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September 8, 2020

VIA EMAIL

Marybel Batjer
President
California Public Utilities Commission
505 Van Ness Avenue
San Francisco, CA 94102

Re: August 2020 Public Safety Power Shutoff Public Briefings

Dear President Batjer:

SDG&E appreciated the opportunity to provide a briefing on our Public Safety Power Shutoff (PSPS) program and our preparations for this 2020 fire season at the public briefings the Commission convened on August 10, 2020. This letter responds to the requests for additional information and updates set forth in your August 27, 2020 letter. As requested in that letter, SDG&E will be prepared to present our responses at the Commission's September 10, 2020 voting meeting. You also indicated that your staff would have additional questions, and we will respond to those as well.

Medical Baseline Customers and Equipment

Provide the number of medical baseline customers dependent on powered medical equipment in areas potentially impacted by PSPS that have not received the backup batteries your companies have committed to providing as of the date of this letter.

As part of its Generator Grant Program, SDG&E provides portable backup battery units (e.g., Goal Zero Yeti 3000) to medical baseline (MBL) customers who were impacted by a PSPS event in 2019. SDG&E committed to providing 1,250 units to these customers in 2020. As of the date of this letter, SDG&E has provided 1,032 backup batteries. There are 145 customers who have declined to participate in the program and SDG&E anticipates providing units to the remaining 73 customers by September 30, 2020.

What is the total number of batteries that will be deployed and the timeline to achieve full deployment of the batteries?

The total number of batteries that will be deployed depends on the number of eligible customers who wish to participate. SDG&E has targeted 1,250 medical baseline (MBL) customers in 2020 and will continue the program into future years until all medical baseline customers who are prone to PSPS events have been offered an opportunity to participate. At this time, SDG&E estimates between 1,500 and 1,700 MBL customers who previously experienced a PSPS event will elect to participate between 2020 and 2021. SDG&E is exploring the expansion of its Generator Grant Program in future years, which may result in offering additional batteries to a wider set of customers.

Community Resource Centers

Provide a list of the fully ready CRCs of all types as of the date of this letter, including hard-sided buildings, pop-up tents, and vans.

SDG&E has established ten Community Resource Centers (CRCs) for 2020, which are located at fixed, hard-sided buildings.

Site	Address
Dulzura Community Development Center	1136 Community Building Road, Dulzura, CA 91917
Descanso County Library	9545 River Dr, Descanso, CA
Jacumba Highlands Community Center	44645 Old Highway 80, Jacumba
Julian – Whispering Winds Catholic Camp	17606 Harrison Park Road, Julian, CA
Lake Morena Community Church	29765 Oak Drive, Campo, CA 91906
Pine Valley Improvement Club	28890 Old Highway 80, Pine Valley, CA 91962
Potrero Community Center	24550 Highway 94, Potrero, CA 91963
Warner Springs Community Resource Center	30950 CA-79, Warner Springs, CA 92086
Valley Center Branch Library	29200 Cole Grade Rd, Valley Center, CA 92082
Ramona Branch Library	1275 Main Street, Ramona, CA 92065

Please provide a comparison to your target numbers of CRCs of all types.

For the 2020 wildfire season, SDG&E has already established its target number of CRCs. SDG&E is currently in discussions and early stages of planning for two new sites to support communities located in the Northern portion of its service territory (e.g., Southern Orange County and the Community of Fallbrook). These two locations represent SDG&E's target list for future CRC expansion for 2021. In the meantime, SDG&E has two mobile tactical command trailers that can be deployed to support these communities in 2020. Each year, SDG&E reviews feedback and collaborates with stakeholders to determine its target number of CRCs to support the needs of impacted communities. SDG&E will continue to evaluate the effectiveness of its CRC program and locations, and if necessary, add new locations to support impacted communities.

For each CRC, provide information on hours of operation, location, services provided, and what changes have been made or are in preparation to be made in response to COVID-19.

Generally, activated CRCs are open from 8AM – 10PM and provide up-to-date outage information, bottled water, light snacks, bulk water truck delivery (for larger quantities of water for animals/pets), ice, restrooms, and cell phone and medical device charging stations. Please see Attachment A for a comprehensive list of CRC services provided.

In response to the COVID-19 pandemic, SDG&E made adjustments to its CRC program to deploy health and safety precautions consistent with prevailing guidelines. For the 2020 wildfire season, SDG&E will operate its CRCs as drive-thrus. No entry to the CRC building would be allowed except for building owners and SDG&E employees. All personnel (employees, volunteers, CRC partners) will be instructed to use proper personal protective equipment (PPE) such as face coverings and gloves. They will also be subject to routine temperature checks. Care packages would be pre-assembled and handed to vehicles in a drive-thru fashion.

How many and what type of CRCs will be located close to tribal lands?

All of SDG&E's CRCs are located relatively close to tribal lands. Generally, tribal communities have access to a CRC within a 30-minute drive.

Rural Residential Well Water Needs

Provide an update on your company's consultation with rural residents who depend on well water powered by electricity.

SDG&E has been working with tribal governments and rural water agencies through resiliency workshops to facilitate support and access to resources for their

residents/customers who depend on well water. This includes connecting them to resources such as Self-Generation Incentive Program (SGIP) funding for potential resiliency solutions. SDG&E has also reached out to smaller, rural water agencies to provide personal utility representation through partnerships with utility account executives. SDG&E has also added resources to its CRCs specifically in response to rural well water needs. These resources include: mobile, large capacity water trucks and water buffalos, from which residents can fill and transport water back to their properties; 2.5 gallon reusable water bags; potable drinking water; and, new for this year, resiliency items in a 5-gallon bucket that can be used to transport water from the water buffalo or other sources.

Tribal Government Outreach

Provide an update on your company's consultation with tribal governments, especially on how to improve communication and coordination for the restoration of power after a PSPS event.

Between SDG&E's dedicated tribal liaison and tribal business services account executive, SDG&E works with its tribal governments to ensure it has identified the correct government contacts and critical facilities for communication and coordination. In advance of wildfire season, SDG&E confirms this information with the tribes and has worked to explain the notification process of a PSPS event, as well as what to expect. The tribal governments are sent priority advanced notifications 72-48 hours in advance of a potential PSPS event; information in this notification includes: estimated start time, estimated end time, links to map information of outage boundaries and 24/7 point of contact cell numbers back to SDG&E's Emergency Operation Center.

Using the October 20– November 1, 2019 PSPS event, as an example of coordination, SDG&E's dedicated tribal representatives reached out to the tribal governments that were anticipated to be impacted by de-energization in advance and notified them of the potential, and provided information of critical facilities that may be impacted. SDG&E stayed in contact throughout the event with updates and conversations, including when patrol was starting and when power was restored. Through pre-planning during PSPS events, SDG&E creates a plan on where and when to stage patrol teams between its electric distribution team and meteorologists to shorten patrol times as much as possible. Following the event, SDG&E sent the impacted tribes a link to its after-action report, which showed them where to file comments with the CPUC and held an in-person after-action meeting inviting impacted tribes to discuss improvements to SDG&E's PSPS process.

After PSPS events in 2019, SDG&E received positive feedback from certain tribes for the improvements to its PSPS notifications from 2018. SDG&E also received feedback during its after-action event that it is important to identify tribal reservation land in its customer communications. Consequently, SDG&E has implemented this and will continue to do so moving forward. A primary concern expressed by tribal nations to

SDG&E is the need for generators to support medically sensitive tribal members. Subsequently, this year SDG&E expanded its Generator Grant Program and implemented its Generator Assistance Program, both of which are important strides forward in addressing this concern on tribal land. Additionally, this year, SDG&E proactively provided the tribal governments MBL customer locations on reservation land as another way to support the most vulnerable in preparation for potential PSPS events. SDG&E is also engaged in discussions with Indian Health Council and Southern Indian Health Council to learn how to best support AFN customers in tribal communities during PSPS events.

Outreach to People with Self-Identified Disabilities

Provide an update on your company's outreach to people who have self-identified as having a disability, and how your notification protocols will be improved for this additional group, pursuant to the requirement in Commission Decision 20-05-051.

In preparation for the 2020 wildfire season, SDG&E launched new partnership models with 2-1-1 San Diego and 2-1-1 Orange County to support customer with Access and Functional Needs (AFN). These partners will compile relevant lists of AFN customers from external partners and proactively identify AFN customers as they call in for assistance. Additionally, 2-1-1 will amplify wildfire preparedness and PSPS notifications to more broadly reach the AFN community.

Approximately 11,000 customers in SDG&E's High Fire Threat District have self-certified as "vulnerable." This information is captured by customer service representatives who are trained in processes to identify vulnerable customers and flag their accounts. To the extent allowed by privacy laws and best practices, SDG&E shares this information regarding AFN customers with 2-1-1 to provide additional support and notifications. SDG&E also uses this information to offer customers relevant programs and services.

SDG&E is cross-referencing self-certified vulnerable and MBL lists for a current campaign to enroll eligible customers in MBL, that are otherwise not yet enrolled. Additionally, SDG&E is leveraging this information to promote and encourage these customers to sign-up for PSPS notifications. In preparation for the 2020 wildfire season, SDG&E also conducted a call campaign in 2020 where it reached out to all MBL customers in the High Fire Threat District to ensure their contact information was up-to-date.

Further, SDG&E has been utilizing external working groups and the AFN Statewide Council to ensure the right partnerships are in place and identify assistance needed by these customers.

In-Language and Related Community Outreach

Provide an update on your company's outreach and relationship-building with people and communities in farmworker communities where prevalent languages such as Hmong, Mixteco, Yaqui and Triqui are spoken.

SDG&E's PSPS public education campaign includes over twenty comprehensive mass-market tactics in order to have the broadest reach to customers and the general public across the entire service territory. These broad reaching public education campaigns include, but are not limited to, regional and local community newspaper advertising, radio advertising, outdoor advertising (billboards, mass transit, storefront style signage, etc.), community signage (portable roadside signage, community marquees), print collateral such as PSPS informational handouts and brochures, digital and social media advertising and streaming, local broadcast news (TV and radio in-studio educational interviews), informational flyers on local community boards and a new PSPS podcast. Some of these channels are also used to support community outreach efforts such as Wildfire Safety webinars and drive-thru fairs. The 2020 public education campaign's forecasted audience reach, through the digital channels alone, is over 43 million impressions or direct contacts.

To complement the public education channels across the service territory, SDG&E has developed access to in-language PSPS, and Wildfire Safety preparedness and event information designed to reach disadvantaged communities and non-English proficient audiences within the territory. Though the PSPS public education campaign and the Wildfire Safety public education campaign are available in multiple languages, the language requirements applicable to each campaign are distinct. SDG&E provides the respective campaigns in the required languages.

Required PSPS languages

SDG&E provides PSPS-related communications in the following required languages for PSPS:

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

Required Wildfire Safety Languages

SDG&E Wildfire Safety related communications are accessible in the following prevalent languages identified for SDG&E's service territory:

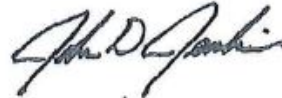
1. Spanish
2. Tagalog
3. Mandarin
4. Cantonese
5. Vietnamese
6. Arabic
7. Korean
8. Russian
9. French
10. German
11. Armenian
12. Farsi
13. Japanese
14. Punjabi
15. Khmer
16. Somali
17. Mixteco
18. Zapteco

Hmong, Yaqui and Triqui are not languages that meet the requirement identified as "prevalent" nor ones that have over 1,000 people who speak them in SDG&E's service territory according to the U.S. Census Public Use Microdata Sample (PUMS) data. The U.S. Census PUMS data indicate Yaqui and Trique are languages that do not have populations in the SDG&E service territory that speak those languages. As a result, these languages have not been included in SDG&E's list of prevalent languages nor has outreach been done in these languages.

Based on the requirements above, SDG&E conducts its public education efforts in the corresponding languages to expand reach into under-represented communities in the company's service territory. SDG&E works with CBOs who support and communicate with communities that have large populations of farmworkers (*e.g.*, Fallbrook, Bonsall and Ramona). SDG&E actively seeks to identify and build relationships with CBOs on an ongoing basis and will continue these efforts in communities with a large concentration of farmworkers. For example, in February of this year, SDG&E conducted two community presentations in a farming community in Borrego Springs, where one of the presentations was given in Spanish. This was an opportunity for SDG&E to build relationships with community members, while explaining available programs such as California Alternate Rates for Energy (CARE) and Medical Baseline, while providing customers with wildfire safety and preparedness resources.

Following PSPS and/or wildfire events key stakeholders, CBOs, customers and affected communities are engaged, as part of quality assurance research about in-language communications to help inform and shape the following year's communications strategy. SDG&E will conduct separate surveys for its PSPS and Wildfire Safety public education campaigns to assess the operational effectiveness of the communication channels and messaging used prior to and during events, to help ensure gaps are identified and mitigated in a meaningful way.

Respectfully submitted,



John D. Jenkins
Vice President – Electric System Operations
San Diego Gas & Electric Company

cc:

Service Lists for R.18-12-005 and I.19-11-013
Commissioner Liane Randolph, CPUC
Commissioner Martha Guzman Aceves, CPUC
Commissioner Clifford Rechtschaffen, CPUC
Commissioner Genevieve Shiroma, CPUC
Mark Ghilarducci, Director, Cal OES
Chief Thom Porter, Director, CAL FIRE
Arocles Aguilar, General Counsel, CPUC
Leslie Palmer, Director, Safety & Enforcement Division, CPUC
Rachel Peterson, Deputy Executive Director for Safety Enforcement and Policy, CPUC
Edward Randolph, Deputy Executive Director for Energy and Climate Policy, CPUC
Caroline Thomas Jacobs, Director, Wildfire Safety Division, CPUC
Dan Skopec, Vice President – Regulatory Affairs, SDG&E
Billy Blattner, Manager – Regulatory Relations, SDG&E

ATTACHMENT A

		Supplies Offered									
	<i>CRC hours of operation are 8am - 10pm*</i>	<u>Bottled Water</u>	<u>Snacks</u>	<u>Restrooms</u>	<u>Outage Updates</u>	<u>Medical Device Charging</u>	<u>Cell Phone Charging</u>	<u>Chairs</u>	<u>Wi-Fi</u>	<u>Ice</u>	<u>Water Buffalo</u>
Community Resource Center	Dulzura	X	X	X	X	X	X	X	X	X	X
	Descanso	X	X	X	X	X	X	X	X	X	X
	Jacumba	X	X	X	X	X	X	X	X	X	X
	Julian	X	X	X	X	X	X	X	X	X	n/a
	Lake Morena	X	X	X	X	X	X	X	X	X	X
	Pine Valley	X	X	X	X	X	X	X	X	X	X
	Potrero	X	X	X	X	X	X	X	X	X	X
	Warner Springs	X	X	X	X	X	X	X	X	X	X
	Valley Center	X	X	X	X	X	X	X	X	X	n/a
	Ramona	X	X	X	X	X	X	X	X	X	n/a

**Government owned facilities may elect to adjust hours of operation if the facility requires such.*

n/a = not applicable for this location. Some CRCs have sufficient water supply and do not require water buffalo service.