration with Transmission-level Customers	4
VIII. Comparison of Current Year CFI Request Total with Last Year.....	4
IX. CFI Backup Power Assessment Efforts/Actions, Backup Power Provisions and Terms.....	4
X. Engagement with Local Government and Public Safety Partners on CFI Identification and Back-up Generation Need	6
XI. Maintenance and Accessibility of CFI List.....	7
XII. Consultation with Local and Tribal Governments	11
XIII. Coordination with CFI to Maintain Energization During PSPS Events of Varying Lengths	11
XIV. Lessons Learned Protocol	11

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 resiliency needs for all facilities that are essential to the public safety, health, and 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 preparedness 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 preparedness plans, and identified accounts that may require backup generation.

This process is iterative. SDG&E has utilized a three-pronged approach to identify CFI customers: (1) Querying relevant North American Industry Classification System (NAICS) codes, (2) internal recommendations from assigned Account Executives, (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 previously captured are added and customers who may have been included erroneously are removed.

SDG&E's Critical Facilities and Infrastructure team conducts monthly reconciliations of its customer information system to identify accounts that may have been opened or closed by CFI customers. The company also maintains close relationships between assigned CFI customers and SDG&E's Account Executives (AEs). Through these efforts, SDG&E keeps an up-to-date database of emergency contacts and stays informed about 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 to ensure all contacts and PSPS preparedness updates are made before the historical start of Fire Season in San Diego and Orange County, around September 1. This year, between the beginning of May and the end of June, SDG&E conducted outreach through two parallel processes.

The first outreach effort was conducted by mailing letters and sending emails to unassigned CFI customers, requesting these customers to provide updated emergency contacts and responses to emergency preparedness questions. The second effort, focused on outreach to assigned CFI customers. This outreach was conducted through emails and phone calls, requesting assigned CFI customers to review and update their emergency contacts, in addition to providing responses to PSPS preparedness questions.

CFI customers who do not respond to any aspect of this outreach are identified. Should a customer

not provide the requested information, any contact information held within SDG&E's customer information system is utilized as the last resort contact method in the event that they are identified to be impacted by an imminent PSPS.

Additionally, SDG&E maintains a CFI-specific website (<https://www.sdge.com/psps-critical-facilities>) where customers can request their respective contact data that SDG&E has on file and request updates at any time. Forms generated from website submission are actively monitored by SDG&E staff for timely responses and database updates.

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 and 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

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.

- 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.

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, which is 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 identified as a best practice as it provides redundancy in case employees are out of the office and consequently unable to access email requests within 24 hours.

Throughout the reporting period for the 2026 Pre-Season Report of June 1, 2025, through May 31, 2026, no emails were received from an outside source requesting data validation.

IV. Identification Method of CFI

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

SDG&E has primarily utilized NAICS codes for the initial 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 are then attributed to a specific flag in SDG&E's customer information system to facilitate that the customer has been appropriately identified and can be contacted to provide 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 business customer's list of active SDG&E accounts 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 each spring to all CFI customers to ensure any changes that may not have been communicated by the customer are captured. This includes a large

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.

mailing, e-mail, and phone call campaign to survey customers on their capability for emergency preparedness, resiliency, and presence of backup generation.

V. Changes in CFI Since Prior Annual Report

As of June 9th, 2026, SDG&E has 25,555 unique CFI accounts. This is 24 more than the 25,531 unique CFI accounts recorded in the 2025 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 designated as CFI in SDG&E’s Customer Notification System. 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 not received any requests for customers to be classified as a Critical Facility during the reporting period of June 1, 2025 through May 31, 2026. SDG&E did not receive any requests during last year’s reporting period either. These requests are referenced in “*Table 7 – List of Requests to Be CFI Over Last Two Years*” Appendix D and includes CFI request totals over the last two years from June 1, 2024 through May 31, 2026.

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

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

In 2025, SDG&E conducted outreach to CFI customers through two rounds of questionnaires. The first round of questions are intended to both assess CFI customers’ PSPS resilience and obtain updated contact information for primary and secondary points of contact. For CFI customers that responded indicating that they had at least one backup generator, they received a second round of questions that dug deeper into their PSPS resiliency regarding questions about the locations and capabilities of their backup generators. Below are the following questions that CFI customers received in 2025:

- 1) Please review and update, as needed, your 24-hour emergency contacts.
- 2) Does your organization have an emergency preparedness plan that includes guidance on business continuity should there be a loss of grid power?
- 3) Does your organization have backup generators to support your critical operations?

- 4) Is there a backup generator at this meter?
- 5) Will this backup generator be used during a PSPS event?
- 6) Can this backup generator support this meter for at least 72 hours during a PSPS event?
- 7) Is this a permanent backup generator?

The 2026 survey to CFI customers continued to assess PSPS preparedness and resiliency through one or two rounds of questionnaires. Assigned CFI customers received two rounds of questionnaires, and Unassigned CFI customers received one round of questionnaires. These questionnaires were similar to the questionnaires from 2025, as the first round of questionnaires was intended to achieve a high-level assessment of CFI customers' PSPS resilience and obtain updated contact information for primary and secondary points of contact. The second round of questionnaires, which were sent to Assigned CFI customers who indicated that they have backup generators, are more granular in nature as they help to further assess CFI customers' backup generator capabilities. In addition to requesting all CFI customers to review and update their emergency contacts, the questions included in the 2026 first-round questionnaire were the following:

- 1) Does your organization have an emergency preparedness plan that includes guidance on business continuity should there be a loss of grid power?
- 2) Does your organization have at least one backup generator to support your critical operations?

For Assigned CFI customers who responded positively to having at least one backup generator to support their critical operations, SDG&E sent them the following four questions about their backup generator(s) regarding each of their meters:

- 1) Is there a backup generator at this meter?
- 2) Will this backup generator be used during a PSPS event?
- 3) Can this backup generator support this meter for at least 72 hours during a PSPS event?
- 4) Is this a permanent backup generator?

This information gets saved in the document management system and updated throughout the year in an internal Customer Relationship Management (CRM) system that houses all primary and secondary contacts for CFI customers. Customers can provide updated contact information at any time throughout the year, which gets updated and saved in the CRM system.

These 2026 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 customer addresses and accounts that do or do not have access to backup generation.

SDG&E has also communicated to CFI customers that it is the customers' responsibility to adequately prepare for PSPS events, which also includes an assessment of their backup generation as a method of resiliency. Thus, SDG&E informs customers that "SDG&E is not responsible for providing backup power before or during a de-energization." 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, SDG&E has a limited number of generators available with nameplate ratings from 70kVA to 500kVA and contracts with local third-party vendors for rental units available to be deployed. Because of the potential need for temporary generator deployment, SDG&E has developed a thorough process for when a customer requests backup generation.

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

During a PSPS event, this request must receive approval from the EOC's Customer Branch Chief and SDG&E's Distributed Energy Resource team. If there is an event that necessitates response efforts from the San Diego County Office of Emergency Services, the San Diego County Office of Emergency Services also provides a review and approval or rejection for the backup generator request. During all events where health, life, or safety of the community is at risk, the Distributed Energy Resource teams conduct a load study and site assessment to provide guidance on whether or not providing a backup generator would be technically feasible and available.

If the request for a backup generator is approved, the EOC on-duty representative will coordinate communication to the customer and will work with the Distributed Energy Resource team to complete delivery of the generator.

If the request is denied, the EOC on-duty representative will coordinate this communication to the customer, explaining the reasoning.

X. Engagement with Local Government and Public Safety Partners on CFI Identification and Backup Generation Needs

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 annual outreach process.

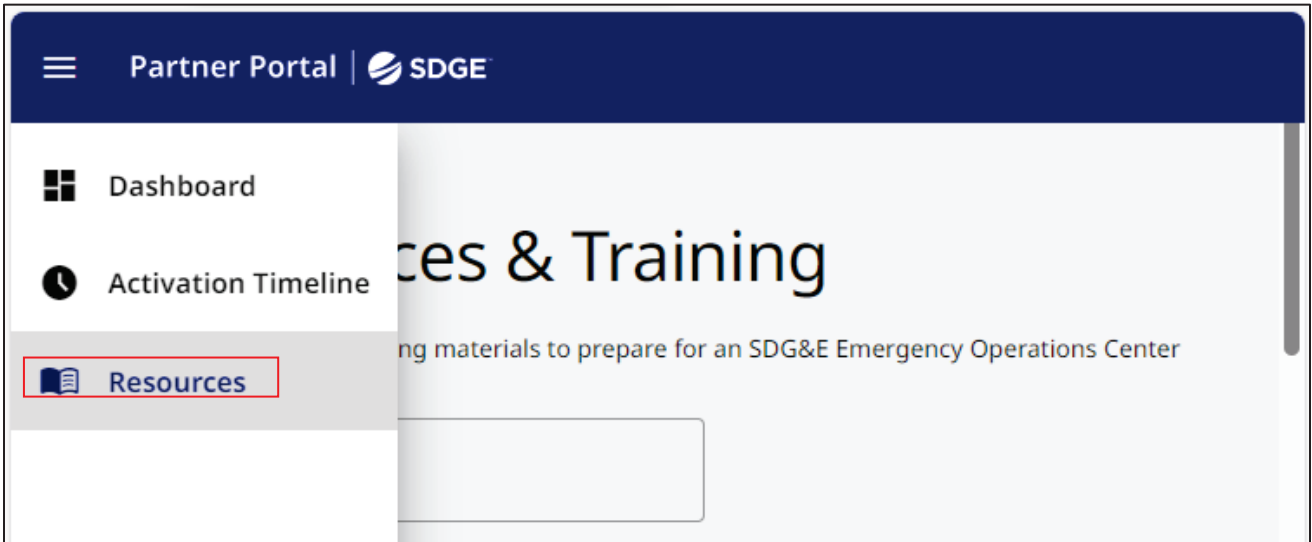
Additionally, SDG&E makes a listing of CFI customers available to Public Safety Partners at all times via the Partner Portal and works with local and/or tribal governments to make revisions or

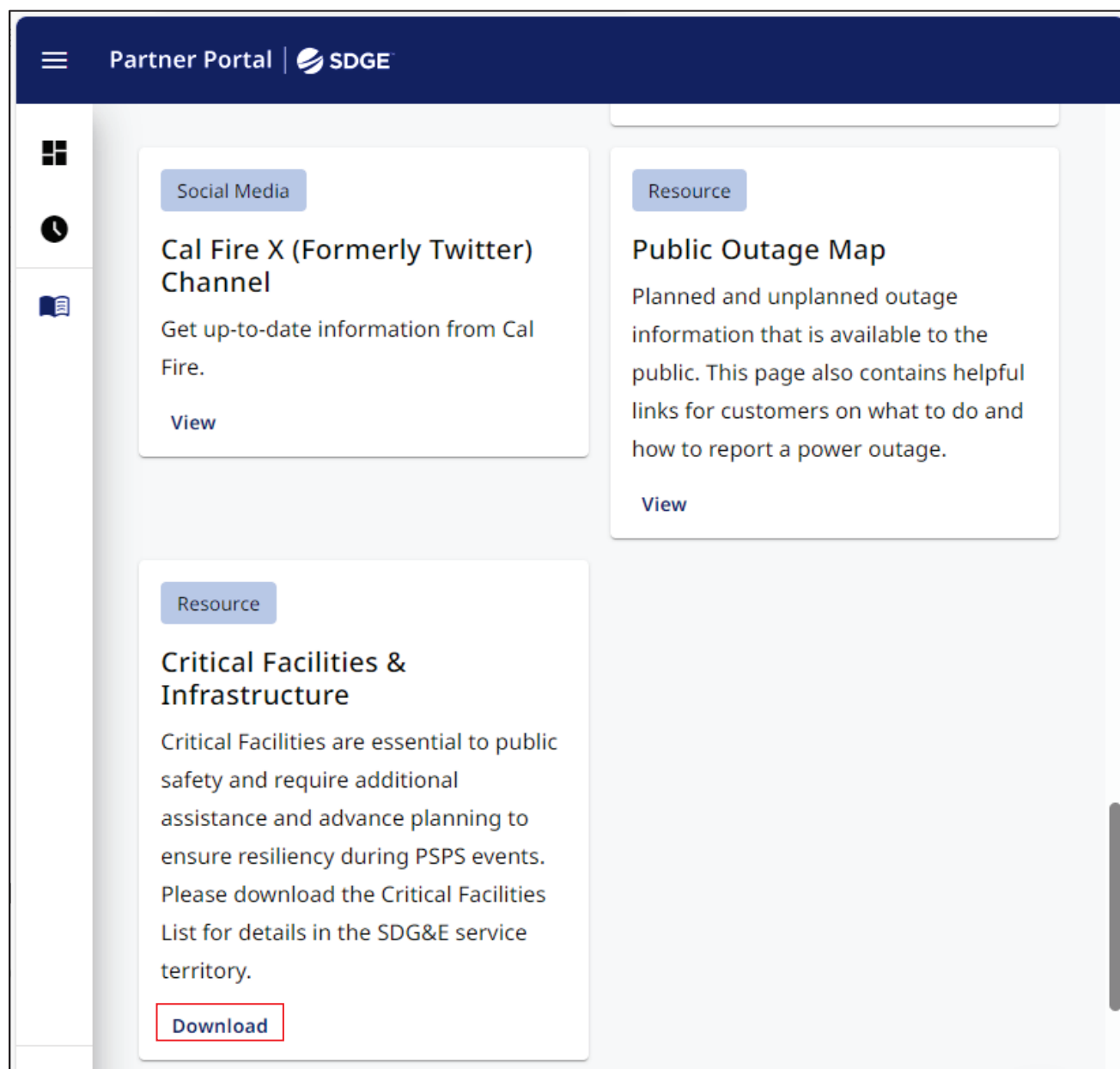
additions to the CFI list based on the suggestions of the jurisdiction. This process is outlined in “*Section XI. Maintenance and Accessibility of CFI List*”.

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 Partner Portal. Within the “Resources” section of the Portal, there is a Resource Card for the “Critical Facilities and Infrastructure List” at the bottom of the section. Users can download this list 24/7 regardless of EOC activation status.





For current CFI customers that are not classified as Public Safety Partners and for any customer seeking 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> in “*Complete Our Survey*” and in “*Confirm your Critical Facilities Information*” under “*For More Information.*”

Preparing for Emergencies

Critical Facilities in SDG&E's service territory may require additional time to prepare for PSPS events. Customers who have been identified as a Critical Facility may receive additional notifications before a PSPS is initiated.

Every month, SDG&E updates the list of Critical Facilities and seeks to maintain an updated directory of emergency contacts from these customers. These contacts are essential to ensuring that your facility is contacted before, during, and after a PSPS event. Additionally, SDG&E will survey these customers to assess their emergency preparedness and their backup generation capabilities. This helps SDG&E determine Circuits of concern that may need additional support during a PSPS.

If you have been identified as a Critical Facility, please ensure your contact information is up to date by clicking the Survey Link below or contacting your assigned Account Executive.

[Complete Our Survey](#)

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/pmps 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 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. Additionally, customers already classified as CFI customers are able to 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 CFI email inbox. 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 database.

This process safeguards confidentiality by verifying that the requestor is an authorized representative of the organization for which the data is being requested. SDG&E will provide a response only when the requestor’s email address is affiliated with that entity. If the email address is not affiliated, SDG&E will coordinate with the organization involved before any data is released.

XII. Consultation with Local and Tribal Governments

SDG&E will provide the full list of CFI customers to local and/or tribal governments upon request by the jurisdiction. Additionally, the full list of CFI customers is available on the Partner Portal at any time for local and/or tribal governments to review the list of customers who have been identified as CFI. Please see “*Section XI: Maintenance and Accessibility of CFI List*” for how this is completed. For Further detail on how tribal and/or local governments are classified as CFI, please see “*Section II - CFI Strategies, Actions, and Timing*” where the process of how SDG&E collaborates and notifies local and/or tribal government customers is specified.

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

Recognizing the importance of reliable energy service in changing environmental conditions, SDG&E has built a world-class wildfire mitigation program designed to reduce potential wildfire-related impacts and better protect critical facilities and infrastructure. Over more than a decade, SDG&E has strengthened system resilience through infrastructure hardening, advanced fire science and meteorology capabilities, and integrating innovative technologies such as weather stations, camera networks, drones, and predictive fire modeling to proactively identify and respond to potential threats.

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

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

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

CFI customers are surveyed annually on their backup generation capabilities to ensure that their critical operations can continue during PSPS events of varying lengths. For any CFI 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-related decisions and actions into a continuous improvement and learning process. 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, tracked and are stored in the document management system where they are ultimately made available to employees, as appropriate. Feedback and/or lessons learned applicable and relevant to all Investor-Owned Utilities (IOUs) from concluded PSPS events are 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.

See “Table 14 – PSPS Event Lessons Learned Summary” in Appendix D.

Appendix C: Notification Plan

San Diego Gas & Electric Company's Notification Plan

July 1, 2026



Contents

I.	Notification Objectives	1
II.	Notification Strategies, Actions, and Timing.....	1
III.	Notification Process Planning and Improvement.....	2
IV.	Updated/Current Notification Script and Templates.....	2
V.	In-language Translations.....	2
VI.	Notification Methods	3
VII.	Meeting Notification Timeline Requirements.....	3
VIII.	Entity Responsible for Notifications.....	3
IX.	Consistency of PSPS Notification Information Across All Platforms	4
X.	Coordination with Stakeholders.....	5
XI.	Affirmative Notifications to MBL Populations and Any Self-Identified Vulnerable Populations	5
XII.	Notification Strategies on AFN Population Subsets	6
XIII.	Public Warning of PSPS, Such as Week-Ahead Forecasts	7
XIV.	Notification Cancellation	7
XV.	Transmission-level Customer Notification	7
XVI.	Impacted Customer Information Available to Public Safety Partners from Outset of PSPS	8
XVII.	 Secure Portal for Public Safety Partners	8
XVIII.	 Lessons Learned Protocol	9

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, our region’s emergency broadcast station), 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

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 2025.

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 22 prevalent languages spoken in the region, including English.

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 (X.com (formerly known as 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 Customer Notification System or Amazon Web Services (AWS) platform (email, text and voice), and the SDG&E 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:

- Portal Liaison
 - 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

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., 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.

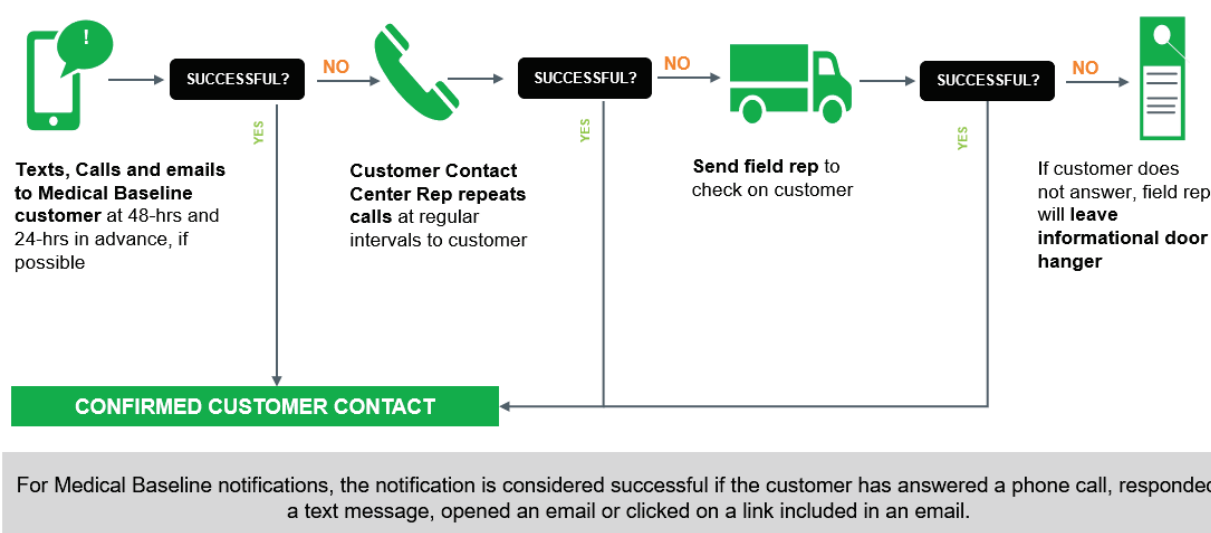
Additional coordination efforts between Investor-Owned Utilities may be found in "Table 12 – List of Joint Efforts on AFN Notification Plan" in Appendix D

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



XII. Notification Strategies on AFN Population Subsets

All SDG&E PSPS and Wildfire notifications are fully accessible for the sensory disabled and are provided in the 22 prevalent languages, including English, within 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 disseminate 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 sdgweather.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 sdgweather.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 App, Alerts by SDG&E. Additionally, the Nextdoor social media platform is used to amplify notifications to affected zip codes.

Sample Voice Call: “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

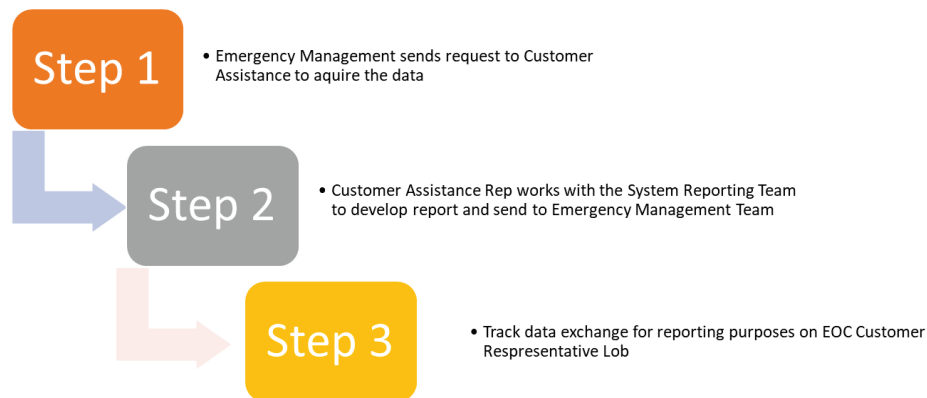
PSPS notifications to transmission-level customers follow the same timelines and content as other PSPS customer notifications.

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 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 toolkits
 - Community flyer
 - Customer information:
 - Link to public website
 - Link to SDGE Today
 - Customer center call center 24/7 number
 - Link to download Alerts by SDG&E customer mobile app
- 24/7 Contacts
 - Direct contacts to call Liaison, Fire Coordination, 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 and further described in Section V.12 of the 2026 Pre-season report. Training for the enhancements will be conducted for partners in mid to late August 2026.

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 IOUs 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.

See "Table 14 – PSPS Event Lessons Learned Summary" in Appendix D.

Appendix D: Required PSPS Pre-Season Tables

Available At: <https://www.sdge.com/wildfire-safety/psps-more-info>

Appendix E: SDG&E 2025 - 2026 PSPS Education and Outreach Survey Templates

2025 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 Post-Wave (n=TBD)

Language of Survey

- 01 English
- 02 Spanish
- 03 Arabic
- 04 Armenian
- 05 Cantonese
- 06 Farsi
- 07 French
- 08 German
- 09 Hindi
- 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 Yes, person answered phone -2 Yes, and person available | <div style="border: 1px solid black; width: 300px; height: 50px; margin: 0 auto;"></div> | <p>→ (GO TO Q.C)</p> |
| <ul style="list-style-type: none"> -3 Yes, but person not available -4 No such person -5 No/refused | | <p>→ (SCHEDULE CALLBACK)</p> <p>→ (GO TO Q.B)</p> <p>→ (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. SDG&E may use the Personal Information you provide for the following business purposes: to personalize, develop, improve, and market their products and services, for quality, research and data analysis, for use in a lawful manner compatible with the context in which it was provided.

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 | → | (GET EMAIL AND SEND ONLINE QUESTIONNAIRE) |
| 04 | Armenian | → | (GET EMAIL AND SEND ONLINE QUESTIONNAIRE) |
| 05 | Cantonese | | |
| 06 | Farsi | → | (GET EMAIL AND SEND ONLINE QUESTIONNAIRE) |
| 07 | French | → | (GET EMAIL AND SEND ONLINE QUESTIONNAIRE) |
| 08 | German | → | (GET EMAIL AND SEND ONLINE QUESTIONNAIRE) |
| 09 | Hindi | → | (GET EMAIL AND SEND ONLINE QUESTIONNAIRE) |
| 10 | Hmong | → | (GET EMAIL AND SEND ONLINE QUESTIONNAIRE) |
| 11 | Japanese | → | (GET EMAIL AND SEND ONLINE QUESTIONNAIRE) |
| 12 | Khmer | → | (GET EMAIL AND SEND ONLINE QUESTIONNAIRE) |
| 13 | Korean | | |
| 14 | Mandarin | | |
| 15 | Mixtec | → | (GET EMAIL AND SEND ONLINE QUESTIONNAIRE) |
| 16 | Portuguese | → | (GET EMAIL AND SEND ONLINE QUESTIONNAIRE) |
| 17 | Punjabi | → | (GET EMAIL AND SEND ONLINE QUESTIONNAIRE) |
| 18 | Russian | → | (GET EMAIL AND SEND ONLINE QUESTIONNAIRE) |
| 19 | Somali | → | (GET EMAIL AND SEND ONLINE QUESTIONNAIRE) |
| 20 | Tagalog | | |
| 21 | Thai | → | (GET EMAIL AND SEND ONLINE QUESTIONNAIRE) |
| 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 an 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 QUESTIONNAIREOverall Favorability and Performance

- 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		

AWARENESS & LANGUAGE PREFERENCE

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? **(DO NOT READ)**

- 1 Yes
- 2 No
- 3 Not sure

3. What languages are often spoken in your (home/business)? **(READ LIST AS NECESSARY, PROBE AND CLARIFY. MULTIPLE RESPONSES ALLOWED)**

- 01 English
- 02 Spanish
- 03 Arabic
- 04 Armenian
- 05 Cantonese
- 06 Farsi
- 07 French
- 08 German
- 09 Hindi
- 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 (specify:)

4. What is your preferred language for receiving public safety information like this from SDG&E? **(DO NOT READ, SINGLE RESPONSE)**

- 01 English → **(SKIP TO INSTRUCTION BEFORE Q.6)**
02 Spanish
03 Arabic
04 Armenian
05 Cantonese
06 Farsi
07 French
08 German
09 Hindi
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 (specify:)

5. How do you feel about receiving wildfire communications from SDG&E in English only? **(READ LIST)**
- 1 I'm fine with that – I can understand English well
 - 2 I'd rather have it in my preferred language, but I can also understand English
 - 3 I need it in my preferred language – I do not understand English

(IF NO / NOT SURE AT Q.2 SKIP TO Q.13)

6. In which languages were the wildfire safety and preparedness information that you recall seeing or hearing from SDG&E? **(DO NOT READ)**

- 01 English
- 02 Spanish

(TABULATION INSTRUCTION: DETERMINE IF Q4=Q6 IN TABBING TO CALCULATE INCIDENCE OF DELIVERING INFORMATION IN PREFERRED LANGUAGE)

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 TO Q.7)**

6.2 In which language (other than English or Spanish) did you review the wildfire safety information on the website? **(DO NOT READ. MULTIPLE RESPONSES ALLOWED.)**

- 03 Arabic
- 04 Armenian
- 05 Cantonese
- 06 Farsi
- 07 French
- 08 German
- 09 Hindi
- 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 (specify:)

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)		English	[PREFERRED LANGUAGE FROM Q.4]	Not Sure
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)		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	

(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)		<i>Extremely Useful</i>				<i>Not At All Useful</i>
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)		<i>Extremely Useful</i>				<i>Not At All Useful</i>
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>				
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	→	(SKIP TO Q.28)
-2	No		
-3	Not sure		

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 **2025** or in prior years (if not in **2025**)? **(READ LIST)**

(RANDOMIZE A THROUGH Y)		Yes, In 2025	Never	Yes, Prior to 2025
a.	Acquired a back-up generator	-1	-2	-3
b.	Acquired battery storage technology	-1	-2	-3
c.	Activated your emergency plan	-1	-2	-3
d.	Allowed access to property for SDG&E to trim trees	-1	-2	
e.	Attended a community-based organization event	-1	-2	-3
f.	Attended an SDG&E community meeting	-1	-2	-3
g.	Checked the SDG&E mobile app	-1	-2	
h.	Developed an emergency plan	-1	-2	-3
i.	Followed SDG&E on Facebook	-1	-2	-3
j.	Followed SDG&E on Twitter	-1	-2	-3
k.	Have a place to go if without power for a prolonged period	-1	-2	-3
l.	Notified others in area about potential power shutoff	-1	-2	-3
m.	Performed a safety check on your generator for your (home/business)	-1	-2	-3
n.	Prepared an emergency kit with food, water or medicine	-1	-2	-3
o.	Prepared for multiple-day outage	-1	-2	-3
p.	Purchased enough non-refrigerated food to last for several days without power	-1	-2	-3
q.	Purchased enough water to last for several days without power	-1	-2	-3
r.	Purchased new lanterns or flashlights	-1	-2	-3
s.	Purchased/used a battery powered radio	-1	-2	-3
t.	Removed vegetation from around your home	-1	-2	
u.	Signed up for Medical Baseline Program	-1	-2	-3
v.	Signed up for notifications from SDG&E	-1	-2	-3
w.	Visited SDG&E Community Resource Center	-1	-2	-3
x.	Went SDG&E's social media (follow up with Nextdoor/Facebook/Twitter, other)	-1	-2	-3
y.	Went to the SDG&E website	-1	-2	-3
z.	Some other action (please specify:)	-1	-2	-3

- 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? **(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 access and functional needs (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.30) Which, if any, of these SDG&E supported resources have you used during previous PSPS events? (READ BOLDLED 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 access and functional needs (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

Q.29.4 Using a 5-point scale where “5” means **EXTREMELY SATISFIED**, and “1” means **EXTREMELY DISSATISFIED**, How satisfied are you with the resources you used? (**READ BOLDDED LABEL ONLY UNLESS RESPONDENT ASKS FOR DESCRIPTION.**)

(ONLY SHOW THOSE SELECTED “YES” AT Q.29.2, RANDOMIZE)		Extremely Satisfied Extremely Dissatisfied				
		(5)	(4)	(3)	(2)	(1)
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	☐	☐	☐	☐	☐
b.	PSPS Alert Language Preferences: PSPS alerts are available in 22 prevalent languages	☐	☐	☐	☐	☐
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.	☐	☐	☐	☐	☐
d.	Wellness Checks: SDG&E partners with the San Diego Sheriff’s Department to provide wellness checks on customers during PSPS events	☐	☐	☐	☐	☐
e.	CRC Language Preferences: Translation services are available at CRC locations in over 120 languages, including American Sign Language	☐	☐	☐	☐	☐
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	☐	☐	☐	☐	☐
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 access and functional needs (AFN) criteria, with a free, portable battery for backup during an outage	☐	☐	☐	☐	☐
h.	Rebates: SDG&E offers rebates to customers in high fire risk areas for portable batteries or generators	☐	☐	☐	☐	☐
i.	Food: Food support through SDG&E’s partnership with 211	☐	☐	☐	☐	☐
j.	Transportation: Transportation to Community Resource Centers hotels, or other safe locations through SDG&E’s partnership with 211	☐	☐	☐	☐	☐
k.	Hotels: SDG&E offers no-cost hotel options through its partnership with 211	☐	☐	☐	☐	☐

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.

<i>Extremely Positive</i>				<i>Extremely Negative</i>
-5	-4	-3	-2	-1

31. **(POST WAVE ONLY)**

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)**

		Yes	No	Prefer Not to Say
(RANDOMIZE)				
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)!

**2025 SDG&E PSPS Public Education & Communication Study
Post-Season No Event – Online Survey**QUOTASHigh Fire Risk

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

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 Hindi | 21 Thai |
| 10 Hmong | 22 Vietnamese |
| 11 Japanese | 23 Zapotec |
| 12 Khmer | |

Wave

- 1 Pre-Season (n=900)
- 2 Post Season "No Event" (n=900)

Age (Q.D)

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

Methodology

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

NOTE: Initial incentive of drawing for ten \$100 gift cards changed to individual \$10 gift cards for all respondents who complete the online survey following the initial round of invitations beginning 4/07/23.

EMAIL INVITATION

TO: (Name of Respondent)

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

SUBJECT: SDG&E Needs Your Feedback and Get a \$10 Amazon Gift Card

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.

To take the survey, click on the link below or paste it into your browser window.

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

This survey should take about 10 to 15 minutes to complete.

(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.

To help ensure confidentiality and allow for your candid feedback, the research is being conducted by Travis Research, an independent research firm.

Introduction

[NEW SCREEN]

Thank you for taking time to participate in 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) Hindi
- ☐ (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 an 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. **(DELIBERATELY OMITTED)**

D. SDG&E may use the Personal Information you provide for the following business purposes: to personalize, develop, improve, and market their products and services, for quality, research and data analysis, for use in a lawful manner compatible with the context in which it was provided.

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)**

Extremely Favorable				Extremely Unfavorable
(5)	(4)	(3)	(2)	(1)
☐	☐	☐	☐	☐

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

Describes SDG&E Extremely Well				Does Not Describe SDG&E at All
(5)	(4)	(3)	(2)	(1)
☐	☐	☐	☐	☐

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]

3. What languages are often spoken in your (home/business)? (***Please select all that apply***)

- ☐ (01) English
- ☐ (02) Spanish
- ☐ (03) Arabic
- ☐ (04) Armenian
- ☐ (05) Cantonese
- ☐ (06) Farsi
- ☐ (07) French
- ☐ (08) German
- ☐ (09) Hindi
- ☐ (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:) _____

[NEW SCREEN]

4. What is your preferred language for receiving public safety information like this from SDG&E? **(Please select one response)**

- | | | | | |
|--------------------------|------|-------------------------|---|---|
| ☐ | (01) | English | → | (SKIP TO INSTRUCTION BEFORE Q.6) |
| ☐ | (02) | Spanish | | |
| ☐ | (03) | Arabic | | |
| ☐ | (04) | Armenian | | |
| ☐ | (05) | Cantonese | | |
| ☐ | (06) | Farsi | | |
| ☐ | (07) | French | | |
| ☐ | (08) | German | | |
| ☐ | (09) | Hindi | | |
| ☐ | (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:) | | _____ |

[NEW SCREEN]

5. How do you feel about receiving wildfire communications from SDG&E in English only? **(Please select one response)**

- | | | |
|--------------------------|-----|--|
| ☐ | (1) | I'm fine with that – I can understand English well |
| ☐ | (2) | I'd rather have it in my preferred language, but I can also understand English |
| ☐ | (3) | I need it in my preferred language – I do not understand English |

(IF NO [2] OR NOT SURE [3] AT Q.2, SKIP TO Q.13)

[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

(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)**

[NEW SCREEN]

6.2 In which language (other than English or Spanish) did you review the wildfire safety information on the website? **(Please select all that apply)**

- ☐ (03) Arabic
- ☐ (04) Armenian
- ☐ (05) Cantonese
- ☐ (06) Farsi
- ☐ (07) French
- ☐ (08) German
- ☐ (09) Hindi
- ☐ (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:) _____

[NEW SCREEN]

7. Where did you see or hear SDG&E's communications about wildfire season safety and preparedness? **(Please select all that apply)**

- ☐ (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, X, 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)

[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)	
☐	☐	☐	☐	☐	

(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	☐	☐	☐
b.	Letter in the mail from SDG&E	☐	☐	☐
c.	Online news report	☐	☐	☐
d.	SDG&E advertising on TV, radio, or online	☐	☐	☐
e.	SDG&E billboards	☐	☐	☐
f.	SDG&E informational videos online or social media	☐	☐	☐
g.	SDG&E informational videos on TV	☐	☐	☐
h.	SDG&E community meetings	☐	☐	☐
i.	SDG&E representative or employee	☐	☐	☐
j.	SDG&E website	☐	☐	☐
k.	SDG&E wildfire preparedness webinar or online meeting	☐	☐	☐
l.	SDG&E social media post (Facebook, X, Nextdoor, etc.)	☐	☐	☐
m.	SDG&E wildfire fairs	☐	☐	☐
n.	Telephone call from SDG&E	☐	☐	☐
o.	Text message from SDG&E	☐	☐	☐
p.	TV or radio news report	☐	☐	☐
q.	SDG&E Alerts App for PSPS	☐	☐	☐

(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	☐	☐	☐	☐	☐
b.	Letter in the mail from SDG&E	☐	☐	☐	☐	☐
c.	Online news report	☐	☐	☐	☐	☐
d.	SDG&E advertising on TV, radio, or online	☐	☐	☐	☐	☐
e.	SDG&E billboards	☐	☐	☐	☐	☐
f.	SDG&E informational videos online or social media	☐	☐	☐	☐	☐
g.	SDG&E informational videos on TV	☐	☐	☐	☐	☐
h.	SDG&E community meetings	☐	☐	☐	☐	☐
i.	SDG&E representative or employee	☐	☐	☐	☐	☐
j.	SDG&E website	☐	☐	☐	☐	☐
k.	SDG&E wildfire preparedness webinar or online meeting	☐	☐	☐	☐	☐
l.	SDG&E social media post (Facebook, X, Nextdoor, etc.)	☐	☐	☐	☐	☐
m.	SDG&E wildfire fairs	☐	☐	☐	☐	☐
n.	Telephone call from SDG&E	☐	☐	☐	☐	☐
o.	Text message from SDG&E	☐	☐	☐	☐	☐
p.	TV or radio news report	☐	☐	☐	☐	☐
q.	SDG&E Alerts App for PSPS	☐	☐	☐	☐	☐

(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	☐	☐	☐	☐	☐
b.	Letter in the mail from SDG&E	☐	☐	☐	☐	☐
c.	Online news report	☐	☐	☐	☐	☐
d.	SDG&E advertising on TV, radio, or online	☐	☐	☐	☐	☐
e.	SDG&E billboards	☐	☐	☐	☐	☐
f.	SDG&E informational videos online or social media	☐	☐	☐	☐	☐
g.	SDG&E informational videos on TV	☐	☐	☐	☐	☐
h.	SDG&E community meetings	☐	☐	☐	☐	☐
i.	SDG&E representative or employee	☐	☐	☐	☐	☐
j.	SDG&E website	☐	☐	☐	☐	☐
k.	SDG&E wildfire preparedness webinar or online meeting	☐	☐	☐	☐	☐
l.	SDG&E social media post (Facebook, X, Nextdoor, etc.)	☐	☐	☐	☐	☐
m.	SDG&E wildfire fairs	☐	☐	☐	☐	☐
n.	Telephone call from SDG&E	☐	☐	☐	☐	☐
o.	Text message from SDG&E	☐	☐	☐	☐	☐
p.	TV or radio news report	☐	☐	☐	☐	☐
q.	SDG&E Alerts App for PSPS	☐	☐	☐	☐	☐

[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	☐	☐	☐	☐	☐		
b.	Letter in the mail from SDG&E	☐	☐	☐	☐	☐		
c.	Online news report	☐	☐	☐	☐	☐		
d.	SDG&E advertising on TV, radio, or online	☐	☐	☐	☐	☐		
e.	SDG&E billboards	☐	☐	☐	☐	☐		
f.	SDG&E informational videos online or social media	☐	☐	☐	☐	☐		
g.	SDG&E informational videos on TV	☐	☐	☐	☐	☐		
h.	SDG&E community meetings	☐	☐	☐	☐	☐		
i.	SDG&E representative or employee	☐	☐	☐	☐	☐		
j.	SDG&E website	☐	☐	☐	☐	☐		
k.	SDG&E wildfire preparedness webinar or online meeting	☐	☐	☐	☐	☐		
l.	SDG&E social media post (Facebook, X, Nextdoor, etc.)	☐	☐	☐	☐	☐		
m.	SDG&E wildfire fairs	☐	☐	☐	☐	☐		
n.	Telephone call from SDG&E	☐	☐	☐	☐	☐		
o.	Text message from SDG&E	☐	☐	☐	☐	☐		
p.	TV or radio news report	☐	☐	☐	☐	☐		
q.	SDG&E Alerts App for PSPS	☐	☐	☐	☐	☐		

[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	☐	☐	☐
b.	CalFire	☐	☐	☐
c.	City or county government	☐	☐	☐
d.	Community-based organizations	☐	☐	☐
e.	Healthcare providers or medical device suppliers	☐	☐	☐
f.	Local fire department	☐	☐	☐
g.	Local news reports	☐	☐	☐
h.	Non-profit organizations	☐	☐	☐
i.	State government	☐	☐	☐

(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	☐	☐	☐	☐	☐
b.	CalFire	☐	☐	☐	☐	☐
c.	City or county government	☐	☐	☐	☐	☐
d.	Community-based organizations	☐	☐	☐	☐	☐
e.	Healthcare providers or medical device suppliers	☐	☐	☐	☐	☐
f.	Local fire department	☐	☐	☐	☐	☐
g.	Local news reports	☐	☐	☐	☐	☐
h.	Non-profit organizations	☐	☐	☐	☐	☐
i.	State government	☐	☐	☐	☐	☐

(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	☐	☐	☐	☐	☐		
b.	CalFire	☐	☐	☐	☐	☐		
c.	City or county government	☐	☐	☐	☐	☐		
d.	Community-based organizations	☐	☐	☐	☐	☐		
e.	Healthcare providers or medical device suppliers	☐	☐	☐	☐	☐		
f.	Local fire department	☐	☐	☐	☐	☐		
g.	Local news reports	☐	☐	☐	☐	☐		
h.	Non-profit organizations	☐	☐	☐	☐	☐		
i.	State government	☐	☐	☐	☐	☐		

[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	☐	☐	☐	☐	☐		
b.	CalFire	☐	☐	☐	☐	☐		
c.	City or county government	☐	☐	☐	☐	☐		
d.	Community-based organizations	☐	☐	☐	☐	☐		
e.	Healthcare providers or medical device suppliers	☐	☐	☐	☐	☐		
f.	Local fire department	☐	☐	☐	☐	☐		
g.	Local news reports	☐	☐	☐	☐	☐		
h.	Non-profit organizations	☐	☐	☐	☐	☐		
i.	State government	☐	☐	☐	☐	☐		

[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	☐	☐	☐	☐	☐
b.	Is committed to restoring power to customers affected by wildfires	☐	☐	☐	☐	☐
c.	Makes an effort to communicate with all customers about wildfires	☐	☐	☐	☐	☐
d.	Is a company I trust to act in the best interest of its customers	☐	☐	☐	☐	☐
e.	Shows care and concern for customers	☐	☐	☐	☐	☐
f.	Is proactive in taking steps to address wildfire risks	☐	☐	☐	☐	☐
g.	Is working to keep my community safe	☐	☐	☐	☐	☐
h.	Is committed to wildfire safety	☐	☐	☐	☐	☐
i.	Is helping me prepare for wildfire season	☐	☐	☐	☐	☐

[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)	
☐	☐	☐	☐	☐	

[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)*

☐	(1)	Yes
☐	(2)	No
☐	(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, X, 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)	
☐	☐	☐	☐	☐	

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

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

(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	☐	☐	☐	☐	☐
b.	CalFire or local fire department	☐	☐	☐	☐	☐
c.	Community-based organization	☐	☐	☐	☐	☐
z.	Digital voice assistants (such as Alexa or Google Assistant devices)	☐	☐	☐	☐	☐
d.	Email from SDG&E	☐	☐	☐	☐	☐
e.	Healthcare provider or medical device supplier	☐	☐	☐	☐	☐
f.	Letter in the mail from SDG&E	☐	☐	☐	☐	☐
g.	Local city or county government	☐	☐	☐	☐	☐
aa.	Local newspaper or newsletter (print or online)	☐	☐	☐	☐	☐
h.	Non-profit organization	☐	☐	☐	☐	☐
i.	Online news report	☐	☐	☐	☐	☐
y.	Portable roadside signs	☐	☐	☐	☐	☐
j.	SDG&E advertising on TV, radio, or online	☐	☐	☐	☐	☐
k.	SDG&E billboards	☐	☐	☐	☐	☐
l.	SDG&E community meetings	☐	☐	☐	☐	☐
m.	SDG&E informational videos on TV	☐	☐	☐	☐	☐
n.	SDG&E informational videos on web and social media	☐	☐	☐	☐	☐
o.	SDG&E representative or employee	☐	☐	☐	☐	☐
p.	SDG&E website	☐	☐	☐	☐	☐
q.	SDG&E wildfire preparedness webinar or online meeting	☐	☐	☐	☐	☐
r.	SDG&E social media post (Facebook, X, Nextdoor, etc.)	☐	☐	☐	☐	☐
s.	SDG&E wildfire fairs	☐	☐	☐	☐	☐
t.	State government	☐	☐	☐	☐	☐
u.	Telephone call from SDG&E	☐	☐	☐	☐	☐
v.	Text message from SDG&E	☐	☐	☐	☐	☐
w.	TV or radio news report	☐	☐	☐	☐	☐
x.	SDG&E Alerts App for PSPS	☐	☐	☐	☐	☐

[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	☐	☐	☐	☐	☐	
b.	CalFire or local fire department	☐	☐	☐	☐	☐	
c.	Community-based organization	☐	☐	☐	☐	☐	
z.	Digital voice assistants (such as Alexa or Google Assistant devices)	☐	☐	☐	☐	☐	
d.	Email from SDG&E	☐	☐	☐	☐	☐	
e.	Healthcare provider or medical device supplier	☐	☐	☐	☐	☐	
f.	Letter in the mail from SDG&E	☐	☐	☐	☐	☐	
g.	Local city or county government	☐	☐	☐	☐	☐	
aa.	Local newspaper or newsletter (print or online)	☐	☐	☐	☐	☐	
h.	Non-profit organization	☐	☐	☐	☐	☐	
i.	Online news report	☐	☐	☐	☐	☐	
y.	Portable roadside signs	☐	☐	☐	☐	☐	
j.	SDG&E advertising on TV, radio, or online	☐	☐	☐	☐	☐	
k.	SDG&E billboards	☐	☐	☐	☐	☐	
l.	SDG&E community meetings	☐	☐	☐	☐	☐	
m.	SDG&E informational videos on TV	☐	☐	☐	☐	☐	
n.	SDG&E informational videos on web and social media	☐	☐	☐	☐	☐	
o.	SDG&E representative or employee	☐	☐	☐	☐	☐	
p.	SDG&E website	☐	☐	☐	☐	☐	
q.	SDG&E wildfire preparedness webinar or online meeting	☐	☐	☐	☐	☐	
r.	SDG&E social media post (Facebook, X, Nextdoor, etc.)	☐	☐	☐	☐	☐	
s.	SDG&E wildfire fairs	☐	☐	☐	☐	☐	
t.	State government	☐	☐	☐	☐	☐	
u.	Telephone call from SDG&E	☐	☐	☐	☐	☐	
v.	Text message from SDG&E	☐	☐	☐	☐	☐	
w.	TV or radio news report	☐	☐	☐	☐	☐	
x.	SDG&E Alerts App for PSPS	☐	☐	☐	☐	☐	

[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 **2025** or in prior years (if not in 2025)? **(Please select one response per row)**

		Yes, in 2025 (1)	Never (2)	Yes, Prior to 2025 (3)
(RANDOMIZE A THROUGH Y)				
a.	Acquired a back-up generator	☐	☐	☐
b.	Acquired battery storage technology	☐	☐	☐
c.	Activated your emergency plan	☐	☐	☐
d.	Allowed access to property for SDG&E to trim trees	☐	☐	
e.	Attended a community-based organization event	☐	☐	☐
f.	Attended an SDG&E community meeting	☐	☐	☐
g.	Checked the SDG&E mobile app	☐	☐	
h.	Developed an emergency plan	☐	☐	☐
i.	Followed SDG&E on Facebook	☐	☐	☐
j.	Followed SDG&E on X	☐	☐	☐
k.	Have a place to go if without power for a prolonged period	☐	☐	☐
l.	Notified others in area about potential power shutoff	☐	☐	☐
m.	Performed a safety check on your generator for your (home/business)	☐	☐	☐
n.	Prepared an emergency kit with food, water or medicine	☐	☐	☐
o.	Prepared for multiple-day outage	☐	☐	☐
p.	Purchased enough non-refrigerated food to last for several days without power	☐	☐	☐
q.	Purchased enough water to last for several days without power	☐	☐	☐
r.	Purchased new lanterns or flashlights	☐	☐	☐
s.	Purchased/used a battery powered radio	☐	☐	☐
t.	Removed vegetation from around your home	☐	☐	
u.	Signed up for Medical Baseline Program	☐	☐	☐
v.	Signed up for notifications from SDG&E	☐	☐	☐
w.	Visited SDG&E Community Resource Center	☐	☐	☐
x.	Went to SDG&E's social media (follow up with Nextdoor/Facebook/X, other)	☐	☐	☐
y.	Went to the SDG&E website	☐	☐	☐
z.	Some other action (please specify:)	☐	☐	☐

(Q.29.1, Q.29.2, Q.29.4 DELIBERATELY OMITTED FROM PRE-SEASON SURVEY AND ADDED TO POST SEASON SURVEY)

[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)*

		Yes (1)	No (2)	Not Sure (9)
	(RANDOMIZE)			
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	☐	☐	☐
b.	PSPS Alert Language Preferences: PSPS alerts are available in 22 prevalent languages	☐	☐	☐
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.	☐	☐	☐
d.	Wellness Checks: SDG&E partners with the San Diego Sheriff's Department to provide wellness checks on customers during PSPS events	☐	☐	☐
e.	CRC Language Preferences: Translation services are available at CRC locations in over 120 languages, including American Sign Language	☐	☐	☐
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	☐	☐	☐
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 access and functional needs (AFN) criteria, with a free, portable battery for backup during an outage	☐	☐	☐
h.	Rebates: SDG&E offers rebates to customers in high fire risk areas for portable batteries or generators	☐	☐	☐
i.	Food: Food support through SDG&E's partnership with 211	☐	☐	☐
j.	Transportation: Transportation to Community Resource Centers hotels, or other safe locations through SDG&E's partnership with 211	☐	☐	☐
k.	Hotels: SDG&E offers no-cost hotel options through its partnership with 211	☐	☐	☐

[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.30) Which, if any, of these SDG&E supported resources have you used during previous PSPS events? *(Please select one response per row)*

		Yes (1)	No (2)	Not Sure (9)
	(RANDOMIZE)			
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	☐	☐	☐
b.	PSPS Alert Language Preferences: PSPS alerts are available in 22 prevalent languages	☐	☐	☐
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.	☐	☐	☐
d.	Wellness Checks: SDG&E partners with the San Diego Sheriff's Department to provide wellness checks on customers during PSPS events	☐	☐	☐
e.	CRC Language Preferences: Translation services are available at CRC locations in over 120 languages, including American Sign Language	☐	☐	☐
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	☐	☐	☐
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 access and functional needs (AFN) criteria, with a free, portable battery for backup during an outage	☐	☐	☐
h.	Rebates: SDG&E offers rebates to customers in high fire risk areas for portable batteries or generators	☐	☐	☐
i.	Food: Food support through SDG&E's partnership with 211	☐	☐	☐
j.	Transportation: Transportation to Community Resource Centers hotels, or other safe locations through SDG&E's partnership with 211	☐	☐	☐
k.	Hotels: SDG&E offers no-cost hotel options through its partnership with 211	☐	☐	☐

[NEW SCREEN]

29.4 Using a 5-point scale where “5” means **EXTREMELY SATISFIED**, and “1” means **EXTREMELY DISSATISFIED**, How satisfied are you with the resources you used? **(PLEASE SELECT ONE RESPONSE PER ROW.)**

(ONLY SHOW THOSE SELECTED “YES” AT Q.29.2, RANDOMIZE)		Extremely Satisfied Extremely Dissatisfied				
		(5)	(4)	(3)	(2)	(1)
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	☐	☐	☐	☐	☐
b.	PSPS Alert Language Preferences: PSPS alerts are available in 22 prevalent languages	☐	☐	☐	☐	☐
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.	☐	☐	☐	☐	☐
d.	Wellness Checks: SDG&E partners with the San Diego Sheriff’s Department to provide wellness checks on customers during PSPS events	☐	☐	☐	☐	☐
e.	CRC Language Preferences: Translation services are available at CRC locations in over 120 languages, including American Sign Language	☐	☐	☐	☐	☐
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	☐	☐	☐	☐	☐
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 access and functional needs (AFN) criteria, with a free, portable battery for backup during an outage	☐	☐	☐	☐	☐
h.	Rebates: SDG&E offers rebates to customers in high fire risk areas for portable batteries or generators	☐	☐	☐	☐	☐
i.	Food: Food support through SDG&E’s partnership with 211	☐	☐	☐	☐	☐
j.	Transportation: Transportation to Community Resource Centers hotels, or other safe locations through SDG&E’s partnership with 211	☐	☐	☐	☐	☐
k.	Hotels: SDG&E offers no-cost hotel options through its partnership with 211	☐	☐	☐	☐	☐

[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)
☐	☐	☐	☐	☐

[NEW SCREEN]

31. **(FOR POST WAVE ONLY)**

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?	☐	☐	☐
b.	Are you or is anyone in your household deaf or have serious difficulty hearing?	☐	☐	☐
c.	Do you or does anyone in your household have serious difficulty walking or climbing stairs?	☐	☐	☐
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?	☐	☐	☐
e.	Do you or does anyone in your household have difficulty dressing or bathing?	☐	☐	☐
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?	☐	☐	☐
g.	Do you or anyone in your household rely on assistive technology (e.g., a screen reader or specialized meal device)?	☐	☐	☐

(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. **Closing and Incentive Information**

On behalf of SDG&E, thank you very much for your cooperation! You will be sent a \$10 [Amazon.com](#) gift card by email. You will receive the gift card when the study concludes, which should be in about 1 – 2 weeks.

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 2025-2026 Post-season PSPS Education and Outreach Survey Results

2025 SDG&E PSPS Public Education & Communications Study Post-Season

Research Results | March 2026

Prepared for:



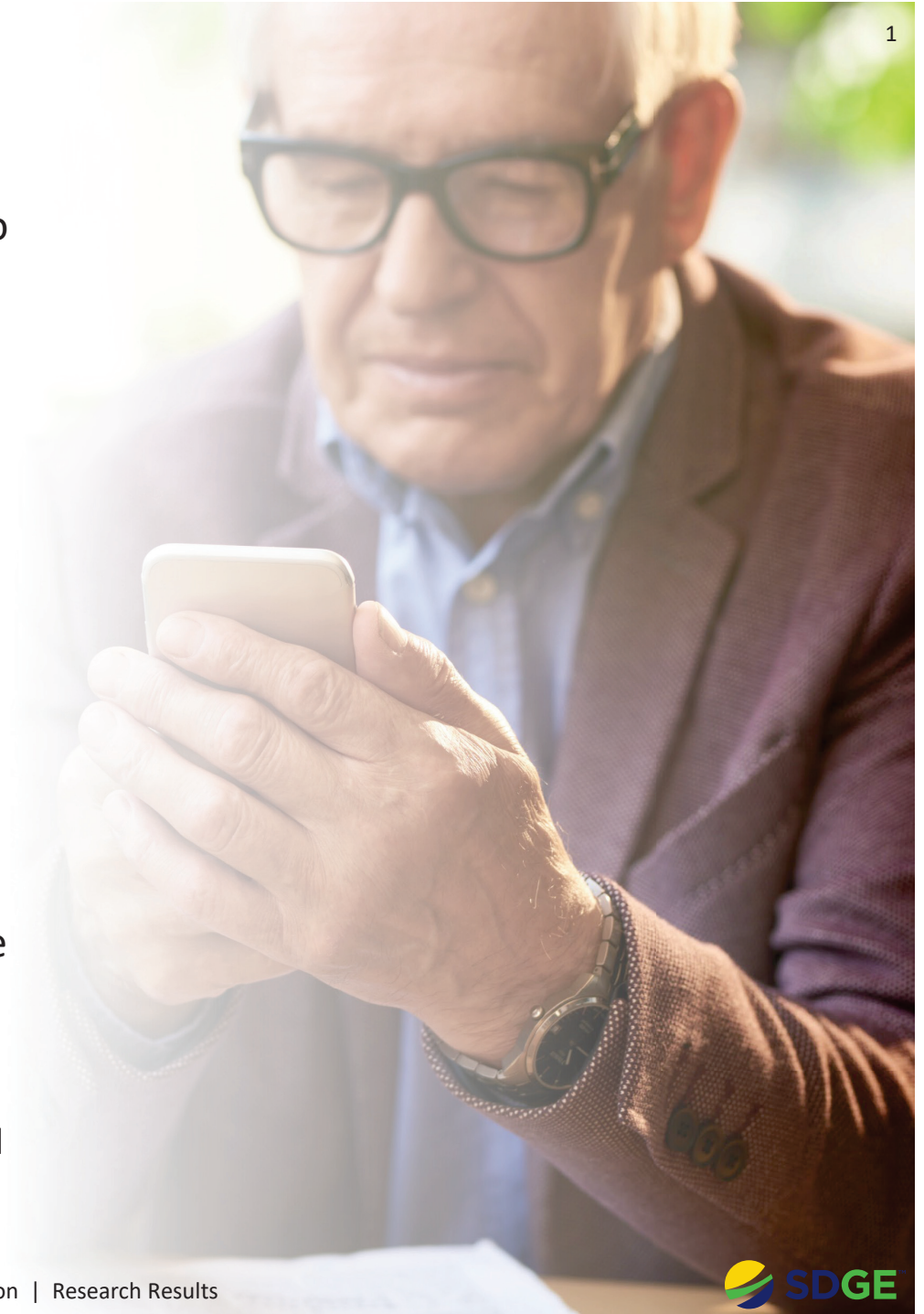
Prepared by:



Background + Objectives

- During extreme weather conditions and only when absolutely necessary, San Diego Gas and Electric (SDG&E) may need to turn off power in order to keep communities safe against wildfires.
 - This is referred to as a Public Safety Power Shutoff (PSPS).
- At the direction of the CPUC, California utilities conduct a PSPS “Pre” season survey and a “Post” survey either after a PSPS event, or following the wildfire season (no event).
 - Six waves of the “Pre” survey have been conducted, beginning in 2020.
 - This report presents results from the third “Post” survey (without event) to be fielded. Comparisons to the 2025 “Pre” season survey are included, as well as trending with all “Pre” and “Post” (no event) waves.
- The objectives of the research are to assess language preference, language of wildfire communications received, and the usefulness of those communications.
 - Additionally, its goals are to gauge the level of preparedness for PSPS events and satisfaction with SDG&E wildfire communication efforts.

Appendix F-2



Research Design

Methodology

- Telephone and online surveys employed
- Offered in English and 22 other languages
- Field period 01/14/26 – 02/06/26
- SDG&E identified as the sponsor of the research
- Incentive (Online only)
 - Each receives a \$10 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 902 completes were achieved
 - 814 residential
 - 88 small business

Respondent Screening

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



Analytical note: Due to an extremely small base size (n=8), the “Other Language” subgroup was not statistically analyzed and only respondent counts (not percentages) are shown.

Executive Summary

Languages



- Nearly all respondents prefer communications in English (90%) or Spanish (8%); nine in ten (91%) speak English in their home/business, while roughly one in six (16%) speak Spanish.
- Two in five (40%) Spanish-preferred customers say they would rather have communications in-language, but understand English; three in ten (29%) need communications in-language.

Favorability



- Nearly half are overall favorable towards SDG&E, a decrease from the 2025 Pre-wave (52% → 47%).
- Favorability has decreased among English-preferred (49% → 44%), widening the gap in favorability compared to Spanish language respondents (82% vs. 44%).
- More than four in five (82%) feel SDG&E provides reliable service, unchanged from last wave.
 - Ratings of SDG&E's service reliability remain especially high among those preferring Spanish, compared to English (92% vs. 82%).
- Three in five are satisfied with SDG&E's wildfire safety efforts overall, down from last wave (65% → 59%).
 - Satisfaction has declined among those preferring English this wave (62% → 56%), and those preferring Spanish now have even higher satisfaction comparatively (90% vs. 56%); those aware of SDG&E wildfire communications have higher satisfaction than their unaware counterparts (72% vs. 48%).
- Two-thirds of respondents (66%) are positive towards the SDG&E PSPS program, consistent with last wave.
 - Compared to their counterparts, Spanish-preferred and those aware of SDG&E communications are also more favorable towards PSPS.
- Overall, ratings of SDG&E's wildfire safety performance have declined from last wave for many attributes, although at least half of respondents are favorable towards the utility on each measure.
 - Spanish-preferred are again much more favorable, especially for some attributes that declined among English.

Executive Summary (continued)



Awareness

- Roughly half are aware of SDG&E wildfire communications overall, a decrease from the 2025 Pre-wave (58% → 49%).
 - Awareness has declined among English-preferred (57% → 49%).
- Consistent with last wave, nearly all (94%) of those aware of wildfire communications say it was in English, and 12% say it was received in Spanish.
 - Among those who prefer Spanish and recall SDG&E communications, more than seven in ten (72%) say it was received in-language.
- Seven in ten of those aware of SDG&E wildfire communications say they received them directly from SDG&E (69%), and two in five recall SDG&E mass communications (39%).
 - A majority who prefer English find the information from most sources useful, while all who prefer non-English find each of the sources useful.
- Among those who visited sdge.com for wildfire information, the large majority (89%) are satisfied with the information provided on the site.
 - Very few (7%) say they visited SDG&E's website for wildfire safety preparedness information in a language other than English or Spanish.
- The top mentioned sources for wildfire communications, other than SDG&E, remain local news reports (30%) and Cal Fire (23%↓).
- Three in five (61%) are aware of the PSPS program, a directional decline from last wave.
 - Respondents are less likely to mention SDG&E as a source of PSPS awareness this wave (71% → 64%), although it is still the top source.
 - Awareness of PSPS is much higher among those recalling SDG&E wildfire messaging (75% vs. 44%).
 - English-preferred remain more likely than their Spanish counterparts to recall PSPS communications directly from SDG&E (55% vs. 13%) and government sources (25% vs. 5%), while Spanish are more likely to cite non-government (65% vs. 45%).



PSPS Preparedness & Resources

- Nearly two in three (65%) feel they are prepared for a PSPS event, similar to the 2025 Pre-wave (62%).
 - Compared to their counterparts, those aware of wildfire communications, familiar with PSPS, in HFTD and older customers feel more prepared.
- Four in five (80%) are satisfied with the PSPS information provided on sdge.com, directionally up from last wave.
- The top actions taken by respondents to prepare for a PSPS event: purchasing new lanterns/flashlights (69%), purchasing enough supplies to last several days without power: water (65%) and non-refrigerated food (61%).
 - Respondents are less likely to say they have taken several of the listed actions this wave.
 - Those preferring English are less likely to have taken most of the actions, compared to last wave.
- Awareness has declined for most of the SDG&E PSPS resources, compared to the 2025 Pre-wave.
- The most-used resource in total remains address level alerts (12%), with the others being utilized by 6% or fewer respondents.
- Among those who used each resource, a large majority say they are satisfied.

Executive Summary (continued)

Non-HFTD vs. HFTD



- This wave had a smaller proportion of HFTD respondents than last wave (46% → 32%).
- Demographically, Non-HFTD customers are more likely than HFTD to:
 - Rent rather than own
 - Be age 18-44, and younger on average
 - Be female
 - Be Hispanic
 - Not have a college degree
 - Live alone
 - Have lower income.
- Compared to HFTD, Non-HFTD customers continue to be more likely to speak Spanish (21% vs. 4%) and prefer communications in Spanish (12% vs. 1%).
- Favorability of SDG&E has declined among Non-HFTD, though they are still more favorable towards the utility than HFTD (51%↓ vs. 39%).
 - Non-HFTD also remains more likely than HFTD to feel the utility provides reliable service (86% vs. 76%).
- Awareness of SDG&E wildfire communication has declined among Non-HFTD this wave, making them even less likely than HFTD to recall messaging (43%↓ vs. 62%).
 - HFTD are more likely to cite direct messaging from SDG&E as the source (85% vs. 58%), while Non-HFTD are more likely to say SDG&E mass communications (46% vs. 29%) or non-SDG&E sources (28% vs. 13%).
- HFTD customers continue to have higher awareness of PSPS than Non-HFTD (66% vs. 59%).
 - HFTD is more likely to say their awareness of PSPS came directly from SDG&E (66% vs. 43%↓), while Non-HFTD are more likely to cite non-SDG&E sources (62% vs. 47%↓).
- HFTD remain more prepared than Non-HFTD in many respects, especially as Non-HFTD have taken fewer steps to prepare for an outage.

Appendix F-6

Executive Summary (continued)



AFN vs. Non-AFN Households

- **AFN respondents are more likely than Non-AFN to:**
 - Prefer Spanish communications (non-English speaking is a qualifier for AFN)
 - Be more favorable towards SDG&E overall
 - Provide higher ratings on nearly all performance attributes
 - Be more favorable towards the PSPS program
 - Purchase enough water and food to last several days without power, remove vegetation around their home, purchase a battery powered radio, and sign up for Medical Baseline
 - Be aware of 2-1-1 partnerships and SDG&E food services during PSPS event
 - Utilize the Generator Grant program and CRC language preferences during a PSPS event.
- **AFN have a decrease this wave in awareness of SDG&E wildfire communications, and in their satisfaction with SDG&E's overall wildfire safety efforts.**



Small Business

Among the 88 small business participants:

- Consistent with last wave, nearly three in five (56%) are favorable towards SDG&E.
- Also consistent, a strong majority (86%) feel SDG&E provides reliable service.
- Two-thirds remain satisfied with SDG&E wildfire efforts (64%), and nearly half recall receiving the utility's wildfire communications (45%).
 - Recall of SDG&E mass communications has declined from last wave (63% → 38%).
- A majority are positive towards SDG&E on many of the performance attributes, led by:
 - “is committed to restoring power to customers affected by wildfires” (73%)
 - “makes an effort to communicate with all customers about wildfires” (72%)
 - “takes proactive measures to protect the electricity grid from wildfires” (72%).
- Two in three are aware of the PSPS program (65%) and say they are at least somewhat prepared for an extended electricity outage (66%).
- Seven in ten have a positive opinion about the PSPS program overall (70%).

Appendix F-7

Conclusions + Potential Implications

Conclusions

- Consistent with previous waves, nearly all respondents prefer to speak and receive communications in either English or Spanish.
- Two in five of those who prefer Spanish say they understand English but prefer in-language communications, while three in ten need Spanish communications.



- Confirm that customers are able to easily access safety communications in their preferred language, whether via print or digital messaging.

- There remains room to improve overall satisfaction with SDG&E, satisfaction with the utility's wildfire safety and preparedness efforts, and opinions towards the PSPS program, particularly low among:
 - Those preferring English communications (a large portion of respondents)
 - Those unaware of the wildfire messaging.



- Make an internal review of current wildfire safety communications with an eye towards capturing the attention of more customers and improving the understanding of SDG&E's safety efforts and available resources during PSPS events.

- Overall, about half recall SDG&E wildfire communications and three in five are aware of PSPS, both down from last wave.
- Direct communications, specifically emails from the utility, remain the leading method through which those aware of wildfire messaging are receiving the information.



- Consider increasing the volume of wildfire safety messaging as well as the promotion of the services that SDG&E offers during PSPS events to all customer segments.
- While it's important to include all channels of communication, direct messaging through email continues to be the most effective for reaching customers.

Conclusions + Potential Implications (continued)

Conclusions

- Two in three respondents say they feel prepared for an extended power outage, with those aware of wildfire communications and PSPS feeling much more prepared than those unaware.
- Respondents, specifically those preferring English communications and Non-HFTD, have taken fewer steps this wave to prepare for long-term power outages.



Potential Implications

- The wildfire and PSPS communications appear to be effective for those who are receiving and reviewing them.
- Consider including recommendations for preparation that all customers could take to be prepared for power outages due to wildfires, even during seasons when wildfires do not occur.

- Awareness of SDG&E wildfire communications and the PSPS program remains higher among HFTD than Non-HFTD.
- However, HFTD customers are still less favorable towards SDG&E and less likely to say the utility provides reliable service, compared to their counterparts.



- Ensure communications regarding the PSPS program clearly and effectively explain the importance of turning off power to areas that could be affected by wildfires during conducive weather conditions.

- AFN households are more positive towards SDG&E overall as well as the PSPS program, and they rate the utility higher on nearly all safety attributes, compared to Non-AFN.
 - However, like total respondents, AFN has lower awareness of SDG&E wildfire communications this wave, and decreased satisfaction with the utility's wildfire safety efforts.



- Although favorability is higher among AFN customers in some regards, it is particularly important that they are receiving safety communications and are familiar with SDG&E's wildfire safety efforts and resources.

Appendix G: SDG&E April 7 TTX and May 11-14 FSE Documents

Available At: <https://www.sdge.com/wildfire-safety/psps-more-info>