

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

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

Rulemaking 18-12-005

**SOUTHERN CALIFORNIA EDISON COMPANY'S (U 338-E)**  
**2024 PSPS POST-SEASON REPORT**

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Dated: **May 1, 2025**

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**2024 PSPS POST-SEASON REPORT**

Pursuant to the California Public Utilities Commission’s Decisions (D.) 21-06-014, Ordering Paragraph 66, and D.21-06-034, Appendix A, Southern California Edison Company (SCE) files its 2024 PSPS Post-Season Report (Attachment 1 hereto). SCE also provides the following link to access and download the 2024 PSPS Post-Season Report and Appendices A and B thereto: <https://on.sce.com/PSPSPostSeasonReporting>.

Appendix B thereto will be filed via mixed media with the Commission’s Docket Office.

Respectfully submitted,

JENNIFER SHIGEKAWA  
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*/s/ William Yu*

By: William Yu

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Dated: **May 1, 2025**

**Attachment 1**  
**SCE's 2024 PSPS Post-Season Report**

## Instructions

1. Requirements in italics apply to PG&E, SCE and SDG&E only.
2. Respond to all applicable questions in the template in a single document.
3. Response to each question should be no longer than two pages.
4. Follow the section heading and subheading organization used in the template in your response.
5. Submit your response in a Word and a PDF format. Both files should follow the file name convention and syntax below:

a. syntax: *<Utility Abbreviation>\_ POSTSR1\_<Submission Date>*

b. examples:

PGE\_POSTSR1\_3-1-2023

PacifiCorp\_POSTSR1\_3-1-2023

PGE\_POSTSR1\_CONF\_3-1-2023

PacifiCorp\_POSTSR1\_CONF\_3-1-2023

6. Responses must be filed to the service list of R.18-12-005 no later than March 1 of the current filing year.
7. File POSTSR 2, 3, and 4 as separate attachments. POSTSR 2, 3, and 4 must be filed even if there were no de-energizations or the IOU did not receive any complaints (mark N/A or none).

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## Section I. Background: Overarching Regulation

1. Each electric investor-owned utility must file a comprehensive [prior year] Post-Season Report, no later than March 1 of each year<sup>1</sup>, in R.18-12-005 or its successor proceeding. The report must follow a template provided by SED no later than 60 days after SED posts a [prior year] Post-Season Report template on the Commission's website. Parties may file comments on these reports within 20 days after they are filed, and reply comments within 10 days after the final date to file comments.

[Authority: Decision (D.) 21-06-034; Guidelines at p. A15, Section K-3]

2. The [prior year] Post-Season Report must include, but will not be limited to:
  - f. Annual report, as applicable, required by Ordering Paragraph 66 of D.21-06-014.

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<sup>1</sup> Please note on January 31, 2025, Rachel Peterson, Executive Director of the Commission, granted SCE an extension to file and serve its 2024 Post Season Report until May 1, 2025.

[Authority: D.21-06-034; Guidelines at p. A15, Section K-3.f]

3. To the extent a required item of information is also required to be included in the electric investor-owned utility's Wildfire Mitigation Plan, the [prior year] Post-Season Report may refer to the electric investor-owned utility's Wildfire Mitigation Plan rather than repeat the same information; such reference must specify, at minimum, the page and line number(s) for where the required information is contained within the electric investor-owned utility's Wildfire Mitigation Plan. In cases where this reference is to data, a summary table of the data shall be provided in the report.

[Authority: D.21-06-034; Guidelines at p. A17, Section K-3]

## Section II: Amendments to Post-Event Reports

### A. Regulatory Requirements

1. *Pacific Gas and Electric Company, Southern California Edison Company, and San Diego Gas & Electric Company must provide aggregate data, as identified above [D.21-06-014, Ordering Paragraph (OP) 65], in an annual report, including aggregate data that may not have been available at the time the utility filed the 10-day post-event report and must contact the Commission's Safety and Enforcement Division if the utility requires additional guidance to ensure adequate reporting on the requirement to provide information on affected customers in the 10-day post-event reports.*

[Authority: D.21-06-014; OPs 65 and 66]

2. *Pacific Gas and Electric Company (PG&E), Southern California Edison Company (SCE), and San Diego Gas & Electric Company (SDG&E) must address, among other things, each element of Resolution ESRB-8 reporting requirements, as clarified herein, in the 10-day post-event reports, including the below [OP 65] and, if no information is available, PG&E, SCE, and SDG&E must respond to these Resolution ESRB-8 reporting requirements by indicating the reason this information is not available.*

[Authority: D.21-06-014; OPs 65 and 66]

### B. Direction

1. *Provide any information missing [including, but not limited to the specific topics listed below] from any Post-Event Report for Public Safety Power Shutoffs (PSPS) filed in the previous year by:*
  - a. *Identify the date and name of the PSPS.*
  - b. *Identify the Section of the Post-Event Report template for which the missing information will be added.*
  - c. *Provide the missing information under that heading.*

[Authority: D.21-06-014; OPs 65 and 66]

**Response:** Subsequent to the filing of SCE’s post-event reports for the 2024 PSPS events, SCE conducted additional routine validation and review of PSPS metrics included in its 2024 event reports. Through this review, SCE identified the followings updates to 2024 PSPS event data. The data marked in red in the tables below represents updated information.

### PSPS Event Summary Updates

**Table 1: August 8, 2024 Post-event report**

PSPS Event Summary										
Total Customers			De-energized				Number of Circuits			Damage Count
PSPS Notified	De-energized	Cancelled	MBL Customers	Number of Counties	Number of Tribes	Critical Facilities and Infrastructure	Transmission De-energized	Distribution Circuits in Scope	Distribution De-energized	
2977	21	2957	0 1	3	0	9	0	12	2	0

**Table 1: September 7, 2024 Post-event report**

PSPS Event Summary										
Total Customers			De-energized				Number of Circuits			Damage Count
PSPS Notified	De-energized	Cancelled	MBL Customers	Number of Counties	Number of Tribes	Critical Facilities and Infrastructure	Transmission De-energized	Distribution Circuits in Scope	Distribution De-energized	
29234	488 489	29224	9	3	0	28	0	60	6	0

Table 1: October 1, 2024 Post-event report

PSPS Event Summary										
Total Customers			De-energized				Number of Circuits			Damage Count
PSPS Notified	De-energized	Cancelled	MBL Customers	Number of Counties	Number of Tribes	Critical Facilities and Infrastructure	Transmission De-energized	Distribution Circuits in Scope	Distribution De-energized	
7499 7501	1	7499 7501	0	1	0	0	0	12	1	0

Table 1: November 4, 2024 Post-event report

PSPS Event Summary										
Total Customers			De-energized				Number of Circuits			Damage Count
PSPS Notified	De-energized	Cancelled	MBL Customers	Number of Counties	Number of Tribes	Critical Facilities and Infrastructure	Transmission De-energized	Distribution Circuits in Scope	Distribution De-energized	
35081 2	71044	28009 1	2223	<del>11</del> 8	2	1776	0	341	106	11

Table 1: December 9, 2024 Post-event report

PSPS Event Summary										
Total Customers			De-energized				Number of Circuits			Damage Count
PSPS Notified	De-energized	Cancelled	MBL Customers	Number of Counties	Number of Tribes	Critical Facilities and Infrastructure	Transmission De-energized	Distribution Circuits in Scope	Distribution De-energized	
27528 9	<del>51103</del> 51102	22440 0	1641	7	1	1313	0	274	<del>83</del> 82	0

Circuits De-Energized

Table 5: August 8, 2024 Post-event report

Circuits De-Energized									
County	Circuit Name	De-energization Date	De-energization Time (2400)	All Clear Declaration Date	All Clear Declaration Time (2400)	Restoration Date	Restoration Time (2400)	GO 95, Tier HFTD Tier(s) 1,2,3	Distribution / Transmission Classification
KERN / LOS ANGELES	TEJON	08/08/2024	14:35	08/09/2024	11:30	08/09/2024	13:07	Non HFR A, T2	Distribution
SAN BERNARDINO	PENSTOCK	08/17/2024	<del>13:14</del> 13:01	08/17/2024	17:22	08/18/2024	12:21	Non HFR A, T3, T2	Distribution

Circuits De-Energized (cont.)								
County	Circuit Name	Residential Customers De-energized	Commercial / Industrial customers De-energized	Medical Baseline customers De-energized	AFN other than MBL customers De-energized	Total customers De-energized	GO 95, Tier HFTD Tier(s) 1,2,3	Other Customers
KERN / LOS ANGELES	TEJON	7	13	0 1	0 1	20	Non HFRA, T2	0
SAN BERNARDINO	PENSTOCK	0	3	0	0	1	Non HFRA, T3, T2	0

Table 5: September 7, 2024 Post-event report

Circuits De-Energized								
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County	Circuit Name	De-energization Date	De-energization Time (2400)	All Clear Declaration Date	All Clear Declaration Time (2400)	Restoration Date	Restoration Time (2400)	GO 95, Tier HFTD Tier(s) 1,2,3	Distribution / Transmission Classification
SAN BERNARDINO	DOBLE	9/10/2024	19:23	09/11/24	6:57	9/11/2024	<del>11:51</del> 11:52	Non HFRA, T2	D
LOS ANGELES	HUCKLEBERRY	9/10/2024	17:07	09/10/24	19:43	9/11/2024	9:25	T3	D
SANTA BARBARA	MIST	9/7/2024	22:14	09/08/24	8:03	9/8/2024	15:12	Non HFRA, T3, T2	D
LOS ANGELES	NICHOLAS	9/9/2024	20:34	09/10/24	5:11	9/10/2024	7:30	T2, T3	D
LOS ANGELES	PLATEAU	9/9/2024	20:35	09/10/24	5:11	9/10/2024	6:33	T3	D
SAN BERNARDINO	SCOUT	9/10/2024	19:23	09/11/24	6:57	9/11/2024	<del>11:51</del> 11:52	T2	D

Circuits De-Energized (cont.)								
County	Circuit Name	Residential Customers De-energized	Commercial / Industrial customers De-energized	Medical Baseline customers De-energized	AFN other than MBL customers De-energized	Total customers De-energized	GO 95, Tier HFTD Tier(s) 1,2,3	Other Customers
SAN BERNARDINO	DOBLE	1	1	0	0	2	T2	0
LOS ANGELES	HUCKLEBERRY	0	5	0	0	5	Non HFRA, T2	0
SANTA BARBARA	MIST	<del>152</del> 153	42	0	11	<del>194</del> 195	T3	0
LOS ANGELES	NICHOLAS	188	9	5	10	197	Non HFRA, T3, T2	0
LOS ANGELES	PLATEAU	85	2	4	8	87	T2, T3	0
SAN BERNARDINO	SCOUT	3	0	0	0	3	T3	0

Table 5: October 27, 2024 Post-event report

Circuits De-Energized									
County	Circuit Name	De-energization Date	De-energization Time (2400)	All Clear Declaration Date	All Clear Declaration Time (2400)	Restoration Date	Restoration Time (2400)	GO 95, Tier HFTD Tier(s) 1,2,3	Distribution / Transmission Classification
INYO	BIRCHIM	10/27/2024	19:37	10/28/2024	19:39	10/29/2024	10:00	Non HFRA, T2	Distribution
SAN BERNARDINO	DOBLE	10/28/2024	15:29	10/28/2024	18:33	10/29/2024	<del>8:26</del> 8:27	Non HFRA, T2	Distribution
SAN BERNARDINO	scout	10/28/2024	15:29	10/28/2024	18:33	10/29/2024	<del>8:26</del> 8:27	T2	Distribution

Table 5: November 4, 2024 Post-event report

Circuits De-Energized									
County	Circuit Name	De-energization Date	De-energization Time (2400)	All Clear Declaration Date	All Clear Declaration Time (2400)	Restoration Date	Restoration Time (2400)	GO 95, Tier HFTD Tier(s) 1,2,3	Distribution / Transmission Classification
SAN BERNARDINO	ACOSTA	11/6/2024	15:31	11/7/2024	19:00	11/8/2024	8:21	Non HFRA, T3, T2	Distribution
SAN BERNARDINO	AMETHYST	11/6/2024	8:48	11/7/2024	13:10	11/7/2024	14:34	Non HFRA, T3, T2	Distribution
VENTURA	ANGUS	11/6/2024	12:54	11/7/2024	17:04	11/8/2024	12:26	Non HFRA, T3, T2	Distribution
VENTURA	ANTON	11/6/2024	5:02	11/7/2024	16:22	11/8/2024	15:34	T3	Distribution
ORANGE	ARABIA	11/6/2024	9:20	11/7/2024	16:16	11/7/2024	18:20	Non HFRA, T2	Distribution
ORANGE	ATENTO	11/7/2024	0:52	11/7/2024	13:50	11/7/2024	17:15	T3	Distribution
SAN BERNARDINO	AVANTI	11/6/2024	12:04	11/7/2024	17:03	11/7/2024	20:08	Non HFRA, T3, T2	Distribution

SAN BERNARDINO	BADGER	11/6/2024	5:31	11/7/2024	17:34	11/8/2024	11:21	Non HFRA, T2	Distribution
VENTURA	BALCOM	11/6/2024	6:17	11/7/2024	17:34	11/8/2024	21:00	Non HFRA, T3, T2	Distribution
VENTURA	BELPAC	11/6/2024	11:33	11/7/2024	15:23	11/7/2024	16:16	T3	Distribution
RIVERSIDE	BLACKHILLS	11/6/2024	6:16	11/7/2024	20:07	11/7/2024	21:00	Non HFRA, T2	Distribution
SAN BERNARDINO	BLUE CUT	11/6/2024	19:47	11/7/2024	13:50	11/7/2024	15:45	T3, T2	Distribution
KERN	BONANZA	11/6/2024	13:06	11/6/2024	20:57	11/6/2024	22:29	T3	Distribution
LOS ANGELES	BOOTLEGGER	11/6/2024	9:50	11/7/2024	18:17	11/8/2024	10:17	T3	Distribution
VENTURA	BORCHARD	11/6/2024	11:56	11/7/2024	9:43	11/7/2024	11:58	T3	Distribution
LOS ANGELES	BRAKEMAN	11/6/2024	12:53	11/7/2024	13:09	11/7/2024	13:58	Non HFRA, T3, T2	Distribution
VENTURA	BRENNAN	11/6/2024	12:07	11/7/2024	11:02	11/7/2024	13:30	T3	Distribution
LOS ANGELES	BROADCAST	11/6/2024	5:31	11/7/2024	19:10	11/8/2024	10:36	T3	Distribution
VENTURA	BUCKHORN	11/6/2024	12:32	11/7/2024	13:55	11/8/2024	10:06	Non HFRA, T3, T2	Distribution
VENTURA	BUCKNER	11/6/2024	9:46	11/7/2024	9:25	11/7/2024	<del>11:04</del> 11:08	T3	Distribution
RIVERSIDE	CABANA	11/6/2024	6:37	11/7/2024	13:55	11/7/2024	15:04	Non HFRA, T2	Distribution
SANTA BARBARA	CACHUMA	11/5/2024	19:37	11/6/2024	4:12	11/6/2024	14:01	Non HFRA, T3	Distribution
LOS ANGELES	CALGROVE	11/6/2024	4:31	11/7/2024	18:03	11/8/2024	11:01	T3	Distribution
SAN BERNARDINO	CALSTATE	11/6/2024	2:54	11/7/2024	17:34	11/8/2024	15:23	T3, T2	Distribution
SAN BERNARDINO	CARMELITA	11/6/2024	5:59	11/7/2024	17:03	11/8/2024	11:17	Non HFRA, T3, T2	Distribution
VENTURA	CASTRO	11/6/2024	7:09	11/7/2024	13:55	11/8/2024	7:52	Non HFRA, T3	Distribution
SAN BERNARDINO	CRAM	11/6/2024	12:11	11/7/2024	17:04	11/7/2024	20:51	Non HFRA, T3, T2	Distribution
LOS ANGELES	CRUMNER	11/6/2024	7:50	11/7/2024	16:22	11/7/2024	17:32	T3	Distribution

LOS ANGELES	CUTHBERT	11/6/2024	9:14	11/7/2024	15:47	11/7/2024	21:32	T3	Distribution
SAN BERNARDINO	DALBA	11/6/2024	17:45	11/7/2024	14:00	11/7/2024	17:24	T3	Distribution
LOS ANGELES	DAVENPORT	11/6/2024	20:20	11/7/2024	9:25	11/7/2024	12:35	T3	Distribution
VENTURA	DONLON	11/6/2024	9:24	11/7/2024	13:55	11/8/2024	21:00	Non HFRA, T3, T2	Distribution
RIVERSIDE	DUKE	11/6/2024	11:30	11/7/2024	9:25	11/7/2024	11:02	Non HFRA, T3, T2	Distribution
SAN BERNARDINO	ECHO	11/6/2024	5:50	11/7/2024	11:06	11/7/2024	12:32	Non HFRA, T3, T2	Distribution
VENTURA	ENCHANTED	11/6/2024	5:55	11/7/2024	9:25	11/7/2024	12:43	T3	Distribution
VENTURA/LOS ANGELES	ENERGY	11/4/2024	9:05	11/7/2024	18:06	11/8/2024	11:05	T3	Distribution
VENTURA	EVITA	11/6/2024	9:24	11/7/2024	13:07	11/7/2024	14:25	T3, T2	Distribution
RIVERSIDE	FINGAL	11/6/2024	10:46	11/7/2024	15:37	11/7/2024	18:56	T3	Distribution
SAN BERNARDINO	FIREBIRD	11/6/2024	5:47	11/7/2024	16:14	11/7/2024	17:46	Non HFRA, T3, T2	Distribution
VENTURA/LOS ANGELES	GALAHAD	11/6/2024	8:04	11/7/2024	15:32	11/8/2024	12:56	T3, T2	Distribution
RIVERSIDE	GALENA	11/6/2024	7:22	11/7/2024	18:59	11/7/2024	22:57	Non HFRA, T2	Distribution
RIVERSIDE	GILMAN	11/6/2024	11:41	11/7/2024	13:55	11/7/2024	14:46	T3, T2	Distribution
RIVERSIDE	GRUWELL	11/6/2024	15:02	11/7/2024	9:25	11/7/2024	10:36	Non HFRA, T2	Distribution
VENTURA/LOS ANGELES	GUJAR	11/6/2024	9:00	11/7/2024	13:50	11/8/2024	11:12	T3	Distribution
RIVERSIDE/SAN BERNARDINO	HIGHBALL	11/6/2024	7:39	11/7/2024	15:16	11/7/2024	16:30	Non HFRA, T2	Distribution
LOS ANGELES	HILLFIELD	11/6/2024	4:18	11/7/2024	20:13	11/8/2024	8:29	T3	Distribution
LOS ANGELES	HORNTOAD	11/6/2024	8:43	11/7/2024	22:06	11/8/2024	10:44	T3, T2	Distribution
KERN/TULARE	INTAKE	11/6/2024	13:06	11/6/2024	20:57	11/6/2024	23:43	T3, T2	Distribution
ORANGE	IRAN	11/6/2024	9:26	11/7/2024	16:16	11/7/2024	19:18	Non HFRA, T2	Distribution

TULARE	JOHNSONDALE	11/6/2024	13:06	11/6/2024	20:57	11/6/2024	23:43	T2	Distribution
LOS ANGELES	KINSEY	11/6/2024	13:58	11/7/2024	13:07	11/7/2024	15:56	Non HFRA, T2	Distribution
RIVERSIDE	LA SIERRA	11/6/2024	11:32	11/7/2024	18:00	11/7/2024	20:42	Non HFRA, T2	Distribution
RIVERSIDE/SAN BERNARDINO	LARCH	11/6/2024	11:40	11/7/2024	18:00	11/7/2024	20:35	Non HFRA, T2	Distribution
RIVERSIDE	LAUDA	11/6/2024	11:07	11/7/2024	13:52	11/7/2024	15:08	Non HFRA, T3, T2	Distribution
RIVERSIDE/ORANGE	LIMITED	11/6/2024	7:21	11/7/2024	15:55	11/7/2024	16:52	Non HFRA, T3, T2	Distribution
RIVERSIDE	LIMONITE	11/6/2024	5:02	11/7/2024	18:00	11/7/2024	22:24	Non HFRA, T2	Distribution
LOS ANGELES	LOUCKS	11/6/2024	20:20	11/7/2024	13:07	11/7/2024	14:47	T3	Distribution
VENTURA/LOS ANGELES	MAGUIRE	11/6/2024	5:34	11/7/2024	20:03	11/8/2024	12:07	T3	Distribution
LOS ANGELES	MAMBA	11/6/2024	9:38	11/7/2024	13:56	11/8/2024	10:11	T3	Distribution
LOS ANGELES	MERLIN	11/6/2024	6:35	11/7/2024	15:33	11/8/2024	9:13	T3	Distribution
LOS ANGELES	MILO	11/6/2024	7:51	11/7/2024	9:51	11/7/2024	12:47	T3, T2	Distribution
VENTURA	MORELAND	11/6/2024	6:32	11/7/2024	11:06	11/7/2024	12:28	T3	Distribution
VENTURA	MORGANSTEIN	11/6/2024	12:07	11/7/2024	9:21	11/7/2024	12:09	T3	Distribution
LOS ANGELES	MULHOLLAND	11/6/2024	8:50	11/7/2024	20:39	11/8/2024	9:54	T3	Distribution
ORANGE	NEPAL	11/6/2024	9:20	11/7/2024	16:16	11/7/2024	17:15	Non HFRA, T3, T2	Distribution
LOS ANGELES	NICHOLAS	11/6/2024	6:18	11/7/2024	22:14	11/8/2024	11:34	T3, T2	Distribution
SAN BERNARDINO	NORTH PARK	11/6/2024	5:18	11/7/2024	18:23	11/8/2024	3:01	Non HFRA, T3, T2	Distribution
SANTA BARBARA	PAINTED CAVE	11/5/2024	19:37	11/6/2024	4:12	11/6/2024	13:08	T3	Distribution
VENTURA	PATRIOT	11/6/2024	8:31	11/7/2024	13:50	11/7/2024	14:25	T3	Distribution
VENTURA	PETIT	11/6/2024	9:51	11/7/2024	17:33	11/8/2024	21:00	Non HFRA, T3, T2	Distribution

LOS ANGELES	PICK	11/6/2024	20:20	11/7/2024	11:06	11/7/2024	15:49	T3	Distribution
RIVERSIDE	PICONI	11/6/2024	14:33	11/7/2024	13:09	11/7/2024	14:05	Non HFRA, T3	Distribution
LOS ANGELES	PLATEAU	11/6/2024	6:51	11/7/2024	22:15	11/8/2024	11:06	T3	Distribution
RIVERSIDE	PURCHASE	11/6/2024	9:06	11/7/2024	15:36	11/7/2024	16:21	T3	Distribution
VENTURA	RAINBOW	11/6/2024	7:43	11/7/2024	19:05	11/8/2024	21:00	Non HFRA, T3, T2	Distribution
LOS ANGELES	RED BOX	11/6/2024	5:31	11/7/2024	19:10	11/8/2024	11:47	T3	Distribution
VENTURA	REJADA	11/6/2024	6:18	11/7/2024	15:05	11/7/2024	15:11	T3	Distribution
RIVERSIDE	RESORT	11/6/2024	11:52	11/7/2024	8:01	11/7/2024	9:47	Non HFRA, T3, T2	Distribution
RIVERSIDE	ROMERO	11/6/2024	14:31	11/7/2024	13:09	11/7/2024	13:47	Non HFRA, T3	Distribution
RIVERSIDE	ROS	11/6/2024	11:37	11/7/2024	14:00	11/7/2024	15:28	T2	Distribution
RIVERSIDE	ROTEC	11/6/2024	11:37	11/7/2024	13:10	11/7/2024	14:31	Non HFRA, T2	Distribution
SAN BERNARDINO	ROWCO	11/6/2024	17:45	11/7/2024	14:00	11/7/2024	17:24	T3	Distribution
ORANGE	RUSTIC	11/6/2024	7:29	11/7/2024	16:17	11/7/2024	18:33	T3	Distribution
LOS ANGELES	SAND CANYON	11/6/2024	9:50	11/7/2024	22:06	11/8/2024	11:45	T3	Distribution
LOS ANGELES	SERRA	11/6/2024	9:15	11/7/2024	20:03	11/8/2024	11:17	T3	Distribution
LOS ANGELES	SHOVEL	11/6/2024	20:19	11/7/2024	13:55	11/7/2024	16:46	T3	Distribution
SAN BERNARDINO	SILVA	11/6/2024	6:15	11/6/2024	16:24	11/6/2024	16:59	Non HFRA, T2	Distribution
SANTA BARBARA	STANWOOD	11/5/2024	22:59	11/6/2024	4:12	11/6/2024	6:42	Non HFRA, T3, T2	Distribution
ORANGE	STAR ROCK	11/6/2024	9:32	11/7/2024	13:55	11/7/2024	15:17	T3, T2	Distribution
RIVERSIDE	STEEL	11/6/2024	9:47	11/7/2024	16:21	11/7/2024	17:02	Non HFRA, T3, T2	Distribution
RIVERSIDE	STORES	11/6/2024	9:06	11/7/2024	15:36	11/7/2024	16:38	Non HFRA, T3, T2	Distribution

VENTURA	STRATHERN	11/6/2024	7:55	11/7/2024	14:00	11/7/2024	16:21	T3	Distribution
RIVERSIDE	STUBBY	11/6/2024	8:37	11/7/2024	15:37	11/7/2024	16:14	Non HFRA, T3, T2	Distribution
SAN BERNARDINO	SUTT	11/6/2024	5:54	11/7/2024	19:01	11/8/2024	12:24	Non HFRA, T3, T2	Distribution
RIVERSIDE	TAHQUITZ	11/6/2024	21:12	11/7/2024	19:07	11/8/2024	8:30	T3	Distribution
ORANGE	TAIWAN	11/6/2024	6:54	11/7/2024	16:16	11/7/2024	18:46	Non HFRA, T3, T2	Distribution
VENTURA	TIMBER CANYON	11/6/2024	8:55	11/7/2024	17:34	11/8/2024	21:00	Non HFRA, T3, T2	Distribution
LOS ANGELES	TUBA	11/5/2024	17:11	11/7/2024	14:00	11/8/2024	8:18	T3	Distribution
SAN BERNARDINO	URBITA	11/6/2024	11:12	11/7/2024	17:03	11/7/2024	21:01	Non HFRA, T3, T2	Distribution
SAN BERNARDINO	VENGEANCE	11/6/2024	9:13	11/7/2024	18:00	11/7/2024	19:05	Non HFRA, T2	Distribution
RIVERSIDE	WAITE	11/6/2024	14:59	11/7/2024	9:25	11/7/2024	10:55	Non HFRA, T2	Distribution
RIVERSIDE/SAN BERNARDINO	WARHAWK	11/6/2024	9:40	11/7/2024	15:16	11/7/2024	16:32	Non HFRA, T2	Distribution
VENTURA	WHITECLIFF	11/6/2024	7:08	11/7/2024	15:23	11/7/2024	16:49	T3	Distribution
RIVERSIDE	WINNEBAGO	11/6/2024	5:22	11/7/2024	18:00	11/7/2024	19:52	Non HFRA, T2	Distribution
RIVERSIDE	WOBEGONE	11/6/2024	11:33	11/7/2024	13:08	11/7/2024	13:52	Non HFRA, T2	Distribution
VENTURA	ZONE	11/6/2024	9:29	11/7/2024	9:21	11/8/2024	16:06	Non HFRA, T3	Distribution

Table 5: November 18, 2024 Post-event report

Circuits De-Energized									
County	Circuit Name	De-energization Date	De-energization Time (2400)	All Clear Declaration Date	All Clear Declaration Time (2400)	Restoration Date	Restoration Time (2400)	GO 95, Tier HFT D Tier (s) 1,2,3	Distribution / Transmission Classification

INYO/MONO	BIRCHIM	11/22/2024	16:37	11/23/2024	1:21	11/23/2024	9:48 12:05	Non HFR A, T2	Distribution
MONO	MCGEE	11/22/2024	10:16	11/22/2024	23:34	11/23/2024	11:30	Non HFR A, T2	Distribution
MONO	TUFA	11/20/2024	8:28	11/20/2024	21:15	11/21/2024	9:15	T2	Distribution

Table 5: December 9, 2024 Post-event report

Circuits De-Energized (cont.)								
County	Circuit Name	Residential Customers De-energized	Commercial / Industrial customers De-energized	Medical Baseline customers De-energized	AFN other than MBL customers De-energized	Total customers De-energized	GO 95, Tier HFTD Tier(s) 1,2,3	Other Customers
SAN BERNARDINO	ACOSTA	3	4	0	0	7	Non HFRA, T3, T2	
SAN BERNARDINO	ALLVIEW	302	1	5	60	303	T3	
VENTURA	ANGUS	57	0	1	0	57	Non HFRA, T3, T2	
VENTURA	ANTON	66	8	2	9	74	T3	
ORANGE	ATENTO	20	5	0	1	25	T3	
VENTURA	BALCOM	4	0	0	0	4	Non HFRA, T3, T2	
SAN BERNARDINO/VENTURA	BELPAC	3139	63	137	378	3202	T3	
LOS ANGELES/VENTURA	BIG ROCK	456	11	21	101	467	T3	
RIVERSIDE	BLACKHILLS	557	3	20	283	560	Non HFRA, T2	
SAN BERNARDINO	BLUE CUT	18	6	0	3	24	T3, T2	
LOS ANGELES	BOOTLEGER	63	8	2	16	71	T3	



Circuits De-Energized (cont.)								
VENTURA	BRENNAN	445	22	22	48	467	T3	
LOS ANGELES	BROADCAST	5	12	1	0	17	T3	
RIVERSIDE/SAN BERNARDINO	CABANA	1	2	0	0	3	Non HFRA, T2	
RIVERSIDE	CALAMAR	169	5	6	13	174	T3	
LOS ANGELES	CALGROVE	1	3	0	0	4	T3	
SAN BERNARDINO	CALSTATE	6	4	0	4	10	T3, T2	
RIVERSIDE	CARANCHO	514	2	22	53	516	T3	
VENTURA	CASTRO	18	1	0	0	19	Non HFRA, T3	
SAN BERNARDINO	CHEVELLE	2033	29	82	466	2062	Non HFRA, T3, T2	
KERN	CONDOR	1465	35	61	197	1500	T3, T2	
LOS ANGELES	CUTHBERT	2387	19	40	156	2406	T3	
SAN BERNARDINO	DALBA	590	5	12	115	595	T3	
LOS ANGELES	DAVENPORT	1310	15	62	245	1325	T3	
RIVERSIDE	DEACON	1245	60	18	791	1305	Non HFRA, T2	
RIVERSIDE	DELUZ	233	15	10	32	248	T3	
RIVERSIDE	DUKE	16	3	0	4	19	Non HFRA, T3, T2	
RIVERSIDE	DYSART	72	1	7	23	73	Non HFRA, T3, T2	
LOS ANGELES/VENTURA	ENERGY	1740	42	72	301	1782	T3	
RIVERSIDE	FINGAL	232	7	11	63	239	T3	
SAN BERNARDINO	FIREBIRD	2691	78	102	801	2769	Non HFRA, T3, T2	
LOS ANGELES/VENTURA	GALAHAD	2144	77	28	133	2221	T3, T2	
RIVERSIDE	GALENA	1659	25	66	694	1684	Non HFRA, T2	

Circuits De-Energized (cont.)								
RIVERSIDE	GINGER	916	33	53	337	949	Non HFRA, T3, T2	
KERN	GNATCAT CHER	1457	45	83	192	1502	T3	
LOS ANGELES/VENTUR A	GUJAR	125	89	0	5	214	T3	
RIVERSIDE	HELICOPT ER	1773	23	47	977	1796	Non HFRA, T2	
RIVERSIDE/SAN BERNARDINO	HIGHBAL L	1631	42	34	1097	1673	Non HFRA, T2	
LOS ANGELES	HILLFIELD	1597	16	39	643	1613	T3	
VENTURA	HOOLIGA N	2468	47	97	214	2515	T3	
LOS ANGELES	HORNT AD	48	8	1	7	56	T3, T2	
RIVERSIDE/SAN BERNARDINO	LARCH	6	7	0	0	13	Non HFRA, T2	
RIVERSIDE	LAUDA	0	1	0	0	1	Non HFRA, T3, T2	
RIVERSIDE	LIMITED	104	13	2	24	117	Non HFRA, T3, T2	
RIVERSIDE, SAN BERNARDINO	LIMONIT E	2	0	0	0	2	Non HFRA, T2	
LOS ANGELES	LOUCKS	57	0	3	13	57	T3	
RIVERSIDE, SAN DIEGO	LUISENO	6	15	0	0	21	Non HFRA, T3	
SAN BERNARDINO	LURING	367	1	8	84	368	T3	
LOS ANGELES/VENTUR A	MAGUIRE	662	24	18	94	686	T3	
LOS ANGELES	MAMBA	54	11	2	10	65	T3	
LOS ANGELES	MERLIN	987	13	13	41	1000	T3	
KERN	METTLER	8	0	0	0	8	T3, T2	
VENTURA	MORELA ND	1917	20	73	313	1937	T3	
VENTURA	MORGAN STEIN	1719	60	93	161	1779	T3	
LOS ANGELES	MULHOL LAND	208	3	5	13	211	T3	

Circuits De-Energized (cont.)								
LOS ANGELES	NICHOLAS	76	2	4	1	78	T3, T2	
SAN BERNARDINO	NORTH PARK	559	23	35	134	582	Non HFRA, T3, T2	
ORANGE/RIVERSIDE/SAN BERNARDINO	ONBOARD	143	35	2	4	178	Non HFRA, T3, T2	
VENTURA	PATRIOT	577	9	20	77	586	T3	
SAN BERNARDINO	PENSTOCK	0	1	0	0	1	Non HFRA, T3, T2	
RIVERSIDE	PICONI	237	12	14	24	249	Non HFRA, T3	
LOS ANGELES	PLATEAU	181	4	6	18	185	T3	
RIVERSIDE	PURCHASE	72	25	1	30	97	T3	
VENTURA	RAINBOW	16	1	0	0	17	Non HFRA, T3, T2	
LOS ANGELES	RED BOX	18	9	0	2	27	T3	
VENTURA	REJADA	16	3	0	0	19	T3	
RIVERSIDE	RESORT	0	<del>1</del> 0	0	0	<del>1</del> 0	<del>T03</del>	
VENTURA	RICARDO	3	2	0	0	5	Non HFRA, T3, T2	
SAN BERNARDINO	ROWCO	1265	9	22	251	1274	T3	
ORANGE/RIVERSIDE	RUSTIC	3036	60	84	467	3096	T3	
LOS ANGELES	SAND CANYON	115	22	5	24	137	T3	
LOS ANGELES	SHOVEL	191	5	11	50	196	T3	
RIVERSIDE	STEEL	17	6	0	3	23	Non HFRA, T3, T2	
RIVERSIDE	STORES	612	105	3	78	717	Non HFRA, T3, T2	
RIVERSIDE	STUBBY	2	2	0	0	4	Non HFRA, T3, T2	
SAN BERNARDINO	TAGGERT	12	0	0	1	12	T3	
RIVERSIDE	TAHQUITZ	134	6	4	23	140	T3	
ORANGE	TAIWAN	35	28	0	0	63	Non HFRA, T3, T2	

Circuits De-Energized (cont.)								
SAN BERNARDINO	VENGEANCE	1255	35	13	376	1290	Non HFRA, T2	
LOS ANGELES	VERDUGO	62	16	5	9	78	Non HFRA, T3, T2	
RIVERSIDE	WINNEBAGO	522	17	6	301	539	Non HFRA, T2	
RIVERSIDE	WOBEGONE	629	8	24	290	637	Non HFRA, T2	
VENTURA	ZONE	57	0	1	6	57	Non HFRA, T3	

### Damage and Hazards to Overhead Facilities

**Table 6: Nov 4, 2024 Post Event Report**

Damage and Hazards				
Circuit Name	County	Structure Identifier	Tier 2/3 or Non-HFTD	Type and Description of Damage
ARABIA	ORANGE	4248663E	Tier 2	Secondary pole down by wind
BROADCAST CRESCENTA	LOS ANGELES	4539361E	Tier 3	Damaged equipment
CALSTATE	SAN BERNARDINO	4934554E	Tier 3	Damaged/Broken OH Primary Wire
CARMELITA	SAN BERNARDINO	2348604E	Tier 2	Damaged wire
CASTRO	VENTURA	380592E	Tier 3	Damaged wire and equipment
DAVENPORT	LOS ANGELES	676350E	Tier 3	Broken wire
ENERGY	VENTURA/LOS ANGELES	4705231E	Tier 3	Damaged Broken OH Primary Connections
GUITAR	VENTURA/LOS ANGELES	4301350E	Tier 3	Broken tap and transformer
MORELAND	VENTURA	4660525E	Tier 3	Damaged/Broken OH Primary Wire
STUBBY	RIVERSIDE	4279988E	Tier 3	Broken primary tap
WARHAWK	RIVERSIDE/SAN BERNARDINO	4819401E	Tier 2	Broken wire

### Breakdown of Notification Failures

**Table 9: August 8, 2024 Post-event report**

Breakdown of Notification Failures			
Notifications sent to	Notification Failure Description	Number of Entities or Customer Counts	Explanation
Public Safety Partners excluding Critical Facilities and Infrastructure	Entities who did not receive 48-to 72-hour advance notification.	0	
	Entities who did not receive 1–4-hour imminent notification.	0	
	Entities who did not receive any notifications before de-energization.	0	
	Entities who were not notified immediately before re-energization.	0	
	Entities who did not receive cancellation notification within two hours of the decision to cancel.	0	
Critical Facilities and Infrastructure	Facilities who did not receive 48–72-hour advance notification.	<del>1</del> 0	<del>Missing authorized campaign</del>
	Facilities who did not receive 1-4 hour of imminent notifications.	<del>1</del> 0	<del>Missing authorized campaign</del>
	Facilities who did not receive any notifications before de-energization.	<del>1</del> 0	<del>Missing authorized campaign</del>
	Facilities who were not notified at de-energization initiation.	<del>1</del> 0	<del>Missing authorized campaign</del>
	Facilities who were not notified immediately before re- energization.	<del>1</del> 0	<del>Missing authorized campaign</del>
	Facilities who were not notified when re-	<del>1</del> 0	<del>Missing authorized campaign</del>

Breakdown of Notification Failures			
	energization is complete.		
	Facilities who did not receive cancellation notification within two hours of the decision to cancel.	0	
All other affected customers	Customers who did not receive 24–48-hour advance notifications.	0 1	Missing authorized campaign
	Customers who did not receive 1–4-hour imminent notifications.	0 1	Missing authorized campaign
	Customers who did not receive any notifications before de-energization.	0 1	Missing authorized campaign
	Customers who were not notified at de-energization initiation.	0 1	Missing authorized campaign
	Customers who were not notified immediately before re-energization.	0 1	Missing authorized campaign
	Customers who were not notified when re-energization is complete.	0 1	Missing authorized campaign
	Customers who did not receive cancellation notification within two hours of the decision to cancel.	0 3	2 missing authorized campaign 1 no contact information / message send error

Table 9: August 23, 2024 Post-event report

Breakdown of Notification Failures			
Notifications sent to	Notification Failure Description	Number of Entities or	Explanation

		Customer Counts	
Public Safety Partners excluding Critical Facilities and Infrastructure	Entities who did not receive 48-to 72-hour advance notification.	0	
	Entities who did not receive 1–4-hour imminent notification.	0	
	Entities who did not receive any notifications before de-energization.	0	
	Entities who were not notified immediately before re-energization.	0	
	Entities who did not receive cancellation notification within two hours of the decision to cancel.	0	
Critical Facilities and Infrastructure	Facilities who did not receive 48–72-hour advance notification.	0	
	Facilities who did not receive 1-4 hour of imminent notifications.	0	
	Facilities who did not receive any notifications before de-energization.	0	
	Facilities who were not notified at de-energization initiation.	0	
	Facilities who were not notified immediately before re- energization.	0	
	Facilities who were not notified when re-energization is complete.	0	
	Facilities who did not receive cancellation notification within two hours of the decision to cancel.	<del>0</del> 3	3 missing authorized campaign
All other affected customers	Customers who did not receive 24–48-hour advance notifications.	0	
	Customers who did not receive 1–4-hour imminent notifications.	<del>3</del> 0	Sent greater than 4 hours
	Customers who did not receive any notifications before de-energization.	0	
	Customers who were not notified at de-energization initiation.	0	
	Customers who were not notified immediately before re-energization.	0	
	Customers who were not notified when re-energization is complete.	0	
	Customers who did not receive cancellation notification within two hours of the decision to cancel.	<del>25</del> 24	1: message send error <del>24</del> 23: missing authorized campaign

Table 9: September 7, 2024 Post-event report

Breakdown of Notification Failures			
Notifications sent to	Notification Failure Description	Number of Entities or Customer Counts	Explanation
Public Safety Partners excluding Critical Facilities and Infrastructure	Entities who did not receive 48-to 72-hour advance notification.	8	4 missing authorized campaign 3 campaign authorized less than 48 hours, successfully sent 1 missing authorized campaign/message sent error
	Entities who did not receive 1–4-hour imminent notification.	8 5	4 5 missing authorized campaign <del>3 campaign authorized less than 1 hour, successfully sent</del> 1 missing authorized campaign/message sent error
	Entities who did not receive any notifications before de-energization.	5	4 missing authorized campaign 1 missing authorized campaign/message sent error
	Entities who were not notified immediately before re-energization.	1	missing authorized campaign
	Entities who did not receive cancellation notification within two hours of the decision to cancel.	0	
Critical Facilities and Infrastructure	Facilities who did not receive 48–72-hour advance notification.	28	missing authorized campaign
	Facilities who did not receive 1-4 hour of imminent notifications.	28 26	<del>2 campaign authorized less than 1 hour, successfully sent</del> 26 missing authorized campaign
	Facilities who did not receive any notifications before de-energization.	26	26 missing authorized campaign
	Facilities who were not notified at de-energization initiation.	0 7	missing authorized campaign
	Facilities who were not notified immediately before re- energization.	0	
	Facilities who were not notified when re-energization is complete.	0	
	Facilities who did not receive cancellation notification within two hours of the decision to cancel.	6	missing authorized campaign
All other affected customers	Customers who did not receive 24–48-hour advance notifications.	455 456	455 456 missing authorized campaign
	Customers who did not receive 1–4-hour imminent notifications.	455 453	<del>3 campaign authorized less than 1 hour, successfully sent</del>



Breakdown of Notification Failures			
			452 453 missing authorized campaign
	Customers who did not receive any notifications before de-energization.	452 453	missing authorized campaign
	Customers who were not notified at de-energization initiation.	0 278	missing authorized campaign
	Customers who were not notified immediately before re-energization.	0 1	missing authorized campaign
	Customers who were not notified when re-energization is complete.	0 1	missing authorized campaign
	Customers who did not receive cancellation notification within two hours of the decision to cancel.	20 39	13 26 no contact information / message send error 7 13 missing authorized campaign

Table 9: October 2, 2024 Post-event report

Breakdown of Notification Failures			
Notifications sent to	Notification Failure Description	Number of Entities or Customer Counts	Explanation
Public Safety Partners excluding Critical Facilities and Infrastructure	Entities who did not receive 48-to 72-hour advance notification.	2	campaign authorized less than 48 hours, successfully sent
	Entities who did not receive 1–4-hour imminent notification.	2 0	campaign authorized less than 1 hour, successfully sent
	Entities who did not receive any notifications before de-energization.	0	
	Entities who were not notified immediately before re-energization.	0	
	Entities who did not receive cancellation notification within two hours of the decision to cancel.	0	
Critical Facilities and Infrastructure	Facilities who did not receive 48–72-hour advance notification.	0	
	Facilities who did not receive 1-4 hour of imminent notifications.	0	
	Facilities who did not receive any notifications before de-energization.	0	
	Facilities who were not notified at de-energization initiation.	0	
	Facilities who were not notified immediately before re- energization.	0	
	Facilities who were not notified when re-energization is complete.	0	

	Facilities who did not receive cancellation notification within two hours of the decision to cancel.	4 22	<del>Campaign authorized more than 2 hours from decision</del> 2 received de-energization notifications, was not de-energized, missing authorized campaign 20 missing authorized campaign
All other affected customers	Customers who did not receive 24–48-hour advance notifications.	1	missing authorized campaign
	Customers who did not receive 1–4-hour imminent notifications.	1	missing authorized campaign
	Customers who did not receive any notifications before de-energization.	1	missing authorized campaign
	Customers who were not notified at de-energization initiation.	1	missing authorized campaign
	Customers who were not notified immediately before re-energization.	0	
	Customers who were not notified when re-energization is complete.	0	
	Customers who did not receive cancellation notification within two hours of the decision to cancel.	31 493	<del>23 campaign authorized more than 2 hours from decision</del> 7 no contact information / message sent error <del>1</del> 486 missing authorized campaign

Table 9: October 17, 2024 Post-event report

Breakdown of Notification Failures			
Notifications sent to	Notification Failure Description	Number of Entities or Customer Counts	Explanation
Public Safety Partners excluding Critical Facilities and Infrastructure	Entities who did not receive 48-to 72-hour advance notification.	16 14	12 campaign authorized less than 48 hours, successfully sent 2 missing authorized campaign/message sent error 4 no contact information/message sent error
	Entities who did not receive 1–4-hour	12 2	2 missing authorized campaign 4 campaign authorized less than 1 hour, successfully sent 4 no contact information/message sent error

	imminent notification.		<del>4 campaign authorized more than 4 hours, successfully sent</del>
	Entities who did not receive any notifications before de-energization.	2	<del>no contact information/message sent error</del> 2 missing authorized campaign/message sent error
	Entities who were not notified immediately before re-energization.	5 3	<del>4 no contact information/message sent error</del> 2 missing authorized campaign/message sent error 1 missing authorized campaign
	Entities who did not receive cancellation notification within two hours of the decision to cancel.	0	
Critical Facilities and Infrastructure	Facilities who did not receive 48–72-hour advance notification.	113	64 campaign authorized less than 48 hours, successfully sent 49 missing authorized campaign
	Facilities who did not receive 1-4 hour of imminent notifications.	92 17	17 missing authorized campaign <del>64 campaign authorized less than 1 hour, successfully sent</del> <del>11 campaign authorized more than 4 hours, successfully sent</del>
	Facilities who did not receive any notifications before de-energization.	0	
	Facilities who were not notified at de-energization initiation.	17	missing authorized campaign

	Facilities who were not notified immediately before re-energization.	17	missing authorized campaign
	Facilities who were not notified when re-energization is complete.	17	missing authorized campaign
	Facilities who did not receive cancellation notification within two hours of the decision to cancel.	<del>157</del> 50	<del>108 campaign authorized more than 2 hours from decision</del> 49 received de-energization notifications, was not de-energized, missing authorized campaign 49 1 missing authorized campaign
All other affected customers	Customers who did not receive 24–48-hour advance notifications.	<del>2346</del> 2350	24 campaign authorized less than 24 hours, successfully sent 55 no contact information / message send error <del>2267</del> 2271 missing authorized campaign
	Customers who did not receive 1–4-hour imminent notifications.	<del>3779</del> 162	<del>70</del> 69 no contact information / message send error <del>88</del> 93 missing authorized campaign <del>674 campaign authorized more than 4 hours, successfully sent</del> <del>2947 campaign authorized less than 1 hour, successfully sent</del>
	Customers who did not receive any notifications before de-energization.	<del>90</del> 94	<del>26</del> 30 missing authorized campaign 64 no contact information / message send error
	Customers who were not notified at de-energization initiation.	<del>169</del> 173	99 103 missing authorized campaign 70 no contact information / message send error
	Customers who were not notified	<del>205</del> 209	<del>67</del> 71 missing authorized campaign 138 no contact information / message send error

	immediately before re-energization.		
	Customers who were not notified when re-energization is complete.	<del>130</del> 132	<del>67</del> 69 missing authorized campaign 63 no contact information / message send error
	Customers who did not receive cancellation notification within two hours of the decision to cancel.	<del>5435</del> 2015	<del>44</del> 1824 missing authorized campaign <del>5214 campaign authorized more than 2 hours from decision</del> 14 received de-energization notifications, was not de-energized, missing authorized campaign 177 no contact information / message send error

Table 9: October 27, 2024 Post-event report

Breakdown of Notification Failures			
Notifications sent to	Notification Failure Description	Number of Entities or Customer Counts	Explanation
Public Safety Partners excluding Critical Facilities and Infrastructure	Entities who did not receive 48-to 72-hour advance notification.	0	
	Entities who did not receive 1–4-hour imminent notification.	0	
	Entities who did not receive any notifications before de-energization.	0	
	Entities who were not notified immediately before re-energization.	0	
	Entities who did not receive cancellation notification within two hours of the decision to cancel.	0	

Critical Facilities and Infrastructure	Facilities who did not receive 48–72-hour advance notification.	0	
	Facilities who did not receive 1-4 hour of imminent notifications.	4 0	<del>1 campaign authorized less than 1 hour, successfully sent</del> <del>3 campaign authorized more than 4 hours, successfully sent</del>
	Facilities who did not receive any notifications before de-energization.	0	
	Facilities who were not notified at de-energization initiation.	0	
	Facilities who were not notified immediately before re-energization.	0	
	Facilities who were not notified when re-energization is complete.	0	
	Facilities who did not receive cancellation notification within two hours of the decision to cancel.	0	
All other affected customers	Customers who did not receive 24–48-hour advance notifications.	1	no contact information / message send error
	Customers who did not receive 1–4-hour imminent notifications.	82 1	1 no contact information / message send error <del>4 campaign authorized less than 1 hour, successfully sent</del> <del>77 campaign authorized more than 4 hours, successfully sent</del>
	Customers who did not receive any notifications before de-energization.	1	no contact information / message send error
	Customers who were not notified at de-energization initiation.	1	no contact information / message send error
	Customers who were not notified immediately before re-energization.	1	no contact information / message send error

	Customers who were not notified when re-energization is complete.	1	no contact information / message send error
	Customers who did not receive cancellation notification within two hours of the decision to cancel.	8	8 no contact information / message send error

**Table 9: November 4, 2024 Post-event report**

Breakdown of Notification Failures			
Notifications sent to	Notification Failure Description	Number of Entities or Customer Counts	Explanation
Public Safety Partners excluding Critical Facilities and Infrastructure	Entities who did not receive 48-to 72-hour advance notification.	3 14	3 missing authorized campaign/message sent error 11 campaign authorized less than 48 hours, successfully sent
	Entities who did not receive 1–4-hour imminent notification.	5	missing authorized campaign/ <del>message sent error</del>
	Entities who did not receive any notifications before de-energization.	3	missing authorized campaign/message sent error
	Entities who were not notified immediately before re-energization.	3	missing authorized campaign/message sent error
	Entities who did not receive cancellation notification within two hours of the decision to cancel.	0	
Critical Facilities and Infrastructure	Facilities who did not receive 48–72-hour advance notification.	460	211 campaign authorized less than 48 hours, successfully sent 248 missing authorized campaign 1 no contact information / message send error
	Facilities who did not receive 1-4 hour of imminent notifications.	64	63 missing authorized campaign 1 no contact information / message send error

	Facilities who did not receive any notifications before de-energization.	4	3 missing authorized campaign 1 no contact information / message send error
	Facilities who were not notified at de-energization initiation.	63	62 missing authorized campaign 1 no contact information / message send error
	Facilities who were not notified immediately before re-energization.	<del>250</del> 294	<del>28</del> 29 campaign authorized after re-energization <del>18</del> 61 missing authorized campaign 204 no contact information / message send error
	Facilities who were not notified when re-energization is complete.	<del>88</del> 65	<del>87</del> 64 missing authorized campaign 1 no contact information / message send error
	Facilities who did not receive cancellation notification within two hours of the decision to cancel.	<del>52</del> 34	<del>18</del> campaign authorized more than 2 hours from decision 26 received de-energization notification, were not de-energized, missing authorized campaign 7 missing authorized campaign 1 no contact information / message send error
All other affected customers	Customers who did not receive 24–48-hour advance notifications.	<del>16743</del> 16745	5788 campaign authorized less than 24 hours, successfully sent <del>10703</del> 10705 missing authorized campaign 252 no contact information / message send error
	Customers who did not receive 1–4-hour imminent notifications.	<del>1664</del> 1662	<del>2</del> campaign authorized after de-energization <del>1</del> campaign authorized less than 1 hour, successfully sent <del>1367</del> 1368 missing authorized campaign 294 no contact information / message send error
	Customers who did not receive any notifications before de-energization.	<del>320</del> 319	<del>60</del> 59 missing authorized campaign 260 no contact information / message send error
	Customers who were not notified at de-energization initiation.	<del>1023</del> 1022	<del>706</del> 705 missing authorized campaign 317 no contact information / message send error
	Customers who were not notified immediately before re-energization.	<del>15180</del> 15179	3359 campaign authorized after re-energization <del>675</del> 674 missing authorized campaign 11146 no contact information / message send error
	Customers who were not notified when re-energization is complete.	<del>1033</del> 999	<del>787</del> 753 missing authorized campaign 246 no contact information / message send error



	Customers who did not receive cancellation notification within two hours of the decision to cancel.	<del>5039</del> 1549	<del>3490 campaign authorized more than 2 hours from decision</del> 414 missing authorized campaign 775 received de-energization notification, not de-energized, missing authorized campaign 360 no contact information / message send error
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**Table 9: November 13, 2024 Post-event report**

Breakdown of Notification Failures			
Notifications sent to	Notification Failure Description	Number of Entities or Customer Counts	Explanation
Public Safety Partners excluding Critical Facilities and Infrastructure	Entities who did not receive 48-to 72-hour advance notification.	0	
	Entities who did not receive 1–4-hour imminent notification.	0	
	Entities who did not receive any notifications before de-energization.	0	
	Entities who were not notified immediately before re-energization.	0	
	Entities who did not receive cancellation notification within two hours of the decision to cancel.	0	
Critical Facilities and Infrastructure	Facilities who did not receive 48–72-hour advance notification.	0	
	Facilities who did not receive 1-4 hour of imminent notifications.	0	
	Facilities who did not receive any notifications before de-energization.	0	

	Facilities who were not notified at de-energization initiation.	0	
	Facilities who were not notified immediately before re-energization.	0	
	Facilities who were not notified when re-energization is complete.	0	
	Facilities who did not receive cancellation notification within two hours of the decision to cancel.	0	
All other affected customers	Customers who did not receive 24–48-hour advance notifications.	4	1 campaign authorized less than 24 hours, successfully sent 3 no contact information / message send error
	Customers who did not receive 1–4-hour imminent notifications.	<del>6</del> 3	<del>3 campaign authorized more than 4 hours, successfully sent</del> 3 no contact information / message send error
	Customers who did not receive any notifications before de-energization.	3	no contact information / message send error
	Customers who were not notified at de-energization initiation.	6	no contact information / message send error
	Customers who were not notified immediately before re-energization.	6	no contact information / message send error
	Customers who were not notified when re-energization is complete.	3	no contact information / message send error

	Customers who did not receive cancellation notification within two hours of the decision to cancel.	17	15 no contact information / message send error 1 campaign authorized more than 2 hours from decision 1 missing authorized campaign
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**Table 9: December 9, 2024 Post-event report**

Breakdown of Notification			
Notifications sent to	Notification Failure Description	Number of Entities or Customer Counts	Explanation
Public Safety Partners excluding Critical Facilities and Infrastructure	Entities who did not receive 48-to 72-hour advance notification.	8 7	<del>6</del> 5 - missing authorized campaign/message sent error 2 - campaign authorized less than 48 hours, successfully sent
	Entities who did not receive 1–4-hour imminent notification.	7 6	missing authorized campaign/ <del>message sent error</del>
	Entities who did not receive any notifications before de-energization.	6 5	missing authorized campaign/message sent error
	Entities who were not notified immediately before re-energization.	6 5	missing authorized campaign/message sent error
	Entities who did not receive cancellation notification within two hours of the decision to cancel.	1 0	<del>campaign authorized more than 2 hours, successful delivery</del>
Critical Facilities and Infrastructure	Facilities who did not receive 48–72-hour advance notification.	101	100 - campaign authorized less than 48 hours, successfully sent 1 - missing authorized campaign
	Facilities who did not receive 1-4 hour of imminent notifications.	93	84 - missing authorized campaign 9 - campaign authorized after de-energization
	Facilities who did not receive any notifications before de-energization.	1	missing authorized campaign
	Facilities who were not notified at de-energization initiation.	52	missing authorized campaign
	Facilities who were not notified immediately before re- energization.	63	missing authorized campaign

	Facilities who were not notified when re-energization is complete.	51	missing authorized campaign
	Facilities who did not receive cancellation notification within two hours of the decision to cancel.	<del>40</del> 12	3 - missing authorized campaign 8 - received de-energization notifications, was not de-energized, missing authorized campaign 1 - no contact information / message send error <del>28 - campaign authorized more than 2 hours from decision</del>
All other affected customers	Customers who did not receive 24–48-hour advance notifications.	574	350 - campaign authorized less than 48 hours, successfully sent 201 - no contact information / message send error 23 - missing authorized campaign
	Customers who did not receive 1–4-hour imminent notifications.	5987	5613 - missing authorized campaign 10 - campaign authorized after de-energization 364 - no contact information / message send error
	Customers who did not receive any notifications before de-energization.	212	22 - missing authorized campaign 190 - no contact information / message send error
	Customers who were not notified at de-energization initiation.	2137	1718 - missing authorized campaign 419 - no contact information / message send error
	Customers who were not notified immediately before re-energization.	4833	4421 - missing authorized campaign 412 - no contact information / message send error
	Customers who were not notified when re-energization is complete.	1880	1705 - missing authorized campaign 175 - no contact information / message send error
	Customers who did not receive cancellation notification within two hours of the decision to cancel.	<del>2749</del> 1292	80 - missing authorized campaign 21 - received de-energization notifications, was not deenergized, missing

			authorized campaign 1191 - no contact information / message send error <del>1457—campaign authorized more than 2 hours from decision</del>
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**Table 9: December 17, 2024 Post-event report**

Breakdown of Notification Failures			
Notifications sent to	Notification Failure Description	Number of Entities or Customer Counts	Explanation
Public Safety Partners excluding Critical Facilities and Infrastructure	Entities who did not receive 48-to 72-hour advance notification.	4	campaign authorized less than 48 hours, successfully sent
	Entities who did not receive 1–4-hour imminent notification.	<del>1</del> 0	<del>campaign authorized less than 1 hour, successfully sent</del>
	Entities who did not receive any notifications before de-energization.	0	
	Entities who were not notified immediately before re-energization.	0	
	Entities who did not receive cancellation notification within two hours of the	0	

	decision to cancel.		
Critical Facilities and Infrastructure	Facilities who did not receive 48–72-hour advance notification.	7	campaign authorized less than 48 hours, successfully sent
	Facilities who did not receive 1-4 hour of imminent notifications.	0	
	Facilities who did not receive any notifications before de-energization.	0	
	Facilities who were not notified at de-energization initiation.	0	
	Facilities who were not notified immediately before re-energization.	2	missing authorized campaign
	Facilities who were not notified when re-energization is complete.	0	
	Facilities who did not receive cancellation notification within two hours of the decision to cancel.	<del>16</del> 4	<del>campaign authorized more than 2 hours from decision (12)</del> received de-energization notifications, was not de-energized, missing authorized campaign (3) missing authorized campaign (1)

All other affected customers	Customers who did not receive 24–48-hour advance notifications.	<del>5</del> 6	campaign authorized less than 24 hours, successfully sent (1) no contact information / message send error (4) campaign authorized less than 24 hours, successfully sent (1)
	Customers who did not receive 1–4-hour imminent notifications.	5	campaign authorized less than 24 hours, successfully sent (1) no contact information / message send error (4)
	Customers who did not receive any notifications before de-energization.	4 5	no contact information / message send error (4) missing authorized campaign (1)
	Customers who were not notified at de-energization initiation.	7 8	no contact information / message send error (7) missing authorized campaign (1)
	Customers who were not notified immediately before re-energization.	6 7	no contact information / message send error (6) missing authorized campaign (1)
	Customers who were not notified when re-energization is complete.	4 5	no contact information / message send error (4) missing authorized campaign (1)
	Customers who did not receive cancellation notification within two hours of the decision to cancel.	<del>1346</del> 549	<del>campaign authorized more than 2 hours from decision (780)</del> no contact information / message send error (545 530) received de-energization notifications, was not de-energized, missing authorized campaign (10) missing authorized campaign ( <del>11</del> 9)

**Count and Nature of Complaints Received****Table 12: Oct 1, 2024 Post Event Report**

<b>Count and Nature of Complaints Received</b>	
<b>Nature of Complaints</b>	<b>Number of Complaints</b>
<b>PSPS Frequency/Duration</b> Including, but not limited to complaints regarding the frequency and/or duration of PSPS events, including delays in restoring power, scope of PSPS and dynamic of weather conditions.	0
<b>Safety/Health Concern</b> Including, but not limited to complaints regarding difficulties experienced by AFN/MBL populations, traffic accidents due to non-operating traffic lights, inability to get medical help, well water or access to clean water, inability to keep property cool/warm during outage raising health concern	0
<b>Communications/Notifications</b> Including, but not limited to complaints regarding lack of notice, excessive notices, confusing notice, false alarm notice, problems with getting up-to-date information, inaccurate information provided, not being able to get information in the prevalent languages and/or information accessibility, complaints about website, Public Safety Partner Portal, REST/DAM sites (as applicable)	0
<b>Outreach/Assistance</b> Including, but not limited to complaints regarding community resource centers, community crew vehicles, backup power, hotel vouchers, other assistance provided by utility to mitigate impact of PSPS	0
<b>General PSPS Dissatisfaction/Other</b> Including, but not limited to complaints about being without power during PSPS event and related hardships such as food loss, income loss, inability to work/attend school, plus any PSPS-related complaints that do not fall into any other category.	3 2
<b>Total</b>	3 2

**Table 12: Oct 8, 2024 Post Event Report**

<b>Count and Nature of Complaints Received</b>	
<b>Nature of Complaints</b>	<b>Number of Complaints</b>
<b>PSPS Frequency/Duration</b> Including, but not limited to complaints regarding the frequency and/or duration of PSPS events, including delays in restoring power, scope of PSPS and dynamic of weather conditions.	4 1
<b>Safety/Health Concern</b> Including, but not limited to, complaints regarding difficulties experienced by AFN/MBL populations, traffic accidents due to non-operating traffic lights, inability to get medical help, well water or access to clean water, inability to keep property cool/warm during outage raising health concern	1 0
<b>Communications/Notifications</b> Including, but not limited to complaints regarding lack of notice, excessive notices, confusing notice, false alarm notice, problems with getting up-to-date information, inaccurate information provided, not being able to get information in the prevalent languages and/or information accessibility, complaints about website, Public Safety Partner Portal, REST/DAM sites (as applicable)	2 0



<b>Outreach/Assistance</b> Including, but not limited to complaints regarding community resource centers, community crew vehicles, backup power, hotel vouchers, other assistance provided by utility to mitigate impact of PSPS	0
<b>General PSPS Dissatisfaction/Other</b> Including, but not limited to complaints about being without power during PSPS event and related hardships such as food loss, income loss, inability to work/attend school, plus any PSPS-related complaints that do not fall into any other category.	<del>5</del> 2
<b>Total</b>	<del>12</del> 3

Table 12: Oct 17, 2024 Post Event Report

Count and Nature of Complaints Received	
Nature of Complaints	Number of Complaints
<b>PSPS Frequency/Duration</b> Including, but not limited to complaints regarding the frequency and/or duration of PSPS events, including delays in restoring power, scope of PSPS and dynamic of weather conditions.	<del>43</del> 50
<b>Safety/Health Concern</b> Including, but not limited to complaints regarding difficulties experienced by AFN/MBL populations, traffic accidents due to non-operating traffic lights, inability to get medical help, well water or access to clean water, inability to keep property cool/warm during outage raising health concern	<del>7</del> 8
<b>Communications/Notifications</b> Including, but not limited to complaints regarding lack of notice, excessive notices, confusing notice, false alarm notice, problems with getting up-to-date information, inaccurate information provided, not being able to get information in the prevalent languages and/or information accessibility, complaints about website, Public Safety Partner Portal, REST/DAM sites (as applicable)	<del>29</del> 30
<b>Outreach/Assistance</b> Including, but not limited to complaints regarding community resource centers, community crew vehicles, backup power, hotel vouchers, other assistance provided by utility to mitigate impact of PSPS	2
<b>General PSPS Dissatisfaction/Other</b> Including, but not limited to complaints about being without power during PSPS events and related hardships such as food loss, income loss, inability to work/attend school, plus any PSPS-related complaints that do not fall into any other category.	116
<b>Total</b>	<del>197</del> 206

Table 12: Oct 27, 2024 Post Event Report

Count and Nature of Complaints Received	
Nature of Complaints	Number of Complaints
<b>PSPS Frequency/Duration</b> Including, but not limited to complaints regarding the frequency and/or duration of PSPS events, including delays in restoring power, scope of PSPS and dynamic of weather conditions.	<del>7</del> 1

<b>Safety/Health Concern</b> Including, but not limited to complaints regarding difficulties experienced by AFN/MBL populations, traffic accidents due to non-operating traffic lights, inability to get medical help, well water or access to clean water, inability to keep property cool/warm during outage raising health concern	<del>2</del> 1
<b>Communications/Notifications</b> Including, but not limited to complaints regarding lack of notice, excessive notices, confusing notice, false alarm notice, problems with getting up-to-date information, inaccurate information provided, not being able to get information in the prevalent languages and/or information accessibility, complaints about website, Public Safety Partner Portal, REST/DAM sites (as applicable)	1
<b>Outreach/Assistance</b> Including, but not limited to complaints regarding community resource centers, community crew vehicles, backup power, hotel vouchers, other assistance provided by utility to mitigate impact of PSPS	0
<b>General PSPS Dissatisfaction/Other</b> Including, but not limited to, complaints about being without power during PSPS event and related hardships such as food loss, income loss, inability to work/attend school, plus any PSPS-related complaints that do not fall into any other category.	0
<b>Total</b>	<del>10</del> 3

Table 12: Nov 4, 2024 Post Event Report

Count and Nature of Complaints Received	
Nature of Complaints	Number of Complaints
<b>PSPS Frequency/Duration</b> Including, but not limited to complaints regarding the frequency and/or duration of PSPS events, including delays in restoring power, scope of PSPS and dynamic of weather conditions.	<del>442</del> 434
<b>Safety/Health Concern</b> Including, but not limited to complaints regarding difficulties experienced by AFN/MBL populations, traffic accidents due to non-operating traffic lights, inability to get medical help, well water or access to clean water, inability to keep property cool/warm during outage raising health concern	131
<b>Communications/Notifications</b> Including, but not limited to complaints regarding lack of notice, excessive notices, confusing notice, false alarm notice, problems with getting up-to-date information, inaccurate information provided, not being able to get information in the prevalent languages and/or information accessibility, complaints about website, Public Safety Partner Portal, REST/DAM sites (as applicable)	<del>177</del> 175
<b>Outreach/Assistance</b> Including, but not limited to complaints regarding community resource centers, community crew vehicles, backup power, hotel vouchers, other assistance provided by utility to mitigate impact of PSPS	<del>49</del> 45
<b>General PSPS Dissatisfaction/Other</b> Including, but not limited to complaints about being without power during PSPS event and related hardships such as food loss, income loss, inability to work/attend school, plus any PSPS-related complaints that do not fall into any other category.	<del>1016</del> 1012

Total	<del>1815</del> 1797
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Table 12: Nov 20, 2024 Post Event Report

Count and Nature of Complaints Received	
Nature of Complaints	Number of Complaints
<b>PSPS Frequency/Duration</b> Including, but not limited to complaints regarding the frequency and/or duration of PSPS events, including delays in restoring power, scope of PSPS and dynamic of weather conditions.	<del>10</del> 12
<b>Safety/Health Concern</b> Including, but not limited to complaints regarding difficulties experienced by AFN/MBL populations, traffic accidents due to non-operating traffic lights, inability to get medical help, well water or access to clean water, inability to keep property cool/warm during outage raising health concern	1
<b>Communications/Notifications</b> Including, but not limited to complaints regarding lack of notice, excessive notices, confusing notice, false alarm notice, problems with getting up-to-date information, inaccurate information provided, not being able to get information in the prevalent languages and/or information accessibility, complaints about website, Public Safety Partner Portal, REST/DAM sites (as applicable)	4
<b>Outreach/Assistance</b> Including, but not limited to complaints regarding community resource centers, community crew vehicles, backup power, hotel vouchers, other assistance provided by utility to mitigate impact of PSPS	<del>1</del> 2
<b>General PSPS Dissatisfaction/Other</b> Including, but not limited to complaints about being without power during PSPS events and related hardships such as food loss, income loss, inability to work/attend school, plus any PSPS-related complaints that do not fall into any other category.	<del>12</del> 13
Total	<del>28</del> 32

Table 12: Nov 28, 2024 Post Event Report

Count and Nature of Complaints Received	
Nature of Complaints	Number of Complaints
<b>PSPS Frequency/Duration</b> Including, but not limited to complaints regarding the frequency and/or duration of PSPS events, including delays in restoring power, scope of PSPS and dynamic of weather conditions.	0
<b>Safety/Health Concern</b> Including, but not limited to complaints regarding difficulties experienced by AFN/MBL populations, traffic accidents due to non-operating traffic lights, inability to get medical help, well water or access to clean water, inability to keep property cool/warm during outage raising health concern	0

<b>Communications/Notifications</b> Including, but not limited to complaints regarding lack of notice, excessive notices, confusing notice, false alarm notice, problems with getting up-to-date information, inaccurate information provided, not being able to get information in the prevalent languages and/or information accessibility, complaints about website, Public Safety Partner Portal, REST/DAM sites (as applicable)	0
<b>Outreach/Assistance</b> Including, but not limited to complaints regarding community resource centers, community crew vehicles, backup power, hotel vouchers, other assistance provided by utility to mitigate impact of PSPS	0
<b>General PSPS Dissatisfaction/Other</b> Including, but not limited to complaints about being without power during PSPS event and related hardships such as food loss, income loss, inability to work/attend school, plus any PSPS-related complaints that do not fall into any other category.	0 2
<b>Total</b>	0 2

Table 12: Dec 5, 2024 Post Event Report

Count and Nature of Complaints Received	
Nature of Complaints	Number of Complaints
<b>PSPS Frequency/Duration</b> Including, but not limited to complaints regarding the frequency and/or duration of PSPS events, including delays in restoring power, scope of PSPS and dynamic of weather conditions.	9 10
<b>Safety/Health Concern</b> Including, but not limited to complaints regarding difficulties experienced by AFN/MBL populations, traffic accidents due to non-operating traffic lights, inability to get medical help, well water or access to clean water, inability to keep property cool/warm during outage raising health concern	4 5
<b>Communications/Notifications</b> Including, but not limited to complaints regarding lack of notice, excessive notices, confusing notice, false alarm notice, problems with getting up-to-date information, inaccurate information provided, not being able to get information in the prevalent languages and/or information accessibility, complaints about website, Public Safety Partner Portal, REST/DAM sites (as applicable)	3
<b>Outreach/Assistance</b> Including, but not limited to complaints regarding community resource centers, community crew vehicles, backup power, hotel vouchers, other assistance provided by utility to mitigate impact of PSPS	0
<b>General PSPS Dissatisfaction/Other</b> Including, but not limited to complaints about being without power during PSPS events and related hardships such as food loss, income loss, inability to work/attend school, plus any PSPS-related complaints that do not fall into any other category.	16 18
<b>Total</b>	32 36

Table 12: Dec 9, 2024 Post Event Report

Count and Nature of Complaints Received
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Nature of Complaints	Number of Complaints
<b>PSPS Frequency/Duration</b> Including, but not limited to complaints regarding the frequency and/or duration of PSPS events, including delays in restoring power, scope of PSPS and dynamic of weather conditions.	<del>212</del> 240
<b>Safety/Health Concern</b> Including, but not limited to complaints regarding difficulties experienced by AFN/MBL populations, traffic accidents due to non-operating traffic lights, inability to get medical help, well water or access to clean water, inability to keep property cool/warm during outage raising health concern	<del>64</del> 68
<b>Communications/Notifications</b> Including, but not limited to complaints regarding lack of notice, excessive notices, confusing notice, false alarm notice, problems with getting up-to-date information, inaccurate information provided, not being able to get information in the prevalent languages and/or information accessibility, complaints about website, Public Safety Partner Portal, REST/DAM sites (as applicable)	<del>29</del> 30
<b>Outreach/Assistance</b> Including, but not limited to complaints regarding community resource centers, community crew vehicles, backup power, hotel vouchers, other assistance provided by utility to mitigate impact of PSPS	<del>12</del> 14
<b>General PSPS Dissatisfaction/Other</b> Including, but not limited to complaints about being without power during PSPS event and related hardships such as food loss, income loss, inability to work/attend school, plus any PSPS-related complaints that do not fall into any other category.	<del>329</del> 293
<b>Total</b>	<del>646</del> 645

Table 12: Dec 17, 2024 Post Event Report

Count and Nature of Complaints Received	
Nature of Complaints	Number of Complaints
<b>PSPS Frequency/Duration</b> Including, but not limited to complaints regarding the frequency and/or duration of PSPS events, including delays in restoring power, scope of PSPS and dynamic of weather conditions.	<del>28</del> 23
<b>Safety/Health Concern</b> Including, but not limited to complaints regarding difficulties experienced by AFN/MBL populations, traffic accidents due to non-operating traffic lights, inability to get medical help, well water or access to clean water, inability to keep property cool/warm during outage raising health concern	<del>7</del> 16
<b>Communications/Notifications</b> Including, but not limited to complaints regarding lack of notice, excessive notices, confusing notice, false alarm notice, problems with getting up-to-date information, inaccurate information provided, not being able to get information in the prevalent languages and/or information accessibility, complaints about website, Public Safety Partner Portal, REST/DAM sites (as applicable)	<del>8</del> 7
<b>Outreach/Assistance</b> Including, but not limited to complaints regarding community resource centers, community crew vehicles, backup power, hotel vouchers, other assistance provided by utility to mitigate impact of PSPS	<del>2</del> 3

<b>General PSPS Dissatisfaction/Other</b> Including, but not limited to complaints about being without power during PSPS event and related hardships such as food loss, income loss, inability to work/attend school, plus any PSPS-related complaints that do not fall into any other category.	25 57
<b>Total</b>	79 106

Table 12: Dec 26, 2024 Post Event Report

Count and Nature of Complaints Received	
Nature of Complaints	Number of Complaints
<b>PSPS Frequency/Duration</b> Including, but not limited to complaints regarding the frequency and/or duration of PSPS events, including delays in restoring power, scope of PSPS and dynamic of weather conditions.	0
<b>Safety/Health Concern</b> Including, but not limited to complaints regarding difficulties experienced by AFN/MBL populations, traffic accidents due to non-operating traffic lights, inability to get medical help, well water or access to clean water, inability to keep property cool/warm during outage raising health concern	0
<b>Communications/Notifications</b> Including, but not limited to complaints regarding lack of notice, excessive notices, confusing notice, false alarm notice, problems with getting up-to-date information, inaccurate information provided, not being able to get information in the prevalent languages and/or information accessibility, complaints about website, Public Safety Partner Portal, REST/DAM sites (as applicable)	1
<b>Outreach/Assistance</b> Including, but not limited to complaints regarding community resource centers, community crew vehicles, backup power, hotel vouchers, other assistance provided by utility to mitigate impact of PSPS	0 1
<b>General PSPS Dissatisfaction/Other</b> Including, but not limited to complaints about being without power during PSPS event and related hardships such as food loss, income loss, inability to work/attend school, plus any PSPS-related complaints that do not fall into any other category.	1
<b>Total</b>	2 3

Table 12: Dec 31, 2024 Post Event Report

Count and Nature of Complaints Received	
Nature of Complaints	Number of Complaints
<b>PSPS Frequency/Duration</b> Including, but not limited to complaints regarding the frequency and/or duration of PSPS events, including delays in restoring power, scope of PSPS and dynamic of weather conditions.	0 1
<b>Safety/Health Concern</b> Including, but not limited to complaints regarding difficulties experienced by AFN/MBL populations, traffic accidents due to non-operating traffic lights, inability to get medical help, well water or access to clean water, inability to keep property cool/warm during outage raising health concern	0

<b>Communications/Notifications</b> Including, but not limited to complaints regarding lack of notice, excessive notices, confusing notice, false alarm notice, problems with getting up-to-date information, inaccurate information provided, not being able to get information in the prevalent languages and/or information accessibility, complaints about website, Public Safety Partner Portal, REST/DAM sites (as applicable)	0
<b>Outreach/Assistance</b> Including, but not limited to complaints regarding community resource centers, community crew vehicles, backup power, hotel vouchers, other assistance provided by utility to mitigate impact of PSPS	0
<b>General PSPS Dissatisfaction/Other</b> Including, but not limited to complaints about being without power during PSPS event and related hardships such as food loss, income loss, inability to work/attend school, plus any PSPS-related complaints that do not fall into any other category.	2 0
<b>Total</b>	2 1

2. *Community Resource Centers:*

*Provide aggregate data, including aggregate data that may not have been available at the time the utility filed the 10-day post-event report:*

*a. Address and describe each Community Resource Center during a de-energization event.*

[Authority: D.21-06-014, OPs 65 and 66]

**Response:**

Please see Attachment A for aggregated data on CRCs activated and CCVs deployed to communities in 2024.

In 2024, SCE activated Community Resource Center (CRC) sites 109 times for a cumulative duration of 187 days and deployed Community Crew Vehicles (CCVs) 48 times for a total of 82 days across multiple counties. Only a subset of the communities served by the CRCs and CCVs experienced de-energization. Regardless of the energization status, all CRCs and CCVs provided a consistent array of resources and services. Each CRC and CCV was staffed by SCE personnel who disseminated event-specific information, including details about SCE's resiliency programs, and facilitated customer updates for contact information and enrollment in outage alert notifications. Additionally, each CRC and CCV site offered bottled water, light snacks, ice vouchers, restroom access, power sources for charging personal mobile or medical devices, and resiliency kits for customers.

3. *Notification:*

*Provide aggregate data that may not have been available at the time the utility filed the 10-day post-event report:*

- a. *Identify who the utility contacted in the community prior to de-energization and whether the affected areas are classified as High Fire Threat District Tier 1, Tier 2, or Tier 3 (as defined in General Order 95, Rule 21.2-D22);*
- b. *Explain why notice could not be provided at least two hours prior to a de-energization, if such notice was not provided;*

[Authority: D.21-06-014, OPs 65 and 66]

**Response:**

- a. See Attachment A for aggregate data of who the utility contacted in the community prior to de-energization and whether the affected areas are classified as High Fire Threat District Tier 1, Tier 2, or Tier 3.
- b. Pursuant to D.19-05-042, when possible, SCE is required to send notifications to PSPs, CFCI, and other impacted customers 48 – 72, 24 – 48 and 1 – 4 hours prior to anticipated de-energization. IOUs are not required to send notifications two hours prior to de-energization under these requirements. If SCE could not provide notice within the applicable timelines, it was due to rapidly changing weather conditions and/or unforeseen technical issues. For example, during the August 7, 2024 event, a segment of the Penstock circuit was de-energized preemptively due to sudden changes in weather, which brought the circuit into scope unexpectedly. Additionally, during the September 7, 2024 event, the sudden onset of stronger-than-expected winds in the vicinity of circuits that were not forecasted to exceed de-energization thresholds led to the de-energization of these circuits without advance notice. Furthermore, system and process issues, such as data errors in circuit-to-customer mapping and missing contact information, also contributed to the inability to provide timely notifications.

Southern California Edison (SCE) is actively working to address these challenges by enhancing its machine learning modeling capabilities, improving data synchronization, and exploring alternative methods to obtain missing customer contact information. SCE continues to identify the validity of and otherwise improve the quality and availability of customer contact information. SCE executes annual notification test for customers in all High Fire Risk Areas to evaluate the accuracy and delivery capability of customer contact information and notification. SCE then performed an analysis of the notifications results and in instances where notifications were unsuccessful, SCE has proactively sought to correct and improve contact information through various efforts including: emergency notification enrollment at sign-up, auto-enrollment into emergency notifications for existing customers, alternative contact information enrollment, opt-out prevention, and email domain correction. SCE remains committed to making all reasonable efforts to provide notifications to all customers affected during PSPS events and will continue similar notification improvement efforts to resolve missing and inaccurate customer contact information for 2025.

**4. Restoration:**

*Provide aggregate data, as identified in OP 65, in an annual report, including aggregate data that may not have been available at the time the utility filed the 10-day post-event report:*



a. *Provide a detailed description of the steps the utility used to restore power.*

[Authority: D.21-06-014, OPs 65 and 66]

**Response:** Table 2 provides aggregate data on SCE's restoration times for 2024 PSPS de-energization events.

**Table 2: Aggregate Restoration Times for 2024**

PSPS Event Name	Date/Time of First Circuit Restoration (2400)	Date/Time of Last Circuit Restoration (2400)
PSPS Incident 08-07-2024	08/09/24 13:07	08/18/24 12:21
PSPS Incident 08-23-2024	08/24/24 19:00	08/24/24 19:00
PSPS Incident 09-07-2024	09/08/24 15:12	09/11/24 11:52
PSPS Incident 10-02-2024	10/01/24 13:14	10/01/24 13:14
PSPS Incident 10-17-2024	10/19/24 09:18	10/19/24 17:41
PSPS Incident 10-27-2024	10/29/24 08:27	10/29/24 10:00
PSPS Incident 11-04-2024	11/06/24 16:59	11/09/24 21:00
PSPS Incident 11-11-2024	11/13/24 20:38	11/13/24 20:38
PSPS Incident 11-18-2024	11/21/24 09:15	11/23/24 09:48
PSPS Incident 12-09-2024	12/10/24 14:33	12/13/24 08:19
PSPS Incident 12-14-2024	12/18/24 15:59	12/19/24 14:08

Restoration planning begins at the outset of the event, even before de-energization. If multiple circuits were de-energized, the restoration plans include prioritization for de-energized circuits (prioritization can include first off, critical facilities and infrastructure customers, medical baseline customers, etc.). The restoration process commences when the POC expires, fire scientist, and meteorologists confirm that fire weather conditions have subsided, and it is safe to do so. At this point, the PSPS IMT Incident Commander issues an All-Clear declaration and authorizes restoration, triggering field patrols of all impacted circuits and segments. In most cases, restoration takes place within eight hours of the All-Clear declaration. However, in some locations, visual inspections of the power lines can require daylight for safety. Consequently, patrol and restoration operations may be limited or prolonged during overnight hours including those circuits that require an aerial patrol. SCE strives to restore power to all circuits within 24 hours of receiving the All-Clear declaration.

For multi-day events when there is a sufficient break in the weather and fuel conditions, field crews may attempt to temporarily restore customers if authorized by the Incident Commander, even if this requires a repeat de-energization later in the period of concern.

## Section III: Decision-Specified

### C. Education and Outreach

Include the results of the most recent education and outreach surveys not yet previously reported on, as an attachment to the Post-Season Report. See D.21-06-034, Sections E-1 for specific requirements on the surveys.

[Authority: D.21-06-034, Guidelines at p. A7, Section E-1]

**Response:** Final reports for SCE’s 2024 Residential and Business Pre- and Post- wildfire season surveys are included in Appendix A. These include an assessment of SCE’s performance “before, during, and after” wildfires from the Residential and Business customers’ perspective.

As in the prior four years, SCE and the other IOUs administered a common core questionnaire in two phases. Each IOU added custom questions if desired, developed its own sampling plan / approach, and utilized its own preferred research vendor to implement the surveys – and determined which “prevalent” languages to offer the surveys in. SCE’s 2024 pre-wildfire season survey with both Residential and Business customers was conducted between July 2 and August 19, 2024, and the post-wildfire season survey (including the pre-questions again as well as more detailed PSPS experience-related questions) was conducted from November 12, 2024 to January 13, 2025. The primary objective of the research was to measure the effectiveness of communications and outreach prior to and coincident with when wildfire activity is expected to be greatest.

SCE offered the survey to customers in English and 19 other “prevalent” languages. Large systemwide samples of Residential and Business customers throughout our territory completed the survey. Additionally, supplemental surveys were administered to customers in the high fire-risk areas (HFRA) to allow for greater focus and more detailed analysis there – and for extensive comparisons between HFRA and non-HFRA customers. Systemwide, 13 of the 19 prevalent languages had a least one completed Residential survey; however, HFRA respondents only responded in 6 of the 19 languages – and of all the non-English replies, 56% were in Spanish and 39% in primary Asian languages.

#### *D. Medical Baseline and Access and Functional Needs*

1. Describe in detail all programs and/or types of assistance, including:
  - a. Free and/or subsidized backup batteries
  - b. Self-Generation Incentive Program Equity Resiliency Budget
  - c. Community Microgrid Incentive Program [sic] [“Microgrid Incentive Program” per D.21-01-018]
  - d. Hotel vouchers
  - e. Transportation to CRCs
  - f. Any other applicable programs or pilots to support resiliency for persons with access and functional needs and vulnerable populations.

Identify and describe the costs and associated funding source(s) for all partnerships, each unique program and form of assistance (e.g., backup batteries as distinct from hotel vouchers), and any other efforts aimed at mitigating the impacts of public safety power shutoff events on persons with access and functional needs and vulnerable populations. Use the below table to provide this information.

1. Funding source(s) shall specify applicable utility balancing accounts or other accounting mechanisms, and non-utility funding sources, if applicable.

Identify any communities or areas not served by utility partnerships with CBOs that provide assistance to persons with access and functional needs or vulnerable populations in preparation for or during a public safety partners event;

[Authority: D.21-06-034, Guidelines at p. A16, Sections K-3.d]

**Response:** Data on each type of assistance provided in 2024 to support resiliency for customers with AFN is in table below.

**Table 3: Medical Baseline and Access and Functional Needs Programs and/or Types of Assistance**

Program/Service	Description of Program/Service	Cost and Cost Description (in Millions)	Funding Source
Critical Care Backup Battery Program (CCBB)	Eligible customers enrolled in the Medical Baseline (MBL) Program and residing in a High Fire Risk Area (HFRA) receive a free portable backup battery. This program supports eligible customers with AFN who are electricity dependent and rely on electrically operated medical devices.	Total Cost: \$ 7.69  Program expenditures in 2024 covered administration, procurement, and deployment of free portable backup batteries, as well as marketing and outreach efforts to raise awareness of the Critical Care Battery Backup program. Labor costs were also included. In total, 2,654 free portable backup batteries were deployed in 2024.	GRC
Portable Power Station Rebates	To support individuals impacted by PSPS, residential customers living in Tier 2 or Tier 3 HFRA can receive up to five \$150 rebates per address for purchasing qualified portable batteries.	Total Cost: \$0.645  In 2024, a total of 2,315 Portable Power Station Rebates were issued. Program expenditures included costs for site host operations, administration, incentives, marketing and outreach to promote the SCE Marketplace, and labor.	GRC
Portable Generator Rebates	To support individuals impacted by PSPS, customers living in Tier 2 or Tier 3 HFRA can receive a \$200 rebate for purchasing a portable generator. Those residing in a HFRA and enrolled in the MBL Program or income qualified program like CARE or FERA are	Total Cost: \$0.378  In 2024, a total of 297 Portable Generator Rebates were issued. Program expenditure covered site host operations, administration, incentive costs, marketing and outreach to promote the SCE Marketplace, and labor costs.	GRC

Program/Service	Description of Program/Service	Cost and Cost Description (in Millions)	Funding Source
	eligible for a \$600 rebate towards a portable generator.		
Hotel Discount Program	SCE provides additional assistance to customers by encouraging local hotels to provide discounts to customers experiencing a PSPS activation or an extended outage. Customers can review a list of participating hotels listed on SCE's website and can interact directly with the hotel to book rooms at a discounted rate.	Total Cost: \$0	N/A
Disability Disaster Access and Resources (DDAR) Program	<p>The DDAR Program enhances community resilience and preparedness before, during, and after Public Safety Power Shutoff (PSPS). DDAR centers actively engage in local community events, delivering presentations and hands-on training sessions to educate residents on PSPS preparedness and general emergency readiness while providing tailored support for the individual.</p> <p>During PSPS events, the DDAR program will address customer escalations, provide qualifying customers with a battery backup for medical devices, accessible transportation, hotel accommodations for those needing relocation during PSPS de-energization, and vouchers to cover fuel or food costs.</p>	<p>Total Cost: \$1.34</p> <p>Outside of Public Safety Power Shutoff (PSPS) events, educational and outreach initiatives concentrate on developing or enhancing customer resiliency plans and enrolling customers in eligible programs such as Medical Baseline Allowance (MBL). Through these efforts, the DDAR program educated approximately 4,715 customers about MBL, assisted 351 customers enrolling into the program, and provided 172 portable batteries. Additionally, the DDAR program hosted 403 community outreach and education events, engaging over 35,000 participants. During PSPS events, DDAR contractors conducted 2,816 check-in calls to customers. The program delivered 25 portable backup batteries to customers in need during activations, distributed 13 gift cards for food, 7 gift cards for gas/propane, provided 7 accessible transportation services to hotels, and arranged 7 accessible hotel accommodations.</p>	GRC
211 Partnership (Transportation, hot meal delivery)	The partnership with 211 provides transportation, shelter, hot meal	Total Cost: \$1.56	GRC

Program/Service	Description of Program/Service	Cost and Cost Description (in Millions)	Funding Source
or shelf stable food, and/or shelter)	<p>deliveries, and shelf stable food to customers with AFN.</p> <p>211 screens PSPS needs via incoming calls (and texts), outbound efforts, and in-person visits to identify needs of households with AFN before, during and after PSPS activations. Screening efforts also help in identifying households with AFN who may need assistance preparing for emergencies, or Care Coordination.</p> <p>Care Coordination provides households with assistance in emergency safety planning and helps with raising awareness of programs, including utility programs, and connections to local resources.</p> <p>During a PSPS, 211 Care Coordinators will reach out to the individual customer to check whether they require any additional support.</p>	<p>SCE collaborates with 211 to deliver direct support to customers with Access and Functional Needs (AFN) during Public Safety Power Shutoff (PSPS) events, including transportation, hotel accommodations, hot meal deliveries, and shelf-stable food. In 2024, 211 provided 101 meals, 2 rides, and 12 hotel accommodations.</p> <p>Outside of PSPS events, 211 offers individualized emergency planning for individuals with AFN. In 2024, 30,834 individuals were screened for program interest and eligibility, resulting in 6,584 appointments for personalized emergency planning.</p>	
Food Support	SCE partners with foodbanks to offer food support to individuals who have been deenergized by PSPS.	<p>Total Cost: \$0.101</p> <p>In 2024, food banks distributed 2,450 food boxes or bags to individuals affected by PSPS.</p>	GRC
Resiliency Item Distribution via CBO	This initiative leverages partnerships with Community-Based Organizations (CBOs) to proactively provide targeted resiliency items for customers with Access and Functional Needs (AFN) including GO Bags for most vulnerable customers with AFN.	<p>Total Cost: \$0.189</p> <p>SCE utilizes partnerships with trusted local entities and community-based organizations, such as Regional Centers and Independent Living Centers, to distribute emergency resources to the most vulnerable customers, including seniors and individuals with disabilities. In 2024, SCE distributed 1,260 lanterns capable of charging small devices like cellphones, tablets, or communication devices, and 790 emergency go backpacks.</p>	GRC

Program/Service	Description of Program/Service	Cost and Cost Description (in Millions)	Funding Source
CRC (Community Resource Center) Program	Brick and mortar locations that provide snacks, water, resiliency kits, medical thermal bags, charging capabilities, restrooms, program information, and customer representatives to answer customer questions.	2024 Budget = \$0.363  In 2024, SCE received 14,160 customer visits at CRC locations and distributed over 14k resiliency kits. Overall satisfaction with CRC's was 83%.	GRC

**Response:** In accordance with D.21-06-034, SCE, along with San Diego Gas & Electric (SDG&E) and Pacific Gas and Electric (PG&E), utilized the Federal Emergency Management Agency's (FEMA) 6-Step Planning Process to formulate each IOU's respective AFN Plan for PSPS Support (2025 AFN PSPS Plan<sup>2</sup>). Adhering to the FEMA 6-Step Planning Process, SCE engaged with external stakeholders from the Statewide Joint IOU AFN Advisory Council to identify any potential service gaps. SCE did not identify any gaps in services for assisting customers with AFN. SCE provides comprehensive support for customers with AFN and vulnerable populations throughout its entire service area. While CBO partnerships may vary by county, SCE maintains partnerships with CBOs across its entire service territory.

#### E. Mitigation

1. For each proactive de-energization event that occurred during the prior calendar year:
  - a. i. Circuit-by-circuit analysis of mitigation provided from backup power and microgrid pilots.

[Authority: D.21-06-034, Guidelines at p. A15, Section K-3.a.i.]

**Response:** SCE used backup generation across a variety of use cases.

SCE deployed four temporary mobile generators for one critical facility during three PSPS events (July 21, 2024, August 7, 2024, and September 7, 2024) upon request as authorized by the Incident Commander to assist in maintaining electric service for essential life safety and public service emergencies. These case-by-case decisions were made by the IMT in coordination with county emergency management offices, based on the unique circumstances associated with each event.

SCE also prepared eight resiliency zones and two CRCs with backup generation capability to enable uninterrupted supply of goods and services to communities during PSPS de-energizations. The table below contains details for SCE's 2024 deployment of backup generation.

**Table 4: Generators Deployed During 2024 PSPS Events**

Event Date	Circuit	Mitigation	Approximate Customer Count
7/21/2024	Tungsten	Critical Facility - Hospital	1 meter - unknown visitors served
7/21/2024	Tungsten	Critical Facility - Hospital	1 meter - unknown visitors served
7/21/2024	Tungsten	Critical Facility - Hospital	1 meter - unknown visitors served

<sup>2</sup> See SCE's 2025 Access and Functional Needs Plan for Public Safety Power Shutoff Support Pursuant to Commission Decision in Phase Two and Phase Three of R.18-12-005 filed on January 31, 2025, *available at* <https://docs.cpuc.ca.gov/PublishedDocs/Efile/G000/M555/K961/555961239.PDF>.

Event Date	Circuit	Mitigation	Approximate Customer Count
7/21/2024	Tungsten	Critical Facility - Hospital	1 meter - unknown visitors served
8/7/2024	Tungsten	Critical Facility - Hospital	1 meter - unknown visitors served
8/7/2024	Tungsten	Critical Facility - Hospital	1 meter - unknown visitors served
8/7/2024	Tungsten	Critical Facility - Hospital	1 meter - unknown visitors served
8/7/2024	Tungsten	Critical Facility - Hospital	1 meter - unknown visitors served
8/23/2024	Strosnider	Resiliency Zone Backup Generator	1 meter - unknown visitors served
9/7/2024	Tungsten	Critical Facility - Hospital	1 meter - unknown visitors served
9/7/2024	Tungsten	Critical Facility - Hospital	1 meter - unknown visitors served
9/7/2024	Tungsten	Critical Facility - Hospital	1 meter - unknown visitors served
9/7/2024	Tungsten	Critical Facility - Hospital	1 meter - unknown visitors served
9/7/2024	Strosnider	Resiliency Zone Backup Generator	1 meter - unknown visitors served
9/15/2024	Strosnider	Resiliency Zone Backup Generator	1 meter - unknown visitors served
10/17/2024	Pick	Community Resource Center Backup Generator	1 meter - unknown visitors served
10/17/2024	Fingal	Community Resource Center Backup Generator	1 meter - unknown visitors served
10/27/2024	Strosnider	Resiliency Zone Backup Generator	1 meter - unknown visitors served
11/4/2024	Fingal	Community Resource Center Backup Generator	1 meter - unknown visitors served
11/4/2024	Pick	Community Resource Center Backup Generator	1 meter - unknown visitors served
11/11/2024	Strosnider	Resiliency Zone Backup Generator	1 meter - unknown visitors served
12/09/2024	Davenport	Resiliency Zone Backup Generator	3 meters - unknown visitors served
12/09/2024	Davenport	Resiliency Zone Backup Generator	1 meter - unknown visitors served
12/09/2024	Davenport	Resiliency Zone Backup Generator	1 meter - unknown visitors served
12/09/2024	Poppet Flats	Resiliency Zone Backup Generator	1 meter - unknown visitors served
12/09/2024	Fingal	Community Resource Center Backup Generator	1 meter - unknown visitors served
12/09/2024	Pick	Community Resource Center Backup Generator	1 meter - unknown visitors served
12/14/2024	Fingal	Community Resource Center Backup Generator	1 meter - unknown visitors served

#### F. Public Safety Partners

1. Identification of all requests for selective re-energization made by public safety partners during a de-energization event, whether each such request was granted or denied, and the reason for granting or denying each such request.

[Authority: D.21-06-034, Guidelines at p. A16, Section K-3.c.]

**Response:** SCE did not receive requests for selective re-energization by public safety partners during de-energization events in 2024.



During SCE's September 7, 2024, PSPS Event, SCE did receive a request from CAL FIRE Incident Management Team to exclude planned PSPS in the area threatened by the Line Fire in San Bernardino County. SCE evaluated the request and responded to CAL FIRE saying we are not able to exclude de-energization because doing so could further risk public safety. If PSPS conditions occurred and SCE delayed de-energization, environmental conditions could pose a risk to SCE infrastructure, potentially resulting in an ignition. This would further complicate evacuation efforts and increase the risk to public safety.

### G. Transmission

2. Description of the impact of de-energization on transmission.

**Response:** SCE did not de-energize transmission lines during 2024 PSPS de-energization events.

3. Evaluation of how to mitigate and prepare for those impacts in future potential de-energization events.

**Response:** If bulk transmission lines are in scope for potential de-energization for PSPS, SCE begins its evaluation upon the sooner of 4-7 days-prior to the event, or immediately after weather modeling determines that these lines could be impacted. Transmission lines are in scope if the forecast windspeeds and Fire Potential Index (FPI) exceed PSPS thresholds. SCE also takes circuit health conditions into account to determine the likelihood of de-energization. SCE then develops various scenarios of these potential de-energized transmission line(s). For example, those transmission lines with the highest forecasted windspeeds and highest forecasted FPI would be grouped into one scenario, while others that traverse a corridor in the same county may be grouped into another scenario. After defining these scenarios, SCE determines what transmission equipment outages are planned during the PSPS event. SCE then performs contingency analysis based on forecasted load during the PSPS event with the planned transmission equipment outages and transmission line de-energization scenarios to determine potential impacts. If potential impacts can be mitigated by rescheduling planned transmission equipment outage(s), then those will be evaluated for reschedule potential. Once rescheduling of planned transmission outages are determined, SCE then performs contingency analysis again to evaluate any potential unmitigated impacts. The PSPS Operations group then communicates any potential thermal and voltage violations and discusses mitigating action plans with the Grid Control Center (GCC) real-time personnel, as well as with the CAISO. Mitigating actions will then be discussed amongst PSPS Operations, GCC, and CAISO—and implemented prior to the start of the PSPS event, when required.

4. Identify and describe all studies that are part of such analysis and evaluation.

**Response:** PSPS load flow studies are performed with an off-line and/or real-time study tools. Typically, PSPS Operations use SCE's State Estimator (SE) and Real-Time Contingency Analysis (RTCA) tools to perform studies pre- and during-event. The SE and RTCA tools take a snapshot of the grid topology, and then modifies the status of equipment to model planned outages, load and generation adjustments, as well as inertia flow adjustments. Additionally, these tools are used to extract data (using a data



historian) to trend all necessary real-time data points including load, MW/MVAR flows, voltages, CB status, etc., in order to accurately simulate scenarios for the PSPS event. Once all necessary modeling and adjustments have been made, the RTCA automated function is enabled to perform all selected contingencies. Once all contingencies have been simulated, all thermal and voltage violations are evaluated. PSPS Operations then summarizes those violations that are not automatically mitigated for (via Remedial Action Schemes, etc.), and shares the results with GCC and CAISO, when applicable.

5. Identify all efforts to work with publicly owned utilities and cooperatives to evaluate the impacts of de-energization on transmission.

[Authority: D.21-06-034, Guidelines at pp. A15-A16, Section K-3.b.]

**Response:** PSPS Operations will advise potentially impacted neighboring entities, up to 7 days in advance of an event, depending on the confidence level of the forecast. Leading to the PSPS event, PSPS Operations will communicate to SCE's Outage Coordination group within the GCC any "high likelihood" of de-energizing based on forecast windspeeds at/near wind speed thresholds of those transmission lines. The Outage Coordination group will in turn submit this information as potential PSPS transmission outages to the CAISO and any publicly owned utilities and cooperatives, typically 3 days in advance of the PSPS event for their awareness and to plan for mitigating actions. The GCC will also schedule a call with the CAISO and PSPS Operations to ensure all outage submittals have been received and mitigations will be in place prior to the start of the event.

## Section IV: Safety and Enforcement Division-Specified

Response no longer than two pages.

1. Discuss how your PSPS meteorology and fire science predictive models performed in the prior year. What changes were made to the models in the prior year? What are the planned modeling improvement efforts?

### **Response:**

#### Weather Modeling:

In 2024, SCE focused its weather modeling improvement efforts on expanding and retraining its machine learning forecasts. SCE implemented 441 new locations to its existing machine learning forecast system in 2024, bringing the total number of locations to 1624 by the end of the year. Additionally, SCE implemented four new machine learning forecast systems in the second half of the year, significantly expanding its machine learning forecast capability. Accuracy statistics for all in-house model forecasts for sustained wind speed and wind gust speed that were available for the entirety of 2024 are provided in Table 5 as a summary of predictive model performance. All in-house predictive weather models run by SCE are prefixed by "SCE" in Table 5. Additionally, the NOAA National Blend of Models (NBM) and NOAA North American Mesoscale (NAM) public models are provided for comparison to SCE's in-house weather model accuracy. All SCE in-house weather model forecasts have better accuracy (lower mean absolute error; MAE) than the public weather models for 2024.

**Table 5:** Forecast verification statistics for daily day-of forecasts by meteorology predictive models spanning 1/1/2024 through 12/31/2024. Bias is defined as Forecasts – Observations.

Forecast System (Day-of forecast)	Sustained Bias (MPH)	Gust Bias (MPH)	Sustained MAE (MPH)	Gust MAE (MPH)
SCE 2-km Deterministic	-0.76	-1.74	2.75	4.01
SCE 2-km NAM Ensemble	-0.14	-0.80	2.72	3.97
SCE 1-km GFS Ensemble	-0.36	0.90	2.65	3.71
SCE 1-km EC Ensemble	-0.21	0.05	2.63	3.46
SCE 1-km EC/GFS Ensemble	-0.29	0.45	2.57	3.43
SCE Machine Learning	-0.69	-0.59	1.84	2.61
NOAA National Blend of Models (NBM)	-0.87	-1.00	3.70	5.00
NOAA North American Mesoscale Model (NAM)	-0.32	-2.61	2.85	5.10

In 2025, SCE will continue to improve our machine learning approach by further expanding the machine learning models to all remaining weather stations with enough historical training data to support model development. Existing machine learning model locations will also be retrained in observations from 2024. Finally, SCE will be working with its vendors to test new predictors to improve model skill through proof-of-concept work.

#### Fire Spread Modeling:

SCE's fire spread modeling capabilities provide risk and consequence information, projecting how much a wildfire will impact a community. SCE currently uses fire simulation applications, FireRisk, FireSim, and FireSight from Technosylva, to identify the impact wildfires may have on downstream communities. FireRisk and FireSim use real-time weather forecasts to calculate actual risk, while FireSight uses historical data to measure relative risk to help with the prioritization of grid hardening activities. Some wildfires will be more impactful, regardless of size, due to the presence of such factors as populations, buildings, and utility assets in the area.

SCE continued working with Technosylva to help improve outputs and metrics throughout 2024. A strategic plan was developed with Technosylva which outlined the specific targets and milestones necessary to achieve the broader goal of improving their modeling capabilities. Throughout 2024, there were 3 major areas in which Technosylva made steps to improve their modeling:

1. *There was an extensive review of all of SCE's PSPS events that occurred in 2022 and 2023. Their analysis showed that all of SCE's de-energized circuits were in high consequence areas. Furthermore, they showed that most of the circuits that were in scope for PSPS also were in high consequence areas. The Fire Science team requested they examine consequence information during non-PSPS days which they did which showed most of the area had lower consequences. All this analysis was done using percentiles and not actual values which still makes it difficult to quantify metric output improvement, but more analysis is expected to be performed on the more recent PSPS events.*
2. *Technosylva has made improvements to their underlying fuels data layer. One example of this is in the Lake Isabella area where the data layer showed that the eastern portion of the lake was dry, but recent satellite data showed the opposite. This caused Technosylva to re-examine the data layer specifically around where lakes are located due to the ebb and flow of water levels within natural watersheds and reservoirs.*
3. *This past fall, Fire Sciences was given a new version of the Wildfire Analyst Software which included new metrics in the FireRisk application as well as improved reliability and stability in the application itself.*

While Technosylva has been regularly engaged with the Fire Science team at SCE, there is still much work to be done to bring consequence output to a level suitable for use in PSPS. SCE will continue to provide constructive feedback on product output and will ensure that the milestones within the strategic plan are achieved in a timely manner, and WMP deliverables are met in 2025.

2. What were the challenges in quantifying risks and benefits in terms of determining the scope (size and duration) of the PSPS you conducted?

**Response:** The main challenge SCE experienced in 2024 (in addition to limitations described above) was the timely availability of FireCast model information for circuits that were not originally forecast in scope for potential de-energization. These circuits were brought into scope based on emergent weather conditions. While FireCast modeling inputs are normally based on information provided as part of SCE's initial PSPS forecast, SCE does retain capability to perform a risk benefit analysis for most emergent conditions based on FireCast model info for circuits within High Fire Threat Districts. However, circuits which are not originally identified in scope for a PSPS event and not included in the FireCast Model inputs cannot be assessed. SCE continues to refine and update its forecasting models through the addition of new models and machine learning algorithms, which are expected to further improve forecasting for PSPS event scope to address this challenge.

3. Explain mitigations conducted for each PSPS event in the year, including but not limited to circuit switching, sectionalization, and microgrid activations.

**Response:**

SCE makes every effort to mitigate the impacts of PSPS for its customers and public safety partners by enhancing the measures that are in SCE's control. Because PSPS is SCE's tool of last resort for wildfire

mitigation, the primary way to mitigate its use is to enhance other wildfire mitigation methods so that SCE does not use its tool of last resort as frequently. Below SCE identifies wildfire mitigation measures that have the potential to mitigate PSPS impacts.

- Covered Conductor – Lines with covered conductor reduce PSPS activations compared to lines with bare wire. For a circuit or circuit segment that is entirely covered conductor, the sustained wind speed and wind gust thresholds for de-energization are increased.
- Undergrounding of Electric Lines and/or Equipment – PSPS outage risk is typically eliminated for fully underground circuits, assuming there is no upstream overhead circuitry in HFRA (including transmission lines feeding substations that in turn feed these distribution lines. Undergrounding, therefore, greatly mitigates the frequency of PSPS events.
- Remote Automatic Reclosers (RARs) and Remote Control Switches (RCSs) – RARs and RCSs allow SCE to sectionalize circuits into smaller segments during PSPS events. This enables SCE to mitigate the scope (i.e., number of customers) of PSPS events. Sectionalization can also have duration benefits because the number of circuit miles to assess prior to re-energization is reduced.
- Weather Stations – Weather stations provide critical situational awareness for PSPS decision-making. Weather conditions can differ significantly at any given time within the HFRA of SCE's service area, due to the large size and diverse topography. Granular, circuit-level or circuit-segment-level weather data is used by incident management team (IMT) personnel to inform initiation of PSPS events, customer notifications, de-energization decisions for SCE circuits, and re-energizations. Because weather station data can help IMT personnel determine whether to limit a PSPS event to certain segments of a circuit, they can help to mitigate the scope and duration of PSPS events.
- Live Field Observations (LFOs) – During a PSPS event, SCE may deploy qualified personnel to high-risk portions of the grid to take live wind readings using handheld weather stations to supplement information from fixed weather stations and to watch for other inclement hazards. For circuits that are in scope, SCE conducts pre-patrols to visually inspect the entire length of each circuit or circuit segment to find any imminent hazards or equipment vulnerabilities that require immediate remediation and to provide additional intelligence on field conditions. If concerns are discovered on a circuit in scope, they are addressed before the impending wind event, if possible. These LFOs are performed to provide real-time data to SCE's Emergency Operations Center. After concerning weather conditions have abated, SCE dispatches qualified personnel again to perform restoration patrols on all circuits that experienced a PSPS de-energization to ensure that they are safe for service restoration. These protocols are imperative to SCE's decision making and will continue to be a part of SCE's PSPS protocols for the foreseeable future.
- Weather Forecasting – SCE's weather forecasting capabilities enable us to anticipate when PSPS events and de-energizations may be needed. In the 2026 to 2028 WMP cycle, SCE will focus on maintaining and refining existing capabilities for improved accuracy, as well as continuing to evaluate new and emerging technologies for potential implementation. Refining our weather forecasting capabilities will help us to mitigate the frequency, duration, and scope of PSPS events.

SCE also tries to mitigate other impacts to those customers who are affected by a PSPS event – by being on a circuit or circuit segment that either has the potential to be de-energized or that actually is de-

energized. Below, SCE identifies wildfire mitigation that have the potential to notably mitigate impacts for customers that experience a PSPS event:

- **Public Communication, Outreach, and Educational Awareness** – SCE has an extensive set of protocols and processes for communicating with customers and public safety partners during PSPS events (as well as other emergencies). These procedures help customers and stakeholders stay informed and aware of impacts and potential impacts to SCE’s electric service as well as measures available to support them if they are affected.
- **Customer Support During PSPS Events** – SCE has 10 mobile generators ready for deployment to critical facilities and infrastructure customers during PSPS events. Additionally, SCE has established contracts with vendors to lease extra units if needed during emergencies for critical care customers. We are committed to expanding successful customer program offerings, with a particular focus on Access and Functional Needs (AFN) customers who rely on medical devices or assistive technology for their independence, health, or safety during PSPS de-energizations. During PSPS events, SCE provides support to customers in areas most likely to experience de-energization through its Community Resource Centers (CRCs) and Community Crew Vehicles (CCVs). These locations provide resources such as water, snacks, access to restrooms, wi-fi, mobile phone charging, and updated outage information. SCE provides additional support to Medical Baseline customers who reside in HFRA through our Critical Care Battery Backup (CCBB) Program, which provides free portable backup batteries to eligible customers. For our customers with Access and Functional Needs (AFN), SCE offers its Disability Disaster and Access Resource (DDAR) Program to provide support before and during PSPS events. SCE also offers its Portable Power Station Rebate Program and Portable Generator Rebate Program to all customers living in HFRA. SCE is piloting additional customer support efforts during PSPS events such as the In-Event Battery Loan Pilot and the eMobility Pilot (a mobile electric vehicle charger pilot).

4. Explain how you fully incorporated public safety partners in your exercise planning. How many were invited to, and attended each planning meeting? Describe your communication efforts- dates and methods-to solicit participation.

**Response:** SCE promotes and encourages participation in the PSPS readiness activities during our PSPS working group sessions and workshops with local, state, tribal governments, and critical infrastructure providers.

SCE conducted six PSPS exercises in 2024. Please see SCE’s 2024 Pre Season Report, Appendix F, for a table of the date of the exercises, number of participants and the entity that participated.

Invitations to observe or participate in 2024 PSPS exercises were extended to more than 9,800 public safety partner representatives from jurisdictions throughout the service territory including critical infrastructure, tribal nations, and first responder agencies. SCE solicited their input in exercise design and development, and their feedback was considered and incorporated to the extent feasible within established exercise parameters. Feedback and lessons learned from real world events were also incorporated as applicable.

5. Recap the lessons learned from all of your de-energization exercises, the resulting action items, their implementation, and observed consequences.

**Response:****Table 6: 2024 Lessons Learned**

LESSONS LEARNED	Resulting Action	Implementation	Observed Consequence
In some instances, the notifications team was required to use more time-consuming manual processes to dispatch notification to customers and public safety partners.	CDP workflow enhancements are required to further reduce the use of manual campaign to dispatch notifications through automated workflows.	Q3 2024	Time consuming manual processes were used to dispatch notifications.
Some PSPS IMT members were unfamiliar with the generator approval process.	Provide generator refresher training and evaluate accessibility of in-event job aid to Dedicated PSPS IMT.	Q3 2024	Some PSPS IMT members were unfamiliar with generator approval process
Exercise scenario did not test notification process for shared customers.	Hold joint IOUs discussion to test shared customer notification process.	Q3 2024	Exercise did not test notification process for shared customers

6. Discuss how you fully implemented the whole community approach into your de-energization exercises.

**Response:** SCE utilizes objectives and scenarios in exercises that touch upon whole community concerns. In particular, the exercise scenarios help to ensure that personnel are being tested on a wide range of potential issues and concerns from customers and community members of every type. Furthermore, SCE invited stakeholders from public safety partner agencies to participate in the exercise design, development, and execution. Please also see response to Question 4 above.

7. Discuss the complaints you received (as documented in POSTSR4) and any lessons learned and implementation of changed business practices.

**Response:** SCE initially reported 2,858 complaints in its 2024 post-event reports. Following additional data validation, SCE determined that some complaints did not meet the California CPUC definition of PSPS complaints as outlined in D.21-06-014 or were miscategorized as non-PSPS complaints. Additionally, SCE received complaints after some post-event reports were filed. With these clarifications, the total number of complaints for 2024 increased to 2,877, reflecting a net increase of 19 complaints.

Approximately 89% of complaints were reported through the Call Center and Social Media channels. The most prevalent complaints were about PSPS Frequency/Duration (27%) and General PSPS Dissatisfaction/Other (54%). Complaint topics included general frustration with the duration and frequency of PSPS events, restoration time, lack of, excessive, untimely, or inaccurate notifications, food loss, and overall dissatisfaction with SCE.

There have been no Lessons Learned or implementation of new business practices from PSPS complaints as most complaints are generally resolved when power is restored. During active PSPS events, SCE tries

to resolve customer complaints by connecting them with SCE and community customer support programs, resources, and information on SCE's claims process. In cases where safety appeared to be an imminent issue, SCE conducted wellness checks on customers.

8. How did your PSPS notifications, to both customers and public safety partners/local governments, perform over the year? What changes will you make to improve performance?

**Response:** Throughout 2024, SCE Public Safety Power Shutoff (PSPS) notifications at times worked well for customers and public safety partners/local governments, and at other times SCE received feedback that the notifications process and system need further refinement as noted below.

When notifications were missed or delayed, certain causes appeared more frequently, including sudden onset of weather, system and process issues, data errors in circuit-to-customer mapping, customer move-ins/move-outs during events, and missing contact information. To improve performance, SCE is actively identifying and correcting mapping errors to enhance notification accuracy. Furthermore, SCE is expanding its machine learning modeling capabilities to enhance the accuracy of its forecasts, although weather forecasting will always be subject to uncertainty, especially at a granular level.

Before the fire season, SCE conducts annual notification tests for customers in High Fire Risk Areas to ensure the accuracy and effectiveness of their contact information. When notifications fail, SCE proactively corrects and improves contact details through various methods, including emergency notification enrollment at sign-up, auto-enrollment for existing customers, alternative contact information enrollment, opt-out prevention, and email domain correction. SCE also explores additional ways to gather missing contact information via call center scripts, direct mailers, and other sources. Furthermore, SCE reviews systems and data to identify and address the root causes of notification failures, ensuring timely delivery of all notifications. SCE will continue these efforts in 2025 to enhance the accuracy and reliability of its notification system.

To address system issues, SCE is working with its vendors to improve reliability and mitigate issues that create the potential for missed or delayed notifications. In 2025, SCE aims to automate processes currently handled manually to minimize the risk of missed customer notifications and enhance the system's capability to scale effectively for extremely large events.

SCE also provides an annual PSPS Resource Guide for Local and Tribal Government which includes PSPS Notification Timeline, as well as a social media toolkit intended for use by local and tribal government to provide localized notification, updates, and alerts leading up to and during a PSPS event. In addition, SCE provides PSPS alert/notifications to non-SCE customers of multi-family buildings through enrollment at [scepss.com](https://scepss.com) and partners with local and tribal government AFN customers to improve and enhance PSPS communications with the AFN community.

Overall, SCE remains committed to making all reasonable efforts to provide notifications to all impacted customers and public safety partners during PSPS events. This commitment includes conducting thorough analyses, addressing identified issues, and enhancing notification processes through technology enhancements and improvements in coordination between PSPS operations and field conditions. SCE continues to identify the validity of and otherwise improve the quality and availability of customer contact information.

9. Describe feedback received from CBOs and customers on CRC performance last year. How was the feedback collected and how is feedback being incorporated into future CRC plans?

**Response:** SCE sends a post event survey to customers who provide an email address at the CRC/ CCV location. Feedback is reviewed and where applicable, SCE includes any improvements in the following year's CRC plan.

Below is SCE's CRC survey results from 2024.

#### 2024 CRC Survey Results

- *Customer Satisfaction Score = 84%*
- *Customers found resiliency kits useful = 94%*

Below are the topics and themes collected from the survey. SCE currently addresses these suggestions through our customer programs. Refer to Table 3.

Topic	Suggestion	Response
Support for Vulnerable Customers	- Offer assistance with medically necessary equipment and discounts.	SCE's portfolio of programs provides this type of assistance. Please refer to Table 3.
	- Ensure support for individuals with medical conditions that require refrigeration or constant power.	SCE's portfolio of programs provides this type of assistance. Please refer to Table 3.
Generator Support	- Provide information on affordable generators and deals.	SCE's portfolio of programs provides this type of assistance. Please refer to Table 3.
	- Deploy local emergency generators during extended outages.	SCE's portfolio of programs provides this type of assistance. Please refer to Table 3.
	- Make it easier for customers to afford generators.	SCE's portfolio of programs provides this type of assistance. Please refer to Table 3.



<b>Basic Necessities</b>	- Ensure access to running water during outages.	SCE's portfolio of programs provides this type of assistance. Please refer to Table 3.
	- Provide meals during outages as customers cannot cook or access their fridges.	SCE's portfolio of programs provides this type of assistance. Please refer to Table 3.

**Attachment A**

CRC & CCV Locations in 2024

<u>Type of Asset</u>	<u>County</u>	<u>Deployment Start Date</u>	<u>Duration (days)</u>	<u>Hours of Operation</u>
<u>CRC - Indoor</u>	<u>Los Angeles</u>	<u>6/14/24</u>	<u>2</u>	<u>6/14/24:</u> <u>4PM to 10PM</u>  <u>6/15/24:</u> <u>8AM to 11AM</u>
<u>CCV</u>	<u>Kern</u>	<u>6/16/24</u>	<u>2</u>	<u>6/16/24:</u> <u>8AM to 10PM</u>  <u>6/17/24:</u> <u>8AM to 10PM</u>
<u>CRC - Indoor</u>	<u>Los Angeles</u>	<u>6/17/24</u>	<u>2</u>	<u>8AM to 10PM</u>
<u>CRC - Indoor</u>	<u>Kern</u>	<u>7/21/24</u>	<u>1</u>	<u>8AM to 11AM</u>
<u>CRC - Indoor</u>	<u>Santa Barbara</u>	<u>7/26/24</u>	<u>1</u>	<u>6PM to 10PM</u>
<u>CRC - Indoor</u>	<u>LOS ANGELES</u>	<u>8/8/2024</u>	<u>2</u>	<u>8/8/24 - 8/9/24:</u> <u>8AM to 4PM</u>
<u>CCV</u>	<u>KERN</u>	<u>8/8/2024</u>	<u>2</u>	<u>8/8/24 - 8/9/24:</u> <u>8AM to 4PM</u>
<u>CRC - Indoor</u>	<u>KERN</u>	<u>8/11/2024</u>	<u>2</u>	<u>8/11/24:</u> <u>3PM to 10PM</u>  <u>8/12/24:</u> <u>1PM to 9PM</u>
<u>CCV</u>	<u>LOS ANGELES</u>	<u>8/12/2024</u>	<u>1</u>	<u>10AM to 12PM</u>
<u>CRC - Indoor</u>	<u>KERN</u>	<u>8/14/2024</u>	<u>1</u>	<u>10AM to 6PM</u>
<u>CCV</u>	<u>LOS ANGELES</u>	<u>8/16/2024</u>	<u>2</u>	<u>8/16/24:</u> <u>1PM to 10PM</u>  <u>8/17/24:</u> <u>10AM to 8PM</u>
<u>CRC - Indoor</u>	<u>MONO</u>	<u>8/17/2024</u>	<u>1</u>	<u>8AM to 8PM</u>
<u>CRC - Indoor</u>	<u>MONO</u>	<u>8/17/2024</u>	<u>1</u>	<u>8AM to 8PM</u>
<u>CCV</u>	<u>Inyo, Mono</u>	<u>8/23/2024</u>	<u>1</u>	<u>8/23/24:</u> <u>8AM to 10PM</u>  <u>8/24/24:</u>

				<u>8AM to 7:30PM</u>
<u>CRC - Indoor</u>	<u>Mono</u>	<u>8/23/2024</u>	<u>1</u>	<u>8AM to 10PM</u>
<u>CRC - Indoor</u>	<u>Mono</u>	<u>8/23/2024</u>	<u>1</u>	<u>8/23/24:</u> <u>8AM to 10PM</u>  <u>8/24/24:</u> <u>8AM to 5:30PM</u>
<u>CRC - Outdoor</u>	<u>Mono</u>	<u>8/23/2024</u>	<u>1</u>	<u>8/23/24:</u> <u>8AM to 10PM</u>
<u>CRC - Indoor</u>	<u>Mono</u>	<u>8/23/2024</u>	<u>1</u>	<u>8AM to 10PM</u>
<u>CCV</u>	<u>San Bernadino</u>	<u>8/23/2024</u>	<u>1</u>	<u>8/22/24:</u> <u>12PM to 10PM</u>  <u>8/23/24:</u> <u>8AM to 10PM</u>
<u>CCV</u>	<u>Inyo</u>	<u>9/10/2024</u>	<u>2</u>	<u>9/10/24:</u> <u>10AM to 10PM</u>  <u>9/11/24:</u> <u>8AM to 10PM</u>
<u>CRC - Indoor</u>	<u>Kern</u>	<u>9/11/2024</u>	<u>1</u>	<u>8AM to 10PM</u>
<u>CRC - Outdoor</u>	<u>Kern</u>	<u>9/11/2024</u>	<u>1</u>	<u>8AM to 10PM</u>
<u>CCV</u>	<u>Kern</u>	<u>9/11/2024</u>	<u>1</u>	<u>8AM to 10PM</u>
<u>CRC - Indoor</u>	<u>Los Angeles</u>	<u>9/11/2024</u>	<u>1</u>	<u>10AM to 10PM</u>
<u>CRC - Indoor</u>	<u>Mono</u>	<u>9/11/2024</u>	<u>1</u>	<u>8AM to 10PM</u>
<u>CRC - Indoor</u>	<u>Mono</u>	<u>9/11/2024</u>	<u>1</u>	<u>8AM to 10PM</u>
<u>CRC - Indoor</u>	<u>Riverside</u>	<u>9/11/2024</u>	<u>1</u>	<u>8AM to 10PM</u>
<u>CRC - Indoor</u>	<u>Riverside</u>	<u>9/11/2024</u>	<u>1</u>	<u>10AM to 10PM</u>
<u>CRC - Indoor</u>	<u>San Bernadino</u>	<u>9/11/2024</u>	<u>1</u>	<u>9/10/24:</u> <u>6PM to 10PM</u>  <u>9/11/24:</u> <u>8AM to 9:15PM</u>
				<u>9/8/24:</u>

<u>CRC - Indoor</u>	<u>Santa Barbara</u>	<u>9/8/2024</u>	<u>3</u>	<u>2PM to 10PM</u>  <u>9/9/24:</u> <u>4PM to 10PM</u>  <u>9/11/24:</u> <u>1PM to 10PM</u>
<u>CCV</u>	<u>Inyo</u>	<u>9/15/2024</u>	<u>2</u>	<u>9/15/24:</u> <u>10AM to 10PM</u>  <u>9/16/24:</u> <u>8AM to 7PM</u>
<u>CCV</u>	<u>Kern</u>	<u>9/16/2024</u>	<u>1</u>	<u>9/16/24:</u> <u>8AM to 7PM</u>
<u>CRC - Indoor</u>	<u>Mono</u>	<u>9/15/2024</u>	<u>1</u>	<u>9/15/24:</u> <u>10AM to 10PM</u>
<u>CRC - Outdoor</u>	<u>Mono</u>	<u>9/15/2024</u>	<u>2</u>	<u>9/15/24:</u> <u>10AM to 10PM</u>  <u>9/16/24:</u> <u>8AM to 11AM</u>
<u>CCV</u>	<u>Kern</u>	<u>10/2/2024</u>	<u>2</u>	<u>10/2/24:</u> <u>10AM to 10PM</u>  <u>10/3/24:</u> <u>8AM to 9:15PM</u>
<u>CRC - Indoor</u>	<u>Los Angeles</u>	<u>10/2/2024</u>	<u>1</u>	<u>1PM to 10PM</u>
<u>CRC - Indoor</u>	<u>Santa Barbara</u>	<u>10/2/2024</u>	<u>1</u>	<u>1PM to 10PM</u>
<u>CCV</u>	<u>Santa Barbara</u>	<u>10/2/2024</u>	<u>1</u>	<u>1PM to 10PM</u>
<u>CRC - Indoor</u>	<u>Tulare</u>	<u>10/3/2024</u>	<u>1</u>	<u>8AM to Noon</u>
<u>CCV</u>	<u>Inyo/Mono</u>	<u>10/10/2024</u>	<u>0</u>	<u><del>10/10/2024</del></u>  <u><del>1 PM to 10 PM</del></u>  <u><del>10/11/2024</del></u> <u><del>10 AM to 10 PM</del></u>
<u>CCV</u>	<u>Los Angeles</u>	<u>10/9/2024</u>	<u>2</u>	<u>10/9/24:</u> <u>8AM to 10PM</u>

				<u>10/10/24:</u> <u>8AM to 9PM</u>
<u>CRC - Indoor</u>	<u>San Bernardino</u>	<u>10/9/2024</u>	<u>2</u>	<u>10/9/24:</u> <u>8AM to 10PM</u>  <u>10/10/24:</u> <u>8AM to 10PM</u>
<u>CCV</u>	<u>San Bernardino</u> <u>site in Riverside</u> <u>County</u>	<u>10/8/2024</u>	<u>1</u>	<u>10/8/24:</u> <u>4PM to 8PM</u>  <u>10/9/2024</u> <u>8AM to 5PM</u>  <u>10/10</u> <u>8AM to 5PM</u>
<u>CCV</u>	<u>San Bernardino</u>	<u>10/9/2024</u>	<u>2</u>	<u>10/9/24:</u> <u>8AM to 5PM</u>  <u>10/10/24:</u> <u>8AM to 7PM</u>
<u>CCV</u>	<u>Inyo/Mono</u>	<u>10/17/2024</u>	<u>2</u>	<u>10/17/24 - 10/18/24:</u> <u>8AM to 10PM</u>  <u>10/19/24:</u> <u>8AM to 3PM</u>
<u>CRC - Indoor</u>	<u>Los Angeles</u>	<u>10/18/2024</u>	<u>2</u>	<u>10/18/24:</u> <u>8AM to 10PM</u>  <u>10/19/24:</u> <u>8AM to 7PM</u>
<u>CRC - Indoor</u>	<u>Los Angeles</u>	<u>10/18/2024</u>	<u>2</u>	<u>10/18/24:</u> <u>8AM to 10PM</u>  <u>10/19/24:</u> <u>8AM to 7PM</u>
<u>CRC - Indoor</u>	<u>Los Angeles</u>	<u>10/18/2024</u>	<u>2</u>	<u>10/18/24:</u> <u>8AM to 10PM</u>  <u>10/19/24:</u> <u>8AM to 7PM</u>

<u>CRC - Indoor</u>	<u>Los Angeles</u>	<u>10/18/2024</u>	<u>2</u>	<u>10/18/24:</u> <u>8AM to 10PM</u>  <u>10/19/24:</u> <u>8AM to 7PM</u>
<u>CRC - Indoor</u>	<u>Los Angeles</u>	<u>10/18/2024</u>	<u>2</u>	<u>10/18/24:</u> <u>8AM to 10PM</u>  <u>10/19/24:</u> <u>8AM to 7PM</u>
<u>CCV</u>	<u>Los Angeles</u>	<u>10/18/2024</u>	<u>2</u>	<u>10/18/24:</u> <u>8AM to 10PM</u>  <u>10/19/24:</u> <u>8AM to 7PM</u>
<u>CCV</u>	<u>Mono</u>	<u>10/17/2024</u>	<u>2</u>	<u>10/17/24:</u> <u>8AM to 10PM</u>  <u>10/18/24:</u> <u>8AM to 5PM</u>
<u>CCV</u>	<u>Mono</u>	<u>10/17/2024</u>	<u>2</u>	<u>10/17/24:</u> <u>8AM to 10PM</u>  <u>10/18/24:</u> <u>8AM to 5PM</u>
<u>CRC - Indoor</u>	<u>Orange</u>	<u>10/18/2024</u>	<u>2</u>	<u>10/18/24:</u> <u>8AM to 10PM</u>  <u>10/19/24:</u> <u>8AM to 5PM</u>
<u>CCV</u>	<u>Riverside</u>	<u>10/18/2024</u>	<u>2</u>	<u>10/18/24:</u> <u>8AM to 10PM</u>  <u>10/19/24:</u> <u>8AM to 5PM</u>
<u>CRC - Indoor</u>	<u>Riverside</u>	<u>10/18/2024</u>	<u>2</u>	<u>10/18/24:</u>  <u>8AM to 10PM</u>  <u>10/19/24:</u>

				<u>8AM to 5PM</u>
<u>CCV</u>	<u>San Bernardino</u>	<u>10/18/2024</u>	<u>2</u>	<u>10/18/24:</u> <u>8AM to 10PM</u>  <u>10/19/24:</u> <u>8AM to 7PM</u>
<u>CRC - Indoor</u>	<u>San Bernardino</u>	<u>10/18/2024</u>	<u>2</u>	<u>10/18/24:</u> <u>8AM to 10PM</u>  <u>10/19/24:</u> <u>8AM to 8PM</u>
<u>CRC - Indoor</u>	<u>San Bernardino</u>	<u>10/18/2024</u>	<u>2</u>	<u>10/18/24:</u> <u>8AM to 10PM</u>  <u>10/19/24:</u> <u>8AM to 7PM</u>
<u>CRC - Indoor</u>	<u>San Bernardino</u>	<u>10/18/2024</u>	<u>2</u>	<u>10/18/24:</u> <u>8AM to 10PM</u>  <u>10/19/24:</u> <u>8AM to 7PM</u>
<u>CRC – Indoor</u>	<u>Ventura</u>	<u>10/18/2024</u>	<u>2</u>	<u>10/18/24:</u> <u>8AM to 10PM</u>  <u>10/19/24:</u> <u>8AM to 5PM</u>
<u>CRC - Indoor</u>	<u>Ventura</u>	<u>10/18/2024</u>	<u>2</u>	<u>10/18/24:</u> <u>8AM to 10PM</u>  <u>10/19/24:</u> <u>8AM to 5PM</u>
<u>CCV</u>	<u>Inyo/Mono</u>	<u>10/27/2024</u>	<u>2</u>	<u>10/27/24:</u> <u>8AM to 10PM</u>  <u>10/28/24:</u> <u>8AM to 7PM</u>  <u>10/29/24:</u> <u>8AM to 10:50AM</u>
<u>CCV</u>	<u>Kern</u>	<u>10/27/2024</u>	<u>1</u>	<u>10/27/24:</u> <u>10AM to 7PM</u>



<u>CCV</u>	<u>Mono</u>	<u>10/27/2024</u>	<u>2</u>	<u>10/27/24:</u> <u>8AM to 10PM</u> <u>10/28/24:</u> <u>8AM to 11AM</u>
<u>CCV</u>	<u>Mono</u>	<u>10/27/2024</u>	<u>2</u>	<u>10/27/24:</u> <u>8AM to 9:45PM</u> <u>10/28/24:</u> <u>9AM to 4PM</u>
<u>CCV</u>	<u>San Bernardino</u>	<u>10/27/2024</u>	<u>2</u>	<u>10/27/24:</u> <u>6PM to 10PM</u> <u>10/28/24:</u> <u>8AM to 7:30PM</u>
<u>CRC - Indoor</u>	<u>Santa Barbara</u>	<u>10/27/2024</u>	<u>1</u>	<u>1PM to 9:30PM</u>
<u>CRC - Indoor</u>	<u>Los Angeles</u>	<u>11/4/2024</u>	<u>1</u>	<u>8AM to 5PM</u>
<u>CCV</u>	<u>Los Angeles</u>	<u>11/4/2024</u>	<u>1</u>	<u>8AM to 5PM</u>
<u>CCV</u>	<u>Orange</u>	<u>11/4/2024</u>	<u>1</u>	<u>8AM to 5PM</u>
<u>CCV</u>	<u>Riverside</u>	<u>11/4/2024</u>	<u>1</u>	<u>8AM to 5PM</u>
<u>CRC - Indoor</u>	<u>Riverside</u>	<u>11/4/2024</u>	<u>1</u>	<u>8AM to 5PM</u>
<u>CCV</u>	<u>Riverside</u>	<u>11/4/2024</u>	<u>1</u>	<u>8AM to 5PM</u>
<u>CCV</u>	<u>San Bernardino</u>	<u>11/4/2024</u>	<u>1</u>	<u>8AM to 5PM</u>
<u>CRC - Indoor</u>	<u>San Bernardino</u>	<u>11/4/2024</u>	<u>1</u>	<u>8AM to 5PM</u>
<u>CRC - Indoor</u>	<u>San Bernardino</u>	<u>11/4/2024</u>	<u>1</u>	<u>8AM to 5PM</u>
<u>CRC - Indoor</u>	<u>San Bernardino</u>	<u>11/4/2024</u>	<u>1</u>	<u>8AM to 5PM</u>
<u>CRC - Indoor</u>	<u>Ventura</u>	<u>11/4/2024</u>	<u>1</u>	<u>8AM to 5PM</u>
<u>CRC - Indoor</u>	<u>Ventura</u>	<u>11/4/2024</u>	<u>1</u>	<u>8AM to 5PM</u>
<u>CCV</u>	<u>Kern</u>	<u>11/7/2024</u>	<u>1</u>	<u>8AM to 10PM</u>
				<u>11/6/24 - 11/7/24:</u> <u>8AM to 10PM</u>

<u>CRC - Indoor</u>	<u>Los Angeles</u>	<u>11/6/2024</u>	<u>3</u>	<u>11/8/24:</u> <u>8AM to 2PM</u>
<u>CRC - Indoor</u>	<u>Los Angeles</u>	<u>11/6/2024</u>	<u>3</u>	<u>11/6/24 - 11/7/24:</u> <u>8AM to 10PM</u>  <u>11/8/24:</u> <u>8AM to 3PM</u>
<u>CCV</u>	<u>Los Angeles</u>	<u>11/6/2024</u>	<u>3</u>	<u>11/6/24 - 11/7/24:</u> <u>8AM to 10PM</u>  <u>11/8/24:</u> <u>8AM to 2PM</u>
<u>CRC - Indoor</u>	<u>Orange</u>	<u>11/6/2024</u>	<u>2</u>	<u>11/6/24 - 11/7/24:</u> <u>8AM to 10PM</u>
<u>CCV</u>	<u>Riverside</u>	<u>11/6/2024</u>	<u>2</u>	<u>11/6/24 - 11/7/24:</u> <u>8AM to 10PM</u>
<u>CRC - Indoor</u>	<u>Riverside</u>	<u>11/6/2024</u>	<u>2</u>	<u>11/6/24 - 11/7/24:</u>  <u>8AM to 10PM</u>
<u>CCV</u>	<u>Riverside</u>	<u>11/6/2024</u>	<u>2</u>	<u>11/6/24 - 11/7/24:</u>  <u>8AM to 10PM</u>
<u>CRC - Indoor</u>	<u>Riverside</u>	<u>11/6/2024</u>	<u>2</u>	<u>11/6/24 - 11/7/24:</u>  <u>8AM to 10PM</u>  <u>11/8/24:</u> <u>8AM to 10AM</u>
<u>CCV</u>	<u>Riverside</u>	<u>11/6/2024</u>	<u>2</u>	<u>11/6/24 - 11/7/24:</u>  <u>8AM to 10PM</u>
<u>CCV</u>	<u>San Bernardino</u>	<u>11/6/2024</u>	<u>2</u>	<u>11/6/24 - 11/7/24:</u>  <u>8AM to 10PM</u>
<u>CCV</u>	<u>San Bernardino</u>	<u>11/6/2024</u>	<u>2</u>	<u>11/6/24 - 11/7/24</u> <u>8AM to 10PM</u>
<u>CRC - Indoor</u>	<u>San Bernardino</u>	<u>11/6/2024</u>	<u>2</u>	<u>11/6/24 - 11/7/24:</u>  <u>8AM to 10PM</u>  <u>11/8/24:</u> <u>8AM to 3:30PM</u>
<u>CRC - Indoor</u>	<u>San Bernardino</u>	<u>11/6/2024</u>	<u>3</u>	<u>11/6/24 - 11/7/24:</u>  <u>8AM to 10PM</u>
<u>CRC - Indoor</u>	<u>San Bernardino</u>	<u>11/6/2024</u>	<u>2</u>	<u>11/6/24 - 11/7/24:</u>

<u>CRC - Indoor</u>	<u>San Bernardino</u>	<u>11/6/2024</u>	<u>1</u>	<u>8AM to 10PM</u>
<u>CRC - Indoor</u>	<u>Santa Barbara</u>	<u>11/6/2024</u>	<u>1</u>	<u>11/6/24:</u> <u>3PM - 4:30PM</u>
<u>CRC - Indoor</u>	<u>Ventura</u>	<u>11/6/2024</u>	<u>2</u>	<u>11/6/24 - 11/7/24:</u> <u>8AM to 10PM</u>  <u>11/8/24:</u> <u>8AM to 8PM</u>
<u>CRC - Indoor</u>	<u>Ventura</u>	<u>11/6/2024</u>	<u>3</u>	<u>11/6/24 - 11/7/24:</u> <u>8AM to 10PM</u>  <u>11/8/24:</u> <u>8AM to 8PM</u>
<u>CRC - Indoor</u>	<u>Ventura</u>	<u>11/6/2024</u>	<u>2</u>	<u>11/6/24:</u> <u>8AM to 10PM</u>  <u>11/7/24:</u> <u>8AM to 7PM</u>
<u>CCV</u>	<u>Kern/Tulare</u>	<u>11/11/2024</u>	<u>1</u>	<u>11/11/24:</u> <u>8AM to 6PM</u>
<u>CRC - Indoor</u>	<u>Inyo</u>	<u>11/11/2024</u>	<u>2</u>	<u>11/11/24:</u> <u>8AM to 5:30PM</u>  <u>11/13/24:</u> <u>8AM to 9PM</u>
<u>CRC - Indoor</u>	<u>Los Angeles</u>	<u>11/12/2024</u>	<u>1</u>	<u>8AM to 10PM</u>
<u>CRC - Indoor</u>	<u>Mono</u>	<u>11/11/2024</u>	<u>1</u>	<u>8AM to 5:30PM</u>
<u>CRC - Indoor</u>	<u>Mono</u>	<u>11/11/2024</u>	<u>2</u>	<u>11/11/24:</u> <u>8AM to 5:30PM</u>  <u>11/13/24:</u> <u>8AM to 9PM</u>
<u>CRC - Indoor</u>	<u>Santa Barbara</u>	<u>11/12/2024</u>	<u>1</u>	<u>11/12/24:</u> <u>10AM to 10PM</u>
<u>CRC - Indoor</u>	<u>Ventura</u>	<u>11/12/2024</u>	<u>1</u>	<u>11/12/24:</u> <u>10AM to 10PM</u>
<u>CCV</u>	<u>San Bernardino</u>	<u>11/12/2024</u>	<u>1</u>	<u>11/12/24:</u> <u>2PM to 10PM</u>
<u>CRC - Indoor</u>	<u>Inyo</u>	<u>11/18/2024</u>	<u>1</u>	<u>11/18/24:</u> <u>8AM to 8PM</u>  <u>11/20, 11/22:</u>

<u>CRC - Indoor</u>	<u>myc</u>	<u>11/19/2024</u>	<u>1</u>	<u>8AM to 10PM</u>  <u>11/23/24:</u> <u>8AM to 12:30PM</u>
<u>CRC - Indoor</u>	<u>Los Angeles</u>	<u>11/19/2024</u>	<u>1</u>	<u>8AM to 1PM</u>
<u>CRC - Indoor</u>	<u>Los Angeles</u>	<u>11/19/2024</u>	<u>1</u>	<u>8AM to 1PM</u>
<u>CRC - Indoor</u>	<u>Mono</u>	<u>11/19/2024</u>	<u>1</u>	<u>11/20/24:</u> <u>8AM to 10PM</u>  <u>11/22/24:</u> <u>8AM to 10PM</u>
<u>CRC - Indoor</u>	<u>Santa Barbara</u>	<u>11/18/2024</u>	<u>1</u>	<u>10AM to 10PM</u>
<u>CRC - Indoor</u>	<u>Ventura</u>	<u>11/19/2024</u>	<u>1</u>	<u>8AM to 2PM</u>
<u>CRC - Indoor</u>	<u>Los Angeles</u>	<u>11/28/2024</u>	<u>1</u>	<u>10AM to 10PM</u>
<u>CRC - Indoor</u>	<u>Los Angeles</u>	<u>12/5/2024</u>	<u>3</u>	<u>12/5/24:</u> <u>4PM to 10PM</u> <u>12/6/24:</u> <u>8AM to 9:30AM</u> <u>12/7/24:</u> <u>8AM to 12PM</u>
<u>CRC - Indoor</u>	<u>Los Angeles</u>	<u>12/5/2024</u>	<u>3</u>	<u>12/5/24:</u> <u>4PM to 10PM</u> <u>12/6/24:</u> <u>8AM to 10PM</u> <u>12/7/24:</u> <u>8AM to 9:30AM</u>
<u>CRC - Indoor</u>	<u>Los Angeles</u>	<u>12/5/2024</u>	<u>3</u>	<u>12/5/24 :</u> <u>4PM to 10PM</u> <u>12/6/24:</u> <u>8AM to 10PM</u> <u>12/7/24:</u> <u>8AM to 9:30AM</u>
<u>CCV</u>	<u>Riverside</u>	<u>12/5/2024</u>	<u>3</u>	<u>12/6/24:</u> <u>8AM to 10PM</u>
<u>CRC - Indoor</u>	<u>San Bernardino</u>	<u>12/5/2024</u>	<u>3</u>	<u>12/6/24:</u> <u>8AM to 10PM</u> <u>12/7/24:</u> <u>8AM to 9:30AM</u>

<u>CRC - Indoor</u>	<u>San Bernardino</u>	<u>12/5/2024</u>	<u>3</u>	<u>12/5/24:</u> <u>4PM to 10PM -</u> <u>Opening to support</u> <u>Twin peaks</u> <u>12/6/24:</u> <u>8AM to 10PM</u> <u>12/7/24:</u> <u>8AM to 9:30AM</u>
<u>CRC - Indoor</u>	<u>San Bernardino</u>	<u>12/5/2024</u>	<u>3</u>	<u>12/5/24:</u> <u>6PM to 10PM – Private</u> <u>party Not available</u> <u>12/6/24:</u> <u>8AM to 10PM</u> <u>12/7/24:</u> <u>8AM to 9:30AM</u>
<u>CRC - Indoor</u>	<u>Ventura</u>	<u>12/5/2024</u>	<u>3</u>	<u>12/5/24:</u> <u>6PM to 10PM</u> <u>12/6/24:</u> <u>8AM to 10PM</u>
<u>CRC - Indoor</u>	<u>Ventura</u>	<u>12/5/2024</u>	<u>3</u>	<u>12/6/24:</u> <u>10AM to 6PM</u>
<u>CRC - Indoor</u>	<u>Kern</u>	<u>12/9/2024</u>	<u>3</u>	<u>12/9/24:</u> <u>4PM to 10PM</u> <u>12/10/24:</u> <u>8AM to 10PM</u> <u>12/11/24:</u> <u>8AM to 2PM</u>
<u>CRC - Indoor</u>	<u>Los Angeles</u>	<u>12/9/2024</u>	<u>3</u>	<u>12/9/24:</u> <u>4PM to 10PM</u> <u>12/10/24:</u> <u>8AM to 10PM</u> <u>12/11/24:</u> <u>8AM to 6:30PM</u>
<u>CRC - Indoor</u>	<u>Los Angeles</u>	<u>12/12/2024</u>	<u>1</u>	<u>8AM to 3:30PM</u>
<u>CRC - Indoor</u>	<u>Los Angeles</u>	<u>12/9/2024</u>	<u>3</u>	<u>12/9/24:</u> <u>4PM to 10PM</u> <u>12/10/24:</u> <u>8AM to 10PM</u> <u>12/11/24:</u> <u>8AM to 6:30PM</u>
				<u>12/9/24:</u> <u>4PM to 10PM</u>

<u>CCV</u>	<u>Los Angeles</u>	<u>12/9/2024</u>	<u>3</u>	<u>12/10/24:</u> <u>8AM to 10PM</u> <u>12/11/24:</u> <u>8AM to 6:30PM</u>
<u>CRC - Indoor</u>	<u>Orange</u>	<u>12/9/2024</u>	<u>3</u>	<u>12/9/24:</u> <u>4PM to 10PM</u> <u>12/10/24:</u> <u>8AM to 10PM</u> <u>12/11/24:</u> <u>8AM to 5:30PM</u>
<u>CRC - Indoor</u>	<u>Riverside</u>	<u>12/9/2024</u>	<u>3</u>	<u>12/9/24:</u> <u>4PM to 10PM</u> <u>12/10/24:</u> <u>8AM to 10PM</u> <u>12/11/24:</u> <u>8AM to 3PM</u>
<u>CCV</u>	<u>Riverside</u>	<u>12/9/2024</u>	<u>3</u>	<u>12/9/24:</u> <u>4PM to 10PM</u> <u>12/10/24:</u> <u>8AM to 10PM</u> <u>12/11/24:</u> <u>8AM to 3:30PM</u>
<u>CCV</u>	<u>Riverside</u>	<u>12/10/2024</u>	<u>2</u>	<u>12/10/24:</u> <u>8AM to 10PM</u> <u>12/11/24:</u> <u>8AM to 6:30PM</u>
<u>CRC - Indoor</u>	<u>Riverside</u>	<u>12/10/2024</u>	<u>2</u>	<u>12/10/24:</u> <u>8AM to 10PM</u> <u>12/11/24:</u> <u>8AM to 1PM</u>
<u>CCV</u>	<u>San Bernardino</u>	<u>12/9/2024</u>	<u>3</u>	<u>12/9/24:</u> <u>4PM to 10PM</u> <u>12/10/24:</u> <u>8AM to 10PM</u> <u>12/11/24:</u> <u>8AM to 6:30PM</u>
<u>CCV</u>	<u>San Bernardino</u>	<u>12/10/2024</u>	<u>2</u>	<u>12/10/24:</u> <u>8AM to 10PM</u> <u>12/11/24:</u> <u>8AM to 3PM</u>
<u>CRC - Indoor</u>	<u>San Bernardino</u>	<u>12/10/2024</u>	<u>2</u>	<u>12/10/24:</u> <u>8AM to 10PM</u> <u>12/11/24:</u>

				8AM to 6:30PM
<u>CRC - Indoor</u>	<u>San Bernardino</u>	<u>12/9/2024</u>	<u>3</u>	<u>12/9/24:</u> <u>4PM to 10PM</u> <u>12/10/24:</u> <u>8AM to 10PM</u> <u>12/11/24:</u> <u>8AM to 3PM</u>
<u>CRC - Indoor</u>	<u>San Bernardino</u>	<u>12/12/2024</u>	<u>1</u>	<u>12/12/24:</u> <u>8AM to 3:30PM</u>
<u>CRC - Indoor</u>	<u>San Bernardino</u>	<u>12/10/2024</u>	<u>2</u>	<u>12/10/24:</u> <u>8AM to 10PM</u> <u>12/11/24:</u> <u>8AM to 1:30PM</u>
<u>CRC - Indoor</u>	<u>Ventura</u>	<u>12/9/2024</u>	<u>3</u>	<u>12/9/24:</u> <u>4PM to 10PM</u> <u>12/10/24:</u> <u>8AM to 10PM</u> <u>12/11/24:</u> <u>8AM to 5:30PM</u>
<u>CRC - Indoor</u>	<u>Ventura</u>	<u>12/9/2024</u>	<u>3</u>	<u>12/9/24:</u> <u>4PM to 10PM</u> <u>12/10/24:</u> <u>8AM to 10PM</u> <u>12/11/24:</u> <u>8AM to 1PM</u>
<u>CRC - Indoor</u>	<u>Ventura</u>	<u>12/9/2024</u>	<u>3</u>	<u>12/9/24:</u> <u>4PM to 10PM</u> <u>12/10/24:</u> <u>8AM to 10PM</u> <u>12/11/24:</u> <u>8AM to 1PM</u>
<u>CRC - Indoor</u>	<u>Ventura</u>	<u>12/9/2024</u>	<u>1</u>	<u>12/9/24:</u> <u>4PM to 10PM</u> <u>12/10/24:</u> <u>8AM to 10PM</u> <u>12/11/24:</u> <u>8AM to 4:30PM</u>
<u>CRC - Indoor</u>	<u>Los Angeles</u>	<u>12/17/2024</u>	<u>2</u>	<u>12/17/24:</u> <u>8AM to 10PM</u> <u>12/18/24:</u> <u>8AM to 10PM</u> <u>12/19/24:</u> <u>8AM to 3PM</u>

<u>CRC - Indoor</u>	<u>Los Angeles</u>	<u>12/17/2024</u>	<u>2</u>	<u>12/17/24:</u> <u>10AM to 10PM</u> <u>12/18/24:</u> <u>8AM to 10PM</u>
<u>CRC - Indoor</u>	<u>Orange</u>	<u>12/17/2024</u>	<u>1</u>	<u>12/17/24:</u> <u>10AM to 10PM</u> <u>12/18/24:</u> <u>8AM to 9PM</u>
<u>CRC - Indoor</u>	<u>Riverside</u>	<u>12/17/2024</u>	<u>1</u>	<u>12/17/24:</u> <u>10AM to 10PM</u> <u>12/18/24:</u> <u>8AM to 2PM</u>
<u>CCV</u>	<u>Riverside</u>	<u>12/17/2024</u>	<u>1</u>	<u>12/17/24:</u> <u>10AM to 10PM</u> <u>12/18/24:</u> <u>8AM to 9PM</u>
<u>CRC - Indoor</u>	<u>Riverside</u>	<u>12/17/2024</u>	<u>1</u>	<u>12/17/24:</u> <u>10AM to 10PM</u> <u>12/18/24:</u> <u>8AM to 10PM</u>
<u>CRC - Indoor</u>	<u>San Bernardino</u>	<u>12/17/2024</u>	<u>1</u>	<u>12/17/24:</u> <u>10AM to 10PM</u> <u>12/18/24:</u> <u>8AM to 10PM</u>
<u>CRC - Indoor</u>	<u>San Bernardino</u>	<u>12/17/2024</u>	<u>1</u>	<u>12/17/24:</u> <u>10AM to 10PM</u> <u>12/18/24:</u> <u>8AM to 9PM</u>
<u>CRC - Indoor</u>	<u>San Bernardino</u>	<u>12/17/2024</u>	<u>1</u>	<u>12/17/24:</u> <u>10AM to 10PM</u> <u>12/18/24:</u> <u>8AM to 10PM</u>
<u>CRC - Indoor</u>	<u>Ventura</u>	<u>12/17/2024</u>	<u>2</u>	<u>12/17/24:</u> <u>10AM to 10PM</u> <u>12/18/24:</u> <u>8AM to 10PM</u>
<u>CRC - Indoor</u>	<u>Ventura</u>	<u>12/17/2024</u>	<u>2</u>	<u>12/17/24:</u> <u>10AM to 10PM</u> <u>12/18/24:</u> <u>8AM to 10PM</u>
<u>CRC - Indoor</u>	<u>Santa Barbara</u>	<u>12/17/2024</u>	<u>1</u>	<u>12/17/24:</u> <u>8AM to 10PM</u>



<u>CRC - Indoor</u>	<u>Los Angeles</u>	<u>12/26/2024</u>	<u>1</u>	<u><del>3PM to 6PM</del></u> <u>Circuit POC Cancelled;</u> <u>site did not open.</u>
<u>CRC - Indoor</u>	<u>LOS ANGELES</u>	<u>12/31/24</u>	<u>1</u>	<u>9AM to 8PM</u>

<u>Facility Name</u>	<u>Address</u>	<u>City</u>	<u>Zip Code</u>
<u>Courtyard By Marriot</u> <u>Santa Clarita</u>	<u>28523 Westinghouse</u> <u>Pl</u>	<u>Valencia</u>	<u>91355</u>
<u>Riverside Park parking</u> <u>lot</u>	<u>10 Kern River Dr</u>	<u>Kernville</u>	<u>93238</u>
<u>Courtyard By Marriot</u> <u>Santa Clarita</u>	<u>28523 Westinghouse</u> <u>Pl</u>	<u>Valencia</u>	<u>91355</u>
<u>Kern Valley Hospital</u>	<u>6412 Laurel Ave</u>	<u>Mountain Mesa</u>	<u>93240</u>
<u>Courtyard by Marriott</u>	<u>401 Storke Rd.</u>	<u>Goleta</u>	<u>93117</u>
<u>Lake Hughes</u> <u>Community Center</u>	<u>17520 Elizabeth Lake</u> <u>Rd</u>	<u>Lake Hughes</u>	<u>93532</u>
<u>Frazier Mountain Park</u> <u>parking lot</u>	<u>3801 Park Drive</u>	<u>Frazier Park</u>	<u>93225</u>
<u>Kern Valley Hospital</u>	<u>6412 Laurel Ave.</u>	<u>Mountain Mesa</u>	<u>93240</u>
<u>Crystal Airport</u>	<u>32810 165th Street</u> <u>East</u>	<u>Llano</u>	<u>93544</u>
<u>Kern Valley Hospital</u>	<u>6412 Laurel Ave.</u>	<u>Mountain Mesa</u>	<u>93240</u>
<u>Crystal Airport</u>	<u>32810 165th Street</u> <u>East</u>	<u>Llano</u>	<u>93544</u>
<u>Lee Vining Community</u> <u>Center</u>	<u>296 Mattly Avenue</u>	<u>Lee Vining</u>	<u>93541</u>
<u>Crowley Lake</u> <u>Community Center</u>	<u>482 S. Landing Road,</u> <u>#474</u>	<u>Mammoth Lakes</u>	<u>93546</u>
<u>Millpond Recreation</u> <u>Area</u>	<u>Sawmill Road</u>	<u>Bishop</u>	<u>93514</u>

<u>Benton Community Center</u>	<u>58869 CA-120</u>	<u>Benton</u>	<u>93512</u>
<u>Crowley Lake Community Center</u>	<u>482 S. Landing RD. #474</u>	<u>Mammoth Lakes</u>	<u>93546</u>
<u>Lee Vining Community Center</u>	<u>296 Mattly Avenue</u>	<u>Lee Vining</u>	<u>93541</u>
<u>Memorial Hall Community Center</u>	<u>73 North School St.</u>	<u>Bridgeport</u>	<u>93517</u>
<u>Pioneer Park parking lot</u>	<u>33269 Old Woman Springs Rd.</u>	<u>Lucerne Valley</u>	<u>92356</u>
<u>Millpond Recreation Area</u>	<u>Sawmill Road</u>	<u>Bishop</u>	<u>93514</u>
<u>Fairfield Inn &amp; Suites</u>	<u>422 W Tehachapi Blvd.</u>	<u>Tehachapi</u>	<u>93561</u>
<u>Kern Valley Hospital (Dependent on emergency)</u>	<u>6412 Laurel Ave.</u>	<u>Mountain Mesa</u>	<u>93240</u>
<u>Riverside Park parking lot</u>	<u>10 Kern Drive</u>	<u>Kernville</u>	<u>93238</u>
<u>Lake Hughes Community Center</u>	<u>17520 Elizabeth Lake Road</u>	<u>Lake Hughes</u>	<u>93532</u>
<u>Crowley Lake Community Center</u>	<u>482 S Landing Road, #474</u>	<u>Mammoth Lakes</u>	<u>93546</u>
<u>Lee Vining Community Center</u>	<u>296 Mattly Ave.</u>	<u>Lee Vining</u>	<u>93541</u>
<u>James A. Venable Community Center</u>	<u>50390 Carmen Ave.</u>	<u>Cabazon</u>	<u>92230</u>
<u>San Jacinto Community Center</u>	<u>625 S. Pico Ave.</u>	<u>San Jacinto</u>	<u>92583</u>
<u>Rolling Start</u>	<u>16519 Victor St., #406</u>	<u>Victorville</u>	<u>92395</u>

<u>Residence Inn</u>	<u>6350 Hollister Ave.</u>	<u>Goleta</u>	<u>93117</u>
<u>Millpond Recreation Area</u>	<u>Sawmill Road</u>	<u>Bishop</u>	<u>93514</u>
<u>Riverside Park parking lot</u>	<u>10 Kern Drive</u>	<u>Kernville</u>	<u>93238</u>
<u>Bridgeport Memorial Hall</u>	<u>73 N. School St.</u>	<u>Bridgeport</u>	<u>93517</u>
<u>Crowley Lake Community Center parking lot</u>	<u>482 S Landing Road, #474</u>	<u>Mammoth Lakes</u>	<u>93546</u>
<u>Mountain Mesa Park parking lot</u>	<u>4361 McCray Rd.</u>	<u>Mountain Mesa</u>	<u>93240</u>
<u>Lake Hughes Community Center</u>	<u>17520 Elizabeth Lake Rd.</u>	<u>Lake Hughes</u>	<u>93532</u>
<u>Residence Inn</u>	<u>6350 Hollister Ave.</u>	<u>Goleta</u>	<u>93117</u>
<u>Gaviota State Park</u>	<u>17620 Gaviota State Beach Rd.</u>	<u>Gaviota</u>	<u>93117</u>
<u>Elders Center</u>	<u>217 S. Reservation Rd</u>	<u>Porterville</u>	<u>93257</u>
<u>Millpond Recreation Center</u> <b><u>Site did not open - Birchim circuit removed from scope, 10/10 and 10/11</u></b>	<u>Sawmill Rd</u>	<u>Bishop</u>	<u>93514</u>
<u>Crystal Airport</u>	<u>32810 165th Street East</u>	<u>Llano</u>	<u>93544</u>

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<u>Rolling Start</u>	<u>16519 Victor St., #406</u>	<u>Victorville</u>	<u>92395</u>
<u>Calimesa City Hall</u> <b><u>Site replaced by</u></b> <b><u>Forestry Station</u></b>	<u>908 Park Ave</u>	<u>Calimesa</u>	<u>92320</u>
<u>Forestry Station</u>	<u>34701 Mill Creek Rd</u>	<u>Mentone</u>	<u>92359</u>
<u>Millpond Recreation</u> <u>Area</u>	<u>Sawmill Rd</u>	<u>Bishop</u>	<u>93514</u>
<u>Acton Community</u> <u>Center</u> <u>Resiliency CRC,</u> <u>deployed backup</u> <u>generator to site</u>	<u>3748 Nickels Ave.</u>	<u>Acton</u>	<u>93510</u>
<u>Agua Dulce Women's</u> <u>Club</u>	<u>33201 Agua Dulce</u> <u>Canyon Rd.</u>	<u>Agua Dulce</u>	<u>91390</u>
<u>Calabasas Community</u> <u>Center</u>	<u>27040 Malibu Hills</u> <u>Road</u>	<u>Calabasas</u>	<u>91301</u>

<u>College of the Canyons room 202 (CCC-202)</u>	<u>17200 Sierra Hwy.</u>	<u>Santa Clarita</u>	<u>91351</u>
<u>Hampton Inn Stevenson Ranch</u>	<u>25259 The Old Rd.</u>	<u>Stevenson Ranch</u>	<u>91381</u>
<u>Mayor's Discovery Park</u>	<u>1800 Foothill Blvd.</u>	<u>La Canada</u>	<u>91011</u>
<u>Crowley Lake Community Center parking lot</u>	<u>482 S Landing Road, #474</u>	<u>Mammoth Lakes</u>	<u>93546</u>
<u>Lee Vining Community Center parking lot</u>	<u>296 Mattly Ave.</u>	<u>Lee Vining</u>	<u>93541</u>
<u>Courtyard by Marriott</u>	<u>27492 Portola Pkwy.</u>	<u>Foothill Ranch</u>	<u>92610</u>
<u>Agate Park parking lot</u>	<u>8623 Jurupa Road</u>	<u>Jurupa Valley</u>	<u>92509</u>
<u>Cabazon Community Center/James A. Venable Community Center resiliency CRC, deployed backup generator to site</u>	<u>50390 Carmen Ave.</u>	<u>Cabazon</u>	<u>92230</u>

<u>Forestry Station</u>	<u>34701 Millcreek Rd.</u>	<u>Mentone</u>	<u>92359</u>
<u>Jessie Turner Health and Fitness Community Center</u>	<u>15556 Summit Ave.</u>	<u>Fontana</u>	<u>92336</u>
<u>Rolling Start</u>	<u>1955 S. Hunts Lane, #101</u>	<u>San Bernardino</u>	<u>92408</u>
<u>Twin Peaks Recreation Complex</u>	<u>675 Grandview Rd.</u>	<u>Twin Peaks</u>	<u>92391</u>
<u>Arroyo Vista Recreation Center - Magnolia Conference Room</u>	<u>4550 Tierra Rejada Rd</u>	<u>Moorpark</u>	<u>93021</u>
<u>Santa Paula Community Center</u> <u>10/18: Set up in lobby</u> <u>10/19: Set up in Senior Center, opposite side of building</u>	<u>530 W Main St.</u>	<u>Santa Paula</u>	<u>93060</u>
<u>Millpond Recreation Center parking lot</u>	<u>Sawmill Rd.</u>	<u>Bishop</u>	<u>93514</u>
<u>Riverside Park parking lot</u>	<u>10 Kern River Dr</u>	<u>Kernville</u>	<u>93238</u>

<u>Bridgeport Memorial Hall Community Center parking lot</u>	<u>73 North School St.</u>	<u>Bridgeport</u>	<u>93517</u>
<u>Crowley Lake Community Center parking lot</u>	<u>482 S. Landing Rd., #474</u>	<u>Mammoth Lakes</u>	<u>93546</u>
<u>Forestry Station parking lot</u>	<u>34701 Millcreek Rd.</u>	<u>Mentone</u>	<u>92359</u>
<u>Residence Inn Goleta</u>	<u>6350 Hollister Ave.</u>	<u>Goleta</u>	<u>93117</u>
<u>Calabasas Community Center</u>	<u>27040 Malibu Hills Rd</u>	<u>Calabasas</u>	<u>91301</u>
<u>Mayor's Discovery Park</u>	<u>1800 Foothill Blvd</u>	<u>La Canada</u>	<u>91011</u>
<u>Library of the Canyons parking lot</u>	<u>7531 E. Santiago Canyon Rd.</u>	<u>Silverado</u>	<u>92676</u>
<u>Agate Park parking lot</u>	<u>8623 Jurupa Road</u>	<u>Jurupa Valley</u>	<u>92509</u>
<u>Cabazon Community Center / James A. Venable Community</u>	<u>50390 Carmen Ave</u>	<u>Cabazon</u>	<u>92230</u>
<u>Yarborough Park parking lot</u>	<u>419 N. Poe Street</u>	<u>Lake Elsinore</u>	<u>92530</u>
<u>Cal State San Bernardino parking lot C</u>	<u>5500 University Pkwy.</u>	<u>San Bernardino</u>	<u>92407</u>
<u>Robert Hootman Senior Community Center</u>	<u>2929 Running Springs School Rd.</u>	<u>Running Springs</u>	<u>92391</u>
<u>Rolling Start</u>	<u>1955 S. Hunts Lane, #101</u>	<u>San Bernardino</u>	<u>92408</u>
<u>Twin Peaks Recreation Complex</u>	<u>675 Grandview Rd.</u>	<u>Twin Peaks</u>	<u>92391</u>
<u>Arroyo Vista Recreation Center, Magnolia Room</u>	<u>4550 Tierra Rejada Rd</u>	<u>Moorpark</u>	<u>93021</u>
<u>Simi Valley Senior Center</u>	<u>3900 Avenida Simi</u>	<u>Simi Valley</u>	<u>93063</u>
<u>Riverside Park parking lot</u>	<u>10 Kern River Dr.</u>	<u>Kernville</u>	<u>93238</u>



<u>Acton Community Center</u>	<u>3748 Nickels St.</u>	<u>Acton</u>	<u>93510</u>
<u>Juan Bautista de Anza Park Community Center</u>	<u>3701 Lost Hills Rd.</u>	<u>Calabasas</u>	<u>91301</u>
<u>Mayor's Discovery Park</u>	<u>1800 Foothill Blvd.</u>	<u>La Canada</u>	<u>91011</u>
<u>Courtyard by Marriott</u>	<u>27492 Portola Pkwy.</u>	<u>Foothill Ranch</u>	<u>92610</u>
<u>Agate Park parking lot</u>	<u>8623 Jurupa Road</u>	<u>Jurupa Valley</u>	<u>92509</u>
<u>Cabazon Community Center/James A. Venable Community Center</u>	<u>50390 Carmen Ave</u>	<u>Cabazon</u>	<u>92230</u>
<u>Riverside County Fire Station #3 parking lot</u>	<u>30515 10th St.</u>	<u>Nuevo</u>	<u>92567</u>
<u>San Jacinto Community Center</u>	<u>625 S. Pico Ave.</u>	<u>San Jacinto</u>	<u>92583</u>
<u>Yarborough Park parking lot</u>	<u>419 N. Poe Street</u>	<u>Lake Elsinore</u>	<u>92503</u>
<u>Cal State Univ San Bernardino parking lot C</u>	<u>5500 University Pkwy.</u>	<u>San Bernardino</u>	<u>92407</u>
<u>Forestry Station parking lot</u>	<u>34701 Mill Creek Rd</u>	<u>Mentone</u>	<u>92359</u>
<u>Jessie Turner Health and Fitness Community Center</u>	<u>15556 Summit Ave</u>	<u>Fontana</u>	<u>92336</u>
<u>Robert Hootman Senior / Community Center</u>	<u>2929 Running Springs School Rd.</u>	<u>Running Springs</u>	<u>92391</u>
<u>Twin Peaks Recreation</u>	<u>675 Grandview Rd</u>	<u>Twin Peaks</u>	<u>92391</u>

<u>Complex</u>	<u>975 Grandview Rd.</u>	<u>Twin Peaks</u>	<u>94394</u>
<u>Courtyard by Marriott</u>	<u>401 Storke Road</u>	<u>Goleta</u>	<u>93117</u>
<u>Arroyo Vista Recreation Center, Magnolia Rm</u>	<u>4550 Tierra Rejada Rd</u>	<u>Moorpark</u>	<u>93021</u>
<u>Simi Valley Senior Center</u>	<u>3900 Avenida Simi</u>	<u>Simi Valley</u>	<u>93063</u>
<u>Ventura Beach Marriott Emmwood Rm</u>	<u>2055 Harbor Blvd.</u>	<u>Ventura</u>	<u>93001</u>
<u>Riverside Park parking lot</u>	<u>10 Kern River Dr.</u>	<u>Kernville</u>	<u>93238</u>
<u>Bishop Senior Center</u>	<u>682 Spruce St.</u>	<u>Bishop</u>	<u>93514</u>
<u>Courtyard by Marriott Santa Clarita Valencia</u>	<u>28523 Westinghouse Pl.</u>	<u>Valencia</u>	<u>91355</u>
<u>Benton Community Center</u>	<u>58869 CA-120</u>	<u>Benton</u>	<u>93512</u>
<u>Lee Vining Community Center</u>	<u>296 Mattly Ave.</u>	<u>Lee Vining</u>	<u>93541</u>
<u>Residence Inn</u>	<u>6350 Hollister Ave.</u>	<u>Goleta</u>	<u>93117</u>
<u>Fillmore Active Adult and Community Center</u>	<u>533 Santa Clara St.</u>	<u>Fillmore</u>	<u>93015</u>
<u>Cal State San Bernardino parking lot C</u>	<u>5500 University Pkwy</u>	<u>San Bernardino</u>	<u>92407</u>
<u>Richon Senior Center</u>	<u>682 Spruce St</u>	<u>Richon</u>	<u>93514</u>

<u>Bishop Senior Center</u>	<u>802 Spruce St.</u>	<u>Bishop</u>	<u>93317</u>
<u>Calabasas Community Center</u>	<u>27040 Malibu Hills Road</u>	<u>Calabasas</u>	<u>91301</u>
<u>The Residence Inn by Marriott, <b>Sunset Pointe Room</b></u>	<u>25320 The Old Rd.</u>	<u>Santa Clarita</u>	<u>91381</u>
<u>Lee Vining Community Center</u>	<u>296 Mattly Ave.</u>	<u>Lee Vining</u>	<u>93541</u>
<u>Residence Inn</u>	<u>6350 Hollister Ave.</u>	<u>Goleta</u>	<u>93117</u>
<u>Simi Valley Senior Center</u>	<u>3900 Avenida Simi</u>	<u>Simi Valley</u>	<u>93063</u>
<u>Acton Community Center</u>	<u>3748 Nickels Ave.</u>	<u>Acton</u>	<u>93510</u>
<u>Acton Community Center</u>	<u>3748 Nickels Ave.</u>	<u>Acton</u>	<u>93510</u>
<u>College of the Canyons - Bldg 200 Rm 202</u>	<u>17200 Sierra Hwy.</u>	<u>Santa Clarita</u>	<u>91351</u>
<u>Juan Bautista de Anza Park Community Center</u>	<u>3701 Lost Hills Rd.</u>	<u>Calabasas</u>	<u>91301</u>
<u>Jurupa Valley Operations Center</u>	<u>5293 Mission Blvd.</u>	<u>Jurupa Valley</u>	<u>92509</u>
<u>Jessie Turner Health and Fitness Community Center</u>	<u>15556 Summit Ave.</u>	<u>Fontana</u>	<u>92336</u>

<u>Rolling Start</u>	<u>1955 Hunts Lane, #101</u>	<u>San Bernardino</u>	<u>92408</u>
<u>Twin Peaks Recreation Complex</u>	<u>675 Grandview Rd</u>	<u>Twin Peaks</u>	<u>92391</u>
<u>Arroyo Vista Recreation Center</u>	<u>4550 Tierra Rejada Rd</u>	<u>Moorpark</u>	<u>93021</u>
<u>Newbury Park Library</u>	<u>2331 Borchard Rd</u>	<u>Newbury Park</u>	<u>91320</u>
<u>Stallion Springs Community Center</u>	<u>27800 Stallion Springs Dr</u>	<u>Tehachapi</u>	<u>93561</u>
<u>Courtyard by Marriott Santa Clarita Valencia</u>	<u>28523 Westinghouse Pl.</u>	<u>Valencia</u>	<u>91355</u>
<u>Dry Town Water Park - Break rm</u>	<u>3850-B E Avenue S</u>	<u>Palmdale</u>	<u>93550</u>
<u>Juan Bautista de Anza Park Community Center</u>	<u>3701 Lost Hills Rd.</u>	<u>Calabasas</u>	<u>91301</u>

<u>Mayor's Discovery Park</u>	<u>1800 Foothill Blvd.</u>	<u>La Canada</u>	<u>91011</u>
<u>Courtyard by Marriott</u>	<u>27492 Portola Pkwy.</u>	<u>Foothill Ranch</u>	<u>92610</u>
<u>Cabazon Community Center/James A. Venable Community Center</u>	<u>50390 Carmen Ave</u>	<u>Cabazon</u>	<u>92230</u>
<u>Jurupa Valley Operations Center</u>	<u>5293 Mission Blvd.</u>	<u>Jurupa Valley</u>	<u>92509</u>
<u>Riverside County Fire Station #3 parking lot</u>	<u>30515 10th St.</u>	<u>Nuevo</u>	<u>92567</u>
<u>San Jacinto Community Center</u>	<u>625 S. Pico Ave.</u>	<u>San Jacinto</u>	<u>92583</u>
<u>Cal State Univ San Bernardino parking lot C</u>	<u>5500 University Pkwy.</u>	<u>San Bernardino</u>	<u>92407</u>
<u>Forestry Station parking lot</u>	<u>34701 Mill Creek Rd</u>	<u>Mentone</u>	<u>92359</u>
<u>Robert Hootman Senior / Community Center -</u>	<u>2929 Running Springs School Rd.</u>	<u>Running Springs</u>	<u>92391</u>

<u>Rolling Start</u>	<u>1955 Hunts Lane, #101</u>	<u>San Bernardino</u>	<u>92408</u>
<u>Rolling Start</u>	<u>16519 Victor St., #406</u>	<u>Victorville</u>	<u>92395</u>
<u>Twin Peaks Recreation Complex</u>	<u>675 Grandview Rd.</u>	<u>Twin Peaks</u>	<u>92391</u>
<u>Arroyo Vista Recreation Center, Magnolia Rm</u>	<u>4550 Tierra Rejada Rd</u>	<u>Moorpark</u>	<u>93021</u>
<u>Fillmore Active Adult Center</u>	<u>533 Santa Clara Ave.</u>	<u>Fillmore</u>	<u>93015</u>
<u>Simi Valley Senior Center</u>	<u>3900 Avenida Simi</u>	<u>Simi Valley</u>	<u>93063</u>
<u>Thousand Oaks Inn</u>	<u>75 W Thousand Oaks Blvd</u>	<u>Thousand Oaks</u>	<u>91360</u>
<u>Residence Inn (Sunset Point Room)</u>	<u>25320 The Old Rd.</u>	<u>Santa Clarita</u>	<u>91381</u>

<u>Juan Bautista de Anza Park Community Center</u>	<u>3701 Lost Hills Rd.</u>	<u>Calabasas</u>	<u>91301</u>
<u>Courtyard by Marriott Foothill Ranch</u>	<u>27492 Portola Pkwy.</u>	<u>Foothill Ranch</u>	<u>92610</u>
<u>Cabazon Community Center/ James A Venable Community Center</u>	<u>50390 Carmen Ave</u>	<u>Cabazon</u>	<u>92230</u>
<u>Jurupa Valley Operations Center</u>	<u>5293 Mission Blvd.</u>	<u>Jurupa Valley</u>	<u>92509</u>
<u>San Jacinto Community Center</u>	<u>625 S. Pico Ave.</u>	<u>San Jacinto</u>	<u>92583</u>
<u>Jessie Turner Health and Fitness Community Center</u>	<u>15556 Summit Ave.</u>	<u>Fontana</u>	<u>92336</u>
<u>Robert Hootman Senior / Community Center</u>	<u>2929 Running Springs School Rd.</u>	<u>Running Springs</u>	<u>92391</u>
<u>Rudy C. Hernandez Community Center</u>	<u>222 N. Lugo Ave.</u>	<u>San Bernardino</u>	<u>92411</u>
<u>Santa Paula Community Center</u>	<u>530 W Main St.</u>	<u>Santa Paula</u>	<u>93060</u>
<u>Simi Valley Senior Center</u>	<u>3900 Avenida Simi</u>	<u>Simi Valley</u>	<u>93063</u>
<u>Residence Inn Goleta</u>	<u>6350 Hollister Ave</u>	<u>Goleta</u>	<u>93117</u>

<u>Courtyard by Marriott</u> <u>Santa Clarita Valencia</u>	<u>28523 Westinghouse</u> <u>Pl.</u>	<u>Valencia</u>	<u>91355</u>
<u>RESIDENCE INN</u>	<u>25320 THE OLD ROAD</u>	<u>SANTA CLARITA</u>	<u>91381</u>



## Contacted Community in 2024

Public Safety Partners Contacted
Jurisdiction / Organization
211 California Network
211 California Network
211 California Network
211 California Network
Access Services Inc
American Red Cross-PSPS Notifications
Angelus Oaks FSC Greyback Disaster Preparedness Group
Antelope Valley TA
Antelope Valley TA
Arrowhead Communities FSC
Building Resilient Communities
CA Council of the Blind
CA Dept. of Social Services
CA Dept. of Social Services
CA Dept. of Social Services
CA Dept. of Social Services
CA Dept. of Social Services
California Association of Area Agencies of Aging
California Department of Aging
California Department of Aging
California Department of Aging
California Department of Developmental Services
California Department of Developmental Services
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California Department of Rehabilitation
California Foundation of Independent Living Centers
California Partnership for Inclusive Disaster Strategies
California State Assembly District 32
California State Assembly District 32
California State Assembly District 41
California State Assembly District 41
California State Assembly District 41
California State Senate District 23
Center for Accessible Technology
City of Santa Clarita Transit
Clean Power Alliance
Corral Canyon Fire Safety Alliance
County Welfare Directors Association
County Welfare Directors Association
Disability Action Center

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Service Center for Independent Life
Service Center for Independent Life
Southern California Edison (SCE)
State Council on Development Disabilities
State Council on Development Disabilities
The Arc of California
The Arc of California
The Salvation Army
The Salvation Army
United States Congress District 20
United States Congress District 20
United States Congress District 27
United States Congress District 27
United States Congress District 27
Upland
Wrightwood FSC
ANTELOPE VALLEY E KERN WTR AGY
AT&T CORPORATION
DWR - STATE WATER PROJECTS
FRONTIER COMMUNICATIONS PARENT INC
LEBEC CO WATER DIST
LOS ANGELES DEPT OF WTR & POWR
MCI GROUP
METTLER VAL WATER CO
T MOBILE WEST, LLC
VERIZON WIRELESS
WEST VALLEY COUNTY WATER DIST

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211 California Network
American Red Cross-PSPS Notifications
Benton Paiute Tribe
Benton Paiute Tribe
Benton Paiute Tribe
Benton Paiute Tribe
Benton Paiute Tribe
Bridgeport Indian Colony
Bridgeport Indian Colony
Bridgeport Indian Colony
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Bridgeport Indian Colony
CA Council of the Blind
CA Dept. of Social Services
CA Dept. of Social Services
CA Dept. of Social Services
CA Dept. of Social Services
CA Dept. of Social Services
California Association of Area Agencies of Aging
California Department of Aging
California Department of Aging
California Department of Aging
California Department of Developmental Services
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California Department of Developmental Services
California Department of Rehabilitation
California Foundation of Independent Living Centers
California Partnership for Inclusive Disaster Strategies
Center for Accessible Technology
County Welfare Directors Association
County Welfare Directors Association
Disability Action Center
Disability Policy Consultant
Disability Rights California (DRC)
Glendora
Green Energy Solutions
Inyo County
Inyo County
Inyo County
Inyo County
John Harrison Contracting
Mammoth Lakes
Mammoth Lakes Fire Safe Council
Mono County
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San Bernardino County
Santa Barbara Bucket Brigade
Santa Barbara Clean Energy
Santa Barbara Clean Energy
Santa Barbara Clean Energy
Santa Barbara County
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Santa Barbara County
Santa Barbara County
Santa Barbara County
Santa Barbara County Fire Safe Council
Santa Barbara Metropolitan Transit District
Santa Barbara Metropolitan Transit District
Service Center for Independent Life
Service Center for Independent Life

Southern California Edison (SCE)
State Council on Development Disabilities
State Council on Development Disabilities
The Arc of California
The Arc of California
The partnership for Resilient Communities
The Salvation Army
The Salvation Army
Unite to Light
United States Congress District 20
United States Congress District 20
United States Congress District 20
United States Congress District 27
United States Congress District 27
United States Congress District 27
United States Congress District 30
United States Congress District 31
Upland
Wrightwood FSC
BCDC Interim Finance/Director
AT&T CORPORATION
CROWN CASTLE
EL CAPITAN MUTUAL WATER COMPANY
FALCON HOLDING GROUP LP
FALCON HOLDING GROUP LP
FRONTIER COMMUNICATIONS PARENT INC
FRONTIER COMMUNICATIONS PARENT INC
GTE MOBILENET INCORPORATED
LOS ANGELES COUNTY PUBLIC WORK
LOS ANGELES DEPT OF WTR & POWER
MALIBU, CITY OF
MOREHART LAND CO
SANTA BARBARA, COUNTY OF
SOUTHERN CALIFORNIA GAS CO
SPRINT COMMUNICATIONS CO LP
SPRINT NEXTEL CORPORATION
SUN RANCH 201 LLC
T MOBILE WEST, LLC
T MOBILE WEST, LLC
VERIZON
Madera County
Fresno County
Fresno County
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SOUTHERN CALIFORNIA EDISON CO
Bishop
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Chino Hills
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Clean Power Alliance
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Yucaipa
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ABRAMS,M AND ABRAMS,L
AIR COMMUNICATION SERVICES INC
ALY BAZZI
AMERICAN BROADCASTING COMPANY
AMERICAN TOWER CORPORATION

ANTHONY TOOLEY
AT&T
AT&T CORPORATION
AT&T MOBILITY
AT&T WIRELESS SERVICES
AVOTOPIA LLC
BISHOP TUNGSTEN DEV, LLC
BRUCE WADDELL
CALIFORNIA STATE HIGHWAY PATROL
CALTRANS
CEQUEL COMMUNICATIONS, LLC
CHARLES BOWMAN
CHARTER COMMUNICATIONS INC
CINGULAR WIRELESS
CINGULAR WIRELESS LLC
COMMUNICATIONS RELAY, LLC
CRESCENTA VALLEY COUNTY WATER
CRESTLINE SANITATION DISTRICT
CROWN CASTLE NG WEST LLC
DWR - STATE WATER PROJECTS
ELSINORE VALLEY MUN WATER DIST
FALCON HOLDING GROUP LP
FRONTIER COMMUNICATIONS PARENT INC
GLENDALE ELECTRONIC
GLOBAL SIGNAL INC
JIM DOERING
LA-RICS
LAS VIRGENES MUNICIPAL WTR DST
LODESTAR TOWERS, INC
LOS ANGELES COUNTY FIRE DEPT
LOS ANGELES COUNTY ISD
LOS ANGELES COUNTY PUBLIC WORK
LOS ANGELES DEPT OF WTR & POWR
LOS ANGELES, CITY OF
LOWER ROCK CREEK MUTUAL WATER
MAKAYLA KING
MALIBU, CITY OF
MANUEL ENRIQUEZ
MARCUS CABLE ASSOCIATION
MARTIN TREITEL
MOBILE RELAY ASSOC
NEXTEL COMMUNICATIONS, INC
PARADISE FIRE DIST
PAUL KELLY
PINE CREEK VILLAGE LP
PUBLIC SAFETY COMM DIV (PSCD)
RANCHO CAL WATER DISTRICT
RIVERSIDE, COUNTY OF
ROCKING K ESTATES WATER CO
SANTA CLARITA VALLEY WTR AGNCY
SCE/CONTRACT
SOUTHERN CALIFORNIA EDISON CO
SOUTHERN CALIFORNIA GAS CO
SPRINT COMMUNICATIONS CO LP



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Upland
Yucaipa
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BISHOP TUNGSTEN DEV, LLC
CEQUEL COMMUNICATIONS, LLC
FRONTIER COMMUNICATIONS PARENT INC
LOWER ROCK CREEK MUTUAL WATER
PARADISE FIRE DIST
PINE CREEK VILLAGE LP
ROCKING K ESTATES WATER CO
SOUTHERN CALIFORNIA EDISON CO
STARLITE CSD
TERRA-GEN DIXIE VALLEY, LLC
Agoura Hills
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Camarillo
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Westlake Village
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ABRAMS,M AND ABRAMS,L
AH4882 LLC
AIR COMMUNICATION SERVICES INC
AIR TOUCH CELLULAR
AMATURO GP LTD, THE
AMERESCO CHIQUITA ENERGY LLC
AMERICAN BROADCASTING COMPANY
AMERICAN TOWER CORPORATION
ANAHEIM, CITY OF
ANDREW RIEDER
ASPIRE COMMUNICATIONS LLC
AT&T
AT&T CORPORATION
AT&T MOBILITY
AT&T WIRELESS SERVICES
ATT MOBILITY
BALCOM CANYON WATER CO
BANNING HEIGHTS WATER
BANNING, CITY OF
BEAUMONT CHERRY VALLEY WATER
BEAUMONT, CITY OF
BENJAMIN VASQUEZ
BOOM RANCH LLC
BRIANNE MCGRATH
BROWNSTONE MUTUAL
BeMobile, INC
CABAZON WATER DISTRICT
CALABASAS, CITY OF
CALIFORNIA AMERICAN WATER CO
CALIFORNIA STATE HIGHWAY PATROL
CALLEGUAS MUNICIPAL WATER DIST
CALTRANS
CAMARILLO, CITY OF
CAMP BARTLETT

CAMP WATERMAN MUT
CAMROSA WATER DISTRICT
CANYON IRRIGATION COMPANY
CATALINA WILLS
CHARTER COMMUNICATIONS
CHARTER COMMUNICATIONS INC
CHARTER/SPECTRUM CABLE
CHINO BASIN DESALTER AUTHORITY
CHINO, CITY OF
CINGULAR WIRELESS
CINGULAR WIRELESS LLC
CITRUS MUTUAL WATER
CITY OF GRAND TERRACE
CLAYTON TRUSSELL
CODY LASSEN
COLLEEN DOLL
COMMUNICATIONS RELAY, LLC
COMMUNITY RADIO
COMSAT
COX COMMUNICATIONS CALIF, LLC
CPG PARTNERS LP
CRESTLINE LAKE ARROWHEAD WATER
CROWN CASTLE
CROWN CASTLE NG WEST LLC
CUCAMONGA VALLEY WATER DIST
DAVID MARTINEZ
DEBROAH ROBERTS
DEPARTMENT OF AGRICULTURE
DESTINY GUTIERREZ
DEVORE MUTUAL WATER
DEVORE WATER COMPANY
DISH WIRELESS
DISH WIRELESS HOLDING, LLC
DWR - STATE WATER PROJECTS
EAST ORANGE CO WATER DISTRICT
EAST VALLEY WATER DISTRICT
EASTERN MUNICIPAL WATER DIST
EDUCATIONAL MEDIA FOUNDATION
EDWARD GATHRIGHT
ELECTRIC LIGHT WAVE
ELIETTE RAMOS
ELSINORE VALLEY MUN WATER DIST
EPWORTH WATER GROUP
FALCON HOLDING GROUP LP
FARM MUTUAL WATER, THE
FEDERAL BUREAU OF INVSTIGATION
FILLMORE IRRIGATION COMPANY
FILLMORE, CITY OF
FONTANA, CITY OF
FRONTIER COMMUNICATIONS
FRONTIER COMMUNICATIONS PARENT INC
FULLER FALLS MUTUAL WTR CO
GLENDALE ELECTRONIC
GLOBAL SIGNAL INC

GOLDEN STATE MEDICAL
GOLDEN STATE WATER COMPANY
GOODENOUGH MUTUAL WATER CO
HDH WATER SYSTEM
HEMET, CITY OF
HIDDEN OAKS ESTATES HOA
HIGH VALLEYS WATER DISTRICT
INDUSTRY, CITY OF
INLAND EMPIRE UTILITIES AGENCY
INTERNAL REVENUE SERVICE
IRVINE RANCH WATER DISTRICT
JACK MURPHY
JERI SERATTI
JIM DOERING
JOHN LEE
JURUPA COMMUNITY SERVICES DISTRICT
JURUPA VALLEY, CITY OF
K2TOWERSIII LLC
KDAY RADIO LLC
KIERTON INC.
KRISTA PERRY
KSGN INC
LA COUNTY SANITATION DISTRICT
LA-RICS
LAKE HEMET MUNICIPAL WATER DIS
LAS LOMAS WATER
LAS VIRGENES MUNICIPAL WTR DST
LAZER BROADCASTING
LODESTAR TOWERS, INC
LOREE SNYDER
LOS ANGELES COUNTY FIRE DEPT
LOS ANGELES COUNTY ISD
LOS ANGELES COUNTY PUBLIC WORK
LOS ANGELES DEPT OF WTR & POWR
LOS ANGELES, CITY OF
MALIBU, CITY OF
MARIE MCCAULEY
MARK RATTO
MARLBOROUGH CTY HOA
MARLENE VALTER
MARTHA ROBLES
METROPOLITAN WATER DISTRICT
MFE WATER WELL
MICHAEL ALEXANDER
MICHELE MADEIRA
MIGUEL FRANCO
MIGUEL MAGDALENO
MOBILITIE INVESTMENTS II LLC
MOBILITIE LLC
MORONGO BAND MISSION INDIANS
MOUNTAIN INVESTMENT
MOUNTAIN PEAK MANAGEMENT, LLC
MUSCOY MUTUAL WATER CO 1
NATALIE GREENBERGE



NEPTUNE WATER GROUP
NEXTEL COMMUNICATIONS, INC
NORTH TRAILS MUTUAL WATER CO
NRG SOLAR ALPINE
NUEVO WATER CO
OJAI FARMS, INC
OJAI VALLEY SANITATION DIST
OLGA CARDENAS
ORANGE COUNTY FIRE AUTHORITY
ORANGE COUNTY SANITATION DIST
ORANGE, CITY OF
ORANGE, COUNTY OF
OXNARD, CITY OF
PACIFIC AVE WATER CO LLC
PACIFIC BELL CORP
PADGETT, RAYMOND
PHILIP BERARDI
PLACIDO GONZALEZ
PRAMOD KOLANU
PUBLIC SAFETY COMM DIV (PSCD)
RANCHO CAL WATER DISTRICT
RICHARD MC KAY
RICHARD STEVENS
RICHARD WILSON
RINCON BROADCASTING LLC
RIVERSIDE HIGHLAND WATER CO
RIVERSIDE, CITY OF
RIVERSIDE, COUNTY OF
ROBERT REYES
ROBERT RUIZ
ROWLAND WATER DISTRICT
RUBIDOUX COMMUNITY SERVICES
RUNNING SPRINGS WATER DISTRICT
SALVADOR DOMINGUEZ
SAN BERNARDINO COUNTY FIRE
SAN BERNARDINO VALLEY MWD
SAN BERNARDINO WATER DEPT
SAN BERNARDINO, CITY OF
SAN BERNARDINO, COUNTY OF
SAN CAYETANO WATER CO
SAN GABRIEL VALLEY WATER CO
SAN MANUEL BAND OF INDIANS
SAND CANYON WATER GROUP
SANTA ANA WATERSHED PROJECT
SANTA BARBARA, CITY OF
SANTA CLARITA VALLEY WTR AGNCY
SANTA CLARITA, CITY OF
SANTA PAULA, CITY OF
SEONG SHIN
SERRANO IRRIGATION DISTRICT
SES AMERICOM INCORPORATED
SESPE AGRI WATER CO
SIMI VALLEY, CITY OF
SLEEPY VAL WATER CO

SO MTN MUTUAL WATER
SOO KANG
SOUTHERN CALIFORNIA EDISON CO
SOUTHERN CALIFORNIA GAS CO
SOUTHSIDE IMPRO CO
SPECTRASITE COMMUNICATION INC.
SPECTRUM
SPRINT COMMUNICATIONS CO LP
SPRINT NEXTEL
SPRINT NEXTEL CORPORATION
SPRINT TELEPHONY PCS L.P
SPRINT UNITED MANAGEMENT CO
SPRINT UTILITIES
SPV WATER CO
STEFAN CASTLE
SUNE DB APNL, LLC
SUNSHINE GAS PRODUCERS, LLC
T MOBILE USA
T MOBILE WEST
T MOBILE WEST, LLC
T-MOBILE USA
T-Mobile USA Inc
THALIA MORENO
THERMIC MUT WAT CO
THOUSAND OAKS, CITY OF
TIMBER CANYON MUTUAL WATER
TIME WARNER CABLE
TIME WARNER COMMUNICATIONS
TRABUCO CANYON WATER
TYLER HOUCK
UNITED STATES FOREST SERVICE
UNITED STATES SECRET SERVICE
UNITED WATER CONSERVATION DIST
UNIVERSAL CHURCH INC THE
US DEPARTMENT OF THE INTERIOR
US HORTICULTURE FARMLAND LLC
VALENCIA HEIGHTS WATER
VENTURA REGIONAL SANITATION DT
VENTURA, COUNTY OF
VEOLIA NORTH AMERICA SERV INC
VERIZON
VERIZON WIRELESS
VICTOR HERNANDEZ
VILLA PARK, CITY OF
WAGON TRAIN ROAD LLC
WALNUT VALLEY WATER DISTRICT
WATERS RD DMSTC USE
WEST VALLEY WATER DIST
WORLDWIDE TELECOMMUNICATIONS
YERBA BUENA WATER COMPANY
ZONE MUTUAL WATER
JULIO TORRES
Benton Paiute Tribe
Benton Paiute Tribe

Benton Paiute Tribe
Benton Paiute Tribe
Bishop
Bridgeport Indian Colony
Bridgeport Indian Colony
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CROWLEY LAKE WATER INC
FRONTIER COMMUNICATIONS PARENT INC
HILTON CREEK C S D

LONG VALLEY FIRE
MONO, COUNTY OF
MOUNTAIN MEADOWS LTD
RACE COMMUNICATION
SOUTHERN CALIFORNIA EDISON CO
VERIZON WIRELESS
Bishop
Bridgeport Indian Colony
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BISHOP TUNGSTEN DEV, LLC
CEQUEL COMMUNICATIONS, LLC
CROWLEY LAKE WATER INC
FRONTIER COMMUNICATIONS PARENT INC
HILTON CREEK C S D
LONG VALLEY FIRE
LOWER ROCK CREEK MUTUAL WATER
LUNDY MUTUAL WATER
MONO CITY FIRE DEPT
MONO, COUNTY OF
MOUNTAIN MEADOWS LTD
PARADISE FIRE DIST
PINE CREEK VILLAGE LP
RACE COMMUNICATION
ROCKING K ESTATES WATER CO

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ABRAMS,M AND ABRAMS,L
AFP MUTUAL WATER CO
AH4882 LLC
AIR COMMUNICATION SERVICES INC
AIR TOUCH CELLULAR
ALY BAZZI
AMERESCO CHIQUITA ENERGY LLC
AMERICAN BROADCASTING COMPANY
AMERICAN TOWER CORPORATION
ASPIRE COMMUNICATIONS LLC

AT & T LIGHTSPEED
AT&T
AT&T CORPORATION
AT&T MOBILITY
AT&T WIRELESS SERVICES
ATT MOBILITY
BALCOM CANYON WATER CO
BANNING, CITY OF
BEAR VALLEY COMM SERV DIST
BEAUMONT CHERRY VALLEY WATER
BEAUMONT, CITY OF
BENJAMIN VASQUEZ
BRIANNE MCGRATH
BRIARWOOD COMMUNITY ASSOCIATIO
BRIGHT HOUSE NETWORKS, LLC
BRIGHT LAKE MUTUAL WATER CO.
CABAZON WATER DISTRICT
CALIFORNIA AMERICAN WATER CO
CALIFORNIA STATE HIGHWAY PATROL
CALIFORNIA WATER SERVICES, CO
CALLEGUAS MUNICIPAL WATER DIST
CALTRANS
CAMP BARTLETT
CAMROSA WATER DISTRICT
CANYON IRRIGATION COMPANY
CATALINA WILLS
CEFF II Tehachapi Utilities, LLC
CEI, INC
CHARLES BOWMAN
CHARTER COMMUNICATIONS
CHARTER COMMUNICATIONS INC
CHINO BASIN DESALTER AUTHORITY
CHINO, CITY OF
CINGULAR WIRELESS
CINGULAR WIRELESS LLC
CLEAR WIRE COMMUNICATIONS LLC
CODY LASSEN
COMMUNICATIONS RELAY, LLC
COMSAT
CORONA, CITY OF
COUNTY OF KERN
COX COMMUNICATIONS CALIF, LLC
CPG PARTNERS LP
CRESCENTA VALLEY COUNTY WATER
CRESTLINE LAKE ARROWHEAD WATER
CRESTLINE SANITATION DISTRICT
CROWN CASTLE
CROWN CASTLE NG WEST LLC
CURTIS JOHNSON
DAVE WIRELESS SYSTEM INC
DAVID MARTINEZ
DEPARTMENT OF AGRICULTURE
DEVORE MUTUAL WATER
DEVORE WATER COMPANY

DISH WIRELESS HOLDING, LLC
DWR - STATE WATER PROJECTS
EAST ORANGE CO WATER DISTRICT
EASTERN MUNICIPAL WATER DISTRICT
EDUCATIONAL MEDIA FOUNDATION
EDWARD GATHRIGHT
ELECTRIC LIGHT WAVE
ELIETTE RAMOS
ELSINORE VALLEY MUN WATER DIST
EPWORTH WATER GROUP
FALCON HOLDING GROUP LP
FEDERAL BUREAU OF INVSTIGATION
FILLMORE, CITY OF
FONTANA UNION WATER
FONTANA, CITY OF
FORESTAR CHATSWORTH LLC
FRONTIER COMMUNICATIONS
FRONTIER COMMUNICATIONS PARENT INC
FULLER FALLS MUTUAL WTR CO
GLENDALE ELECTRONIC
GLOBAL SIGNAL INC
GOLDEN STATE WATER COMPANY
GOODENOUGH MUTUAL WATER CO
GREEN VALLEY MUTUAL WATER
GTE MOBILENET INCORPORATED
HDH WATER SYSTEM
HIDDEN OAKS ESTATES HOA
HIGH VALLEYS WATER DISTRICT
IHEARTCOMMUNICATIONS INC
INLAND EMPIRE UTILITIES AGENCY
INTERNAL REVENUE SERVICE
IRVINE RANCH WATER DISTRICT
JACK MURPHY
JERI SERATTI
JIM DOERING
julio torres
JURUPA COMMUNITY SERVICES DISTRICT
JURUPA VALLEY, CITY OF
K2TOWERSIII LLC
KIERTON INC.
KRISTA PERRY
LA COUNTY SANITATION DISTRICT
LA-RICS
LAS LOMAS WATER
LAS VIRGENES MUNICIPAL WTR DST
LAZER BROADCASTING
LODESTAR TOWERS, INC
LOREE SNYDER
LOS ANGELES COUNTY FIRE DEPT
LOS ANGELES COUNTY ISD
LOS ANGELES COUNTY PUBLIC WORK
LOS ANGELES DEPT OF WTR & POWR
LOS ANGELES, CITY OF
LYTLE SPRINGS WATER CO

MAKAYLA KING
MALIBU, CITY OF
MARCUS CABLE ASSOCIATION
MARLENE VALTER
MARTHA ROBLES
METRO WTR DIST OF SO CALIF
METROPOLITAN WATER DISTRICT
MFE WATER WELL
MICHELE MADEIRA
MIGUEL MAGDALENO
MOBILE RELAY ASSOC
MOBILITIE INVESTMENTS II LLC
MOBILITIE LLC
MORONGO BAND MISSION INDIANS
MOUNTAIN INVESTMENT
NATALIE GREENBERGE
NATIONAL FARM WORKERS SERVICE
NEPTUNE WATER GROUP
NEXTEL COMMUNICATIONS, INC
NORTH TRAILS MUTUAL WATER CO
NUEVO WATER CO
OJAI FARMS, INC
OJAI VALLEY SANITATION DIST
OLGA CARDENAS
ORANGE COUNTY FIRE AUTHORITY
ORANGE, CITY OF
ORANGE, COUNTY OF
OXNARD, CITY OF
PACIFIC BELL CORP
PACIFIC GAS & ELECTRIC COMPANY
PHILIP BERARDI
PLACIDO GONZALEZ
PRAMOD KOLANU
PUBLIC SAFETY COMM DIV (PSCD)
RACE COMMUNICATION
RAMIRO SILVA
RANCHO CAL WATER DISTRICT
RICHARD MC KAY
RICHARD STEVENS
RIVERSIDE, COUNTY OF
ROBERT REYES
RUBIDOUX COMMUNITY SERVICES DISTRICT
RUNNING SPRINGS WATER DISTRICT
SAN BERNARDINO VALLEY MWD
SAN BERNARDINO WATER DEPT
SAN BERNARDINO, COUNTY OF
SAN CAYETANO WATER CO
SAN DIEGO GAS & ELECTRIC
SAN GABRIEL VALLEY WATER CO
SANTA ANA WATERSHED PROJECT
SANTA CLARITA VALLEY WTR AGENCY
SANTA CLARITA, CITY OF
SANTA MARGARITA WATER DISTRICT
SANTA PAULA, CITY OF

SANTIAGO AQUEDUCT
SCE/CONTRACT
SERRANO IRRIGATION DISTRICT
SES AMERICOM INCORPORATED
SESPE AGRI WATER CO
SILENT SPRINGS LLC
SIMI VALLEY, CITY OF
SLEEPY VAL WATER CO
SO MTN MUTUAL WATER
SOLANO VERDE MUTUAL WATER CO
SOO KANG
SOUTHERN CALIFORNIA EDISON CO
SOUTHERN CALIFORNIA GAS CO
SOUTHSIDE IMPRO CO
SPECTRASITE COMMUNICATION INC.
SPECTRUM
SPRINT COMMUNICATIONS CO LP
SPRINT NEXTEL
SPRINT NEXTEL CORPORATION
SPRINT PCS ASSETS
SPRINT TELEPHONY PCS L.P
SPRINT UTILITIES
SPV WATER CO
STALLION SPRINGS C S D
STEFAN CASTLE
SUNSHINE GAS PRODUCERS, LLC
T MOBILE USA
T MOBILE WEST
T MOBILE WEST, LLC
TEHACHAPI CUMMINGS COUNTY WATR
TEMECULA, CITY OF
THALIA MORENO
THERMIC MUT WAT CO
THOMAS CANTERBURY LLC
THOUSAND OAKS, CITY OF
TIME WARNER CABLE
TIME WARNER COMMUNICATIONS
T-MOBILE USA
T-Mobile USA Inc
TOUCHTEL CORP
TRABUCO CANYON WATER
UNITED STATES FOREST SERVICE
UNITED STATES SECRET SERVICE
VALENCIA HEIGHTS WATER
VALHALLA WTR ASSN
VENTURA COUNTY WATERWKS 8
VENTURA REGIONAL SANITATION DT
VENTURA, CITY OF
VENTURA, COUNTY OF
VEOLIA NORTH AMERICA SERV INC
VERIZON
VERIZON WIRELESS
VICTOR HERNANDEZ
WAGON TRAIN ROAD LLC

WATERS RD DMSTC USE
WEST VALLEY WATER DIST
YERBA BUENA WATER COMPANY
ZONE MUTUAL WATER
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ABRAMS,M AND ABRAMS,L
AIR COMMUNICATION SERVICES INC
AMERICAN BROADCASTING COMPANY
AMERICAN TOWER CORPORATION
AT&T
AT&T CORPORATION
AT&T WIRELESS SERVICES
ATT MOBILITY
CALIFORNIA STATE HIGHWAY PATROL
CALTRANS
CHARTER COMMUNICATIONS INC
CINGULAR WIRELESS LLC
CODY LASSEN
COMMUNICATIONS RELAY, LLC
CROWN CASTLE
CROWN CASTLE NG WEST LLC
DWR - STATE WATER PROJECTS
ELSINORE VALLEY MUN WATER DIST
FALCON HOLDING GROUP LP
FEDERAL BUREAU OF INVSTIGATION
FRONTIER COMMUNICATIONS PARENT INC
GLENDALE ELECTRONIC
GLOBAL SIGNAL INC
INTERNAL REVENUE SERVICE
JIM DOERING
LA-RICS
LAS VIRGENES MUNICIPAL WTR DST
LODESTAR TOWERS, INC
LOS ANGELES COUNTY FIRE DEPT
LOS ANGELES COUNTY ISD

LOS ANGELES COUNTY PUBLIC WORK
LOS ANGELES DEPT OF WTR & POWR
LOS ANGELES, CITY OF
MALIBU, CITY OF
METROPOLITAN WATER DISTRICT
PACIFIC BELL CORP
PUBLIC SAFETY COMM DIV (PSCD)
RICHARD MC KAY
RIVERSIDE, COUNTY OF
SAN BERNARDINO VALLEY MWD
SAN BERNARDINO WATER DEPT
SANTA CLARITA VALLEY WTR AGENCY
SOUTHERN CALIFORNIA EDISON CO
SOUTHERN CALIFORNIA GAS CO
SPRINT NEXTEL
SPRINT NEXTEL CORPORATION
SPRINT TELEPHONY PCS L.P
SUNSHINE GAS PRODUCERS, LLC
T MOBILE WEST, LLC
TIME WARNER CABLE
T-MOBILE USA
UNITED STATES SECRET SERVICE
VERIZON WIRELESS

Title
211 Kern County Program Supervisor
211 Kern Program Administrator
211 Operators ICFS Group Email - Emergency Contact
Program Manager, 211 LA
Emergency Management Coordinator
American Red Cross Group Email - Emergency Contact for PSPS Notifications
Fire Safe Council PSPS Contact
Director of Operations & Maintenance
Project Coordinator
Fire Safe Council PSPS Contact
Executive Director
Community Educator (member of Statewide AFN Council)
Assistant Deputy Director Central Operations Community Care Licensing Division (member of Statewide AFN Council)
Customer Relations & Stakeholder Communications Manager (member of Statewide AFN Council)
Deputy Chief, Disaster Services Branch (member of Statewide AFN Council)
Deputy Director (member of Statewide AFN Council)
Disaster Unit
Executive Director
Deputy Director
Program Manager (member of Statewide AFN Council)
Senior Emergency Services Coordinator
Bureau Chief, Department Operations Bureau (member of Statewide AFN Council)
Community Program Specialist III-FHA Supervisor (member of Statewide AFN Council)
Consumer Services Director (member of Statewide AFN Council)
Eastern Los Angeles Regional Center Emergency Preparedness and Response
Frank D Lanterman Regional Center Emergency Preparedness and Response
Harbor Regional Center Emergency Preparedness and Response
Kern Regional Center Emergency Preparedness and Response
North Los Angeles Regional Center Emergency Preparedness and Response
Officer, Emergency Preparedness & Response Department of Developmental Services (member of Statewide AFN Council)
San Gabriel / Pomona Regional Center Emergency Preparedness and Response
Senior Emergency Coordinator (Department of Developmental Services - Regional Center)
South Central Los Angeles Emergency Preparedness and Response Regional Center
Westside Regional Center Emergency Preparedness and Response
Director (member of Statewide AFN Council)
Disability Disaster Managers of Disability Disaster Access and Resources (DDAR)
Deputy Director Independent Living and Community Access Division (member of Statewide AFN Council)
Assemblymember
Field Representative
Deputy District Director
District Director
District Office
Legal Counsel (member of Statewide AFN Council)
Administrative Analyst
CCA Primary Contact
Corral Canyon FSC Team Email
Director of Legislative Advocacy (member of Statewide AFN Council)
Executive Director
Northern ILC Representative (member of Statewide AFN Council)

Deputy Director
Executive Director
Disability Policy Consultant (member of Statewide AFN Council)
Executive Director Managing Attorney (member of Statewide AFN Council)
Assistant Director
Executive Director
SCE Notifications
IT Supervisor
Lead Dispatch Paratransit
Battery Loan Contractor
President/CEO
Fire Safe Council PSPS Contact
Battery Loan Contractor
Assistant Emergency Services Manager
Chair
Communications Specialist
Deputy Chief
Deputy Fire Chief
Duty Officer
Emergency Services Coordinator
Fire Chief & Director of Emergency Services
Interim Public Works Director
Planning Director
PSPS Notification
Sheriff
Supervisor
Undersheriff
Fire Safe Council PSPS Contact
Fire Safe Council PSPS Contact
CCA Primary Contact
CCA Tertiary Contact
Asst. Fire Chief
Cheif of Staff for Supervisor Barger
Chief of Community and Marketing Services Division
Deputy
Deputy Director
Director, Office of Emergency Management
Disabilities, Access and Functional Needs Coordinator
Disaster Area Coordinator, Area B
Disaster Area Coordinator, Area C
Disaster Area Coordinator, Area D
Disaster Area Coordinator, Area G
Disaster Management Area Coordinator
Disaster Management Area Coordinator, Area E
Disaster Services Analyst
Division Manager
DOC Director
Duty Officer
Emergency Preparedness Offcer
Emergency Services.. Coordinator, Area A
Field Deputy
Fire Captain
Office of OEM/EOC

Planning Deputy
Senior Civil Engineer
Senior Deputy, Supervisor Kathryn Barger
Fire Safe Council PSPS Contact
Assistant Director for Public Works
Assistant Director Public Health
Assistant Executive Officer
Captain/SBSD Emergency Services
CEO Administrative Aide
Chair County Supervisor
Chief Executive Officer
Chief Information Officer
Chief of Staff
Chief of Staff / 4th District
Chief of Staff for Supervisor Armendarez
Communication Officer
Community Svs Liaison, Supervisor Hagman
Corporal - Public Affairs Division Sheriff's Dept
County Supervisor
Deputy Chief of Administration
Deputy Chief of Operations
Deputy Chief of Staff
Deputy Chief of Staff Supervisor Rowe
Deputy Director Operations
Deputy Director Solid Waste
Deputy Director-DPW
Deputy Executive Officer
Deputy Fire Chief Operations
Deputy Fire Marshal
Director
Director of Real Estate Services Department
Director of the Office of Emergency Services
Director Public Health
Director, ROV
Dispatch for Fac. Management
Dispatch Supervisor
District 2 Supervisor
District Director, 1st District
District Director, 5th District
Division Chief
Division Chief - Flood Control Engineering
Division Chief- EHS
Division Manager, Water and Sanitation
Emergency Services Coordinator / SBSD Emer Operations
Emergency Services Officer
EMS Agency Duty Officer
Engineering Construction
Engineering Manager-DPW
Executive Admin Assist for Luther Snoke Deputy CEO
Executive Admin Assistant
Executive Aide to Supervisor Rowe
Executive Assistant

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211 Operators ICFS Group Email - Emergency Contact
American Red Cross Group Email - Emergency Contact for PSPS Notifications
Secretary/Treasurer
Tibal Councilwoman (Member at Large)
Tribal Chairman
Tribal Councilwoman (Member at Large)
Vice Chairwoman
Councilman: At-Large Off Reservation
Councilman: Secretary/Treasurer
Executive Assistant
Housing Director
Tribal Administrator
Tribal Chairman
Tribal Councilman: At-Large On Reservation
Vice Chairman
Community Educator (member of Statewide AFN Council)
Assistant Deputy Director Central Operations Community Care Licensing Division (member of Statewide AFN Council)
Customer Relations & Stakeholder Communications Manager (member of Statewide AFN Council)
Deputy Chief, Disaster Services Branch (member of Statewide AFN Council)
Deputy Director (member of Statewide AFN Council)
Disaster Unit
Executive Director
Deputy Director
Program Manager (member of Statewide AFN Council)
Senior Emergency Services Coordinator
Bureau Chief, Department Operations Bureau (member of Statewide AFN Council)
Community Program Specialist III-FHA Supervisor (member of Statewide AFN Council)
Consumer Services Director (member of Statewide AFN Council)
Kern Regional Center Emergency Preparedness and Response
Officer, Emergency Preparedness & Response Department of Developmental Services (member of Statewide AFN Council)
Senior Emergency Coordinator (Department of Developmental Services - Regional Center)
Director (member of Statewide AFN Council)
Disability Disaster Managers of Disability Disaster Access and Resources (DDAR)
Deputy Director Independent Living and Community Access Division (member of Statewide AFN Council)
Legal Counsel (member of Statewide AFN Council)
Director of Legislative Advocacy (member of Statewide AFN Council)
Executive Director
Northern ILC Representative (member of Statewide AFN Council)
Disability Policy Consultant (member of Statewide AFN Council)
Executive Director Managing Attorney (member of Statewide AFN Council)
SCE Notifications
Battery Loan Contractor
County Administrative Officer (CAO)
Emergency Services Manager
HHS Disaster Preparedness Manager
Inyo County Sheriff Watch Desk
Battery Loan Contractor
Mammoth Lakes Fire Department Chief
Fire Safe Council PSPS Contact
Chairperson (Supervisor - District 2)
County Administrative Officer (CAO)
Director Health and Human Services
Director of Emergency Services



Emergency Preparedness Manager
GIS Analyst
Mammoth Lakes Fire Department Chief
OES/Patrol Sergeant
Parks & Facilities Superintendent   Public Works
PSPS Notification
Public Information Manager - Consultant
Public Works Director
Sheriff - Coroner
Staff Service Analyst
Staff Services Analyst, Department of Social Services
Supervisor - District 5
Supervisor (District 1)
Supervisor (District 3)
Supervisor (District 4)
Wildfire Preparedness Coordinator
Emergency Manager/PSPS Coordinator
Executive Director
Executive Director (member of Statewide AFN Council)
Legal Counsel (member of Statewide AFN Council)
Administrative Assistant (member of Statewide AFN Council)
Public Policy Director (member of Statewide AFN Council)
Emergency Manager/PSPS Coordinator
Fire Safe Council PSPS Contact
Captain of Local Fire Department
211 Operators ICFS Group Email - Emergency Contact
211 Operators Inland SoCal Group Email - Emergency Contact
Program Manager, 211 LA
Emergency Management Coordinator
American Red Cross Group Email - Emergency Contact for PSPS Notifications
American Red Cross Group Email - Emergency Contact for PSPS Notifications
Fire Safe Council PSPS Contact
Director of Operations & Maintenance
Project Coordinator
Fire Safe Council PSPS Contact
Director - External Affairs
Executive Director
Community Educator (member of Statewide AFN Council)
Customer Relations & Stakeholder Communications Manager (member of Statewide AFN Council)
Disaster Unit
Assistant City Manager
City Manager
Councilmember
Emergency Manager
Mayor
Ms.

Public Safety Coordinator
Public Works Inspector
Sheriff Watch Commander
Station Captain
Executive Director
Deputy Director
Program Manager (member of Statewide AFN Council)
Senior Emergency Services Coordinator
Bureau Chief, Department Operations Bureau (member of Statewide AFN Council)
Community Program Specialist III-FHA Supervisor (member of Statewide AFN Council)
Consumer Services Director (member of Statewide AFN Council)
Eastern Los Angeles Regional Center Emergency Preparedness and Response
Frank D Lanterman Regional Center Emergency Preparedness and Response
Harbor Regional Center Emergency Preparedness and Response
Inland Regional Center Emergency Preparedness and Response
North Los Angeles Regional Center Emergency Preparedness and Response
Officer, Emergency Preparedness & Response Department of Developmental Services (member of Statewide AFN Council)
San Gabriel / Pomona Regional Center Emergency Preparedness and Response
Senior Emergency Coordinator (Department of Developmental Services - Regional Center)
South Central Los Angeles Emergency Preparedness and Response Regional Center
Tri-Counties Regional Center Emergency Preparedness and Response
Westside Regional Center Emergency Preparedness and Response
Director (member of Statewide AFN Council)
Disability Disaster Managers of Disability Disaster Access and Resources (DDAR)
Deputy Director Independent Living and Community Access Division (member of Statewide AFN Council)
Field Representative
District Director
Deputy District Director
District Director
Field Deputy
District Office
Legal Counsel (member of Statewide AFN Council)
Billing Operations & Rates Analyst
Communications Specialist
Manager of Energy Communications
Administrative Analyst
Administrative Analyst
CCA Primary Contact
CCA Primary Contact
Executive Director
Corral Canyon FSC Team Email
Corral Canyon FSC Team Email
Director of Legislative Advocacy (member of Statewide AFN Council)
Director of Legislative Advocacy (member of Statewide AFN Council)
Executive Director
Assistant City Manager/City Engineer
Assistant to the City Manager
City Clerk
City Manager
Communications Manager
Councilmember
Deputy Police Chief

Emergency Contact
Fire Chief
Mayor
Mayor Pro Tem
Police Chief
Public Works Director
Recreation and Community Services Director
Northern ILC Representative (member of Statewide AFN Council)
Deputy Director
Executive Director
Disability Policy Consultant (member of Statewide AFN Council)
Executive Director Managing Attorney (member of Statewide AFN Council)
Assistant Director
Executive Director
SCE Notifications
Battery Loan Contractor
Assistant to the City Manager
Deputy City Manager
Public Works Director
President/CEO
Fire Safe Council PSPS Contact
Executive Director
Program Director
Battery Loan Contractor
Assistant Emergency Services Manager
Chair
Communications Specialist
Deputy Chief
Deputy Fire Chief
Duty Officer
Emergency Services Coordinator
Fire Chief & Director of Emergency Services
Interim Public Works Director
Planning Director
PSPS Notification
Sheriff
Supervisor
Undersheriff
Chief of Staff for Wiggins
Fire Safe Council PSPS Contact
Emergency Manager
CCA Additional Contact
CCA Primary Contact
CCA Secondary Contact
CCA Tertiary Contact
Asst. Fire Chief
Chief of Staff for Supervisor Barger
Chief of Community and Marketing Services Division
Deputy
Deputy Director
Director, Office of Emergency Management
Disabilities, Access and Functional Needs Coordinator

Disaster Area Coordinator, Area B
Disaster Area Coordinator, Area C
Disaster Area Coordinator, Area D
Disaster Area Coordinator, Area G
Disaster Management Area Coordinator
Disaster Management Area Coordinator, Area E
Disaster Services Analyst
Division Manager
DOC Director
Duty Officer
Emergency Preparedness Officer
Emergency Services.. Coordinator, Area A
Field Deputy
Fire Captain
Office of OEM/EOC
Planning Deputy
Senior Civil Engineer
Senior Deputy, Supervisor Kathryn Barger
Assistant City Manager
Assistant Fire Chief
Caltrans
Captain
CERT Team Leader
CHP - Task Force
CHP - West Valley Captian
City Manager
Community Services Liaison
Councilmember
Emergency Contact
Emergency Services Manager
Executive Assistant
Fire Safety Liaison
Mayor
Media Information Officer
Officer
Planning Director
Public Safety Director
Public Safety Liaison
Public Works Director
Public Works Super
Publisher
Senior Public Works Inspector/Superintendent
Thousand Oaks District Manager
VOP Team Leader
Fire Safe Council PSPS Contact
Building Official/Director of Building & Safety
Captain - Palm Springs Fire Department
Chief Communications Officer
Chief Deputy City Clerk
Chief Economic Development Officer
City Clerk
City Engineer

City Manager
Community Engagement/PS ONE
Councilmember
Director of Sustainability
Emergency Manager
Executive Assistant - City Manager
Fire Chief
Mayor
Mayor Pro Tem
Police Chief
Public Works Director
Senior Cogeneration Technician
Emergency Manager
EMD Duty Chief
EMD Duty Officer
Emergency Services Manager
Emergency Manager/PSPS Coordinator
Executive Director
Assistant Director for Public Works
Assistant Director Public Health
Assistant Executive Officer
Battalion Chief - SB County Fire - Division 4
Captain/SBSD Emergency Services
CEO Administrative Aide
Chair County Supervisor
Chief Executive Officer
Chief Information Officer
Chief of Staff
Chief of Staff / 4th District
Chief of Staff for Supervisor Armendarez
Communication Officer
Communications Director
Community Svs Liaison, Supervisor Hagman
Corporal - Public Affairs Division Sheriff's Dept
County Supervisor
Deputy Chief of Administration
Deputy Chief of Operations
Deputy Chief of Staff
Deputy Chief of Staff Supervisor Rowe
Deputy Director Operations
Deputy Director Solid Waste
Deputy Director-DPW
Deputy Executive Officer
Deputy Fire Chief Operations
Deputy Fire Marshal
Director
Director of Real Estate Services Department
Director of the Office of Emergency Services
Director Public Health
Director, ROV
Dispatch for Fac. Management
Dispatch Supervisor
District Director, 1st District
District Director, 5th District

Division Chief
Division Chief - Flood Control Engineering
Division Chief- EHS
Division Manager, Water and Sanitation
Emergency Services Coordinator / SBSO Emer Operations
Emergency Services Officer
EMS Agency Duty Officer
Engineering Construction
Engineering Manager-DPW
Executive Admin Assist for Luther Snoke Deputy CEO
Executive Admin Assistant
Executive Aide to Supervisor Rowe
Executive Assistant
Executive Secretary
Executive Secretary, Supervisor Armendarez
Field Representative
Fire Chief/Fire Warden
Fire Marshal
Fire Prevention Specialist
Flood Control Engineering Mgr/Div Chief
Manager - Real Estate Services
Media Specialist-OES
OES Duty Officer
Operations
Parks Operations Chief
Planning Manager
Policy Advisor, 4th District
Project Manager
Public Health Duty Officer
Public Health Program Manager
Public Information Officer
Public Information Officer, SBFIRE
Public Works Director
R/W Section Chief
Senior Advisor
Senior Planner
Special Projects Manager
Strategic Projects Director - COVID
Supervising Emergency Services Officer
Supervisor
Group Email - PSPS Contact
Acting Sustainability & Resilience Director
CCA Secondary Contact
Energy and Climate Manager, Sustainability and Resilience
County Sheriff's Office Dispatch Inbox
Director, Office of Emergency Management
Duty Officer
Emergency Manager
OEM Staff
Fire Safe Council PSPS Contact
Chief Operating Officer
Planning and Marketing Manager
Emergency Manager/PSPS Coordinator
Executive Director (member of Statewide AFN Council)

Executive Director (member of Statewide AFN Council)
Legal Counsel (member of Statewide AFN Council)
Administrative Assistant (member of Statewide AFN Council)
Public Policy Director (member of Statewide AFN Council)
Executive Director
Deputy Director for Preparedness
Emergency Manager/PSPS Coordinator
President
District Administrator
Field Representative, Tulare County
Congressman
District Director
Field Representative
District Office
District Director
Emergency Manager
Fire Safe Council PSPS Contact
BCDC Interim Finance/Director
Chief Information Officer
Sheriff's Deputy/Asst OES Coordinator
Chief Operating Officer
Emergency Manager
Duty Officer
Sheriff's Sergeant/OES Coordinator
City Administrator (City Manager)
Acting Building Official
Administrative Clerk II
Assistant City Engineer
Building Supervisor
City Clerk
City Manager

Communications & Marketing Manager/PIO
Community Development Director
Community Development Manager
Council Member
Councilmember
Deputy Fire Chief (Acting)
Director of Public Works / City Engineer
Emergency Preparedness Coordinator
Environmental Services Coordinator
Executive Assistant
IT Manager
IT Supervisor
Maintenance Services Crew Leader
Mayor
Mayor Pro Tem
Parks & Landscape Supervisor
Police Captain
Police Chief
Street, Sewer Storm Drain & Sanitation Division Supervisor
Superintendent
Water Division Supervisor
Assistant City Manager
City Clerk
City Manager
Communications Director
Councilmember
Emergency Manager
Mayor
Ms.
Public Safety Coordinator
Public Works Inspector
Sheriff Watch Commander
Station Captain
Chino PD Dispatch Center
City Manager
Communications Manager
Councilmember
Deputy Chief of Police
Deputy City Manager
Emergency Services Coordinator
Fire Chief
Public Works Director
Water Utilities Superintendent
Assistant City Manager
Capital Project and Support Manager
City Manager
Community Development Director
Community Relations Manager
Community Services Director
Councilmember
Emergency Services Coordinator
Engineering Manager-DPW
Fire Chief



Mayor
Police Chief
Public Information Officer
Public Works / Operations
Public Works Director/City Engineer
Public Works/Utilities Operations
Vice Mayor
CCA Primary Contact
Chief
City Manager
Community Services Director/PIO
Council Member
Council member
Development Services Director
Electric Utility Director
Human Resources Director/Risk Management Director
Mayor
Public Works Director
Senior Energy Services Specialist
Substation Superintendent
City Clerk
Assistant to the City Manager
Battalion Chief/CalFire
Deputy Chief
Chief of Police
City Manager
Deputy City Manager, Administrative Services
Emergency Contact
Emergency Services Coordinator
Analyst
City Clerk
City Manager
Councilmember
Emergency Contact
Mayor
Mayor Pro Tem
Planning Dir
Public Works
City Manager
Councilmember
Fire Chief
May Pro Tem
Mayor
Police Chief
Public Works Director
Assistant to the City Manager
Deputy City Manager
Public Works Director
Administrative Services Manager
Assistant Chief
Assistant Public Works Director
Battalion Chief
Captain

City Clerk
City Manager
Community Development Director
Councilmember
Emergency Contact
Lieutenant
Mayor
Mayor Pro tempore
Public Services Manager
Public Work Manager
Public Works Director/City Engineer
Assistant County Administrative Officer (ACAO)
County Administrative Officer (CAO)
Emergency Services Manager
Inyo County Sheriff Watch Desk
Assistant City Manager
City Manager
Council Member
Councilmember
Emergency Services Coordinator
Mayor Pro Tem
Public Works Director/City Engineer
Asst. Fire Chief
City Clerk
City Manager
Councilmember
Director of Administrative Services
Interim Captain
Mayor pro tem
Public Safety Coordinator
Public Works Director
Senior Management Analyst
Assistant City Manager
City Engineer
City Manager
Community Support Manager
Councilmember
Economic Development Director
Emergency Contact
Emergency Manager
Mayor
Public Works Manager
Public Works Superintendent
Assistant City Manager
Chief Lake Forest Police Services
Chief of Lake Forest Police Services
City Clerk
City Manager
Community Services Supervisor
Contract Public Works Inspector
Council Member
Director of Community Development
Director of Public Works
Mayor

Mayor Pro Tem
Public Works Manager
Senior Communications and Marketing Analyst
Senior Management Analyst
Traffic Engineer Manager
Asst. Fire Chief
Cheif of Staff for Supervisor Barger
Chief of Community and Marketing Services Division
DOC Director
Deputy
Deputy Director
Director, Office of Emergency Management
Disabilities, Access and Functional Needs Coordinator
Disaster Area Coordinator, Area B
Disaster Area Coordinator, Area C
Disaster Area Coordinator, Area D
Disaster Area Coordinator, Area G
Disaster Management Area Coordinator
Disaster Management Area Coordinator, Area E
Disaster Services Analyst
Division Manager
Duty Officer
Emergency Prepardness Offcer
Emergency Services.. Coordinator, Area A
Field Deputy
Fire Captain
Office of OEM/EOC
Planning Deputy
Senior Civil Engineer
Senior Deputy, Supervisor Kathryn Barger
Assistant City Manager
Assistant Fire Chief
CERT Team Leader
CHP - Task Force
CHP - West Valley Captain
CHP - West Valley Captian
Caltrans
Captain
City Manager
Community Services Liaison
Council Member
Councilmember
Emergency Contact
Emergency Services Manager
Executive Assistant
Fire Safety Liaison
Mayor
Mayor Pro Tem
Media Information Officer
Officer
Planning Director
Public Safety Director
Public Safety Liaison

Public Works Director
Public Works Super
Publisher
Senior Public Works Inspector/Superintendent
Thousand Oaks District Manager
VOP Team Leader
Associate Planner
Captain - Meniffee Police
Chief Information Officer
City Clerk
City Manager
Community Development Director
Community Services Director
Council Member
Councilmember
Emergency Management Analyst
Fire Marshal
Fire Systems Inspector
Management Analyst
Mayor
Parks/Landscape Manager
Police Captain
Public Information Officer
Public Works Director
Public Works Supervisor
Sr. Civil Engineer
Assistant City Manager/ Director of Public Services
City Clerk
City Engineer
City Manager
Council Member
Director Of Public Works
Director of Community Relations
Emergency Contact
Emergency Operations Manager
Executive Administrator for CM and City Council
Maintenance Operations Manager
Mayor
Chairperson (Supervisor - District 2)
County Administrative Officer (CAO)
Director Health and Human Services
Director of Emergency Services
Emergency Preparedness Manager
GIS Analyst
Mammoth Lakes Fire Department Chief
OES/Patrol Sergeant
PSPS Notification
Parks & Facilities Superintendent   Public Works
Public Information Manager - Consultant
Public Works Director
Sheriff - Coroner
Staff Service Analyst
Staff Services Analyst, Department of Social Services
Supervisor (District 1)

Supervisor (District 3)
Supervisor (District 4)
Supervisor - District 5
Wildfire Preparedness Coordinator
Assistant City Manager - Development
Assistant City Manager/Chief Financial Officer/City Treasurer
City Manager
Council Member
Electric Utilities Division Manager
Emergency Contact
Emergency Operations Manager
Fire Chief
Lietutenant
Maintenance & Operations Division Manager
Mayor Pro Tem
Media Manager
Police Chief
Public Works Director
Assistant CEO
Chairman
Chief Executive Officer
Councilmember
Deputy Fire Chief
Emergency Management
Executive Administrative Assistant
Realty Administrator
Tribal Vice Chairperson
Assistant City Manager
Captain
City Clerk
City Manager
Communications Manager
Deputy Fire Chief
Director of Public Works/City Engineer
Disaster Preparedness Coordinator
Division Fire Chief
Economic Development - Deputy Director
Fire Chief
IT Manager
Lieutenant
Parks Superintendent
Public Information Officer
Public Works Construction Manager
Senior Civil Engineer
Animal Control Superintendent
City Clerk
Communications Manager
Council Member
Director of Community Services
Director of Facilities and Maintenance
Director of Planning & Building Safety
Division Chief Cal Fire
Facilities and Maintenance Superintendent

IT Administrator
Interim City Manager
Lieutenant
Mayor
Mayor Pro Tem
Parks & Public Buildings Maintenance Supervisor
Public Works Director
Public Works Superintendent
Public Works Supervisor
Chief of Police
City Engineer
City Manager
Communications & Community Relations Director
Community Development Assistant Director
Director of Public Works
Emergency Management Coordinator
Fire Administrative Director
Fire Chief
Fire Dispatch Supervisor
Captain
Chief Clerk & Elected City Clerk
Chief of Police (effective 7-4-21)
City Manager
Councilmember
Deputy Director/City Engineer
Duty Battalion Chief
Emergency Contact
Fire Captain
Fire Chief
Mayor Pro Tem
Police Captain
Public Works Director
Supervisor on Duty
24-hr Warning Point
Acting Public Works Director
Assistant Chief
Assistant Emergency Manager
Assistant Sheriff
CEO/Real Estate
Capital Improvement Programs Manager
Chief Real Estate Officer
Chief of Staff - Supervisor Sarmiento
Chief of Staff, Andrew Do
Commander - North Operations
Commander - Southwest Operations
County Executive Officer
Deputy County Executive Officer
Deputy Director of Emergency Management
Director of Emergency Management
Director, Government & Community Relations
Division Chief
Duty Officer (Control One)
Election Services Manager
Emergency Contact-Public Works

Emergency Notifications
Facilities Operations Manager - OCPW
Manager Central Utility Facility
Operations Manager
Orange County Waste Recycling Director
Policy Advisor, Supervisor Doug Chaffee
Policy Advisor, Supervisor Wagner
Public Works Manager Equipment Operations
Public Works Manager General Maintenance
Public Works PIO
Secretary to Director
Southeast Operations Commander
Sr Emergency Management Program Coordinator
Supervisor, District 1
Supervisor, District 3
Vice Chairman
Emergency Manager
Captain
City Manager
Council Member
Deputy City Manager
Deputy Director of Director of Engineering
Deputy Director of Public Works
Deputy Director of Utilities-Enviro
Director of Engineering/City Engineer
Emergency Management Specialist
Lieutenant
Police Chief
Public Information Officer
Public Works Director
Rancho Cucamonga Fire
Administrative Sergeant
Associate Planner
Battalion Chief
City Clerk
City Manager
Council Member
Development Services Director
Emergency Contact
Influential/Opinion Leader
Mayor
Mayor Pro Tem
Police Chief
Public Information Officer
Public Works Superintendent
Deputy Fire Chief
Emergency Operations Specialist
Assistant City Manager
Building Official
Captain
City Clerk
City Engineer
Councilmember
Deputy City Manager

Deputy Clerk
Executive Assistant to the City Manager
Fire Chief
Fire Prevention Specialist
Interim City Manager
Mayor
Mayor Pro Tem
Police Chief
Public Works Assistance
Public Works Director
EMD Duty Chief
EMD Duty Officer
Emergency Services Manager
Acting Assist. Chief of Police
Acting Chief of Police
Associate Planner
Chief of Police
Chief of Staff for Councilman Alexander
City Clerk
City Engineer / Public Works Director
Council Member
Councilmember
Executive Assistant
Government Affairs
Lieutenant (Executive Officer)
Lieutenant
Lieutenant (Eastern District Command)
Lieutenant (Northern District Command)
Lieutenant/Patrol Watch Commander
Mayor
Mayor Pro Tempore
Neighborhood and Customer Services Operations Manager
Police Chief - CSUSB
Public Information Officer
Public Works, Permitting
Sergeant
Assistant Director Public Health
Assistant Director for Public Works
Assistant Executive Officer
Battalion Chief - SB County Fire - Division 4
CEO Administrative Aide
Captain/SBSD Emergency Services
Chair County Supervisor
Chief Executive Officer
Chief Information Officer
Chief of Staff
Chief of Staff / 4th District
Chief of Staff for Supervisor Armendarez
Communication Officer
Communications Director
Community Svs Liaison, Supervisor Hagman
Corporal - Public Affairs Division Sheriff's Dept
County Supervisor
Deputy Chief of Administration



Deputy Chief of Operations
Deputy Chief of Staff Supervisor Rowe
Deputy Director Operations
Deputy Director Solid Waste
Deputy Director-DPW
Deputy Executive Officer
Deputy Fire Chief Operations
Deputy Fire Marshal
Director
Director Public Health
Director of Real Estate Services Department
Director of the Office of Emergency Services
Director, ROV
Dispatch Supervisor
Dispatch for Fac. Management
District Director, 1st District
District Director, 5th District
Division Chief
Division Chief - Flood Control Engineering
Division Chief- EHS
Division Manager, Water and Sanitation
EMS Agency Duty Officer
Emergency Services Coordinator / SBSD Emer Operations
Emergency Services Officer
Engineering Construction
Engineering Manager-DPW
Executive Admin Assist for Luther Snoke Deputy CEO
Executive Admin Assistant
Executive Aide to Supervisor Rowe
Executive Assistant
Executive Secretary
Executive Secretary, Supervisor Armendarez
Field Representative
Fire Chief/Fire Warden
Fire Marshal
Fire Prevention Specialist
Flood Control Engineering Mgr/Div Chief
Manager - Real Estate Services
Media Specialist-OES
OES Duty Officer
Operations
Parks Operations Chief
Planning Manager
Policy Advisor, 4th District
Project Manager
Public Health Duty Officer
Public Health Program Manager
Public Information Officer
Public Information Officer, SBFIRE
Public Works Director
R/W Section Chief
Senior Advisor
Senior Planner
Special Projects Manager

Strategic Projects Director - COVID
Supervising Emergency Services Officer
Supervisor
Chief of Public Utilities
City Manager
Council Member
Deputy City Clerk
Deputy City Manager
Development Director
Division Fire Chief
Deputy City Manager - Development Services
Economic Development Administrator
Fire Chief
Mayor
Mayor Pro Tem
Police Chief
Public Utilities Supervisor
Water Utility Supervisor
Community Services Liaison, Los Angeles County Fire Department Division III
Emergency Operations Analyst
Intergovernmental Relations Analyst
Emergency Manager
Economic Development Director/PIO
Emergency Management
Management Analyst I Code Enforcement and Emergency Services
Assistant City Manager
Assistant to the City Manager
Building Official
Chief of Police Services
City Clerk
City Manager
Community Development Director
Councilmember
Deputy Public Works Director/Asst. City Engineer
Economic Development Manager
Emergency Management Coordinator
Management Analyst - Communications
Mayor
Mayor Pro Tem
Parks and Facilities Superintendent
Planning Manager
Principal Management Analyst
Public Works Director/City Engineer
Public Works Superintendent
Senior Civil Engineer
Battalion Chief
Emergency Services Manager

[illegible]

[illegible]

Wildfire Preparedness Coordinator
Assistant Director for Public Works
Assistant Director Public Health
Assistant Executive Officer
Battalion Chief - SB County Fire - Division 4
Captain/SBSD Emergency Services
CEO Administrative Aide
Chair County Supervisor
Chief Executive Officer
Chief Information Officer
Chief of Staff
Chief of Staff for Supervisor Armendarez
Communication Officer
Communications Director
Community Svs Liaison, Supervisor Hagman
Corporal - Public Affairs Division Sheriff's Dept
Deputy Chief of Administration
Deputy Chief of Operations
Deputy Chief of Staff Supervisor Rowe
Deputy Director Operations
Deputy Director-DPW
Deputy Executive Officer
Deputy Fire Chief Operations
Deputy Fire Marshal
Director
Director of Real Estate Services Department
Director of the Office of Emergency Services
Director Public Health
Director, ROV
Dispatch for Fac. Management
Dispatch Supervisor
District Director, 1st District
District Director, 5th District
Division Chief
Division Chief - Flood Control Engineering
Division Chief- EHS
Division Manager, Water and Sanitation
Emergency Services Coordinator / SBSD Emer Operations
Emergency Services Officer
EMS Agency Duty Officer
Engineering Construction
Engineering Manager-DPW
Executive Admin Assist for Luther Snoke Deputy CEO
Executive Admin Assistant
Executive Aide to Supervisor Rowe
Executive Assistant
Executive Secretary
Executive Secretary, Supervisor Armendarez
Field Representative
Fire Chief/Fire Warden
Fire Marshal
Fire Prevention Specialist
Flood Control Engineering Mgr/Div Chief
Manager - Real Estate Services

Media Specialist-OES
OES Duty Officer
Operations
Parks Operations Chief
Planning Manager
Policy Advisor, 4th District
Project Manager
Public Health Duty Officer
Public Health Program Mananger
Public Information Officer
Public Information Officer, SBFIRE
Public Works Director
R/W Section Chief
Senior Advisor
Senior Planner
Special Projects Manager
Strategic Projects Director - COVID
Supervising Emergency Services Officer
Supervisor
Board Clerk
Chairperson
County Administrator
OES Coordinator
Public Works Director
Supervisor
Supervisor (District 1)
Supervisor (District 2)
Emergency Manager
Battalion Chief
Emergency Services Manager
Assistant City Manager
City Manager
Deputy City Manager
Director of Public Works
Management Analyst
Public Works Project Manager
Assistant Director of Utilities - Electric Operations
Chief of Police
City Manager
Deputy City Manager
Chief Plant Operator
Chief of Police

City Manager
Community Services Director
Council Member
Executive Assistant
Fire Chief
Mayor
Mayor Pro Tem
Police Services Manager
Public Information Officer
Acting Building Official
Administrative Clerk II
Assistant City Engineer
Building Supervisor
City Clerk
City Manager
Communications & Marketing Manager/PIO
Community Development Director
Community Development Manager
Council Member
Councilmember
Deputy Fire Chief (Acting)
Director of Public Works / City Engineer
Emergency Preparedness Coordinator
Environmental Services Coordinator
Executive Assistant
IT Manager
IT Supervisor
Maintenance Services Crew Leader
Mayor
Mayor Pro Tem
Parks & Landscape Supervisor
Police Captain
Police Chief
Street, Sewer Storm Drain & Sanitation Division Supervisor
Superintendent
Water Division Supervisor
Assistant City Manager
City Clerk
City Manager
Communications Director
Councilmember
Emergency Manager
Mayor
Ms.
Public Safety Coordinator
Public Works Inspector
Sheriff Watch Commander
Station Captain
Associate Engineer
City Manager
Executive Assistant/Deputy City Clerk
Fire Chief
Maintenance Superintendent
Maintenance Supervisor

Administrative Specialist
Assistant City Manager
City Manager
Community Relations Officer
Councilmember
Director of Administrative Services
Emergency Services Coordinator
Executive Assistant
Finance Director
Mayor
Mr.
Ms.
Police Chief
Public Works Director
Undersheriff
Utilities Operations Supervisor
Vice Mayor
Administrative Services Director
Fire Chief
Billing Operations & Rates Analyst
Communications Specialist
Manager of Energy Communications
Chino PD Dispatch Center
City Manager
Communications Manager
Councilmember
Deputy Chief of Police
Deputy City Manager
Emergency Services Coordinator
Fire Chief
Public Works Director
Water Utilities Superintendent
Assistant City Manager
Capital Project and Support Manager
City Manager
Community Development Director
Community Relations Manager
Community Services Director
Councilmember
Emergency Services Coordinator
Engineering Manager-DPW
Fire Chief
Mayor
Police Chief
Public Information Officer
Public Works / Operations
Public Works Director/City Engineer
Public Works/Utilities Operations
Vice Mayor
Asst. City Manager
Asst. Fire Chief
City Clerk



City Engineer
City Manager
Community Development Director
Council Member
Councilmember
Deputy City Clerk
Mayor
Mayor pro tem
Police Chief
Police Watch Commanders
Public Information Officer/Emergency Coordinator
CCA Primary Contact
Chief
City Manager
Community Services Director/PIO
Council Member
Development Services Director
Electric Utility Director
Human Resources Director/Risk Management Director
Mayor
Public Works Director
Senior Energy Services Specialist
Substation Superintendent
Assistant Director of Utilities
Assistant Fire Chief
Business Manager
Chief Distribution Operator
Chief Reclamations Operator
Chief Water Operator
City Clerk
City Manager
City Traffic Engineer
Construction Superintendent
Councilmember
Deputy Chief Operator - Water
Director of Utilities
Emergency Contact
Emergency Services Manager
Finance Director
Fire Chief
Maintenance Planner
Maintenance Supervisor
Management Analyst
Mayor
Police Chief
Public Information Officer
Public Works Director
Traffic Signal Coordinator
Asst. City Manager
Asst. Fire Chief
City Engineer
City Manager
Community Development Director

Councilmember
Mayor
Police Chief
CCA Contact
CCA Primary Contact
Management Analyst
Program Specialist
Assistant to the City Manager
Associate Engineer
Captain
City Clerk
City Manager
Councilmember
Deputy City Manager
Director, Information Systems
Mayor
Mayor pro tem
Public Information Manager
Public Works Director
Assistant to the City Manager
Battalion Chief/CalFire
Deputy Chief
Assistant City Manager
Deputy City Engineer
Fire Chief
Chief of Police
City Manager
Deputy City Manager, Administrative Services
Emergency Contact
Emergency Services Coordinator
Emergency Services Coordinator
SCE Notifications
Watch Commander
Analyst
City Clerk
City Manager
Councilmember
Emergency Contact
Mayor
Mayor Pro Tem
Planning Dir
Public Works
City Manager
Councilmember
Fire Chief
May Pro Tem
Mayor
Police Chief
Public Works Director
Assistant to the City Manager
Deputy City Manager
Public Works Director
Administrative Analyst

City Clerk
Interim City Manager
Public Safety & Emergency Services Manager
Administrative Services Manager
Assistant Chief
Assistant Public Works Director
Battalion Chief
Captain
City Clerk
City Manager
Community Development Director
Councilmember
Emergency Contact
Lieutenant
Mayor
Mayor Pro tempore
Public Services Manager
Public Work Manager
Public Works Director/City Engineer
Acting Assistant Fire Chief
Assistant City Mgr/Public Affairs Mgr
Asst. City Mgr.
Battalion Chief
Captain
City Manager
Council Member
Councilmember
Mayor
Assistant Chief of Police
Assistant City Engineer
Assistant City Manager
Chief of Staff to Mayor Khan
City Clerk
City Engineer
Commander - Patrol Division
Commander - Special Operations Division
Councilmember
Deputy Director of Community Development/ Building Official
Director of Community Development
Director, Communications & Engagement
Emergency Contact
Executive Manager - Admin Services Division
IUSD Superintendent
IVC President
Irvine Unified School District Director of Risk Management
Manager, Emergency Services
Mayor
Parks & Open Space Administrator
Police Chief
Public Works Administrator
Senior Management Analyst
Vice Mayor
Captain
City Engineer

Public Services Director
Strobehn@IrwindaleCA.gov
Assistant City Manager
City Manager
Council Member
Councilmember
Emergency Services Coordinator
Mayor Pro Tem
Public Works Director/City Engineer
Assistant Emergency Services Manager
Chair
Communications Specialist
Deputy Chief
Deputy Fire Chief
Duty Officer
Emergency Services Coordinator
Fire Chief & Director of Emergency Services
Interim Public Works Director
PSPS Notification
Planning Director
Sheriff
Supervisor
Undersheriff
Asst. Fire Chief
City Clerk
City Manager
Councilmember
Director of Administrative Services
Interim Captain
Mayor pro tem
Public Safety Coordinator
Public Works Director
Senior Management Analyst
Assistant Fire Chief
Building Maintenance Supervisor
Captain
City Manager
Community Srvc Liaison
Council Member
Councilmember
Director of Community & Economic Development
Dispatch Supervisor
Finance Manager
Influential/Opinion Leader
Police Chief
Public Works Director
Sergeant
Battalion Chief
City Manager
Councilmember
Fire Chief
Fire Engineer
Mayor
Mayor pro tem

Police Chief
Watch Commander
Assistant City Manager
City Engineer
City Manager
Community Support Manager
Councilmember
Economic Development Director
Emergency Contact
Emergency Manager
Mayor
Public Works Manager
Public Works Superintendent
Assistant City Manager
Chief Lake Forest Police Services
Chief of Lake Forest Police Services
City Clerk
City Manager
Community Services Supervisor
Contract Public Works Inspector
Council Member
Director of Community Development
Director of Public Works
Mayor
Mayor Pro Tem
Public Works Manager
Senior Communications and Marketing Analyst
Senior Management Analyst
Traffic Engineer Manager
CCA Additional Contact
CCA Primary Contact
CCA Secondary Contact
CCA Tertiary Contact
Asst. Fire Chief
Chief of Staff for Supervisor Barger
Chief of Community and Marketing Services Division
DOC Director
Deputy
Deputy Director
Director, Office of Emergency Management
Disabilities, Access and Functional Needs Coordinator
Disaster Area Coordinator, Area B
Disaster Area Coordinator, Area C
Disaster Area Coordinator, Area D
Disaster Area Coordinator, Area G
Disaster Management Area Coordinator
Disaster Management Area Coordinator, Area E
Disaster Services Analyst
Division Manager
Duty Officer
Emergency Preparedness Officer
Emergency Services.. Coordinator, Area A

Field Deputy
Fire Captain
Office of OEM/EOC
Planning Deputy
Senior Civil Engineer
Senior Deputy, Supervisor Kathryn Barger
Assistant City Manager
Assistant Fire Chief
CERT Team Leader
CHP - Task Force
CHP - West Valley Captain
CHP - West Valley Captian
Caltrans
Captain
City Manager
Community Services Liaison
Council Member
Councilmember
Emergency Contact
Emergency Services Manager
Executive Assistant
Fire Safety Liaison
Mayor
Mayor Pro Tem
Media Information Officer
Officer
Planning Director
Public Safety Director
Public Safety Liaison
Public Works Director
Public Works Super
Publisher
Senior Public Works Inspector/Superintendent
Thousand Oaks District Manager
VOP Team Leader
Associate Planner
Captain - Meniffee Police
Chief Information Officer
City Clerk
City Manager
Community Development Director
Community Services Director
Council Member
Councilmember
Emergency Management Analyst
Fire Marshal
Fire Systems Inspector
Management Analyst
Mayor
Parks/Landscape Manager
Police Captain
Public Information Officer
Public Works Director
Sr. Civil Engineer

Assistant City Manager/ Director of Public Services
City Clerk
City Engineer
City Manager
Council Member
Director Of Public Works
Director of Community Relations
Emergency Contact
Emergency Operations Manager
Executive Administrator for CM and City Council
Maintenance Operations Manager
Mayor
Assistant City Manager
Assistant to the City Manager
City Engineer
City Manager
Division Chief
Emergency Services Manager
Information Systems Manager
MUSD Superintendent
Mayor
Parks and Recreation Director
Sheriff's Captain
Assistant City Manager - Development
Assistant City Manager/Chief Financial Officer/City Treasurer
City Manager
Council Member
Electric Utilities Division Manager
Emergency Contact
Emergency Operations Manager
Fire Chief
Lietutenant
Maintenance & Operations Division Manager
Mayor Pro Tem
Media Manager
Police Chief
Public Works Director
Assistant CEO
Chairman
Chief Executive Officer
Councilmember
Deputy Fire Chief
Emergency Management
Executive Administrative Assistant
Realty Administrator
Tribal Vice Chairperson
Assistant City Manager
Assistant to the City Manager
Captain
City Clerk
City Manager
Communications Manager
Deputy Fire Chief

Director of Public Works/City Engineer
Disaster Preparedness Coordinator
Division Fire Chief
Economic Development - Deputy Director
Fire Chief
IT Manager
Lieutenant
Parks Superintendent
Public Information Officer
Public Works Construction Manager
Senior Civil Engineer
911 Dispatch
Acting Fire Marshal
Assistant City Engineer
Assistant City Manager
City Clerk
City Engineer
City Manager
Civil Eng Assoc
Community Development Director
Council Member
Councilmember
Deputy Public Works Director - Municipal Operations
Deputy Public Works Director/City Engineer
Director Utilities Department
Emergency Services Coordinator
Fire Chief
Mayor
Public Works Director
Animal Control Superintendent
City Clerk
Communications Manager
Council Member
Director of Community Services
Director of Facilities and Maintenance
Director of Planning & Building Safety
Division Chief Cal Fire
Facilities and Maintenance Superintendent
IT Administrator
Interim City Manager
Lieutenant
Mayor
Mayor Pro Tem
Parks & Public Buildings Maintenance Supervisor
Public Works Director
Public Works Superintendent
Public Works Supervisor
City Manager
IT
Interim Director of Public Works
Public Information Officer
Public Works Maintenance
Public Works Supervisor
Chief of Police



City Engineer
City Manager
Communications & Community Relations Director
Community Development Assistant Director
Director of Public Works
Emergency Management Coordinator
Fire Administrative Director
Fire Chief
Fire Dispatch Supervisor
Captain
Chief Clerk & Elected City Clerk
Chief of Police (effective 7-4-21)
City Manager
Councilmember
Deputy Director/City Engineer
Duty Battalion Chief
Emergency Contact
Fire Captain
Fire Chief
Mayor Pro Tem
Police Captain
Public Works Director
Supervisor on Duty
24-hr Warning Point
Acting Public Works Director
Assistant Chief
Assistant Emergency Manager
Assistant Sheriff
CEO/Real Estate
Capital Improvement Programs Manager
Chief Real Estate Officer
Chief of Staff - Supervisor Sarmiento
Chief of Staff, Andrew Do
Commander - North Operations
Commander - Southwest Operations
County Executive Officer
Deputy County Executive Officer
Deputy Director of Emergency Management
Director of Emergency Management
Director, Government & Community Relations
Division Chief
Duty Officer (Control One)
Election Services Manager
Emergency Contact-Public Works
Emergency Notifications
Facilities Operations Manager - OCPW
Manager Central Utility Facility
Operations Manager
Orange County Waste Recycling Director
Policy Advisor, Supervisor Doug Chaffee
Policy Advisor, Supervisor Wagner
Public Works Manager Equipment Operations
Public Works Manager General Maintenance

Public Works PIO
Secretary to Director
Southeast Operations Commander
Sr Emergency Management Program Coordinator
Supervisor, District 1
Supervisor, District 3
Vice Chairman
Emergency Manager
Assistant City Manager
Captain
City Clerk
City Manager
Community Services Director
Council Member
Councilmember
Interim Parks and Community Services Director
Lieutenant
Mayor
Mayor Pro Tem
Public Works Director
Public Works Supervisor
City Manager
City Manager
Council Member
Deputy City Manager
Deputy Director of Director of Engineering
Deputy Director of Public Works
Deputy Director of Utilities-Enviro
Director of Engineering/City Engineer
Emergency Management Specialist
Lieutenant
Police Chief
Public Information Officer
Public Works Director
Rancho Cucamonga Fire
Administrative Sergeant
Associate Planner
Battalion Chief
City Clerk
City Manager
Council Member
Development Services Director
Emergency Contact
Influential/Opinion Leader
Mayor
Mayor Pro Tem
Police Chief
Public Information Officer
Public Works Superintendent
Deputy Fire Chief
Emergency Operations Specialist
Assistant City Manager
Building Official

Captain
City Clerk
City Engineer
Councilmember
Deputy City Manager
Deputy Clerk
Executive Assistant to the City Manager
Fire Chief
Fire Prevention Specialist
Interim City Manager
Mayor
Mayor Pro Tem
Police Chief
Public Works Assistance
Public Works Director
EMD Duty Chief
EMD Duty Officer
Emergency Services Manager
Acting Assist. Chief of Police
Acting Chief of Police
Associate Planner
Chief of Police
Chief of Staff for Councilman Alexander
City Clerk
City Engineer / Public Works Director
Council Member
Councilmember
Executive Assistant
Government Affairs
Lietutenant (Executive Officer)
Lieutenant
Lieutenant (Eastern District Command)
Lieutenant (Northern District Command)
Lieutenant/Patrol Watch Commander
Mayor
Mayor Pro Tempore
Neighborhood and Customer Services Operations Manager
Police Chief - CSUSB
Public Information Officer
Public Works, Permitting
Sergeant
Assistant Director Public Health
Assistant Director for Public Works
Assistant Executive Officer
Battalion Chief - SB County Fire - Division 4
CEO Administrative Aide
Captain/SBSD Emergency Services
Chair County Supervisor
Chief Executive Officer
Chief Information Officer
Chief of Staff
Chief of Staff for Supervisor Armendarez
Communication Officer
Communications Director

Community Svs Liaison, Supervisor Hagman
Corporal - Public Affairs Division Sheriff's Dept
Deputy Chief of Administration
Deputy Chief of Operations
Deputy Chief of Staff Supervisor Rowe
Deputy Director Operations
Deputy Director-DPW
Deputy Executive Officer
Deputy Fire Chief Operations
Deputy Fire Marshal
Director
Director Public Health
Director of Real Estate Services Department
Director of the Office of Emergency Services
Director, ROV
Dispatch Supervisor
Dispatch for Fac. Management
District Director, 1st District
District Director, 5th District
Division Chief
Division Chief - Flood Control Engineering
Division Chief- EHS
Division Manager, Water and Sanitation
EMS Agency Duty Officer
Emergency Services Coordinator / SBSO Emer Operations
Emergency Services Officer
Engineering Construction
Engineering Manager-DPW
Executive Admin Assist for Luther Snoke Deputy CEO
Executive Admin Assistant
Executive Aide to Supervisor Rowe
Executive Assistant
Executive Secretary
Executive Secretary, Supervisor Armendarez
Field Representative
Fire Chief/Fire Warden
Fire Marshal
Fire Prevention Specialist
Flood Control Engineering Mgr/Div Chief
Manager - Real Estate Services
Media Specialist-OES
OES Duty Officer
Operations
Parks Operations Chief
Planning Manager
Policy Advisor, 4th District
Project Manager
Public Health Duty Officer
Public Health Program Manager
Public Information Officer
Public Information Officer, SBFIRE
Public Works Director
R/W Section Chief
Senior Advisor

Senior Planner
Special Projects Manager
Strategic Projects Director - COVID
Supervising Emergency Services Officer
Supervisor
Asst. City Manager
Captain
City Manager
Councilmember
Matthew Bodell
Mayor
Mayor pro tem
Operaions Lieutenant
Public Works Director
Watch Commander
Watch Deputy
Lieutenant/City Emergency Coordinator
Watch Commander Office
Chief of Public Utilities
City Manager
Council Member
Deputy City Clerk
Deputy City Manager
Development Director
Division Fire Chief
Duepty City Manager - Development Services
Economic Development Administrator
Fire Chief
Mayor
Mayor Pro Tem
Police Chief
Public Utilities Supervisor
Water Utility Supervisor
CCA Primary Contact
CCA Secondary Contact
Acting Street Operations and Infrastructure Manager
Acting Sustainability & Resilience Director
Bilingual Outreach Coordinator
City Administrator / Clerk / Treasurer
City Clerk Services Manager
City Engineer
Councilmember
Emergency Contact
Emergency Services Manager
Executive Assistant City of Santa Barbara, Public Safety - Fire
Fire Chief
Fire Operations Division Chief
Mayor Pro Tem
Public Works Director
Resilience Program Supervisor
Waterfront Director
Acting Sustainability & Resilience Director
CCA Secondary Contact

Energy and Climate Manager, Sustainability and Resilience
County Sheriff's Office Dispatch Inbox
Director, Office of Emergency Management
Duty Officer
Emergency Manager
OEM Staff
Community Services Liaison, Los Angeles County Fire Department Division III
Emergency Operations Analyst
Intergovernmental Relations Analyst
City Manager
Commander
Community & Economic Development Director
Councilmember
Councilmember
Deputy City Manager
Emergency Services Coordinator
Finance Director/Treasurer
Human Resources Manager
Mayor
Parks and Recreation Director
Police Chief
Public Works Director
Street Maintenance Supervisor
Streets Maintenance Lead Worker
Vice Mayor
Water Distribution Lead Worker
Water Ops Superintendent
Assistant City Manager
Assistant Director of Public Works
City Clerk
City Manager
Councilmember
Deputy Director Maintenance
Emergency Operations Manager
Emergency Services Coordinator
Environmental Services Director
Fire Division Chief
Mayor
Mayor Pro Tem
Police Watch Commander
Principal Engineer – Water
Public Works Director
deputy Public Works Director
Administrative Assistant/ Outage Contact
City Clerk/Airport Manager
City Inspector
City Manager
Councilmember
Deputy Public Works Director
Development Services Director
Mayor
Public Works Director
test

Emergency Manager
Outage Notification Distribution
PSPS Notification Distribution
Public Works Director
Assistant City Manager
CRPD General Manager
City Attorney
City Facilities Manager
City Facilities Staff
City Manager
Comm. Development Director
Deputy City Manager
Deputy PW Director - Engineering
Deputy PW Director - Operations
Economic Development Manager
Emergency Services Manager
Finance Director
Fleet Services Supervisor
HCTP Maintenance Supervisor
HCTP Operations Supervisor
Landscape Maintenance Crew Leader
MSC Superintendent
Public Information
Public Works Director
Risk Services Administrator
Senior Energy Analyst
Senior Sustainability Analyst
Street Maintenance Supervisor
Sustainability Division Manager
Traffic Engineer
Wastewater Utilities Maintenance Supervisor
Water Supervisor
Water Utilities Maintenance Supervisor
County Supervisor
Director, Resource Management Agency
Fire Chief
OES Manager
Administrative Aide
Administrative Officer, Upland CERT
Assistant Fire Chief
City Manager
Councilmember
Development Services Director
Emergency Manager
Exec Assistant to City Manager
Mayor
Police Chief
School Unified Director
Assistant Chief
Assistant Chief of Police
Battalion Chief
Chief of Police
City Manager
Council Member

Deputy Mayor
Deputy Public Works Director
Emergency Contact
Emergency Services Manager
Fire Chief
Fleet and Facilities Manager
Public Information Officer
Assistant County Executive Officer
Assistant Director of Public Works
Assistant Fire Chief
Assistant Sheriff
Chief Deputy Director
Chief of Staff
County Clerk
County Supervisor
Director of Roads & Transportation
Disability Access Manager
District Staff
Division Chief
Division Fire Chief
Emergency Manager
IT Manager
Law Enforcement
Mr.
Ms
Ms.
Program Administrator, Sustainability Division
Public Works Safety Officer
Senior Code Compliance Officer
Supervisor
Sustainability Officer
Wildfire Liaison
24-Hour Contact
Building Official
Chief of Police Services
City Engineer
City Manager/City Clerk
Councilmember
Maintenance Supervisor
Management Analyst
Mayor
Senior Management Analyst
Assistant Fire Chief for Division VII
Administrative Analyst
Assistant City Manager
City Manager
Deputy City Engineer
Economic Development Director/PIO
Emergency Management
Management Analyst I Code Enforcement and Emergency Services
Assistant City Manager
Assistant to the City Manager
Building Official



[illegible]

[illegible]

[illegible]

[illegible]

[illegible]

Tribal Councilwoman (Member at Large)
Vice Chairwoman
City Administrator (City Manager)
Councilman: At-Large Off Reservation
Councilman: Secretary/Treasurer
Housing Director
Tribal Administrator
Tribal Chairman
Tribal Executive Officer
Vice Chairman
Assistant County Administrative Officer (ACAO)
County Administrative Officer (CAO)
Emergency Services Manager
Inyo County Sheriff Watch Desk
Assistant Planner
Councilmember
Dispatch Supervisor
Mammoth Lakes Fire Department Chief
PIO
President, Lake Mary HOA
Public Works Director
Town Clerk
Town Manager
Chairperson (Supervisor - District 2)
County Administrative Officer (CAO)
Director Health and Human Services
Director of Emergency Services
Emergency Preparedness Manager
GIS Analyst
Mammoth Lakes Fire Department Chief
OES/Patrol Sergeant
Parks & Facilities Superintendent   Public Works
PSPS Notification
Public Information Manager - Consultant
Public Works Director
Sheriff - Coroner
Staff Service Analyst
Staff Services Analyst, Department of Social Services
Supervisor - District 5
Supervisor (District 1)
Supervisor (District 3)
Supervisor (District 4)
Wildfire Preparedness Coordinator
Board Clerk
Chairperson
County Administrator
OES Coordinator
Public Works Director
Supervisor
Supervisor (District 1)
Supervisor (District 2)

[illegible]

Assistant City Manager
City Manager
Deputy City Manager
Director of Public Works
Management Analyst
Public Works Project Manager
Assistant Director of Utilities - Electric Operations
Chief of Police
City Manager
Deputy City Manager
Chief of Police
Chief Plant Operator
City Manager
Community Services Director
Council Member
Executive Assistant
Fire Chief
Mayor
Mayor Pro Tem
Police Services Manager
Public Information Officer
Acting Building Official
Administrative Clerk II
Assistant City Engineer
Building Supervisor
City Clerk
City Manager
Communications & Marketing Manager/PIO
Community Development Director
Community Development Manager
Council Member
Councilmember
Deputy Fire Chief (Acting)
Director of Public Works / City Engineer
Emergency Preparedness Coordinator
Environmental Services Coordinator
Executive Assistant
IT Manager
IT Supervisor
Maintenance Services Crew Leader
Mayor
Mayor Pro Tem
Parks & Landscape Supervisor
Police Captain
Police Chief
Street, Sewer Storm Drain & Sanitation Division Supervisor
Superintendent
Water Division Supervisor
Assistant City Manager



City Clerk
City Manager
Councilmember
Emergency Manager
Mayor
Ms.
Public Safety Coordinator
Public Works Inspector
Sheriff Watch Commander
Station Captain
Associate Engineer
City Manager
Executive Assistant/Deputy City Clerk
Fire Chief
Maintenance Superintendent
Maintenance Supervisor
Administrative Specialist
Assistant City Manager
City Manager
Community Relations Officer
Councilmember
Director of Administrative Services
Emergency Services Coordinator
Executive Assistant
Finance Director
Mayor
Mr.
Ms.
Police Chief
Public Works Director
Undersheriff
Utilities Operations Supervisor
Vice Mayor
Administrative Services Director
Fire Chief
Chino PD Dispatch Center
City Manager
Communications Manager
Councilmember
Deputy Chief of Police
Deputy City Manager
Emergency Services Coordinator
Fire Chief
Public Works Director
Water Utilities Superintendent
Assistant City Manager
Capital Project and Support Manager
City Manager
Community Development Director
Community Relations Manager
Community Services Director
Councilmember
Emergency Services Coordinator

Engineering Manager-DPW
Fire Chief
Mayor
Police Chief
Public Information Officer
Public Works / Operations
Public Works Director/City Engineer
Public Works/Utilities Operations
Vice Mayor
CCA Primary Contact
Chief
Community Services Director/PIO
Council Member
Development Services Director
Electric Utility Director
Human Resources Director/Risk Management Director
Mayor
Public Works Director
Senior Energy Services Specialist
Substation Superintendent
Assistant Director of Utilities
Assistant Fire Chief
Business Manager
Chief Distribution Operator
Chief Reclamations Operator
Chief Water Operator
City Clerk
City Manager
City Traffic Engineer
Construction Superintendent
Councilmember
Deputy Chief Operator - Water
Director of Utilities
Emergency Contact
Emergency Services Manager
Finance Director
Fire Chief
Maintenance Planner
Maintenance Supervisor
Management Analyst
Mayor
Police Chief
Public Information Officer
Public Works Director
Traffic Signal Coordinator
Asst. City Manager
Asst. Fire Chief
City Engineer
City Manager
Community Development Director
Councilmember
Mayor
Police Chief

Assistant to the City Manager
Captain
City Clerk
City Manager
Councilmember
Deputy City Manager
Director, Information Systems
Mayor
Public Information Manager
Public Works Director
Assistant to the City Manager
Battalion Chief/CalFire
Deputy Chief
Assistant City Manager
Deputy City Engineer
Fire Chief
Chief of Police
City Manager
Deputy City Manager, Administrative Services
Emergency Contact
Emergency Services Coordinator
Emergency Services Coordinator
SCE Notifications
Watch Commander
Analyst
City Clerk
City Manager
Councilmember
Emergency Contact
Mayor
Planning Dir
Public Works
City Manager
Councilmember
Fire Chief
IT Manager
May Pro Tem
Mayor
Police Chief
Public Works Director
Assistant to the City Manager
Deputy City Manager
Public Works Director
Administrative Services Manager
Assistant Chief
Assistant Public Works Director
Battalion Chief
Captain
City Clerk
City Manager
Community Development Director
Councilmember
Lieutenant

Mayor
Mayor Pro tempore
Public Services Manager
Public Work Manager
Public Works Director/City Engineer
Acting Assistant Fire Chief
Assistant City Mgr/Public Affairs Mgr
Asst. City Mgr.
Battalion Chief
Captain
City Manager
Mayor
Captain
City Engineer
Public Services Director
Strobehn@IrwindaleCA.gov
Assistant City Manager
City Manager
Council Member
Councilmember
Emergency Services Coordinator
Marketing and Communications Manager
Mayor Pro Tem
Public Works Director/City Engineer
Assistant Emergency Services Manager
Chair
Deputy Chief
Deputy Fire Chief
Duty Officer
Emergency Services Coordinator
Fire Chief & Director of Emergency Services
Interim Public Works Director
Planning Director
PSPS Notification
Sheriff
Supervisor
Undersheriff
Asst. Fire Chief
City Clerk
City Manager
Councilmember
Director of Administrative Services
Interim Captain
Mayor pro tem
Public Safety Coordinator
Public Works Director
Senior Management Analyst
Assistant City Manager
City Engineer
City Manager
Community Support Manager
Councilmember
Economic Development Director
Emergency Contact

Emergency Manager
Mayor
Public Works Manager
Public Works Superintendent
Assistant City Manager
Chief Lake Forest Police Services
Chief of Lake Forest Police Services
City Clerk
City Manager
Community Services Supervisor
Contract Public Works Inspector
Council Member
Director of Community Development
Director of Public Works
Mayor
Mayor Pro Tem
Public Works Manager
Senior Communications and Marketing Analyst
Senior Management Analyst
Traffic Engineer Manager
Coordinator III
Emergency Manager
Utility Services Manager
CCA Additional Contact
CCA Primary Contact
CCA Secondary Contact
CCA Tertiary Contact
Battalion Chief
City Clerk
Councilmember
Emergency Contact
Fire Chief
Fire Marshal
Mayor
Asst. Fire Chief
Chief of Staff for Supervisor Barger
Chief of Community and Marketing Services Division
Deputy
Deputy Director
Director, Office of Emergency Management
Disabilities, Access and Functional Needs Coordinator
Disaster Area Coordinator, Area B
Disaster Area Coordinator, Area C
Disaster Area Coordinator, Area D
Disaster Area Coordinator, Area G
Disaster Management Area Coordinator
Disaster Management Area Coordinator, Area E
Disaster Services Analyst
Division Manager
Duty Officer
Emergency Preparedness Officer
Emergency Services.. Coordinator, Area A
Field Deputy

Fire Captain
Office of OEM/EOC
Planning Deputy
Senior Civil Engineer
Senior Deputy, Supervisor Kathryn Barger
Assistant City Manager
Assistant Fire Chief
Caltrans
Captain
CERT Team Leader
CHP - Task Force
CHP - West Valley Captian
City Manager
Community Services Liaison
Council Member
Councilmember
Emergency Contact
Emergency Services Manager
Executive Assistant
Fire Safety Liaison
Mayor
Mayor Pro Tem
Media Information Officer
Public Safety Director
Public Safety Liaison
Public Works Director
Public Works Super
Publisher
Senior Public Works Inspector/Superintendent
Thousand Oaks District Manager
VOP Team Leader
Associate Planner
Captain - Meniffee Police
Chief Information Officer
City Clerk
City Manager
Community Development Director
Councilmember
Emergency Management Analyst
Fire Marshal
Fire Systems Inspector
Management Analyst
Parks/Landscape Manager
Police Captain
Public Information Officer
Public Works Director
Sr. Civil Engineer
Assistant City Manager/ Director of Public Services
City Clerk
City Engineer
City Manager
Council Member
Director of Community Relations

Director Of Public Works
Emergency Contact
Executive Administrator for CM and City Council
Maintenance Operations Manager
Mayor
Assistant City Manager
Assistant to the City Manager
City Engineer
City Manager
Division Chief
Emergency Services Manager
Information Systems Manager
Mayor
MUSD Superintendent
Parks and Recreation Director
Sheriff's Captain
Assistant City Manager - Development
Assistant City Manager/Chief Financial Officer/City Treasurer
City Manager
Council Member
Electric Utilities Division Manager
Emergency Contact
Emergency Operations Manager
Fire Chief
Lietutenant
Maintenance & Operations Division Manager
Mayor Pro Tem
Media Manager
Police Chief
Public Works Director
Assistant CEO
Chairman
Chief Executive Officer
Councilmember
Deputy Fire Chief
Emergency Management
Executive Administrative Assistant
Realty Administrator
Tribal Vice Chairperson
Animal Control Superintendent
City Clerk
Communications Manager
Council Member
Director of Community Services
Director of Facilities and Maintenance
Director of Planning & Building Safety
Division Chief Cal Fire
Facilities and Maintenance Superintendent
Interim City Manager
IT Administrator
Lieutenant
Mayor
Mayor Pro Tem
Parks & Public Buildings Maintenance Supervisor

Public Works Director
Public Works Superintendent
Public Works Supervisor
Chief of Police
City Engineer
City Manager
Communications & Community Relations Director
Community Development Assistant Director
Director of Public Works
Emergency Management Coordinator
Fire Administrative Director
Fire Chief
Fire Dispatch Supervisor
Captain
Chief Clerk & Elected City Clerk
Chief of Police (effective 7-4-21)
City Manager
Councilmember
Deputy Director/City Engineer
Emergency Contact
Fire Captain
Fire Chief
Mayor Pro Tem
Police Captain
Public Works Director
Supervisor on Duty
24-hr Warning Point
Acting Public Works Director
Assistant Chief
Assistant Emergency Manager
Assistant Sheriff
Capital Improvement Programs Manager
CEO/Real Estate
Chief of Staff - Supervisor Sarmiento
Chief of Staff, Andrew Do
Chief Real Estate Officer
Commander - North Operations
Commander - Southwest Operations
County Executive Officer
Deputy County Executive Officer
Deputy Director of Emergency Management
Director of Emergency Management
Director, Government & Community Relations
Dispatch
Division Chief
Duty Officer (Control One)
Election Services Manager
Emergency Contact-Public Works
Emergency Notifications
Facilities Operations Manager - OCPW
Manager Central Utility Facility
Operations Manager
Orange County Waste Recycling Director



Policy Advisor, Supervisor Doug Chaffee
Policy Advisor, Supervisor Wagner
Public Works Manager Equipment Operations
Public Works Manager General Maintenance
Public Works PIO
Secretary to Director
Southeast Operations Commander
Sr Emergency Management Program Coordinator
Supervisor, District 1
Supervisor, District 3
Vice Chairman
Emergency Manager
Assistant City Manager
Captain
City Clerk
City Manager
Community Services Director
Council Member
Councilmember
Interim Parks and Community Services Director
Lieutenant
Mayor
Mayor Pro Tem
Public Works Director
Public Works Supervisor
City Manager
Council Member
Deputy City Manager
Deputy Director of Director of Engineering
Deputy Director of Public Works
Deputy Director of Utilities-Enviro
Director of Engineering/City Engineer
Emergency Management Specialist
Lieutenant
Police Chief
Public Information Officer
Public Works Director
Rancho Cucamonga Fire
Administrative Sergeant
Associate Planner
Battalion Chief
City Clerk
City Manager
Council Member
Development Services Director
Influential/Opinion Leader
Mayor
Mayor Pro Tem
Police Chief
Public Information Officer
Public Works Superintendent
Assistant City Manager
Captain
City Clerk

Councilmember
Deputy Clerk
Executive Assistant to the City Manager
Fire Chief
Interim City Manager
Mayor
Mayor Pro Tem
Police Chief
Public Works Assistance
Public Works Director
EMD Duty Chief
EMD Duty Officer
Emergency Services Manager
Acting Assist. Chief of Police
Acting Chief of Police
Associate Planner
Chief of Police
Chief of Staff for Councilman Alexander
City Clerk
City Engineer / Public Works Director
Councilmember
Executive Assistant
Government Affairs
Lietuenant (Executive Officer)
Lieutenant
Lieutenant (Eastern District Command)
Lieutenant (Northern District Command)
Lieutenant/Patrol Watch Commander
Mayor
Neighborhood and Customer Services Operations Manager
Police Chief - CSUSB
Public Information Officer
Public Works, Permitting
Assistant Director for Public Works
Assistant Director Public Health
Assistant Executive Officer
Captain/SBSD Emergency Services
CEO Administrative Aide
Chief Executive Officer
Chief of Staff for Supervisor Armendarez
Communications Director
Community Svs Liaison, Supervisor Hagman
Corporal - Public Affairs Division Sheriff's Dept
Deputy Chief of Administration
Deputy Chief of Operations
Deputy Director Operations
Deputy Director-DPW
Deputy Executive Officer
Deputy Fire Chief Operations
Deputy Fire Marshal
Director
Director of Real Estate Services Department
Director of the Office of Emergency Services
Director, ROV

Dispatch for Fac. Management
Dispatch Supervisor
District Director, 1st District
District Director, 5th District
Division Chief- EHS
Division Manager, Water and Sanitation
Emergency Services Coordinator / SBSB Emer Operations
Emergency Services Officer
EMS Agency Duty Officer
Engineering Construction
Engineering Manager-DPW
Executive Admin Assist for Luther Snoke Deputy CEO
Executive Admin Assistant
Executive Aide to Supervisor Rowe
Executive Secretary
Executive Secretary, Supervisor Armendarez
Field Representative
Fire Chief/Fire Warden
Fire Marshal
Manager - Real Estate Services
Media Specialist-OES
OES Duty Officer
Parks Operations Chief
Policy Advisor, 4th District
Project Manager
Public Health Duty Officer
Public Health Program Manager
Public Information Officer
Public Information Officer, SBFIRE
Public Works Director
Senior Advisor
Senior Planner
Supervising Emergency Services Officer
Supervisor
Lieutenant/City Emergency Coordinator
Watch Commander Office
Chief of Public Utilities
City Manager
Council Member
Deputy City Clerk
Deputy City Manager
Division Fire Chief
Deputy City Manager - Development Services
Economic Development Administrator
Fire Chief
Mayor
Mayor Pro Tem
Police Chief
Public Utilities Supervisor
Water Utility Supervisor
Community Services Liaison, Los Angeles County Fire Department Division III
Emergency Operations Analyst
Intergovernmental Relations Analyst

City Manager
Commander
Community & Economic Development Director
Councilmember
Councilmember
Deputy City Manager
Emergency Services Coordinator
Finance Director/Treasurer
Human Resources Manager
Mayor
Parks and Recreation Director
Police Chief
Public Works Director
Street Maintenance Supervisor
Streets Maintenance Lead Worker
Vice Mayor
Water Distribution Lead Worker
Water Ops Superintendent
Assistant City Manager
City Clerk
City Manager
Councilmember
Deputy City Manager
Deputy Director Maintenance
Emergency Operations Manager
Emergency Services Coordinator
Environmental Services Director
Mayor
Mayor Pro Tem
Principal Engineer – Sanitation
Principal Engineer – Water
Public Works Director
Administrative Assistant/ Outage Contact
City Clerk/Airport Manager
City Inspector
City Manager
Councilmember
Deputy Public Works Director
Development Services Director
Mayor
Public Works Director
test
Emergency Manager
Outage Notification Distribution
PSPS Notification Distribution
Public Works Director
Assistant City Manager
City Attorney
City Facilities Manager
City Facilities Staff
City Manager
Comm. Development Director
CRPD General Manager

Deputy City Manager
Deputy PW Director - Engineering
Deputy PW Director - Operations
Economic Development Manager
Emergency Services Manager
Finance Director
Fleet Services Supervisor
HCTP Maintenance Supervisor
HCTP Operations Supervisor
Landscape Maintenance Crew Leader
MSC Superintendent
Public Information
Public Works Director
Risk Services Administrator
Senior Energy Analyst
Senior Sustainability Analyst
Street Maintenance Supervisor
Traffic Engineer
Wastewater Utilities Maintenance Supervisor
Water Supervisor
Water Utilities Maintenance Supervisor
Emergency Manager
Assistant Chief
Assistant Chief of Police
Battalion Chief
Chief of Police
City Manager
Council Member
Deputy Mayor
Deputy Public Works Director
Emergency Contact
Emergency Services Manager
Fire Chief
Fleet and Facilities Manager
Assistant County Executive Officer
Assistant Director of Public Works
Assistant Sheriff
Chief
Chief Deputy Director
Chief of Staff
County Clerk
County Supervisor
Director of Roads & Transportation
Disability Access Manager
Division Chief
Division Fire Chief
Emergency Manager
IT Manager
Law Enforcement
Mr.
Ms
Program Administrator, Sustainability Division
Public Works Safety Officer
Senior Code Compliance Officer

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Assistant Director of Utilities - Electric Operations
Chief of Police
City Manager
Deputy City Manager
Assistant City Manager
City Clerk
City Manager
Councilmember
Emergency Manager
Mayor
Ms.
Public Safety Coordinator
Public Works Inspector
Sheriff Watch Commander
Station Captain
CCA Primary Contact
Chief
Community Services Director/PIO
Council Member
Development Services Director
Electric Utility Director
Human Resources Director/Risk Management Director
Mayor
Public Works Director
Senior Energy Services Specialist
Substation Superintendent
City Clerk
Asst. City Manager
Asst. Fire Chief
City Manager
Community Development Director
Councilmember
Mayor
Police Chief
Deputy Chief
Deputy City Engineer
Fire Chief
Interim City Manager
Chief of Police
City Manager
Deputy City Manager, Administrative Services
Emergency Contact
Emergency Services Coordinator
Emergency Services Coordinator
SCE Notifications
Watch Commander
Analyst
City Clerk
City Manager

Councilmember
Emergency Contact
Mayor
Planning Dir
City Manager
Councilmember
Fire Chief
IT Manager
May Pro Tem
Mayor
Police Chief
Public Works Director
Mayor Pro Tem
Captain
City Engineer
Public Services Director
Strobehn@IrwindaleCA.gov
Assistant City Manager
City Manager
Council Member
Councilmember
Emergency Services Coordinator
Marketing and Communications Manager
Mayor Pro Tem
Public Works Director/City Engineer
Assistant Emergency Services Manager
Chair
Deputy Chief
Deputy Fire Chief
Duty Officer
Emergency Services Coordinator
Fire Chief & Director of Emergency Services
Interim Public Works Director
PSPS Notification
Planning Director
Sheriff
Supervisor
Undersheriff
Emergency Manager
Assistant City Manager
City Engineer
City Manager
Community Support Manager
Councilmember
Economic Development Director
Emergency Contact
Mayor
Public Works Manager
Public Works Superintendent
Assistant City Manager
Chief Lake Forest Police Services
Chief of Lake Forest Police Services
City Clerk
City Manager

Community Services Supervisor
Contract Public Works Inspector
Council Member
Director of Community Development
Director of Public Works
Mayor
Mayor Pro Tem
Public Works Manager
Senior Communications and Marketing Analyst
Senior Management Analyst
Traffic Engineer Manager
null
CCA Additional Contact
CCA Primary Contact
CCA Secondary Contact
CCA Tertiary Contact
null
Asst. Fire Chief
Chief of Staff for Supervisor Barger
Chief of Community and Marketing Services Division
Deputy
Deputy Director
Director, Office of Emergency Management
Disabilities, Access and Functional Needs Coordinator
Disaster Area Coordinator, Area B
Disaster Area Coordinator, Area C
Disaster Area Coordinator, Area D
Disaster Area Coordinator, Area G
Disaster Management Area Coordinator
Disaster Management Area Coordinator, Area E
Disaster Services Analyst
Division Manager
Duty Officer
Emergency Preparedness Officer
Field Deputy
Fire Captain
Office of OEM/EOC
Planning Deputy
Senior Civil Engineer
Senior Deputy, Supervisor Kathryn Barger
Emergency Services.. Coordinator, Area A
Assistant City Manager
Assistant Fire Chief
CERT Team Leader
CHP - Task Force
CHP - West Valley Captain
Caltrans
Captain
City Manager
Community Services Liaison
Council Member
Councilmember
Emergency Contact
Emergency Services Manager

Executive Assistant
Fire Safety Liaison
Mayor
Mayor Pro Tem
Media Information Officer
Public Safety Director
Public Safety Liaison
Public Works Director
Public Works Super
Publisher
Senior Public Works Inspector/Superintendent
Thousand Oaks District Manager
VOP Team Leader
Associate Planner
Captain - Meniffee Police
Chief Information Officer
City Clerk
City Manager
Community Development Director
Councilmember
Emergency Management Analyst
Fire Marshal
Fire Systems Inspector
Management Analyst
Parks/Landscape Manager
Police Captain
Public Information Officer
Public Works Director
Sr. Civil Engineer
Assistant City Manager/ Director of Public Services
City Clerk
City Engineer
City Manager
Council Member
Director Of Public Works
Director of Community Relations
Emergency Contact
Executive Administrator for CM and City Council
Maintenance Operations Manager
Mayor
Assistant City Manager
Assistant to the City Manager
City Engineer
City Manager
Division Chief
Emergency Services Manager
Information Systems Manager
MUSD Superintendent
Mayor
Parks and Recreation Director
Sheriff's Captain
Assistant City Manager - Development
Assistant City Manager/Chief Financial Officer/City Treasurer
City Manager

Council Member
Electric Utilities Division Manager
Emergency Contact
Emergency Operations Manager
Fire Chief
Lietuenant
Maintenance & Operations Division Manager
Mayor Pro Tem
Media Manager
Police Chief
Public Works Director
Assistant CEO
Chairman
Chief Executive Officer
Councilmember
Deputy Fire Chief
Emergency Management
Executive Administrative Assistant
Realty Administrator
Tribal Vice Chairperson
Animal Control Superintendent
City Clerk
Communications Manager
Council Member
Director of Community Services
Director of Facilities and Maintenance
Director of Planning & Building Safety
Division Chief Cal Fire
Facilities and Maintenance Superintendent
IT Administrator
Interim City Manager
Lieutenant
Mayor
Mayor Pro Tem
Parks & Public Buildings Maintenance Supervisor
Public Works Director
Public Works Superintendent
Public Works Supervisor
null
Captain
Chief Clerk & Elected City Clerk
Chief of Police (effective 7-4-21)
City Manager
Councilmember
Deputy Director/City Engineer
Emergency Contact
Fire Captain
Fire Chief
Mayor Pro Tem
Police Captain
Public Works Director
Supervisor on Duty
24-hr Warning Point
Acting Public Works Director

Assistant Chief
Assistant Emergency Manager
Assistant Sheriff
CEO/Real Estate
Capital Improvement Programs Manager
Chief Real Estate Officer
Chief of Staff - Supervisor Sarmiento
Chief of Staff, Andrew Do
Commander - North Operations
Commander - Southwest Operations
County Executive Officer
Deputy County Executive Officer
Deputy Director of Emergency Management
Director of Emergency Management
Director, Government & Community Relations
Dispatch
Division Chief
Duty Officer (Control One)
Election Services Manager
Emergency Contact-Public Works
Emergency Notifications
Facilities Operations Manager - OCPW
Manager Central Utility Facility
Operations Manager
Orange County Waste Recycling Director
Policy Advisor, Supervisor Doug Chaffee
Policy Advisor, Supervisor Wagner
Public Works Manager Equipment Operations
Public Works Manager General Maintenance
Public Works PIO
Secretary to Director
Southeast Operations Commander
Sr Emergency Management Program Coordinator
Supervisor, District 1
Supervisor, District 3
Vice Chairman
Emergency Manager
Captain
City Manager
Council Member
Deputy City Manager
Deputy Director of Director of Engineering
Deputy Director of Public Works
Deputy Director of Utilities-Enviro
Director of Engineering/City Engineer
Emergency Management Specialist
Lieutenant
Police Chief
Public Information Officer
Public Works Director
Rancho Cucamonga Fire
Administrative Sergeant
Associate Planner
Battalion Chief



City Clerk
City Manager
Council Member
Development Services Director
Influential/Opinion Leader
Mayor
Mayor Pro Tem
Police Chief
Public Information Officer
Public Works Superintendent
Assistant City Manager
Captain
City Clerk
Councilmember
Deputy Clerk
Executive Assistant to the City Manager
Fire Chief
Interim City Manager
Mayor
Mayor Pro Tem
Police Chief
Public Works Assistance
Public Works Director
EMD Duty Chief
EMD Duty Officer
Emergency Services Manager
Acting Assist. Chief of Police
Acting Chief of Police
Associate Planner
Chief of Police
Chief of Staff for Councilman Alexander
City Clerk
City Engineer / Public Works Director
Councilmember
Executive Assistant
Government Affairs
Lietuenant (Executive Officer)
Lieutenant
Lieutenant (Eastern District Command)
Lieutenant (Northern District Command)
Lieutenant/Patrol Watch Commander
Mayor
Neighborhood and Customer Services Operations Manager
Police Chief - CSUSB
Public Information Officer
Public Works, Permitting
Assistant Director Public Health
Assistant Director for Public Works
Assistant Executive Officer
CEO Administrative Aide
Captain/SBSD Emergency Services
Chief Executive Officer
Communications Director
Community Svs Liaison, Supervisor Hagman

Corporal - Public Affairs Division Sheriff's Dept
Deputy Chief of Administration
Deputy Chief of Operations
Deputy Director-DPW
Deputy Executive Officer
Deputy Fire Chief Operations
Deputy Fire Marshal
Director
Director of Real Estate Services Department
Director of the Office of Emergency Services
Director, ROV
Dispatch Supervisor
Dispatch for Fac. Management
District Director, 1st District
District Director, 5th District
Division Chief- EHS
Division Manager, Water and Sanitation
EMS Agency Duty Officer
Emergency Services Coordinator / SBSD Emer Operations
Emergency Services Officer
Engineering Construction
Engineering Manager-DPW
Executive Admin Assist for Luther Snoke Deputy CEO
Executive Admin Assistant
Executive Aide to Supervisor Rowe
Executive Secretary
Executive Secretary, Supervisor Armendarez
Field Representative
Fire Chief/Fire Warden
Fire Marshal
Manager - Real Estate Services
Media Specialist-OES
OES Duty Officer
Parks Operations Chief
Policy Advisor, 4th District
Project Manager
Public Health Duty Officer
Public Health Program Manager
Public Information Officer
Public Information Officer, SBFIRE
Public Works Director
Senior Advisor
Senior Planner
Supervising Emergency Services Officer
Supervisor
null
Lieutenant/City Emergency Coordinator
Watch Commander Office
Chief of Public Utilities
City Manager
Council Member
Deputy City Clerk
Deputy City Manager
Division Fire Chief

Duepty City Manager - Development Services
Economic Development Administrator
Fire Chief
Mayor
Mayor Pro Tem
Police Chief
Public Utilities Supervisor
Water Utility Supervisor
null
Community Services Liaison, Los Angeles County Fire Department Division III
Emergency Operations Analyst
Intergovernmental Relations Analyst
City Manager
Commander
Community & Economic Development Director
Councilmember
Deputy City Manager
Emergency Services Coordinator
Finance Director/Treasurer
Human Resources Manager
Mayor
Parks and Recreation Director
Police Chief
Public Works Director
Street Maintenance Supervisor
Streets Maintenance Lead Worker
Vice Mayor
Water Distribution Lead Worker
Water Ops Superintendent
Assistant City Manager
City Clerk
City Manager
Councilmember
Deputy City Manager
Deputy Director Maintenance
Emergency Operations Manager
Emergency Services Coordinator
Environmental Services Director
Mayor
Mayor Pro Tem
Principal Engineer – Sanitation
Principal Engineer – Water
Public Works Director
Assistant City Manager
CRPD General Manager
City Attorney
City Facilities Manager
City Facilities Staff
City Manager
Comm. Development Director
Deputy City Manager
Deputy PW Director - Engineering
Deputy PW Director - Operations
Economic Development Manager

Emergency Services Manager
Finance Director
Fleet Services Supervisor
HCTP Maintenance Supervisor
HCTP Operations Supervisor
Landscape Maintenance Crew Leader
MSC Superintendent
Public Information
Public Works Director
Risk Services Administrator
Senior Energy Analyst
Senior Sustainability Analyst
Street Maintenance Supervisor
Traffic Engineer
Wastewater Utilities Maintenance Supervisor
Water Supervisor
Water Utilities Maintenance Supervisor
Emergency Manager
Assistant Chief
Assistant Chief of Police
Battalion Chief
Chief of Police
City Manager
Council Member
Deputy Mayor
Deputy Public Works Director
Emergency Contact
Emergency Services Manager
Fire Chief
Fleet and Facilities Manager
null
Assistant County Executive Officer
Assistant Director of Public Works
Assistant Sheriff
Chief
Chief Deputy Director
Chief of Staff
County Clerk
County Supervisor
Director of Roads & Transportation
Disability Access Manager
Division Chief
Division Fire Chief
Emergency Manager
IT Manager
Law Enforcement
Mr.
Ms
Program Administrator, Sustainability Division
Public Works Safety Officer
Senior Code Compliance Officer
Supervisor
Sustainability Officer
Wildfire Liaison

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Non HFRA, T2	8/24/2024	8/20/24 14:20
Non HFRA, T2	8/24/2024	8/20/24 14:20
Non HFRA, T2	8/24/2024	8/20/24 14:20
Non HFRA, T2	8/24/2024	8/20/24 14:20
Non HFRA, T2	8/24/2024	8/20/24 14:20
Non HFRA, T2	8/24/2024	8/20/24 14:20
Non HFRA, T2	8/24/2024	8/20/24 14:20
Non HFRA, T2	8/24/2024	8/20/24 14:20
Non HFRA, T2	8/24/2024	8/20/24 14:20
Non HFRA, T2	8/24/2024	8/20/24 14:20
Non HFRA, T2	8/24/2024	8/20/24 14:20
Non HFRA, T2	8/24/2024	8/20/24 14:20
Non HFRA, T2	8/24/2024	8/20/24 14:20
Non HFRA, T2	8/24/2024	8/20/24 14:20
Non HFRA, T2	8/24/2024	8/20/24 14:20
Non HFRA, T2	8/24/2024	8/20/24 14:20
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Non HFRA, T2	8/24/2024	8/20/24 14:20
Non HFRA, T2	8/24/2024	8/20/24 14:20
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Non HFRA, T2	8/24/2024	8/20/24 14:20
Non HFRA, T2	8/24/2024	8/20/24 14:20
Non HFRA, T2	8/24/2024	8/20/24 14:20
Non HFRA, T2	8/24/2024	8/20/24 14:20
Non HFRA, T2	8/24/2024	8/20/24 14:20
Non HFRA, T2	8/24/2024	8/20/24 14:20
Non HFRA, T2	8/24/2024	8/20/24 14:20
Non HFRA, T2	8/24/2024	8/20/24 14:20
Non HFRA, T2	8/24/2024	8/20/24 14:26
Non HFRA, T2	8/24/2024	8/20/24 14:26
Non HFRA, T2	8/24/2024	8/21/24 11:16
Non HFRA, T2	8/24/2024	8/20/24 14:26
Non HFRA, T2	8/24/2024	8/20/24 14:26
Non HFRA, T2	8/24/2024	8/21/24 11:16
Non HFRA, T2	8/24/2024	8/22/24 21:52
Non HFRA, T3, T2	9/7/2024	9/7/24 23:21
T2	9/7/2024	9/8/24 11:13
T3, T2	9/7/2024	9/9/24 22:29
T3, T2	9/7/2024	9/9/24 22:29
Non HFRA, T3, T2	9/7/2024	9/7/24 23:21
T3, T2	9/7/2024	9/9/24 22:29
T3, T2	9/7/2024	9/9/24 22:29
T3, T2	9/7/2024	9/9/24 22:29
T3, T2	9/7/2024	9/9/24 22:29
T3	9/7/2024	9/9/24 22:29
T3	9/7/2024	9/9/24 22:29
T3	9/7/2024	9/9/24 22:29
Non HFRA, T3, T2	9/7/2024	9/7/24 23:21
Non HFRA, T3, T2	9/7/2024	9/7/24 23:21
Non HFRA, T3, T2	9/7/2024	9/7/24 23:21
T3	9/7/2024	9/12/24 4:57
T3	9/7/2024	9/12/24 4:57
T3	9/7/2024	9/9/24 22:29
T3	9/7/2024	9/9/24 22:29
T3	9/7/2024	9/9/24 22:29
T3	9/7/2024	9/9/24 22:29

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T3	10/17/2024	10/19/2024 7:18
T3	10/17/2024	10/16/2024 12:53
Non HFRA, T3, T2	10/17/2024	10/15/2024 13:36
T3	10/17/2024	10/15/2024 13:36
Non HFRA, T3, T2	10/17/2024	10/15/2024 13:36
T3	10/17/2024	10/19/2024 7:18
Non HFRA, T2	10/17/2024	10/14/2024 12:37
T3	10/17/2024	10/19/2024 7:18
Non HFRA, T3, T2	10/17/2024	10/16/2024 12:53
T3	10/17/2024	10/15/2024 13:36
Non HFRA, T2	10/17/2024	10/14/2024 12:37
T3	10/17/2024	10/19/2024 7:18
T3, T2	10/17/2024	10/15/2024 13:36
T3, T2	10/17/2024	10/15/2024 13:36
T3, T2	10/17/2024	10/15/2024 13:36
T3, T2	10/17/2024	10/15/2024 13:36
Non HFRA, T3, T2	10/17/2024	10/16/2024 12:53
Non HFRA, T3, T2	10/17/2024	10/18/2024 16:48
T3, T2	10/17/2024	10/15/2024 13:36
Non HFRA, T3, T2	10/17/2024	10/18/2024 16:48
Non HFRA, T3, T2	10/17/2024	10/16/2024 22:36
T3, T2	10/17/2024	10/15/2024 13:36
Non HFRA, T3, T2	10/17/2024	10/14/2024 12:37
T3	10/17/2024	10/15/2024 13:37
Non HFRA, T3, T2	10/17/2024	10/15/2024 13:36
T3	10/17/2024	10/15/2024 13:36
T3	10/17/2024	10/15/2024 13:36
T3, T2	10/17/2024	10/15/2024 13:36
Non HFRA, T3, T2	10/17/2024	10/15/2024 13:36
Non HFRA, T3, T2	10/17/2024	10/15/2024 13:36
T3	10/17/2024	10/15/2024 13:36
Non HFRA, T3, T2	10/17/2024	10/15/2024 13:36
T3	10/17/2024	10/15/2024 13:37
Non HFRA, T3, T2	10/17/2024	10/15/2024 13:37
Non HFRA, T2	10/17/2024	10/14/2024 12:37
T3	10/17/2024	10/19/2024 7:18
T3, T2	10/17/2024	10/15/2024 13:36
T3	10/17/2024	10/19/2024 7:18
Non HFRA, T3, T2	10/17/2024	10/16/2024 12:53
T3	10/17/2024	10/15/2024 13:36
Non HFRA, T3, T2	10/17/2024	10/16/2024 12:53
T3	10/17/2024	10/15/2024 13:36
Non HFRA, T2	10/17/2024	10/14/2024 12:37
T3	10/17/2024	10/19/2024 7:18
Non HFRA, T2	10/17/2024	10/14/2024 12:37
T3	10/17/2024	10/15/2024 13:37
Non HFRA, T3, T2	10/17/2024	10/19/2024 7:18
Non HFRA, T3, T2	10/17/2024	10/16/2024 22:36
Non HFRA, T2	10/17/2024	10/14/2024 12:37
T3	10/17/2024	10/15/2024 13:36
Non HFRA, T3, T2	10/17/2024	10/16/2024 12:53
Non HFRA, T3, T2	10/17/2024	10/14/2024 12:37
Non HFRA, T3, T2	10/17/2024	10/15/2024 13:36
T3	10/17/2024	10/15/2024 13:36

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Non HFRA, T3, T2	11/4/2024	11/3/2024 14:41
Non HFRA, T3, T2	11/4/2024	11/3/2024 14:41
Non HFRA, T3, T2	11/4/2024	11/3/2024 14:41
Non HFRA, T3, T2	11/4/2024	11/3/2024 14:41
Non HFRA, T3, T2	11/4/2024	11/3/2024 14:41
Non HFRA, T3, T2	11/4/2024	11/3/2024 14:41
Non HFRA, T3, T2	11/4/2024	11/3/2024 14:41
Non HFRA, T3, T2	11/4/2024	11/3/2024 14:41
Non HFRA, T3, T2	11/4/2024	11/3/2024 14:41
Non HFRA, T3, T2	11/4/2024	11/3/2024 14:41
Non HFRA, T3, T2	11/4/2024	11/1/2024 13:30
Non HFRA, T3, T2	11/4/2024	11/3/2024 14:41
Non HFRA, T3, T2	11/4/2024	11/3/2024 14:41
Non HFRA, T3, T2	11/4/2024	11/3/2024 14:41
Non HFRA, T3, T2	11/4/2024	11/3/2024 14:41
Non HFRA, T3, T2	11/4/2024	11/3/2024 14:41
Non HFRA, T3, T2	11/4/2024	11/3/2024 14:41
Non HFRA, T3, T2	11/4/2024	11/3/2024 14:41
Non HFRA, T3, T2	11/4/2024	11/3/2024 14:41
Non HFRA, T3, T2	11/4/2024	11/3/2024 14:41
Non HFRA, T3, T2	11/4/2024	11/3/2024 14:41
T3	11/4/2024	11/1/2024 13:56
Non HFRA, T3	11/4/2024	11/4/2024 13:03
T3	11/4/2024	11/1/2024 14:01
Non HFRA, T3, T2	11/4/2024	11/3/2024 14:04
Non HFRA, T3, T2	11/4/2024	11/3/2024 14:18
T3	11/4/2024	11/3/2024 14:19
T3	11/4/2024	11/1/2024 14:01
Non HFRA, T3, T2	11/4/2024	11/1/2024 13:56
T3, T2	11/4/2024	11/3/2024 14:04
Non HFRA, T3, T2	11/4/2024	11/3/2024 14:19
T3	11/4/2024	11/3/2024 14:04
Non HFRA, T3	11/4/2024	11/1/2024 13:56
Non HFRA, T3, T2	11/4/2024	11/1/2024 13:56
Non HFRA, T3, T2	11/4/2024	11/3/2024 14:00
Non HFRA, T3, T2	11/4/2024	11/1/2024 13:56
Non HFRA, T3, T2	11/4/2024	11/1/2024 13:56
Non HFRA, T3, T2	11/4/2024	11/3/2024 14:18
T3, T2	11/4/2024	11/2/2024 12:46
Non HFRA, T3, T2	11/4/2024	11/2/2024 12:46
Non HFRA, T3, T2	11/4/2024	11/4/2024 22:53
Non HFRA, T3, T2	11/4/2024	11/4/2024 22:53
Non HFRA, T3, T2	11/4/2024	11/3/2024 14:00
T3	11/4/2024	11/3/2024 14:00
Non HFRA, T3, T2	11/4/2024	11/3/2024 14:00
Non HFRA, T3, T2	11/4/2024	11/3/2024 14:04
Non HFRA, T2	11/4/2024	11/6/2024 14:50
Non HFRA, T3, T2	11/4/2024	11/2/2024 12:46
T3, T2	11/4/2024	11/4/2024 12:58
Non HFRA, T3, T2	11/4/2024	11/3/2024 14:00
Non HFRA, T3, T2	11/4/2024	11/1/2024 13:56
Non HFRA, T3, T2	11/4/2024	11/1/2024 13:56
Non HFRA, T3, T2	11/4/2024	11/1/2024 13:56
Non HFRA, T3, T2	11/4/2024	11/3/2024 14:04
Non HFRA, T3	11/4/2024	11/3/2024 14:00

Non HFRA, T3, T2	11/4/2024	11/3/2024 14:18
Non HFRA, T3, T2	11/4/2024	11/4/2024 13:03
Non HFRA, T3	11/4/2024	11/3/2024 14:00
T3	11/4/2024	11/1/2024 13:56
Non HFRA, T3, T2	11/4/2024	11/1/2024 13:56
Non HFRA, T3, T2	11/4/2024	11/1/2024 13:56
T3	11/4/2024	11/1/2024 13:56
Non HFRA, T2	11/4/2024	11/3/2024 14:18
Non HFRA, T2	11/4/2024	11/3/2024 14:16
Non HFRA, T3, T2	11/4/2024	11/1/2024 13:56
Non HFRA, T3, T2	11/4/2024	11/1/2024 13:56
Non HFRA, T3, T2	11/4/2024	11/3/2024 14:04
Non HFRA, T3, T2	11/4/2024	11/1/2024 13:56
Non HFRA, T3, T2	11/4/2024	11/3/2024 14:00
T3	11/4/2024	11/1/2024 13:56
Non HFRA, T3, T2	11/4/2024	11/3/2024 14:04
T3, T2	11/4/2024	11/1/2024 13:56
Non HFRA, T3, T2	11/4/2024	11/5/2024 22:10
Non HFRA, T3	11/4/2024	11/3/2024 14:00
Non HFRA, T3, T2	11/4/2024	11/1/2024 13:56
Non HFRA, T3, T2	11/4/2024	11/2/2024 12:46
T3	11/4/2024	11/1/2024 13:56
Non HFRA, T3, T2	11/4/2024	11/1/2024 13:56
Non HFRA, T3, T2	11/4/2024	11/1/2024 13:56
Non HFRA, T3, T2	11/4/2024	11/3/2024 14:00
Non HFRA, T3, T2	11/4/2024	11/3/2024 14:18
T3	11/4/2024	11/4/2024 3:26
T3	11/4/2024	11/3/2024 14:18
Non HFRA, T2	11/4/2024	11/3/2024 14:00
Non HFRA, T3, T2	11/4/2024	11/1/2024 13:56
Non HFRA, T3, T2	11/4/2024	11/1/2024 13:56
Non HFRA, T2	11/4/2024	11/6/2024 14:45
Non HFRA, T3, T2	11/4/2024	11/3/2024 14:00
Non HFRA, T3, T2	11/4/2024	11/1/2024 13:56
Non HFRA, T3, T2	11/4/2024	11/3/2024 14:17
Non HFRA, T3, T2	11/4/2024	11/3/2024 14:04
Non HFRA, T3, T2	11/4/2024	11/3/2024 14:04
T3	11/4/2024	11/3/2024 14:04
Non HFRA, T3, T2	11/4/2024	11/3/2024 14:00
Non HFRA, T3, T2	11/4/2024	11/3/2024 14:00
T3	11/4/2024	11/3/2024 14:00
Non HFRA, T3, T2	11/4/2024	11/1/2024 13:56
T3	11/4/2024	11/1/2024 13:56
T3, T2	11/4/2024	11/1/2024 13:56
Non HFRA, T2	11/4/2024	11/6/2024 14:45
T3	11/4/2024	11/1/2024 13:56
Non HFRA, T3, T2	11/4/2024	11/3/2024 14:04
Non HFRA, T3, T2	11/4/2024	11/3/2024 14:00
Non HFRA, T2	11/4/2024	11/1/2024 13:56
Non HFRA, T3, T2	11/4/2024	11/3/2024 14:00
Non HFRA, T3, T2	11/4/2024	11/1/2024 13:56
Non HFRA, T3	11/4/2024	11/4/2024 13:03
T3	11/4/2024	11/1/2024 14:01
Non HFRA, T3, T2	11/4/2024	11/1/2024 13:56

T3, T2	11/4/2024	11/4/2024 22:53
T3	11/4/2024	11/5/2024 16:02
Non HFRA, T3, T2	11/4/2024	11/3/2024 14:00
Non HFRA, T3, T2	11/4/2024	11/3/2024 14:00
Non HFRA, T2	11/4/2024	11/4/2024 3:21
T3	11/4/2024	11/3/2024 14:04
T3	11/4/2024	11/2/2024 12:48
Non HFRA, T3, T2	11/4/2024	11/3/2024 14:00
Non HFRA, T3, T2	11/4/2024	11/1/2024 13:56
T3	11/4/2024	11/1/2024 13:56
Non HFRA, T3, T2	11/4/2024	11/1/2024 13:56
T3, T2	11/4/2024	11/5/2024 16:14
T3	11/4/2024	11/4/2024 12:58
T3	11/4/2024	11/1/2024 13:56
Non HFRA, T3, T2	11/4/2024	11/3/2024 14:00
Non HFRA, T2	11/4/2024	11/1/2024 13:56
Non HFRA, T2	11/4/2024	11/1/2024 13:56
T3	11/4/2024	11/1/2024 13:56
Non HFRA, T3, T2	11/4/2024	11/3/2024 14:00
T3	11/4/2024	11/1/2024 13:56
Non HFRA, T3	11/4/2024	11/3/2024 14:00
Non HFRA, T3, T2	11/4/2024	11/3/2024 14:18
T3	11/4/2024	11/3/2024 14:19
Non HFRA, T3, T2	11/4/2024	11/1/2024 13:56
Non HFRA, T3, T2	11/4/2024	11/4/2024 3:26
Non HFRA, T3, T2	11/4/2024	11/3/2024 14:18
T3, T2	11/4/2024	11/1/2024 13:56
Non HFRA, T3, T2	11/4/2024	11/3/2024 14:19
T3	11/4/2024	11/1/2024 13:56
Non HFRA, T3, T2	11/4/2024	11/3/2024 14:00
Non HFRA, T3, T2	11/4/2024	11/1/2024 13:56
Non HFRA, T3, T2	11/4/2024	11/1/2024 13:56
Non HFRA, T3, T2	11/4/2024	11/1/2024 13:56
Non HFRA, T3, T2	11/4/2024	11/1/2024 13:56
T3	11/4/2024	11/1/2024 14:01
T3	11/4/2024	11/1/2024 14:01
T3, T2	11/4/2024	11/1/2024 13:56
Non HFRA, T3, T2	11/4/2024	11/5/2024 22:10
Non HFRA, T3, T2	11/4/2024	11/3/2024 14:04
T3	11/4/2024	11/5/2024 16:02
Non HFRA, T3, T2	11/4/2024	11/3/2024 14:18
Non HFRA, T2	11/4/2024	11/3/2024 14:17
Non HFRA, T3, T2	11/4/2024	11/1/2024 13:56
Non HFRA, T3	11/4/2024	11/4/2024 13:03
T3	11/4/2024	11/4/2024 3:26
T3	11/4/2024	11/4/2024 12:58
Non HFRA, T2	11/4/2024	11/4/2024 3:21
Non HFRA, T3	11/4/2024	11/4/2024 13:03
Non HFRA, T3, T2	11/4/2024	11/3/2024 14:17
Non HFRA, T3, T2	11/4/2024	11/2/2024 12:46
Non HFRA, T3, T2	11/4/2024	11/2/2024 12:46
Non HFRA, T3, T2	11/4/2024	11/3/2024 14:18
Non HFRA, T3, T2	11/4/2024	11/3/2024 14:19
Non HFRA, T3, T2	11/4/2024	11/1/2024 13:56
Non HFRA, T3	11/4/2024	11/3/2024 14:00

T3	11/4/2024	11/1/2024 13:56
T3	11/4/2024	11/1/2024 13:56
T3	11/4/2024	11/4/2024 12:58
Non HFRA, T2	11/4/2024	11/4/2024 12:59
Non HFRA, T2	11/4/2024	11/3/2024 14:17
Non HFRA, T3, T2	11/4/2024	11/3/2024 14:00
Non HFRA, T3	11/4/2024	11/3/2024 14:00
Non HFRA, T3, T2	11/4/2024	11/3/2024 14:00
Non HFRA, T3, T2	11/4/2024	11/1/2024 13:56
T3, T2	11/4/2024	11/3/2024 14:04
Non HFRA, T2	11/4/2024	11/3/2024 14:00
Non HFRA, T3, T2	11/4/2024	11/1/2024 13:56
Non HFRA, T3	11/4/2024	11/3/2024 14:00
Non HFRA, T3, T2	11/4/2024	11/3/2024 14:00
Non HFRA, T3, T2	11/4/2024	11/1/2024 13:56
Non HFRA, T3, T2	11/4/2024	11/3/2024 14:19
Non HFRA, T3	11/4/2024	11/4/2024 13:03
T3	11/4/2024	11/4/2024 12:58
T3, T2	11/4/2024	11/1/2024 13:56
T3	11/4/2024	11/1/2024 14:01
Non HFRA, T3	11/4/2024	11/7/2024 0:22
T3	11/4/2024	11/1/2024 13:56
Non HFRA, T3, T2	11/4/2024	11/3/2024 14:00
Non HFRA, T3, T2	11/4/2024	11/3/2024 14:00
Non HFRA, T3, T2	11/4/2024	11/5/2024 22:10
Non HFRA, T3, T2	11/4/2024	11/1/2024 13:56
Non HFRA, T3, T2	11/4/2024	11/1/2024 13:56
Non HFRA, T3, T2	11/4/2024	11/1/2024 13:56
T3	11/4/2024	11/4/2024 12:58
Non HFRA, T3, T2	11/4/2024	11/3/2024 14:00
Non HFRA, T3, T2	11/4/2024	11/3/2024 14:00
Non HFRA, T2	11/4/2024	11/1/2024 13:56
T3	11/4/2024	11/1/2024 13:56
Non HFRA, T3, T2	11/4/2024	11/3/2024 14:04
Non HFRA, T3, T2	11/4/2024	11/3/2024 14:00
Non HFRA, T3, T2	11/4/2024	11/1/2024 13:56
Non HFRA, T3, T2	11/4/2024	11/1/2024 13:56
Non HFRA, T3, T2	11/4/2024	11/1/2024 13:56
Non HFRA, T3, T2	11/4/2024	11/1/2024 13:56
Non HFRA, T3, T2	11/4/2024	11/3/2024 14:00
Non HFRA, T3, T2	11/4/2024	11/2/2024 12:49
Non HFRA, T3, T2	11/4/2024	11/3/2024 14:18
Non HFRA, T3, T2	11/4/2024	11/3/2024 14:04
Non HFRA, T2	11/4/2024	11/3/2024 14:18
Non HFRA, T3, T2	11/4/2024	11/5/2024 22:10
T3	11/4/2024	11/1/2024 13:56
T3	11/4/2024	11/1/2024 13:56
Non HFRA, T3	11/4/2024	11/3/2024 14:00
Non HFRA, T3, T2	11/4/2024	11/3/2024 14:00
Non HFRA, T3, T2	11/4/2024	11/3/2024 14:04
Non HFRA, T3, T2	11/4/2024	11/3/2024 14:18
Non HFRA, T3, T2	11/4/2024	11/3/2024 14:00
T3	11/4/2024	11/3/2024 14:04
T3	11/4/2024	11/4/2024 12:58

Non HFRA, T3, T2	11/4/2024	11/3/2024 14:00
T3, T2	11/4/2024	11/3/2024 14:00
Non HFRA, T3, T2	11/4/2024	11/1/2024 13:56
Non HFRA, T3, T2	11/4/2024	11/1/2024 13:56
Non HFRA, T3, T2	11/4/2024	11/3/2024 14:00
Non HFRA, T3, T2	11/4/2024	11/2/2024 12:49
T3	11/4/2024	11/3/2024 14:00
T3, T2	11/4/2024	11/3/2024 14:04
Non HFRA, T3, T2	11/4/2024	11/1/2024 13:56
Non HFRA, T3, T2	11/4/2024	11/1/2024 13:56
T3, T2	11/4/2024	11/1/2024 13:56
T3	11/4/2024	11/1/2024 13:56
T3	11/4/2024	11/1/2024 13:56
T3	11/4/2024	11/4/2024 12:58
Non HFRA, T3	11/4/2024	11/3/2024 14:00
Non HFRA, T3, T2	11/4/2024	11/4/2024 3:26
T3	11/4/2024	11/1/2024 13:56
Non HFRA, T3, T2	11/4/2024	11/1/2024 13:56
T3	11/4/2024	11/3/2024 14:19
Non HFRA, T3, T2	11/4/2024	11/1/2024 13:56
Non HFRA, T3, T2	11/4/2024	11/1/2024 13:56
T3	11/4/2024	11/3/2024 14:18
T3	11/4/2024	11/3/2024 14:19
T3	11/4/2024	11/1/2024 13:56
T3	11/4/2024	11/3/2024 14:04
Non HFRA, T3, T2	11/4/2024	11/3/2024 14:04
Non HFRA, T3, T2	11/4/2024	11/1/2024 13:56
Non HFRA, T3, T2	11/4/2024	11/1/2024 13:56
T3	11/4/2024	11/1/2024 13:56
T3	11/4/2024	11/4/2024 3:26
Non HFRA, T3, T2	11/4/2024	11/2/2024 12:49
T3	11/4/2024	11/1/2024 13:56
Non HFRA, T3, T2	11/4/2024	11/3/2024 14:00
Non HFRA, T2	11/4/2024	11/3/2024 14:00
T3	11/4/2024	11/1/2024 13:56
Non HFRA, T3, T2	11/4/2024	11/3/2024 14:04
T3	11/4/2024	11/1/2024 13:56
Non HFRA, T3, T2	11/4/2024	11/3/2024 14:00
Non HFRA, T3, T2	11/4/2024	11/1/2024 13:56
Non HFRA, T3, T2	11/4/2024	11/1/2024 13:56
Non HFRA, T3, T2	11/4/2024	11/3/2024 14:00
Non HFRA, T2	11/4/2024	11/3/2024 14:04
T3, T2	11/4/2024	11/3/2024 14:00
Non HFRA, T3, T2	11/4/2024	11/3/2024 14:00
Non HFRA, T3	11/4/2024	11/4/2024 13:03
Non HFRA, T3, T2	11/4/2024	11/3/2024 14:04
T3, T2	11/4/2024	11/4/2024 12:58
T3, T2	11/4/2024	11/1/2024 13:56
Non HFRA, T3, T2	11/4/2024	11/3/2024 14:04
Non HFRA, T3, T2	11/4/2024	11/3/2024 14:00
T2	11/13/2024	11/9/24 13:15
T2	11/13/2024	11/9/24 13:15



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T3	12/9/2024	12/7/2024 15:03
Non HFRA, T3	12/9/2024	12/7/2024 15:03
Non HFRA, T3, T2	12/9/2024	12/7/2024 14:55
T3	12/9/2024	12/7/2024 15:03
Non HFRA, T3, T2	12/9/2024	12/7/2024 14:55
Non HFRA, T3, T2	12/9/2024	12/7/2024 15:03
Non HFRA, T3, T2	12/9/2024	12/7/2024 15:03
Non HFRA, T3, T2	12/9/2024	12/7/2024 15:03
T3, T2	12/9/2024	12/8/2024 13:54
Non HFRA, T3, T2	12/9/2024	12/7/2024 15:03
Non HFRA, T3, T2	12/9/2024	12/7/2024 15:03
Non HFRA, T3, T2	12/9/2024	12/7/2024 14:55
Non HFRA, T3, T2	12/9/2024	12/7/2024 14:55
T3	12/9/2024	12/7/2024 15:03
T3, T2	12/9/2024	12/8/2024 13:54
T3, T2	12/9/2024	12/8/2024 13:54
Non HFRA, T3, T2	12/9/2024	12/7/2024 15:03
T3	12/9/2024	12/7/2024 14:55
Non HFRA, T3, T2	12/9/2024	12/7/2024 15:03
T3, T2	12/9/2024	12/8/2024 13:54
Non HFRA, T3, T2	12/9/2024	12/7/2024 14:55
Non HFRA, T3, T2	12/9/2024	12/7/2024 14:55
Non HFRA, T3	12/9/2024	12/7/2024 15:03
Non HFRA, T3	12/9/2024	12/7/2024 15:03
Non HFRA, T3	12/9/2024	12/7/2024 15:03
T3	12/9/2024	12/7/2024 15:15
T3	12/9/2024	12/8/2024 13:54
T3, T2	12/9/2024	12/8/2024 13:54
T3	12/9/2024	12/7/2024 15:03
Non HFRA, T3, T2	12/9/2024	12/7/2024 14:55
Non HFRA, T3, T2	12/9/2024	12/7/2024 14:55
Non HFRA, T2	12/9/2024	12/7/2024 15:14
Non HFRA, T2	12/9/2024	12/7/2024 15:14
Non HFRA, T3, T2	12/9/2024	12/7/2024 14:55
Non HFRA, T3, T2	12/9/2024	12/7/2024 14:55
T3	12/9/2024	12/7/2024 15:03
T3	12/9/2024	12/7/2024 15:03
Non HFRA, T3, T2	12/9/2024	12/7/2024 15:03
Non HFRA, T3	12/9/2024	12/7/2024 15:03
Non HFRA, T3, T2	12/9/2024	12/7/2024 15:03
T3, T2	12/9/2024	12/8/2024 13:54
Non HFRA, T3, T2	12/9/2024	12/7/2024 14:55
Non HFRA, T3, T2	12/9/2024	12/7/2024 15:14
Non HFRA, T3, T2	12/9/2024	12/7/2024 15:14
T3	12/9/2024	12/7/2024 15:03
Non HFRA, T3, T2	12/9/2024	12/7/2024 15:15
Non HFRA, T3, T2	12/9/2024	12/7/2024 15:03
Non HFRA, T3, T2	12/9/2024	12/7/2024 15:03
T3	12/9/2024	12/7/2024 15:03
T3	12/9/2024	12/7/2024 15:03
Non HFRA, T3, T2	12/9/2024	12/7/2024 15:03
T3	12/9/2024	12/7/2024 15:03
Non HFRA, T3, T2	12/9/2024	12/7/2024 15:15
Non HFRA, T3, T2	12/9/2024	12/7/2024 15:03

Non HFRA, T3	12/9/2024	12/7/2024 15:03
Non HFRA, T3, T2	12/9/2024	12/7/2024 15:03
Non HFRA, T3, T2	12/9/2024	12/7/2024 15:14
Non HFRA, T3, T2	12/9/2024	12/7/2024 15:03
T3	12/9/2024	12/7/2024 15:03
Non HFRA, T3, T2	12/9/2024	12/7/2024 14:55
T3	12/9/2024	12/7/2024 15:15
T3	12/9/2024	12/7/2024 15:15
Non HFRA, T3, T2	12/9/2024	12/7/2024 15:03
T3	12/9/2024	12/7/2024 14:55
T3, T2	12/9/2024	12/7/2024 15:03
T3	12/9/2024	12/7/2024 15:03
Non HFRA, T3, T2	12/9/2024	12/7/2024 14:55
Non HFRA, T3, T2	12/9/2024	12/7/2024 15:03
Non HFRA, T2	12/9/2024	12/7/2024 15:03
T3	12/9/2024	12/7/2024 15:15
Non HFRA, T3, T2	12/9/2024	12/7/2024 14:55
Non HFRA, T3, T2	12/9/2024	12/7/2024 14:55
Non HFRA, T3	12/9/2024	12/7/2024 15:14
T3	12/9/2024	12/7/2024 15:15
Non HFRA, T3, T2	12/9/2024	12/7/2024 15:03
T3	12/9/2024	12/7/2024 15:03
Non HFRA, T3, T2	12/9/2024	12/7/2024 14:55
T3	12/9/2024	12/7/2024 15:14
T3, T2	12/9/2024	12/8/2024 13:54
Non HFRA, T3, T2	12/9/2024	12/7/2024 14:55
T3	12/9/2024	12/7/2024 15:03
Non HFRA, T3, T2	12/9/2024	12/7/2024 15:03
T3	12/9/2024	12/7/2024 15:03
Non HFRA, T2	12/9/2024	12/7/2024 15:03
T3	12/9/2024	12/7/2024 15:03
Non HFRA, T3, T2	12/9/2024	12/7/2024 14:55
T3, T2	12/9/2024	12/7/2024 15:03
T3	12/9/2024	12/7/2024 15:03
T3	12/9/2024	12/7/2024 15:15
Non HFRA, T3, T2	12/9/2024	12/7/2024 14:55
Non HFRA, T2	12/9/2024	12/7/2024 15:03
Non HFRA, T2	12/9/2024	12/7/2024 15:03
T3	12/9/2024	12/7/2024 14:55
T3	12/9/2024	12/7/2024 14:55
Non HFRA, T3	12/9/2024	12/7/2024 15:03
T3	12/9/2024	12/7/2024 15:15
T3	12/9/2024	12/7/2024 15:15
Non HFRA, T3, T2	12/9/2024	12/7/2024 15:03
T3, T2	12/9/2024	12/7/2024 15:03
Non HFRA, T3, T2	12/9/2024	12/7/2024 15:03
Non HFRA, T3, T2	12/9/2024	12/7/2024 15:03
Non HFRA, T3, T2	12/9/2024	12/7/2024 14:55
Non HFRA, T3, T2	12/9/2024	12/7/2024 15:03
T3, T2	12/9/2024	12/7/2024 15:03
Non HFRA, T3, T2	12/9/2024	12/7/2024 15:03
Non HFRA, T3, T2	12/9/2024	12/7/2024 15:03
Non HFRA, T3, T2	12/9/2024	12/7/2024 15:14
Non HFRA, T3, T2	12/9/2024	12/7/2024 15:03

T3	12/9/2024	12/7/2024 15:03
T3, T2	12/9/2024	12/7/2024 15:03
Non HFRA, T3, T2	12/9/2024	12/7/2024 15:14
Non HFRA, T3, T2	12/9/2024	12/7/2024 15:03
Non HFRA, T2	12/9/2024	12/7/2024 15:14
Non HFRA, T3, T2	12/9/2024	12/7/2024 15:03
Non HFRA, T3, T2	12/9/2024	12/7/2024 14:55
Non HFRA, T3	12/9/2024	12/7/2024 15:14
T3	12/9/2024	12/7/2024 15:03
Non HFRA, T3	12/9/2024	12/7/2024 15:14
Non HFRA, T3, T2	12/9/2024	12/7/2024 15:14
Non HFRA, T3, T2	12/9/2024	12/7/2024 15:14
Non HFRA, T3, T2	12/9/2024	12/7/2024 15:14
Non HFRA, T3, T2	12/9/2024	12/7/2024 15:14
T3	12/9/2024	12/7/2024 15:19
Non HFRA, T3	12/9/2024	12/7/2024 15:03
T3, T2	12/9/2024	12/8/2024 13:54
T3	12/9/2024	12/7/2024 14:55
T3	12/9/2024	12/7/2024 15:03
T3	12/9/2024	12/7/2024 15:03
Non HFRA, T2	12/9/2024	12/7/2024 15:14
Non HFRA, T3, T2	12/9/2024	12/7/2024 14:55
Non HFRA, T3	12/9/2024	12/7/2024 15:03
Non HFRA, T3, T2	12/9/2024	12/7/2024 14:55
Non HFRA, T3, T2	12/9/2024	12/7/2024 14:55
Non HFRA, T3, T2	12/9/2024	12/7/2024 15:14
Non HFRA, T3, T2	12/9/2024	12/7/2024 14:55
Non HFRA, T3	12/9/2024	12/7/2024 15:03
Non HFRA, T3, T2	12/9/2024	12/7/2024 14:55
T3, T2	12/9/2024	12/8/2024 13:54
Non HFRA, T3	12/9/2024	12/7/2024 15:14
T3	12/9/2024	12/7/2024 15:03
T3, T2	12/9/2024	12/7/2024 15:03
T3	12/9/2024	12/7/2024 15:03
T3, T2	12/9/2024	12/8/2024 13:54
T3	12/9/2024	12/7/2024 15:03
Non HFRA, T3	12/9/2024	12/7/2024 15:03
T3	12/9/2024	12/7/2024 15:03
Non HFRA, T3, T2	12/9/2024	12/7/2024 14:55
Non HFRA, T3, T2	12/9/2024	12/7/2024 15:03
T3	12/9/2024	12/7/2024 15:03
Non HFRA, T2	12/9/2024	12/7/2024 15:03
T3	12/9/2024	12/7/2024 15:03
T3, T2	12/9/2024	12/7/2024 15:15
Non HFRA, T3, T2	12/9/2024	12/7/2024 15:03
Non HFRA, T3, T2	12/9/2024	12/7/2024 15:03
Non HFRA, T3, T2	12/9/2024	12/7/2024 14:55
Non HFRA, T3, T2	12/9/2024	12/7/2024 15:03
Non HFRA, T3, T2	12/9/2024	12/7/2024 15:03
Non HFRA, T3, T2	12/9/2024	12/7/2024 15:03
T3	12/9/2024	12/7/2024 15:03
T3	12/9/2024	12/7/2024 15:15
T3	12/9/2024	12/7/2024 15:03
Non HFRA, T3	12/9/2024	12/7/2024 15:03

Non HFRA, T3, T2	12/9/2024	12/7/2024 15:14
Non HFRA, T3, T2	12/9/2024	12/7/2024 15:14
Non HFRA, T3, T2	12/9/2024	12/7/2024 15:14
Non HFRA, T3, T2	12/9/2024	12/7/2024 15:03
Non HFRA, T3, T2	12/9/2024	12/7/2024 14:55
T3	12/9/2024	12/7/2024 15:03
T3	12/9/2024	12/7/2024 15:03
T3	12/9/2024	12/7/2024 15:03
Non HFRA, T3, T2	12/9/2024	12/7/2024 14:55
Non HFRA, T3, T2	12/9/2024	12/7/2024 15:03
T3, T2	12/9/2024	12/7/2024 15:03
Non HFRA, T3, T2	12/9/2024	12/7/2024 14:55
Non HFRA, T3, T2	12/9/2024	12/7/2024 15:03
Non HFRA, T3, T2	12/9/2024	12/7/2024 14:55
Non HFRA, T3, T2	12/9/2024	12/7/2024 15:03
Non HFRA, T3, T2	12/9/2024	12/7/2024 14:55
T3, T2	12/9/2024	12/7/2024 15:19
Non HFRA, T3, T2	12/9/2024	12/7/2024 15:03
Non HFRA, T3, T2	12/9/2024	12/7/2024 14:55
T3	12/9/2024	12/7/2024 15:03
T3, T2	12/9/2024	12/7/2024 15:03
T3	12/9/2024	12/7/2024 14:55
T3	12/9/2024	12/7/2024 15:03
T3, T2	12/9/2024	12/8/2024 13:54
Non HFRA, T3	12/9/2024	12/7/2024 15:03
T3	12/9/2024	12/7/2024 15:15
Non HFRA, T3, T2	12/9/2024	12/7/2024 14:55
T3	12/9/2024	12/7/2024 15:15
Non HFRA, T3, T2	12/9/2024	12/7/2024 14:55
T3, T2	12/9/2024	12/8/2024 13:54
Non HFRA, T3	12/9/2024	12/7/2024 15:03
T3	12/9/2024	12/7/2024 15:19
T3	12/9/2024	12/7/2024 14:55
T3	12/9/2024	12/7/2024 15:03
T3	12/9/2024	12/7/2024 15:03
Non HFRA, T3, T2	12/9/2024	12/7/2024 14:55
Non HFRA, T3, T2	12/9/2024	12/7/2024 15:03
Non HFRA, T3, T2	12/9/2024	12/7/2024 15:03
T3	12/9/2024	12/7/2024 15:03
Non HFRA, T3, T2	12/9/2024	12/7/2024 15:03
T3	12/9/2024	12/7/2024 14:55
Non HFRA, T3, T2	12/9/2024	12/7/2024 15:03
T3	12/9/2024	12/7/2024 15:03
T3	12/9/2024	12/7/2024 15:03
Non HFRA, T3, T2	12/9/2024	12/7/2024 15:14
T3	12/9/2024	12/7/2024 15:03
Non HFRA, T3, T2	12/9/2024	12/7/2024 14:55
Non HFRA, T3, T2	12/9/2024	12/7/2024 15:15
Non HFRA, T3, T2	12/9/2024	12/7/2024 14:55
Non HFRA, T3, T2	12/9/2024	12/7/2024 14:55
Non HFRA, T3, T2	12/9/2024	12/7/2024 15:03
Non HFRA, T3, T2	12/9/2024	12/7/2024 14:55
Non HFRA, T3, T2	12/9/2024	12/7/2024 14:55
T3, T2	12/9/2024	12/7/2024 15:03

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[illegible]

[illegible]

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[illegible]

[illegible]





[illegible]



T3, T2	12/17/2024	12/15/2024 12:27
T3	12/17/2024	12/15/2024 12:27
T3	12/17/2024	12/15/2024 12:27
T3, T2	12/17/2024	12/15/2024 12:27
T3, T2	12/17/2024	12/15/2024 12:27
T3	12/17/2024	12/15/2024 12:27
T3	12/17/2024	12/15/2024 12:27
T3	12/17/2024	12/15/2024 12:27
Non HFRA, T3, T2	12/17/2024	12/16/2024 14:05
T3, T2	12/17/2024	12/15/2024 12:27
T3, T2	12/17/2024	12/15/2024 12:27
T3	12/17/2024	12/15/2024 12:27
T3	12/17/2024	12/15/2024 12:27
Non HFRA, T3, T2	12/17/2024	12/15/2024 12:27
Non HFRA, T3, T2	12/17/2024	12/16/2024 14:05
T3, T2	12/17/2024	12/15/2024 12:27
T3	12/17/2024	12/15/2024 12:27
T3	12/17/2024	12/15/2024 12:27
Non HFRA, T3, T2	12/17/2024	12/15/2024 12:27
Non HFRA, T3, T2	12/17/2024	12/15/2024 12:27
T3	12/17/2024	12/15/2024 12:27
T3	12/17/2024	12/15/2024 12:27
Non HFRA, T3, T2	12/17/2024	12/15/2024 12:27

**Appendix A**  
**In-Language Wildfire Mitigation Communications and Outreach Effectiveness Survey**  
**2024 Pre-/Post- Final Report – Business**  
**February 18, 2024**  
**and**  
**In-Language Wildfire Mitigation / PSPS Communications and Outreach Effectiveness**  
**Survey**  
**2024 Pre-/Post- Final Report – Residential**  
**February 7, 2024**

<b>Business</b>
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# In-Language Wildfire Mitigation Communications and Outreach Effectiveness Survey 2024 Post- Report

*Business*

February 18, 2024

# Background & Objectives

Starting in 2020 the California IOUs began conducting an annual pre-/post-survey to assess the effectiveness of utility communications and outreach for wildfire safety/preparedness and PSPS activities.

- Core questions are administered by all three IOUs via their individual surveys, allowing some comparisons across IOUs, while each IOU may also incorporate custom questions. Most of the pre-questions are repeated in the post- survey along with additional unique post-questions.
- Each IOU determines its own methodology for optimizing the survey implementation and utilized their own preferred research partners.
- SCE administered the wildfire season pre-and post- surveys to the general public (Residential and Business customers) systemwide and in high fire risk areas (HFRAs).

# Methodology

- Survey invitations were delivered to Residential and Business customers via email (to a self-administered web survey) or phone (to an interviewer-administered telephone survey).
  - Via email: 70%
  - Via phone: 30%
- All Residential & Business Pre- surveys were completed between July 2 and August 19, 2024. Post- surveys were completed between November 12, 2024 and January 13, 2025.

2024	Residential Systemwide		Residential HFRA	
Interviewing	Pre	Post	Pre	Post
Number Completed	2,509	2,399	2,534 (1,673+861 from Systemwide)	2,248 (1,451+797 from Systemwide)
Survey Length (min)	18.4	20.4	18.7	22.0

2024	Business Systemwide		Business HFRA	
Interviewing	Pre	Post	Pre	Post
Number Completed	752	570	426 (340+86 from Systemwide)	472 (332+140 from Systemwide)
Survey Length (min)	9.8	13.2	10.2	14.2

# Methodology (cont.)

- Incentives: All participants were offered entry to a sweepstakes. Prizes for the sweepstakes (each wave) included:
  - Two grand prize winners of \$500 (1 each for RES and BIZ)
  - Fifty-four (54) other winners of \$100 (38 for RES and 13 for BIZ) – enough winners to make the odds of winning about 1:100
- Each IOU selects the “prevalent” languages in which to offer the survey. SCE included 19 languages plus English in 2024.

- |                               |                       |
|-------------------------------|-----------------------|
| 1. <u>English</u>             | 11. <u>Korean</u>     |
| 2. <u>Arabic</u>              | 12. <u>Punjabi</u>    |
| 3. <u>Armenian</u>            | 13. <u>Russian</u>    |
| 4. <u>Chinese - Cantonese</u> | 14. <u>Spanish</u>    |
| 5. <u>Chinese - Mandarin</u>  | 15. <u>Tagalog</u>    |
| 6. <u>Farsi</u>               | 16. <u>Vietnamese</u> |
| 7. <u>French</u>              | 17. <u>Hindi</u>      |
| 8. <u>German</u>              | 18. <u>Hmong</u>      |
| 9. <u>Japanese</u>            | 19. <u>Portuguese</u> |
| 10. <u>Khmer</u>              | 20. <u>Thai</u>       |

# Methodology (cont.)

- Email invitations greeted potential respondents in all 20 languages with a jump link in the email to a web survey in that language.
- The CATI phone center has staff proficient in the various languages, but all are not always available at the time of the interview. Upon encountering a language barrier, the interviewer attempts to identify the language and stores the record for re-contact later. If the language cannot be identified, a surname-based, pre-coded flag is used to assign the record for re-contact.
- **6.5% of Systemwide RES and 10.0% of Systemwide BIZ customers** completed their surveys in a language other than English (8.7% and 10.4% in the 2024 Pre-).

## 2024 PRE-

- **8.7%** of RES Systemwide
  - 19.9% of Phone (n=674)
  - 4.6% of Email (n=1835)
- **4.5%** of RES in HFRA
  - 10.2% of Phone (n=449)
  - 2.3% of Email (n=1224)
- **10.4%** of BIZ Systemwide
  - 12.1% of Phone (n=231)
  - 9.4% of Email (n=435)
- **8.7%** of BIZ in HFRA
  - 12.1% of Phone (n=157)
  - 6.7% of Email (n=269)

## 2024 POST-

- **6.5%** of RES Systemwide
  - 9.8% of Phone (n=653)
  - 5.3% of Email (n=1746)
- **3.6%** of RES in HFRA
  - 8.1% of Phone (n=430)
  - 2.7% of Email (n=1256)
- **10.0%** of BIZ Systemwide
  - 11.5% of Phone (n=217)
  - 9.1% of Email (n=353)
- **4.0%** of BIZ in HFRA
  - 4.2% of Phone (n=142)
  - 4.2% of Email (n=190)



# Methodology (cont.)

Below are the number of Business interviews conducted in each language.

Language of Interview	Business Systemwide (Including HFRA's)		Business HFRA (Not including Systemwide)	
	2024 Pre	2024 Post	2024 Pre	2024 Post
English	674	513	388	453
Non-English (total)	78	57	38	19
Chinese - Mandarin	19	9	4	3
Korean	7	7	4	4
Chinese – Cantonese	5	2	1	
Spanish	33	31	23	11
Thai				
Japanese	7	3	2	
Vietnamese	1			
Tagalog	1	3	1	
Khmer				
French	1		1	
Arabic				
German	2			
Russian, Hindi, Punjabi, Armenian, Farsi, Hmong, Portuguese		1	2	1
<b>TOTAL</b>	<b>752</b>	<b>570</b>	<b>426</b>	<b>472</b>

# Executive Summary

## Need for Wildfire comms in languages other than English

In this 2024 Post- wildfire season survey, SCE completed 3,850 surveys with Residential customers and 902 with Business customers. The surveys are offered to customers in 19 “prevalent” languages plus English. Survey invitations are extended by email (with an in-language survey link to an in-language version of the questionnaire for all offered languages) and/or by phone (where all potential respondents with language barriers were either transferred live to a bilingual interviewer or were grouped by likely language and recontacted later by a bilingual interviewer fluent in that language).

6.5% of Residential customers and 10.0% of Business customers chose to take the survey in a non-English language. Spanish accounts for 51% of the non-English Residential surveys and 67% of the non-English Business surveys.

### **Territory-wide**

When asked to choose their preferred language for wildfire communications from SCE, 7% of Residential customers and 11% of Business customers indicated a preference for a language other than English.

These customers were asked: “How do you feel about receiving wildfire communications from SCE in English only?” About 2/3s of these customers report they can understand English well enough for WF communications.

- Residential: 34% of the 7% who prefer another language (2.4% of all Residential customers) report they cannot understand English and need wildfire communications in some other language; 57% of these prefer Spanish.
- Business: 23% of the 11% who prefer another language (2.5% of all Business customers) report they cannot understand English and need wildfire communications in some other language; 45% of these prefer Spanish.
- The remainder – those who do not understand English OR Spanish – equals 1.0% of all Residential customers and 1.4% of all Business customers.

### **HFRAs**

Only 4% of Residential and 4% of Business customers in HFRAs prefer another language.

- Residential: 25% of the 4% who prefer another language (1.0% of all HFRA Residential customers) report they cannot understand English and need wildfire communications in some other language; 75% of these prefer Spanish.
- Business: 10% of the 4% who prefer another language (0.4% of all HFRA Business customers) report they cannot understand English and need wildfire communications in some other language; 99% of these prefer Spanish.
- Those who do not understand English OR Spanish are 0.3% of Residential customers/0.1% of Business customers in HFRAs.

# Executive Summary (cont.)

## Recall of SCE WF Communications

- The 2024 Post- survey found 51% of all Business customers recall SCE's recent WF communications – much improved from the 2024 Pre- survey. Approximately 1 in 5 of that 51% (18%) recall seeing such comms in a language other than English (17% in Spanish).
- Recall among customers in HFRAs (63%) is up significantly from the 2024 Pre- survey (50%).
- Among the 23% of all Business customers who prefer a language other than English, the 2024 Post- survey recall of WF communications (50%) was unchanged from the 2024 Pre- survey.

## SCE WF Communications Sources

- Emails (52%) and letters (34%) from SCE continue to be the most common sources of WF communications for Business customers, followed by Text messages (14%), SCE.com (12%) and SCE advertising (13%). Three sources are cited by 4% to 10%: informational videos on TV, social media posts, telephone calls.
  - The incidences for these sources are comparable for Businesses in HFRAs and non-HFRAs, except mentions of emails from SCE are higher in HFRAs (64% vs. 47% in non-HFRAs) – both informational videos on TV (3%) and advertising (7%) are lower in HFRAs than in non-HFRAs (10% and 16%, respectively).
  - Business customers that prefer a language other than English most often cite emails in English (33%) and letters in English (10%). The most-mentioned in-language sources are letters (10%) and advertising (23%).
- Among the users of these most-often cited sources, text messages lead in usefulness ratings (85%), followed by calls from SCE (78%) and social media (65%). The other six are considered useful by 57% to 75%.
- For the 12% who used it, satisfaction with SCE.com as a source of information about preparing for wildfires remains high at 77% (and is comparable among HFRA and non-HFRA businesses).

## Other WF Communications Sources

- Among a wide variety of "other" sources of WF comms for Business customers, the most common are local news reports (31%), followed by city/county government (22%), CalFire (18%), state government (9%), and local fire department (13%). The local fire department (78%) and CalFire (80%) are deemed the most useful.
- Among Prefer Other Language businesses, the incidence for local news in English is 13% and 20% when in-language.

# Executive Summary (cont.)

## Ratings of SCE's WF Efforts

- Systemwide 2024 Post- survey ratings of SCE on WF safety and preparedness efforts remained steady in both HFRAs and non-HFRAs.
  - Systemwide satisfaction with SCE's overall WF efforts (59%) is unchanged from the 2024 Pre-, unchanged in HFRAs (56%), and up 4% pts. in non-HFRAs to 59%.
  - Businesses that prefer a language other than English are equally satisfied at 80%, up 7%.
  - Systemwide, the average level of top two-box agreement with a list of 9 statements used to rate SCE's wildfire safety and preparedness efforts is 58%, unchanged from the 2024 Pre- survey. Among Prefer Other Language businesses, the average is a bit higher at 74%.

## Wildfire Preparedness

- Overall, preparedness levels are virtually unchanged across the 2020-2024 Post- surveys, ranging between 52% and 58% systemwide. In the current survey, self-reported preparedness is higher in HFRAs (+7% pts.) among Prefer Other Language businesses.
  - When offered a long list of potential preparedness actions, only 33% Systemwide say they have taken none of the actions. As expected, this incidence is lower in HFRAs (28%) compared to non-HFRAs (36%). Actions that are Business-focused measured include:
    - Fire Extinguishers: 22%
    - Acquired a generator: 15%
    - Signed up for emergency alerts from the county/state: 8%
    - Planned an evacuation route: 11%
    - 4% to 7% have identified company's energy needs in an emergency, signed up for emergency alerts from the FD, or identified someone/people in my company to coordinate efforts.
  - Among Prefer Other Language businesses, 30% report having taken none of the actions. One in eight (17%) have purchased an emergency kit, and 5% have acquired a back-up generator.

# Executive Summary (cont.)

## PSPS Awareness and Satisfaction

- Awareness of PSPS is 65%. As is typical, awareness is higher in HFRAs (80% vs. 60% in non-HFRAs). Leading sources are TV/Radio news (34%), SCE emails (36%) and letters (24%), SCE.com (14%), SCE texts (15%), online news reports (17%), and SCE advertising (12%). The sources among these with the highest usefulness rating are SCE texts (77%) and letters from SCE (69%), but all are rated as useful by at least 60%.
- Among the Prefer Other Language businesses, awareness is lower (45%) compared to all other businesses, and like the other businesses, awareness is higher in HFRAs (55% vs. 45% in non-HFRAs – *caution: small bases*). Leading sources in English are SCE emails (22%), and advertising (19%). In-language leading sources are TV or radio news (22%), Advertising (26%), SCE letters (11%) – *caution: small bases*.
- Half (55%) of all Business customers rate their opinion of SCE's PSPS program a 4 or 5 on a 5-point scale. This rating is consistent in HFRAs and non-HFRAs, but is higher among Prefer Others Language customers (64%).
- Among the 14% who used SCE.com for PSPS information, satisfaction with that PSPS information is high at 75%. Satisfaction with SCE.com is somewhat lower among HFRA businesses (61% vs. 79% among non-HFRA businesses).

## PSPS Notifications and Events – 2024 Post- versus 2023 Post-

- Overall satisfaction with SCE's PSPS communications was unchanged from last year, with 59% satisfied systemwide. Among HFRA customers, 52% are satisfied with PSPS communications, below the 2023 level.
- Customers who recall receiving an alert is up from last year at 35% systemwide and 59% in HFRAs. On average, customers systemwide say they received 4.8 alerts and 5.8 in HFRAs (up significantly from 3.4 in 2023).
- Emails from SCE remained the most common source of alerts (52% systemwide).
- More customers in HFRAs experienced a PSPS event, 36% vs 28% in 2023. The average number of power shutoffs in HFRAs was 3.0.
- Among those who experienced a PSPS event, SCE.com remains the most often-mentioned source for updates – 47% in HFRAs (unchanged) and 49% systemwide. Notably, only 21% of customers experiencing an event in HFRAs did not check any resources for updates.
- Usefulness of SCE.com rose to 68%, up from 2023.
- Satisfaction with SCE.com for information provided both during and after events is up to 66% from 58% in 2023.
- For those who experienced an event, power restoration notices were recalled by 71% of customers systemwide, with 77% rating them as useful.

# Executive Summary: Total Sample

- Comparing the 2024 Pre- to the 2024 Post- systemwide, Business awareness and the opinion of the PSPS program improved at the conclusion of the 2024 wildfire season.

	System Wide				HFRA				Non-HFRA			
	2023 Pre	2023 Post	2024 Pre	2024 Post	2023 Pre	2023 Post	2024 Pre	2024 Post	2023 Pre	2023 Post	2024 Pre	2024 Post
Recall Wildfire Communications (% Yes)	43%	46%	42%	51%	58%	56%	50%	63%	40%	43%	41%	47%
SCE Sources Considered Useful (Top 2 Box avg.)	60%	64%	63%	63%	56%	57%	65%	57%	61%	63%	63%	61%
Heard of Public Safety Shutoff Program (%Yes)	62%	65%	61%	65%	74%	79%	74%	80%	59%	62%	59%	60%
Preferred Language For Public Safety Information												
English	91%	93%	92%	89%	96%	97%	92%	96%	90%	92%	92%	87%
Spanish	3%	3%	4%	5%	1%	1%	5%	3%	3%	3%	4%	6%
Korean	6%	4%	4%	5%	3%	2%	3%	1%	6%	5%	4%	7%
(Among those who prefer comms in other language) Understand English (% Yes)	78%	75%	78%	77%	81%	67%	79%	90%	78%	75%	75%	77%
Satisfaction with Communication Efforts												
Opinion of SCEs PSPS program (Top 2 Box/Positive)	50%	57%	50%	55%	48%	51%	50%	51%	51%	58%	50%	56%
Satisfaction w/ SCE's WF Preparedness Efforts (Top 2 Box/Satisfied)	58%	58%	55%	59%	56%	54%	56%	56%	59%	59%	55%	59%
Personal Level of Preparedness (Completely/Somewhat)	53%	60%	53%	58%	62%	65%	62%	68%	52%	60%	52%	56%

# Executive Summary: Total Sample

- Attitudes among Businesses toward SCE's WF-related efforts have changed little between the 2023 and 2024 wildfire seasons.

SCE Attributes (Top 2 Box)	System Wide				HFRA				Non-HFRA			
	2023 Pre	2023 Post	2024 Pre	2024 Post	2023 Pre	2023 Post	2024 Pre	2024 Post	2023 Pre	2023 Post	2024 Pre	2024 Post
Is committed to restoring power to customers affected by wildfires	66%	69%	68%	67%	68%	65%	67%	63%	67%	70%	69%	68%
Is committed to wildfire safety	60%	62%	61%	63%	64%	59%	62%	61%	61%	63%	61%	63%
Is working to keep my community safe	62%	65%	59%	62%	63%	58%	60%	58%	62%	66%	59%	62%
Shows care and concern for customers	58%	59%	57%	56%	55%	51%	54%	51%	60%	61%	58%	57%
Takes proactive measures to protect the electricity grid from wildfires	58%	58%	58%	60%	61%	57%	61%	59%	58%	59%	58%	60%
Is proactive in taking steps to address wildfire risks	55%	60%	58%	58%	61%	56%	59%	57%	56%	60%	59%	58%
Makes an effort to communicate with all customers about wildfires	60%	60%	60%	58%	62%	59%	60%	61%	61%	60%	60%	57%
Is a company I trust to act in the best interest of its customers	51%	53%	52%	54%	50%	45%	48%	46%	53%	55%	53%	55%
Is helping me prepare for wildfire season	46%	50%	49%	48%	47%	44%	48%	45%	46%	51%	49%	49%
<b>AVERAGE</b>	<b>57%</b>	<b>59%</b>	<b>58%</b>	<b>58%</b>	<b>59%</b>	<b>55%</b>	<b>58%</b>	<b>56%</b>	<b>58%</b>	<b>60%</b>	<b>58%</b>	<b>59%</b>

Q14. Using a scale where 1 means completely disagree and 5 means completely agree, Please indicate how much you agree or disagree with the following statements about SCE. SCE...

# Languages Used / Preferred



# Languages Used at Business

- Nearly all Business customers throughout SCE’s territory (96%) report using English in their businesses.
- HFRA customers were less likely to use a non-English language (2%) than Non-HFRA customers (5%).
- Spanish is also common (33%), followed at a much lower level by Mandarin Chinese (4%).

Business (All Customers)					
Systemwide		HFRA		Non-HFRA	
2024 Pre	2024 Post	2024 Pre	2024 Post	2024 Pre	2024 Post
(n=752)	(n=576)	(n=426)	(n=472)	(n=666)	(n=430)

Languages Used in Business

English	96%	96%	96%	98%	96%	95%
Spanish	32%	33%	27%	23%	33%	36%
Chinese Mandarin	5%	4%	3%	2%	5%	5%
Chinese Cantonese	2%	2%	1%	1%	2%	1%
Korean	2%	1%	1%	1%	2%	2%
Tagalog	1%	1%	1%	<1%	1%	<1%
Vietnamese	1%	1%	<1%	<1%	1%	2%
Arabic	1%	1%	<1%	<1%	1%	1%
Japanese	1%	1%	<1%	<1%	1%	2%
Farsi	1%	-	<1%	-	1%	-
Armenian	<1%	1%	1%	<1%	<1%	<1%
French	<1%	<1%	-	<1%	<1%	<1%
Russian	<1%	<1%	1%	1%	<1%	-
German	<1%	<1%	1%	-	<1%	<1%
Punjabi	<1%	-	1%	<1%	-	-
Hindi	<1%	-	-	-	<1%	-
Thai	<1%	<1%	-	-	<1%	<1%
Hmong	<1%	<1%	<1%	-	<1%	<1%
Other	1%	1%	1%	1%	2%	2%

Q2. “What languages are often used in your home/business?”

Shading indicates a significant difference at the 90% confidence level from the prior year

# Language Preferred for Public Safety Information

- When asked for the language preferred for public safety information like WF communications, 11% of businesses systemwide select a language other than English.
  - Significantly more HFRA customers prefer English than non-HFRA customers.
- The 2024 preference for a language other than English is comparable to that found in 2023 (9%).

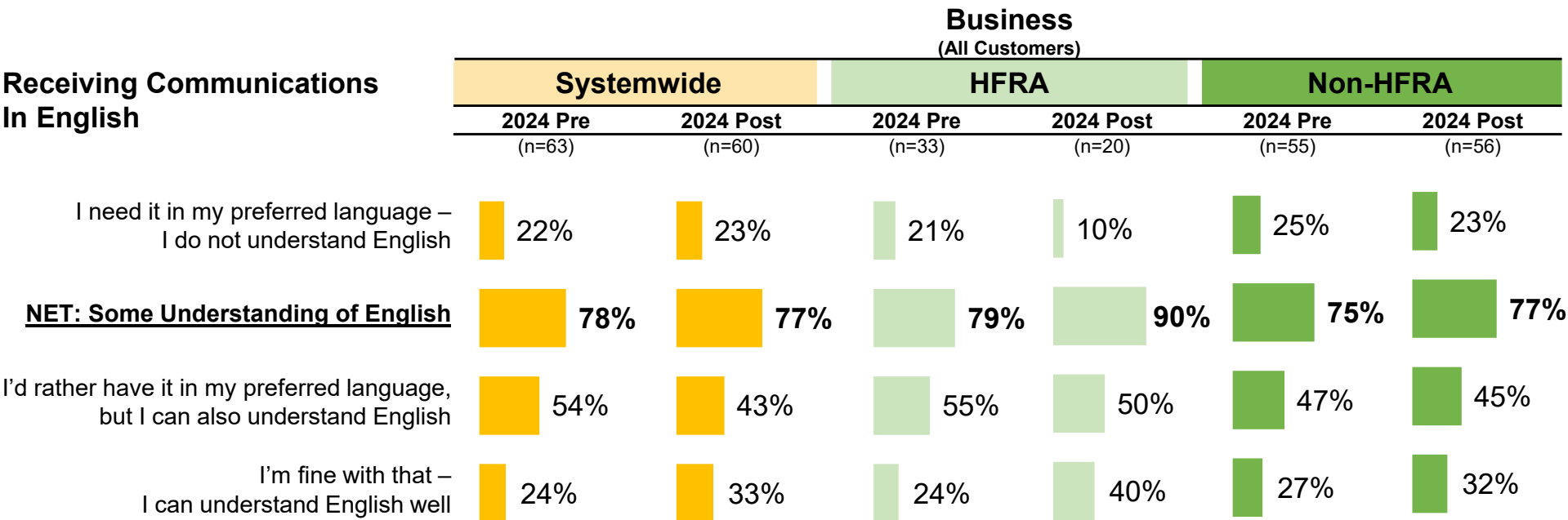
Preferred Language for Public Safety Information	Business (All Customers)					
	Systemwide		HFRA		Non-HFRA	
	2024 Pre	2024 Post	2024 Pre	2024 Post	2024 Pre	2024 Post
	(n=752)	(n=570)	(n=426)	(n=472)	(n=666)	(n=430)
English	92%	89%	92%	96%	92%	87%
Spanish	4%	5%	5%	4%	4%	6%
Chinese Mandarin	2%	2%	1%	<1%	2%	3%
Korean	1%	1%	1%	<1%	1%	2%
Vietnamese	<1%	1%	-	-	<1%	1%
Chinese Cantonese	<1%	<1%	-	-	<1%	<1%
Japanese	<1%	<1%	<1%	-	<1%	<1%
Other	1%	1%	1%	1%	1%	1%

Q3. What is your preferred language for receiving public safety information like this from SCE?

Shading indicates a significant difference at the 90% confidence level from the prior year

# Strength of Language Preference

- Among the 11% systemwide who said they prefer WF communications in some other non-English language, 77% report they can at least understand English.
  - The balance (23% of the 11%, or 2.5% systemwide) report they do not understand English.
  - In HFRAs, it is similar: 10% of 11%, or 1.1% who do not understand English.



Q4. [PREFER LANGUAGE OTHER THAN ENGLISH] How do you feel about receiving wildfire communications from SCE in English only?

Shading indicates a significant difference at the 90% confidence level from the prior year

# **SCE Wildfire Communications**

Among **All** Business Customers

# SCE WF Communications Recall – All Customers

- The Post- wildfire season share of all Business customers who recall SCE WF communications (51%) up significantly from the Pre- season (42%).
- Recall of such communications is 16% pts. Higher in HFRA than in Non-HFRAs. This is comparable to the 18% differential in 2023.

Recall Wildfire Communication	Business (All Customers)					
	Systemwide		HFRA		Non-HFRA	
	2024 Pre	2024 Post	2024 Pre	2024 Post	2024 Pre	2024 Post
	(n=752)	(n=570)	(n=426)	(n=472)	(n=666)	(n=430)
Yes	<div><div></div>42%</div>	<div><div></div>51%</div>	<div><div></div>50%</div>	<div><div></div>63%</div>	<div><div></div>41%</div>	<div><div></div>47%</div>
No	<div><div></div>42%</div>	<div><div></div>38%</div>	<div><div></div>34%</div>	<div><div></div>29%</div>	<div><div></div>42%</div>	<div><div></div>41%</div>
Not Sure	<div><div></div>17%</div>	<div><div></div>11%</div>	<div><div></div>17%</div>	<div><div></div>8%</div>	<div><div></div>17%</div>	<div><div></div>12%</div>

Q1. “In the past few months do you recall any communications of any type (i.e., mail, TV, radio, social media, etc.) from SCE about the threat of wildfires and how you can prepare for them?”

Shading indicates a significant difference at the 90% confidence level from the prior year

# Language of SCE WF Comms – All Customers

- Among the 51% systemwide who recall recent SCE WF Comms, 18% (up from 13%) recall a version in a language other than English (Spanish mostly).
- The proportion that recall seeing non-English communications are higher among Non-HFRAs.

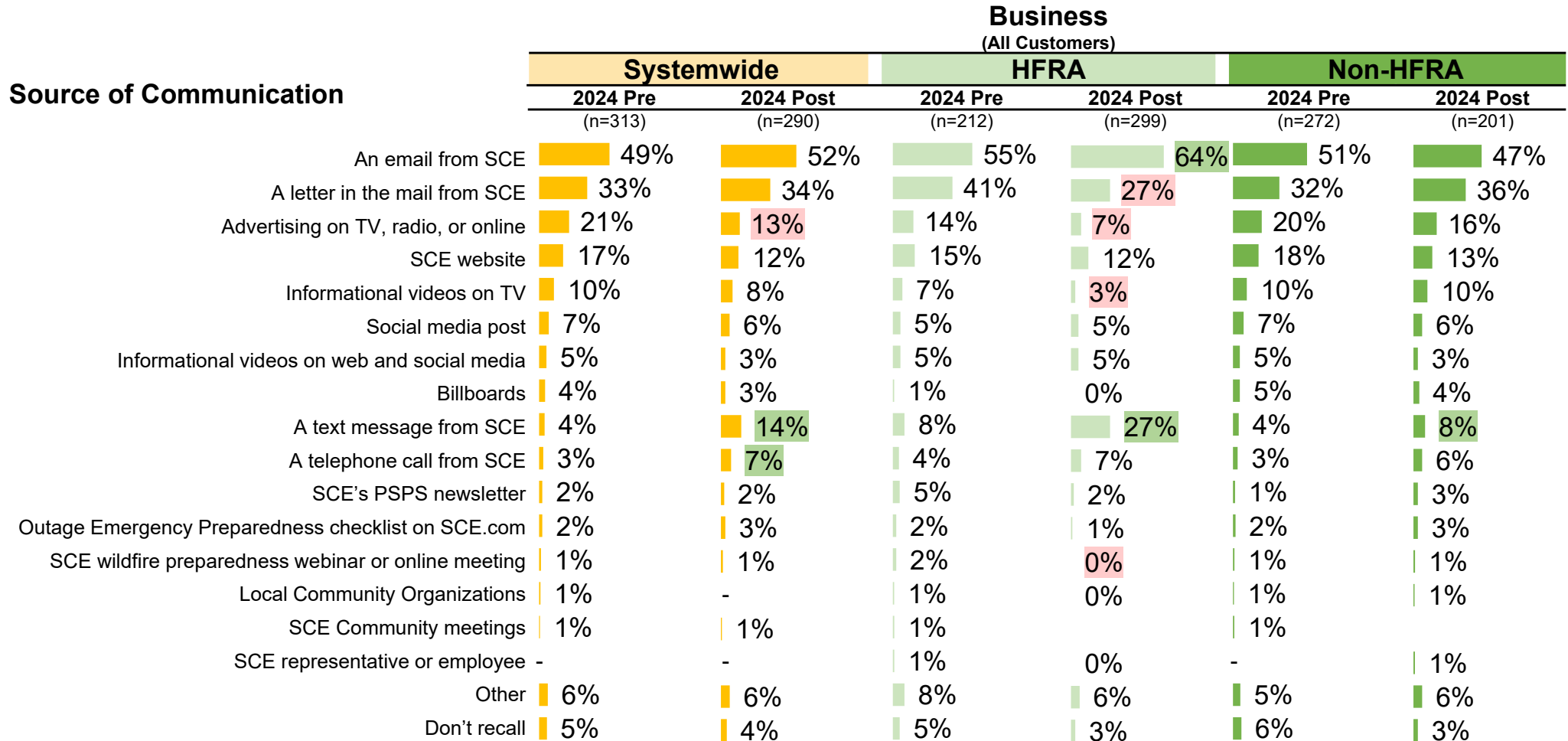
Language of Wildfire Safety Communication	Business (All Customers)					
	Systemwide		HFRA		Non-HFRA	
	2024 Pre	2024 Post	2024 Pre	2024 Post	2024 Pre	2024 Post
	(n=311)	(n=289)	(n=211)	(n=299)	(n=270)	(n=200)
English	97%	97%	97%	100%	98%	96%
<b>NET: Non-English</b>	<b>13%</b>	<b>18%</b>	<b>19%</b>	<b>14%</b>	<b>12%</b>	<b>18%</b>
Spanish	12%	17%	18%	13%	11%	16%
Chinese Mandarin	2%	1%	2%	1%	1%	1%
Chinese Cantonese	<1%	<1%	1%	1%	<1%	
Korean	<1%	1%	1%	1%	<1%	
Vietnamese	1%	1%	2%	<1%	<1%	1%
Other	1%	1%	1%	1%	1%	1%

Q5. [RECALL COMMUNICATION] In what language(s) was the wildfire safety and preparedness information that you recall seeing or hearing from SCE?

Shading indicates a significant difference at the 90% confidence level from the prior year

# SCE Sources – All Customers

- Among the 51% who recall WF communications from SCE, email (52%) and letters (34%) continue to be the most common sources in all areas.
  - Other oft-mentioned SCE sources: Text Messaging (14%); SCE.com (12%); SCE advertising on TV, radio, or online (13%).



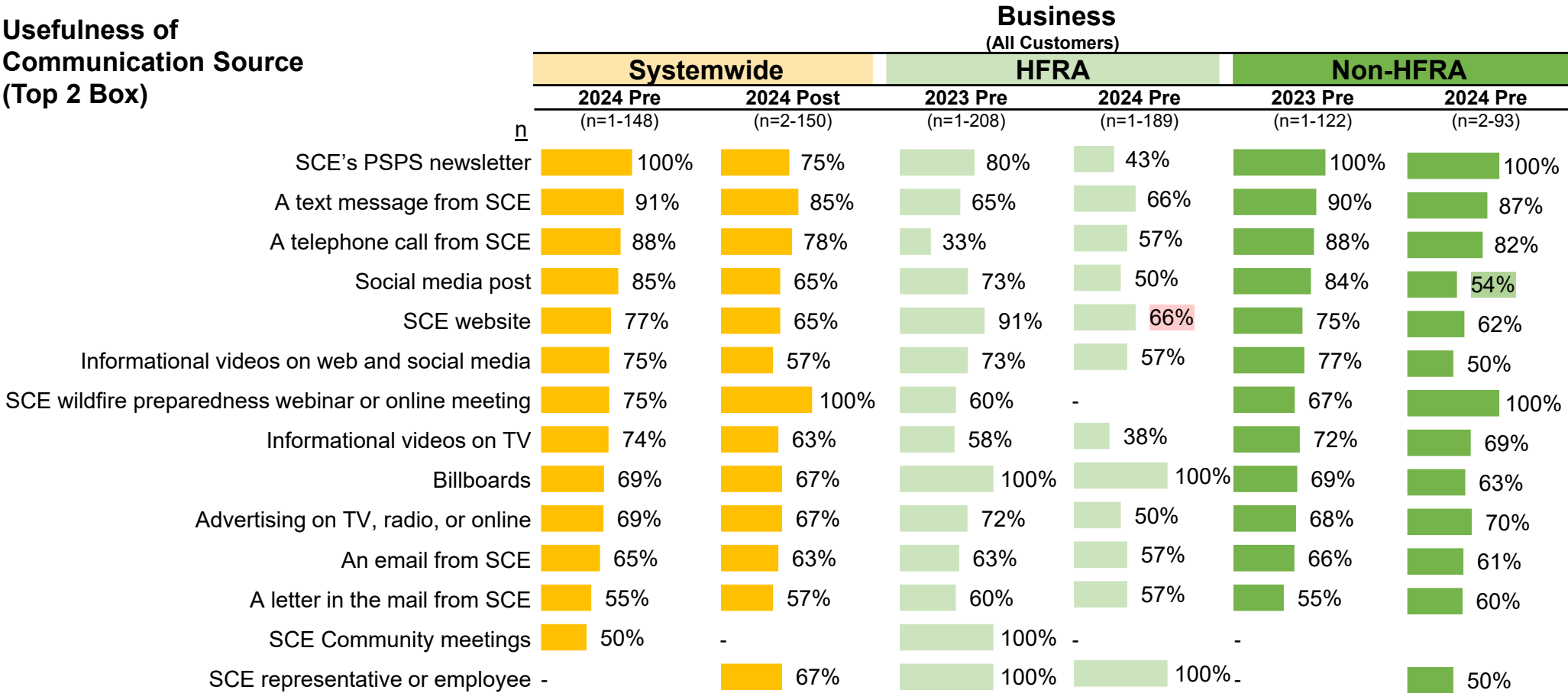
Q6. [BASE: RECALL COMMUNICATION] Where did you see or hear SCE's communications about wildfire season safety and preparedness?

Shading indicates a significant difference at the 90% confidence level from the prior year

# Usefulness of SCE Sources – All Customers

- **Source usefulness in 2024 Post- is generally consistent with the findings in 2024 Pre-**.  
(caution: some very small bases)
- **Of the most common sources, Text messaging is most often rated as useful (85%).**
  - The bases size varies widely (from 2 to 150). “Usefulness” is defined as rating top 2 on a 5-point scale.
  - The base includes those who saw/heard the communications from this source in English regardless of their preferred language.

## Usefulness of Communication Source (Top 2 Box)

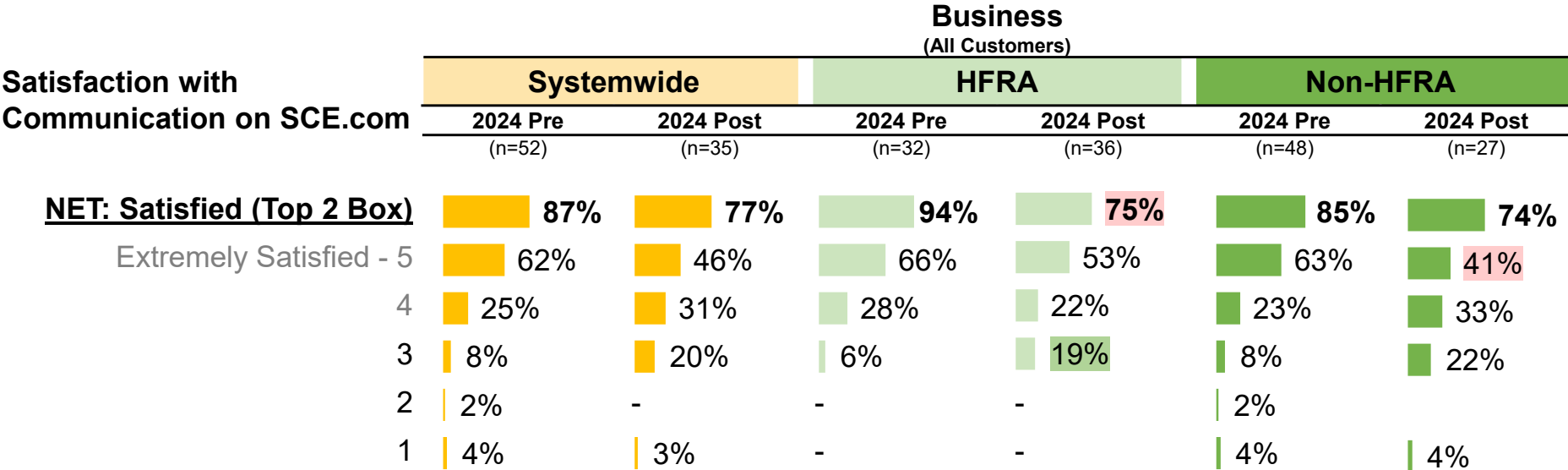


Q9A/B1. [BASE: ALL WHO USED THAT SOURCE IN ENGLISH] How useful were the wildfire communications that you saw or heard from SCE via...?  
Shading indicates a significant difference at the 90% confidence level from the prior year



# Satisfaction with SCE.com – All Customers

- Satisfaction with SCE.com dropped among both HFRA and Non-HFRA businesses.



Q8. [RECALLED COMMUNICATION FROM SCE WEBSITE] How satisfied were you with the information provided on the SCE website about preparing for wildfires?

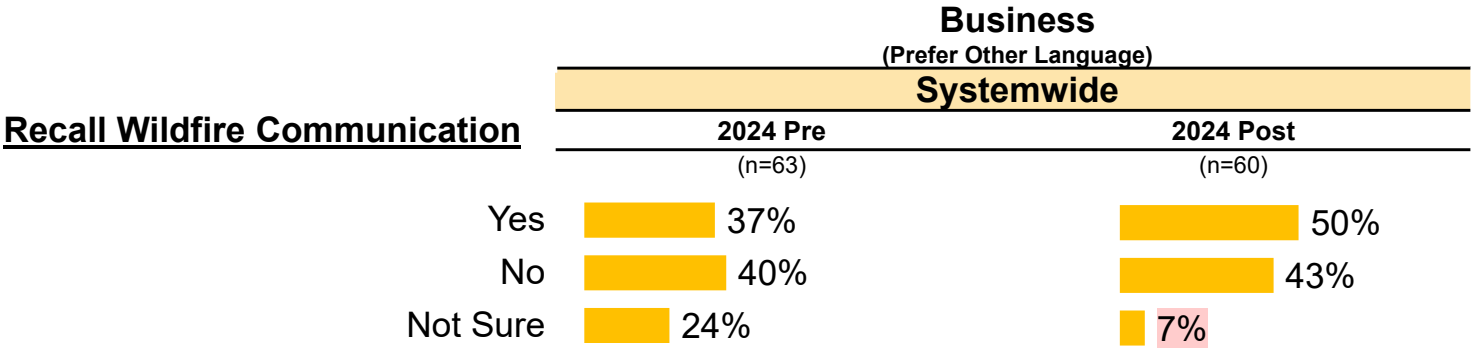
Shading indicates a significant difference at the 90% confidence level from the prior year

# **SCE Wildfire Communications**

## Among Customers Who Prefer Other Languages

# SCE WF Communications Recall – Prefer Other

- Recall results here are filtered to the 11% who prefer communications in a language other than English. Among these “Prefer other language” Business customers, recall of SCE WF communications is reported by about half (50%), unchanged from the 2024 Pre- survey.
  - This is comparable to recall of WF communications among all Business respondents (51%).

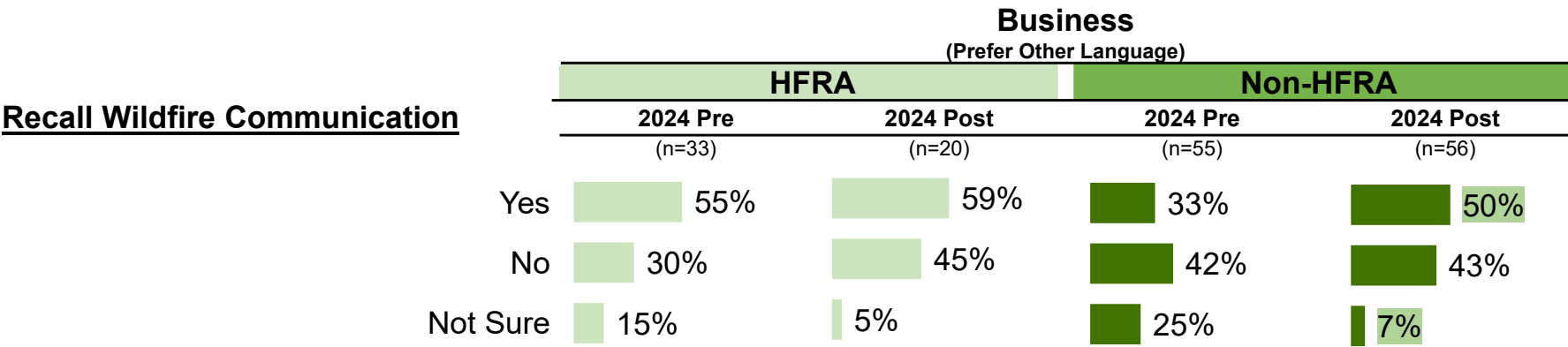


Q1. “In the past few months do you recall any communications of any type (i.e., mail, TV, radio, social media, etc.) from SCE about the threat of wildfires and how you can prepare for them?”

Shading indicates a significant difference at the 90% confidence level from the prior year

# SCE WF Communications Recall – Prefer Other

- Recall of SCE WF communications among “Prefer other language” Business customers appears to be consistent in HFRA and Non-HFRA (caution: small bases).



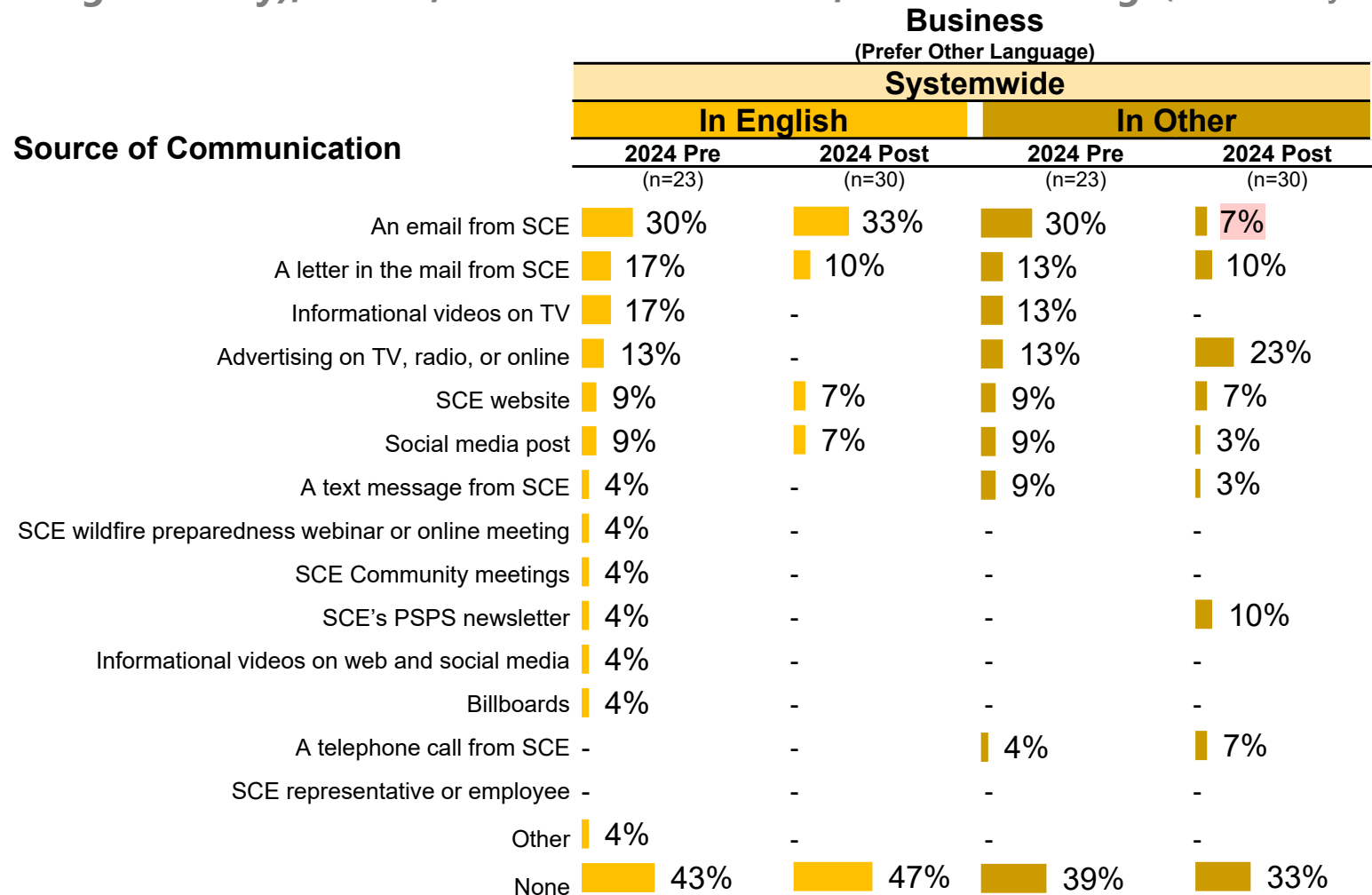
Q1. “In the past few months do you recall any communications of any type (i.e., mail, TV, radio, social media, etc.) from SCE about the threat of wildfires and how you can prepare for them?”

\* Sample Size < 10

Shading indicates a significant difference at the 90% confidence level from the prior year

# SCE Sources – Prefer Other Languages

- Among Business customers who prefer other languages and recall SCE WF communications, about 53% recall at least one source in their preferred language (100% minus those who said none).
- Sources cited for these in-language communications are spread to letters (down significantly), emails, informational videos, and advertising. (Caution: very small bases)



Q6. [BASE: RECALL COMMUNICATION] Where did you see or hear SCE's communications about wildfire season safety and preparedness?

Q7. Which, if any, of these sources provided information in English and which provided information in your preferred language?

Shading indicates a significant difference at the 90% confidence level from the prior year

# SCE Sources – Prefer Other Languages

- The respondents who both prefer a language other than English and recall SCE WF communications are further divided between HFRA and non-HFRA below.
- These sample sizes are too small for meaningful analysis.

Source of Communication	Business (Prefer Other Language)							
	HFRA				Non-HFRA			
	In English		In Other		In English		In Other	
	2024 Pre (n=18)	2024 Post (n=10)	2024 Pre (n=18)	2024 Post (n=10)	2024 Pre (n=18)	2024 Post (n=28)	2024 Pre (n=18)	2024 Post (n=28)
An email from SCE	22%	50%	6%	20%	28%	36%	33%	7%
A letter in the mail from SCE	6%	20%	-	20%	22%	11%	17%	11%
Informational videos on TV	17%		17%	-	11%	11%	11%	14%
Advertising on TV, radio, or online	28%	10%	28%	10%	11%	7%	11%	21%
SCE website	6%		-	-	11%	7%	11%	7%
Social media post	17%		11%	-	6%	7%	6%	6%
A text message from SCE	-	10%	-	-	6%	-	11%	4%
SCE wildfire preparedness webinar online meeting	6%		-	-	-	-	-	-
SCE Community meetings	6%		-	-	-	-	-	-
SCE's PSPS newsletter	11%		-	-	-	-	-	11%
Informational videos on web and social media	22%	20%	17%	-	-	-	-	-
Billboards	-		-	-	6%	-	-	-
A telephone call from SCE	-	20%	-	10%	-	-	6%	7%
SCE representative or employee	-		-	-	-	-	-	-
Other	6%		-	-	-	-	-	-
None	39%	30%	56%	50%	44%	43%	39%	32%

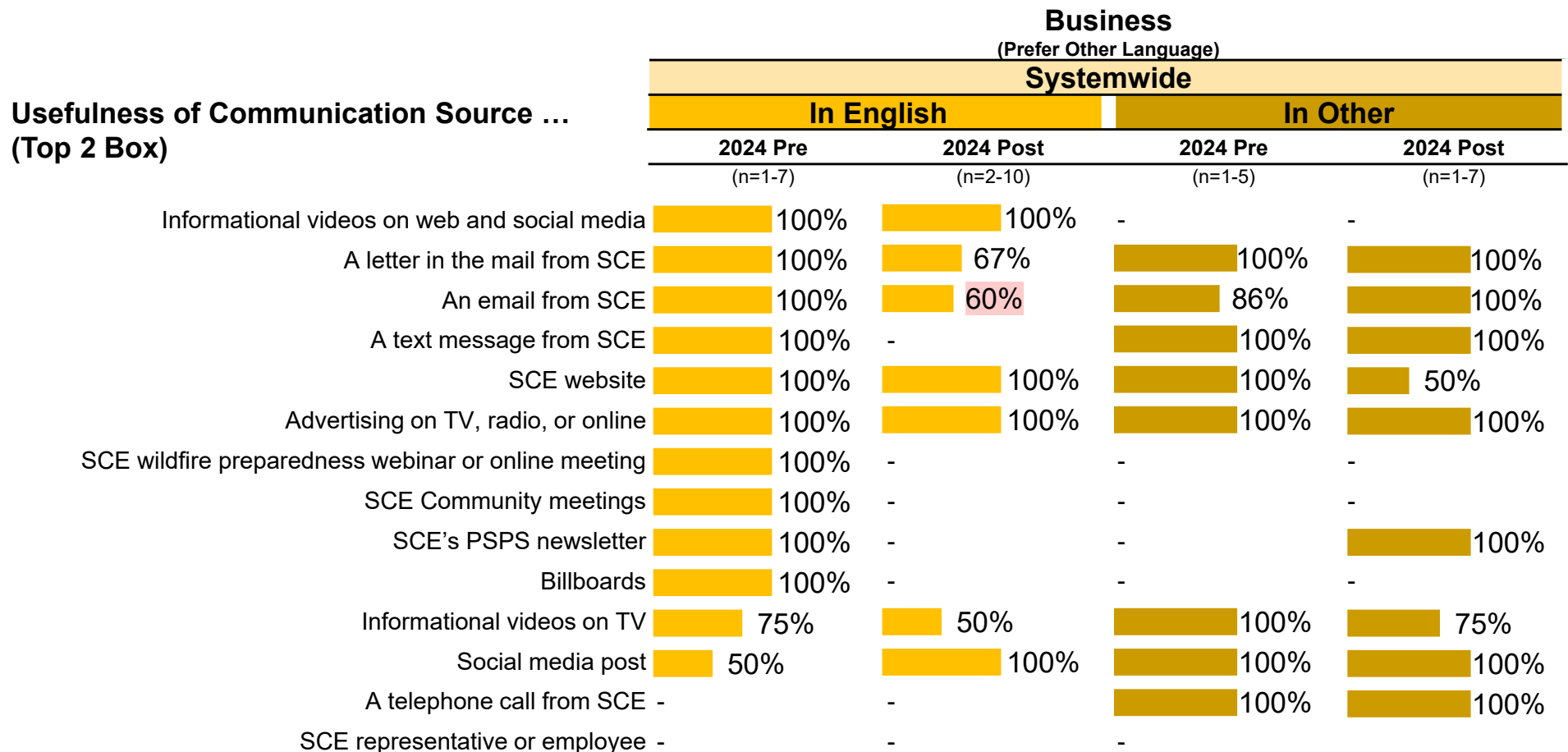
Q6. [BASE: RECALL COMMUNICATION] Where did you see or hear SCE's communications about wildfire season safety and preparedness?

Q7. Which, if any, of these sources provided information in English and which provided information in your preferred language?

Shading indicates a significant difference at the 90% confidence level from the prior year

# Usefulness of SCE Sources – Prefer Other

- Small sample sizes prevent any meaningful analysis.



Q9A/B1. [BASE: ALL WHO USED THAT SOURCE IN ENGLISH] How useful were the wildfire communications that you saw or heard from SCE via...?

Q9B2. [BASE: ALL WHO USED THAT SOURCE IN PREFERRED LANGUAGE] How useful were the wildfire communications in LANGUAGE that you saw or heard from SCE via...?

Shading indicates a significant difference at the 90% confidence level from the prior year

# Usefulness of SCE Sources – Prefer Other

- Small sample sizes prevent any meaningful analysis.

Usefulness of Communication  
Source ...  
(Top 2 Box)

Business (Prefer Other Language)							
HFRA				Non-HFRA			
In English		In Other		In English		In Other	
2024 Pre (n=1-5)	2024 Post (n=1-4)	2024 Pre (n=1-5)	2024 Post (n=1-2)	2024 Pre (n=1-5)	2024 Post (n=2-10)	2024 Pre (n=1-6)	2024 Post (n=1-6)

- Informational videos on web and social media
  - A letter in the mail from SCE
    - An email from SCE
      - A text message from SCE
        - SCE website
  - Advertising on TV, radio, or online
  - SCE wildfire preparedness webinar /online meeting
    - SCE Community meetings
      - SCE's PSPS newsletter
        - Billboards
    - Informational videos on TV
      - Social media post
    - A telephone call from SCE
    - SCE representative or employee

Not Shown Due to  
Small Sample Size

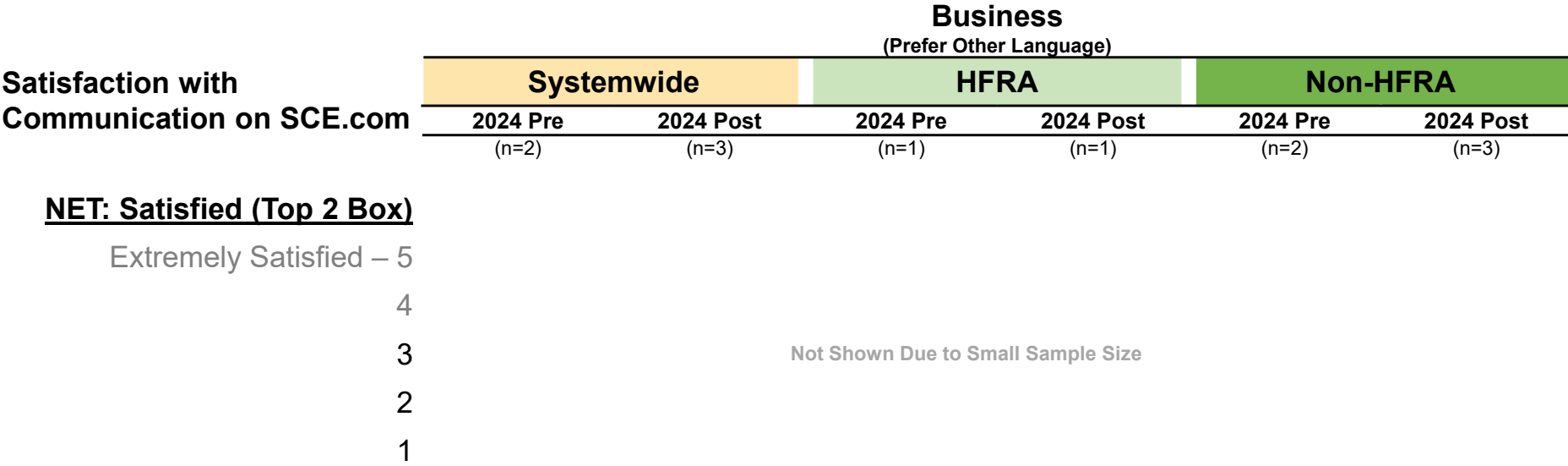
Not Shown Due to  
Small Sample Size

Q9A/B1. [BASE: ALL WHO USED THAT SOURCE IN ENGLISH] How useful were the wildfire communications that you saw or heard from SCE via...?  
Q9B2. [BASE: ALL WHO USED THAT SOURCE IN PREFERRED LANGUAGE] How useful were the wildfire communications in LANGUAGE that you saw or heard from SCE via...?  
\* Sample Size < 10      Shading indicates a significant difference at the 90% confidence level from the prior year



# Satisfaction with SCE.com – Prefer Other

- Small sample sizes prevent any meaningful analysis.



Q8. [RECALLED COMMUNICATION FROM SCE WEBSITE] How satisfied were you with the information provided on the SCE website about preparing for wildfires?

\* Sample Size < 10

Shading indicates a significant difference at the 90% confidence level from the prior year

# Other WF Communications

Among All Business Customers

# Other WF Sources – All Customers

- **Other (i.e., non-SCE) sources of WF information are cited by about 2/3s of Business customers** (100% minus 26% none minus 8% don't recall).
- **Local news (31%), city or county government (22%), CalFire (18%), and the local fire department (13%) are most often cited, and in comparable proportions in HFRAs and Non-HFRAs.**

Other Communication Sources	Business (All Customers)					
	Systemwide		HFRA		Non-HFRA	
	2024 Pre (n=752)	2024 Post (n=570)	2024 Pre (n=426)	2024 Post (n=472)	2024 Pre (n=666)	2024 Post (n=430)
Local news reports	30%	31%	29%	24%	31%	33%
City or county government	23%	22%	31%	25%	23%	21%
CalFire	19%	18%	27%	24%	18%	16%
State government	14%	9%	12%	8%	13%	9%
Local fire department	11%	13%	23%	18%	12%	12%
Local community organizations	3%	5%	4%	4%	3%	5%
Non-profit organizations	1%	2%	3%	2%	1%	2%
Healthcare/medical device suppliers	1%	1%	1%	0%	1%	1%
Other	14%	15%	16%	17%	14%	14%
None of the above	26%	26%	21%	26%	27%	25%
Don't recall	10%	8%	7%	6%	10%	9%

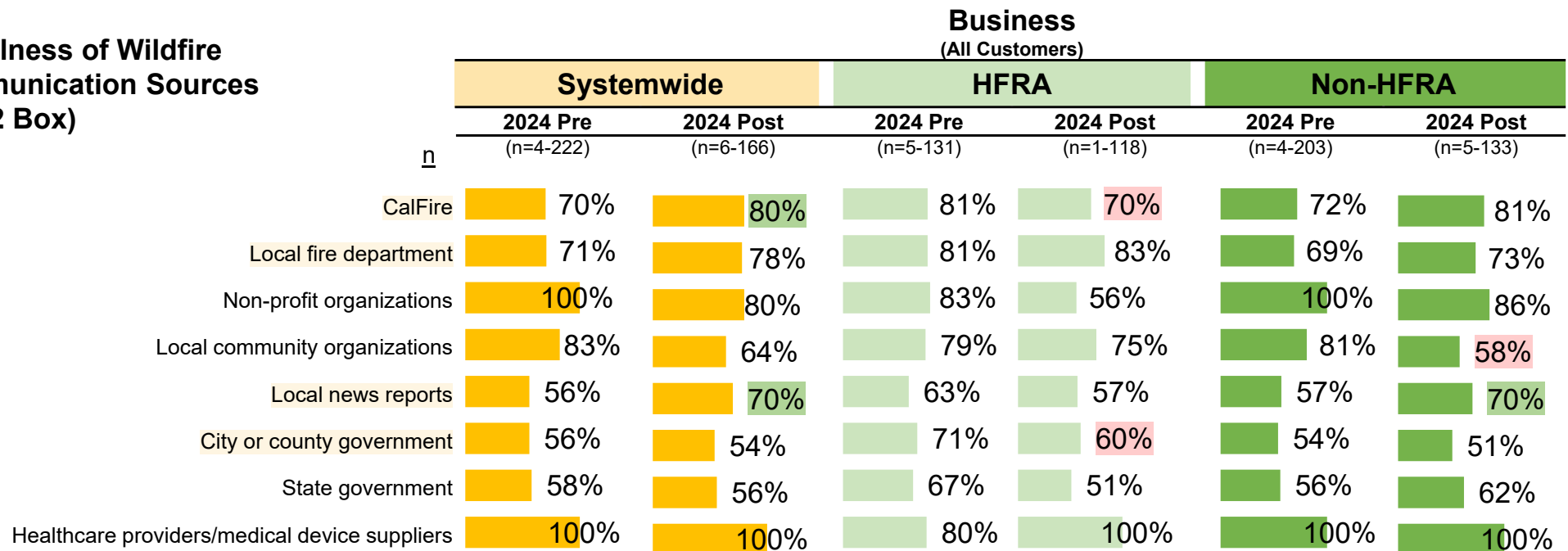
Q10. Other than SCE's communications, what other sources have you used to obtain information about wildfire safety and preparedness?

Shading indicates a significant difference at the 90% confidence level from the prior year

# Usefulness of Other WF Sources – All Customers

- Two oft-cited non-SCE sources are considered highly useful: CalFire (80%, up) and the local fire department (78%).
- The other oft-cited source – local news reports – are considered useful (70%) by about as many Business customers as consider SCE letters, emails and advertising useful (57% to 67%).

## Usefulness of Wildfire Communication Sources (Top 2 Box)



Q12A/B1. [BASE: ALL WHO USED THAT SOURCE IN ENGLISH] On a 1 to 5 scale where 1 is not at all useful and 5 is extremely useful, how useful was the wildfire information from ...?

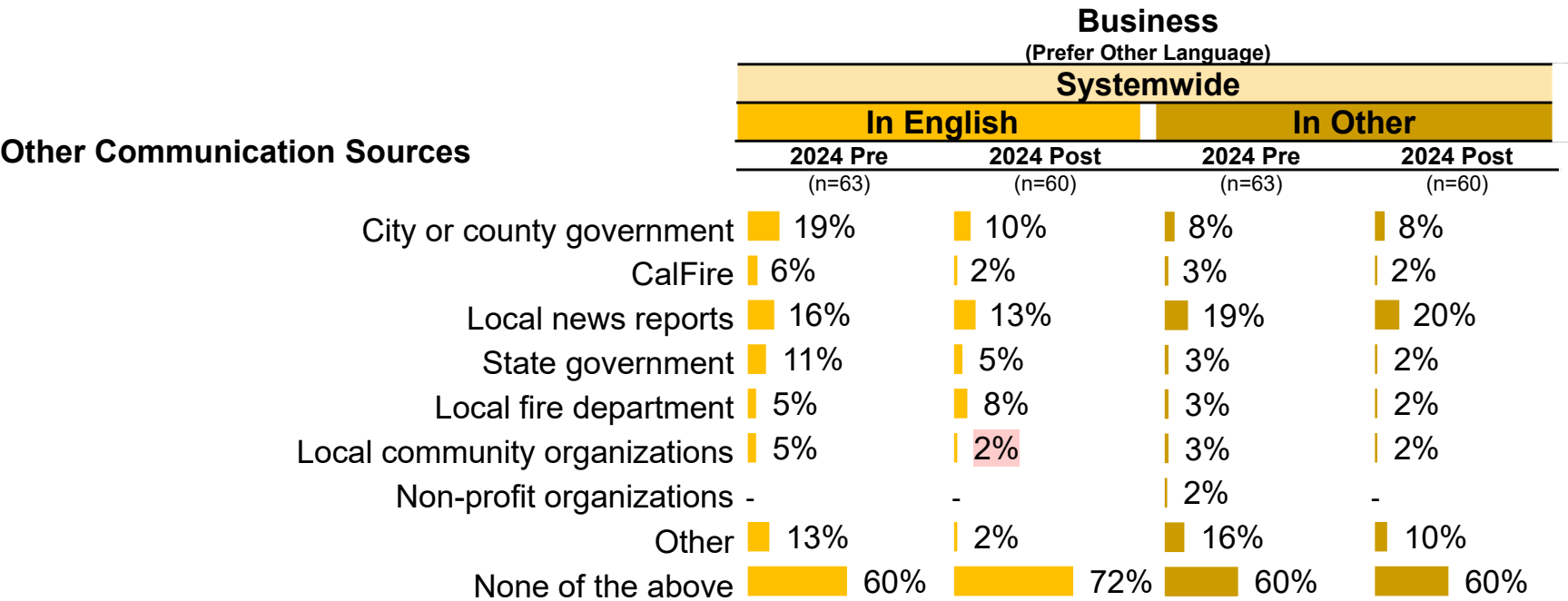
Shading indicates a significant difference at the 90% confidence level from the prior year

# Other Wildfire Communications Sources

## Among Customers Who Prefer Other Languages

# Other WF Sources – Prefer Other Languages

- With so few Business customers (11%) preferring other languages, analysis of their responses in isolation is rarely worthwhile.
- Systemwide, over half (72%) of the 60 Business respondents who prefer other languages report having seen no WF communications (even in English) from these other sources.
- Those who do recall such communications most often cite local news reports as an in-language source (13%).



Q10. Other than SCE’s communications, what other sources have you used to obtain information about wildfire safety and preparedness?  
Q11. Which, if any, of these sources provided information in English and which provided information in your preferred language?

Shading indicates a significant difference at the 90% confidence level from the prior year

# Other WF Sources – Prefer Other Languages

- **Caution: Small sample sizes**
- It appears that recall of in-language communications from Other WF sources fares poorly in HFRAs (80% saw none) and in Non-HFRAs (59% saw none).

Other Communication Sources	Business (Prefer Other Language)							
	HFRA				Non-HFRA			
	In English		In Other		In English		In Other	
	2024 Pre (n=33)	2024 Post (n=20)	2024 Pre (n=33)	2024 Post (n=20)	2024 Pre (n=55)	2024 Post (n=56)	2024 Pre (n=55)	2024 Post (n=56)
City or county government	18%	15%	3%	-	16%	11%	9%	9%
CalFire	6%	5%	-	-	9%	2%	4%	2%
Local news reports	12%	15%	15%	10%	16%	14%	18%	21%
State government	9%	5%	-	5%	9%	5%	4%	2%
Local fire department	6%	10%	-	5%	5%	7%	4%	2%
Local community organizations	6%	-	-	-	4%	2%	4%	2%
Non-profit organizations	6%	-	3%	-	-	-	-	-
Other	12%	15%	6%	5%	11%	2%	16%	9%
None of the above	64%	55%	73%	80%	64%	71%	62%	59%

Q10. [BASE: RECALL COMMUNICATION] Other than SCE's communications, what other sources have you used to obtain information about wildfire safety and preparedness?

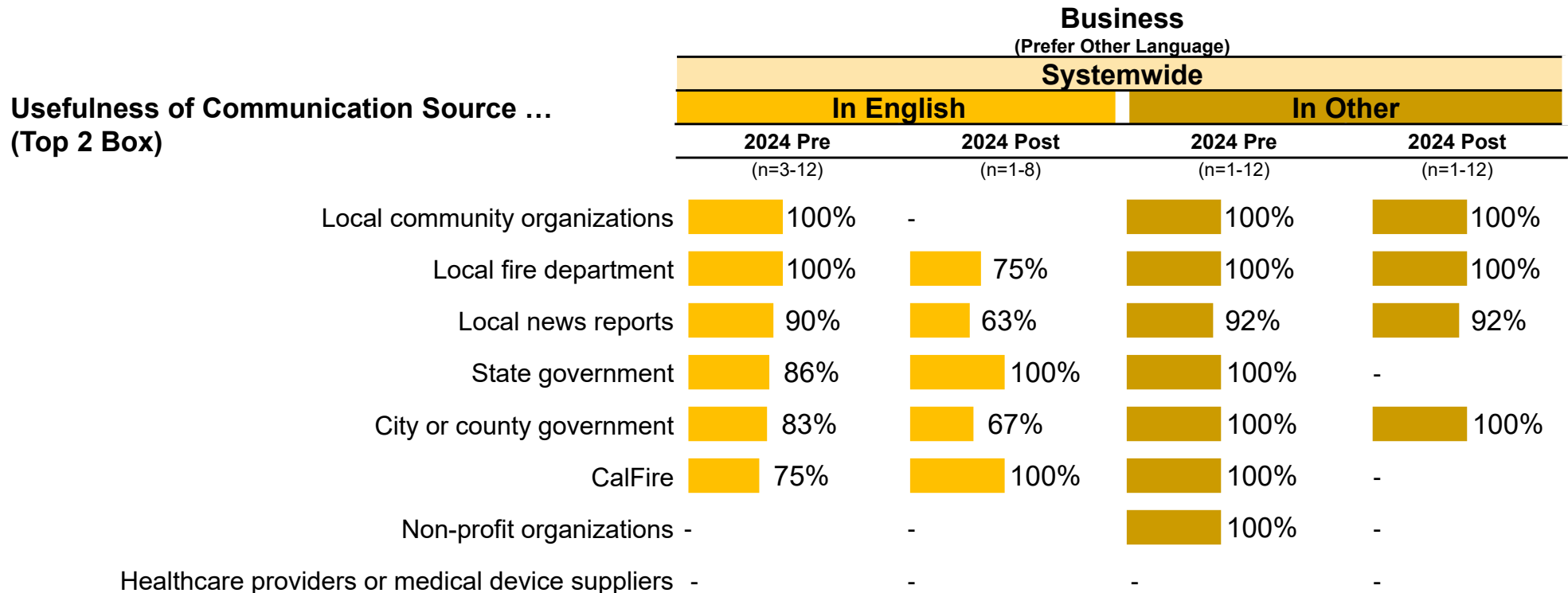
Q11. Which, if any, of these sources provided information in English and which provided information in your preferred language?

\* Sample Size < 10

Shading indicates a significant difference at the 90% confidence level from the prior year

# Usefulness of Other Sources – Prefer Other

- Small sample sizes prevent any meaningful analysis.



Q12A/B1. [BASE: ALL WHO USED THAT SOURCE IN ENGLISH] On a 1 to 5 scale where 1 is not at all useful and 5 is extremely useful, how useful was the wildfire information from ...?

Q12B2. And using the same 1 to 5 scale, how useful was the wildfire information in [PREFERRED LANGUAGE] from...?

\* Sample Size < 10

Shading indicates a significant difference at the 90% confidence level from the prior year

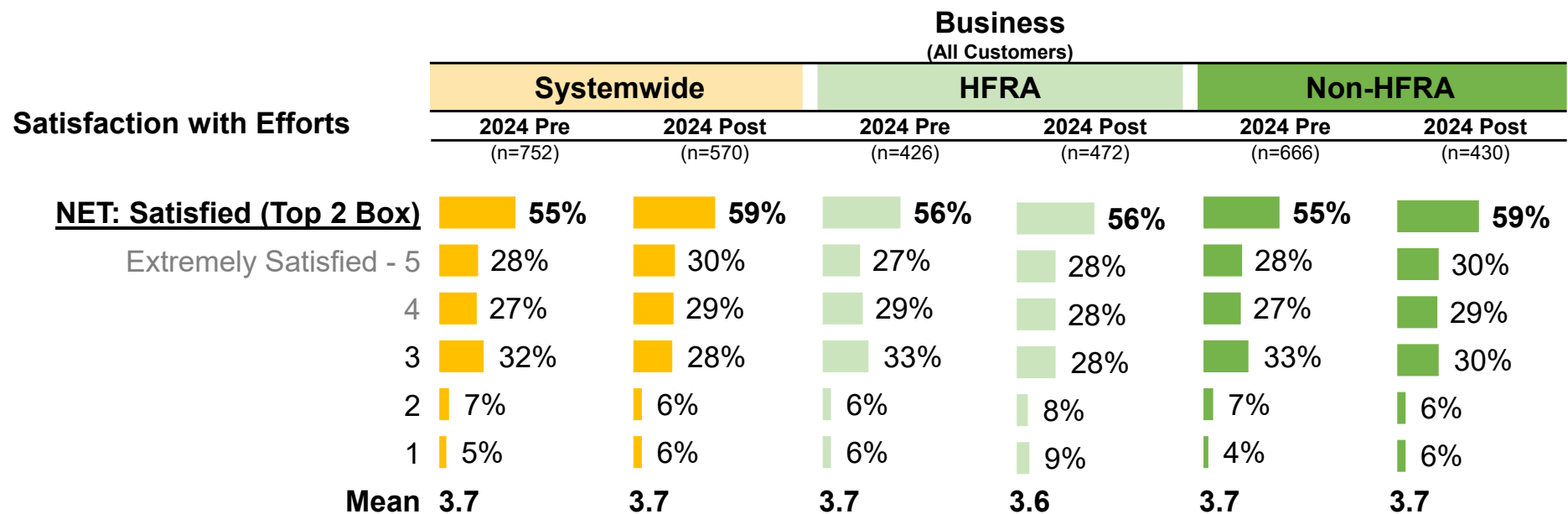


# **Ratings of SCE's WF Efforts**

Among All Business Customers and Prefer Others

# Satisfaction w/ SCE's WF Efforts – All Customers

- Satisfaction with SCE's overall wildfire safety and preparedness efforts remained strong among both HFRAs and non-HFRAs.



Q15. How satisfied are you with SCE's overall wildfire safety and preparedness efforts?

Shading indicates a significant difference at the 90% confidence level from the prior year

# Ratings of SCE Attributes – All Customers

- Ratings of SCE on WF-related attributes among Business customers did not change between 2024 Pre- and 2024 Post-.
- 48% to 67% agree with these statements, whether in HFRA or not.

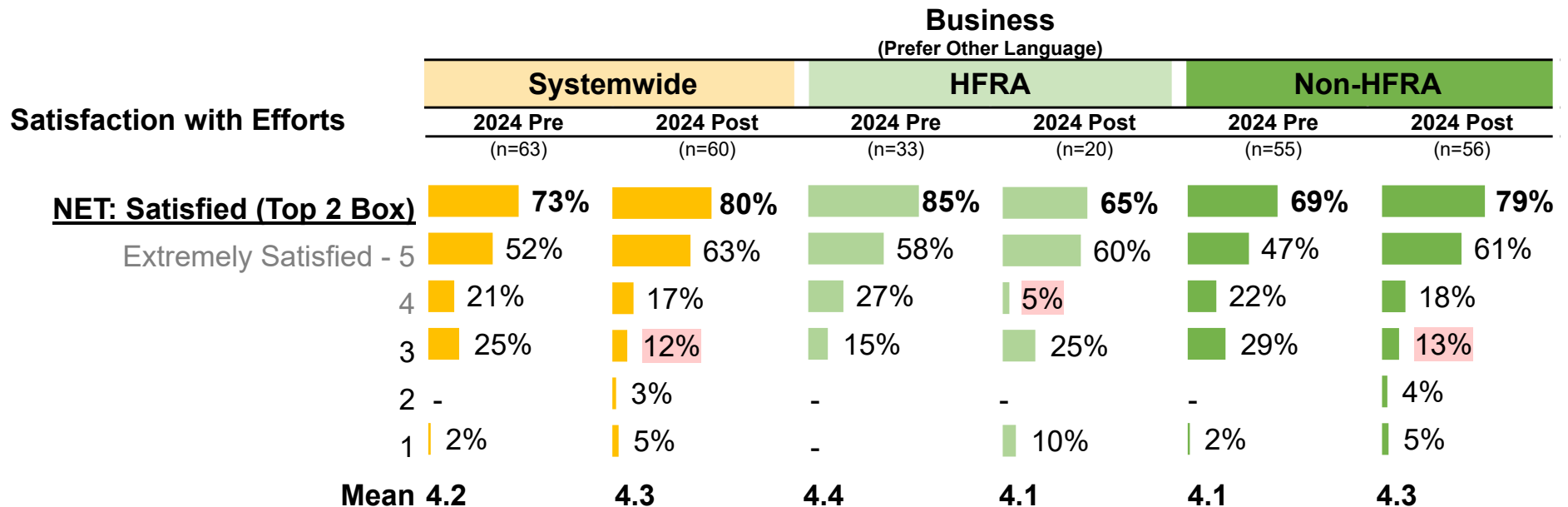
% Agree (Top 2 Box) SCE...	Business (All Customers)					
	Systemwide		HFRA		Non-HFRA	
	2024 Pre (n=752)	2024 Post (n=570)	2024 Pre (n=426)	2024 Post (n=472)	2024 Pre (n=666)	2024 Post (n=430)
Is committed to restoring power to customers affected by wildfires	68%	67%	67%	63%	69%	68%
Is working to keep my community safe	59%	62%	60%	58%	59%	62%
Shows care and concern for customers	57%	56%	54%	51%	58%	57%
Is committed to wildfire safety	61%	63%	62%	61%	61%	63%
Takes proactive measures to protect the electricity grid from wildfires	58%	60%	61%	59%	58%	60%
Makes an effort to communicate with all customers about wildfires	60%	58%	60%	61%	60%	57%
Is proactive in taking steps to address wildfire risks	58%	58%	59%	57%	59%	58%
Is a company I trust to act in the best interest of its customers	52%	54%	48%	46%	53%	55%
Is helping me prepare for wildfire season	49%	48%	48%	45%	49%	49%
<b>Average (Top 2 Box)</b>	<b>58.0%</b>	<b>58.4%</b>	<b>57.6%</b>	<b>55.8%</b>	<b>58.3%</b>	<b>58.7%</b>

Q14. Using a scale where 1 means completely disagree and 5 means completely agree, Please indicate how much you agree or disagree with the following statements about SCE. SCE...

Shading indicates a significant difference at the 90% confidence level from the prior year

# Satisfaction w/ SCE's WF Efforts – Prefer Other

- Satisfaction with SCE's overall wildfire safety and preparedness efforts has remained consistent among those who Prefer Other Languages.



Q15. How satisfied are you with SCE's overall wildfire safety and preparedness efforts?

\* Sample Size < 10

Shading indicates a significant difference at the 90% confidence level from the prior year

# Ratings of SCE Attributes – Prefer Other Languages

- Some WF-related attributes dipped a bit Pre- to Post- systemwide, driven primarily by lower ratings by HFRA customers.
- 68% to 78% of Businesses Systemwide agree with these statements. Customers in HFRA's have lower agreement than Non-HFRA's in the 2024 Post-.

% Agree (Top 2 Box)	Business (Prefer Other Language)					
	Systemwide		HFRA		Non-HFRA	
	2024 Pre (n=63)	2024 Post (n=60)	2024 Pre (n=33)	2024 Post (n=20)	2024 Pre (n=55)	2024 Post (n=56)
<b>SCE...</b>						
Is committed to restoring power to customers affected by wildfires	86%	75%	85%	70%	85%	75%
Makes an effort to communicate with all customers about wildfires	78%	68%	82%	55%	75%	70%
Takes proactive measures to protect the electricity grid from wildfires	83%	77%	85%	70%	80%	75%
Shows care and concern for customers	86%	75%	82%	60%	84%	77%
Is working to keep my community safe	79%	78%	79%	60%	78%	79%
Is proactive in taking steps to address wildfire risks	73%	70%	76%	55%	73%	73%
Is committed to wildfire safety	78%	75%	79%	79%	76%	75%
Is a company I trust to act in the best interest of its customers	76%	77%	76%	55%	75%	79%
Is helping me prepare for wildfire season	70%	73%	76%	65%	71%	73%
<b>Average (Top 2 Box)</b>	<b>78.7%</b>	<b>74.2%</b>	<b>79.8%</b>	<b>62.2%</b>	<b>77.4%</b>	<b>75.0%</b>

Q14. Using a scale where 1 means completely disagree and 5 means completely agree, Please indicate how much you agree or disagree with the following statements about SCE. SCE...





































Shading indicates a significant difference at the 90% confidence level from the prior year

# **PSPS Preparedness**

## Among All Business Customers

# Preparedness – All Customers

- Business customers who say they are prepared (58%) – either somewhat (44%) or completely (14%) – were unchanged from the Pre- 2024 survey.
  - The incidence of being prepared among Businesses is comparable to that found among Residential customers (systemwide: 60%).

Level of Preparedness	Business (All Customers)					
	Systemwide		HFRA		Non-HFRA	
	2024 Pre (n=752)	2024 Post (n=570)	2024 Pre (n=426)	2024 Post (n=472)	2024 Pre (n=666)	2024 Post (n=430)
<b><u>NET: PREPARED</u></b>	 53%	 58%	 62%	 68%	 52%	 56%
Completely prepared	 13%	 14%	 16%	 22%	 12%	 12%
Somewhat prepared	 40%	 44%	 46%	 46%	 40%	 44%
<b><u>NET: NOT PREPARED</u></b>	 47%	 42%	 38%	 32%	 48%	 44%
Not very prepared	 27%	 26%	 24%	 21%	 27%	 27%
Not at all prepared	 20%	 16%	 14%	 11%	 20%	 17%

Q20. A Public Safety Power Shutoff event could last anywhere from 24-48 hours, or longer in some cases. How would you rate your level of preparedness for being without electricity for an extended period?

Shading indicates a significant difference at the 90% confidence level from the prior year

# Preparedness – All Customers

- The reasons for feeling prepared varied, but having a generator (28%) was the largest contributor.
- For those who felt unprepared, not having a generator (30%) or a plan in general (29%) were the biggest factors.

Business (All Customers)						
Reasons for Being PREPARED	Systemwide		HFRA		Non-HFRA	
	2024 Pre	2024 Post	2024 Pre	2024 Post	2024 Pre	2024 Post
	(n=399)	(n=331)	(n=264)	(n=320)	(n=349)	(n=240)
I have a generator	23%	28%	28%	33%	20%	25%
I know what to do/have a plan	22%	23%	20%	17%	24%	23%
I have candles/flashlights	10%	15%	13%	12%	10%	15%
I have food/water stored	11%	12%	11%	12%	10%	13%
I have supplies (general)	8%	8%	8%	7%	7%	8%
I have solar	9%	11%	12%	10%	10%	11%
We receive enough notice	1%	2%	2%	3%	1%	2%
Reasons for NOT Being Prepared	(n=353)	(n=238)	(n=162)	(n=150)	(n=317)	(n=189)
I don't have a generator	27%	30%	41%	37%	26%	28%
I don't know what to do/no plan	30%	29%	26%	26%	31%	31%
I don't have solar	3%	3%	3%	3%	3%	3%
We don't receive notice	5%	5%	7%	6%	5%	6%
I don't have anything/need supplies	8%	5%	6%	7%	8%	5%
I don't have candles/flashlights	4%	4%	2%	4%	4%	3%

Q20b. What makes you say you are [PREPARED/UNPREPARED]?

Shading indicates a significant difference at the 90% confidence level from the prior year



# Preparedness Actions Taken – All Customers

- On this and the next slide is a list of potential preparedness actions.
- Systemwide, 67% reported taking at least one action. The most often cited actions are purchasing fire extinguishers, flashlights, water for several days, preparing an emergency kit, and buying non-refrigerated food.
- One in 8 (15%) said they had acquired a generator.

Actions Taken	Business (All Customers)					
	Systemwide		HFRA		Non-HFRA	
	2023 Pre (n=752)	2024 Post (n=570)	2024 Pre (n=426)	2024 Post (n=472)	2024 Pre (n=666)	2024 Post (n=430)
Purchased new lanterns or flashlights	20%	22%	24%	21%	20%	22%
Purchased fire extinguishers	23%	22%	24%	19%	23%	22%
Purchased enough water to last for several days without power	19%	21%	20%	21%	19%	20%
Prepared an emergency kit with food, water or medicine	16%	14%	17%	13%	17%	15%
Acquired a back-up generator	12%	15%	16%	22%	11%	12%
Purchased enough non-refrigerated food to last for several days without power	13%	16%	13%	14%	13%	16%
Signed up for notifications from SCE	15%	9%	18%	17%	14%	8%
Removed vegetation from around your home	12%	13%	19%	19%	11%	11%
Have a place to go if without power for a prolonged period	13%	11%	15%	13%	13%	10%
Signed up for emergency alerts from the country/state	11%	8%	13%	12%	11%	7%
Purchased/used a battery powered radio	10%	11%	13%	11%	11%	12%
Developed an emergency plan	11%	9%	11%	9%	11%	10%
Prepared for multiple-day outage	7%	9%	10%	13%	8%	9%
Planned an evacuation route	11%	11%	14%	10%	11%	12%
Allowed access to property for SCE to trim trees	8%	8%	12%	11%	8%	7%
Went to SCE website	6%	8%	8%	9%	6%	7%

Q21. What, if any, actions have you taken to prepare for a Public Safety Power Shutoff (PSPS) in 2024?

Shading indicates a significant difference at the 90% confidence level from the prior year

# Preparedness Actions Taken (cont.) – All Customers

- The actions taken were about evenly spread across HFRA and Non-HFRA Businesses.
- Eleven of the actions offered for selection were taken by 5% or fewer.

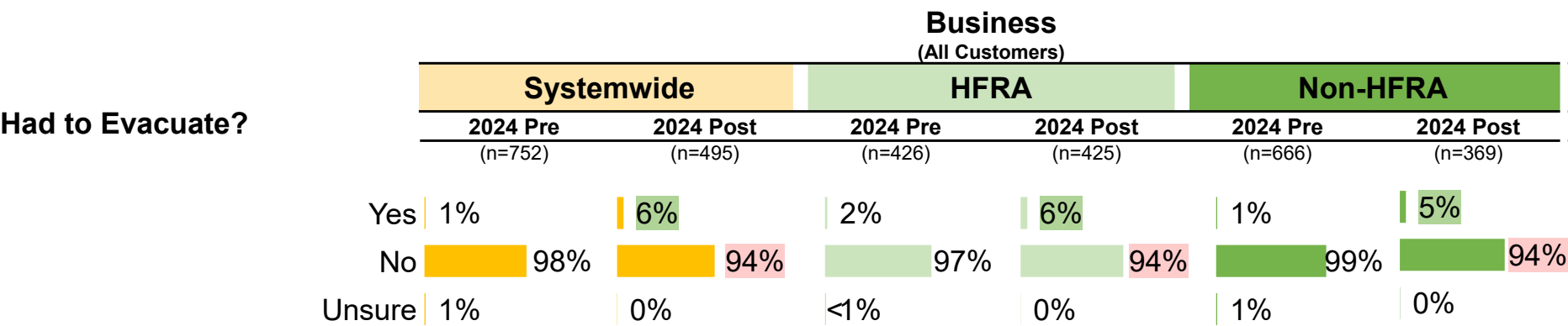
Actions Taken (continued)	Business (All Customers)					
	Systemwide		HFRA		Non-HFRA	
	2024 Pre (n=752)	2024 Post (n=570)	2024 Pre (n=426)	2024 Post (n=472)	2024 Pre (n=666)	2024 Post (n=430)
Acquired battery storage technology	6%	9%	7%	8%	6%	9%
Signed up for emergency alerts from the Fire Department	6%	6%	10%	8%	6%	5%
Notified others in area about potential power shutoff	5%	5%	5%	6%	5%	3%
Performed a safety check on your generator for your home	5%	6%	7%	9%	4%	5%
Activated your emergency plan	5%	3%	5%	4%	5%	3%
Checked the SCE mobile app	4%	4%	5%	6%	4%	3%
Followed SCE on Facebook	2%	1%	0%	1%	2%	1%
Attended a community-based organization event	2%	2%	3%	2%	2%	1%
Went SCE's social media (follow up with Nextdoor/Facebook/Twitter, Other)	1%	1%	2%	2%	1%	1%
Followed SCE on Twitter	1%	1%	0%	1%	1%	1%
Attended SCE Community meeting, wildfire preparedness webinar or online meeting	1%	1%	1%	1%	1%	0%
Signed up for Medical Baseline Program	1%	2%	2%	2%	1%	2%
Visited SCE Community Resource Center	1%	1%	0%	1%	1%	0%
Received Critical Care Backup Battery from SCE	1%	2%	1%	1%	1%	1%
Other	6%	6%	9%	6%	11%	6%
I have not taken any action	30%	33%	24%	28%	35%	36%

**Q21. What if any, actions have you taken to prepare for a Public Safety Power Shutoff (PSPS) in 2024?**

Shading indicates a significant difference at the 90% confidence level from the prior year

# Evacuation Experience – All Customers

- Experience with wildfire evacuations increased to 6% Systemwide at the end of wildfire season.
  - This increased for both HFRA and Non-HFRA Businesses



Q23. In the past few months, have you had to evacuate due to wildfires in your area?

Shading indicates a significant difference at the 90% confidence level from the prior year

# **PSPS Preparedness**

## Among Customers Who Prefer Other Languages

# Preparedness – Prefer Other Languages

- With so few Business customers (11%) preferring other languages, the sample sizes prevent meaningful analysis.
- That said, the level of preparedness among all BIZ customers systemwide remained consistent with 2024 Pre- wildfire season (45%).

Level of Preparedness	Business (Prefer Other Language)					
	Systemwide		HFRA		Non-HFRA	
	2024 Pre	2024 Post	2024 Pre	2024 Post	2024 Pre	2024 Post
	(n=63)	(n=60)	(n=33)	(n=20)	(n=55)	(n=56)
<b><u>NET: PREPARED</u></b>	<div><div></div></div> 41%	<div><div></div></div> 45%	<div><div></div></div> 55%	<div><div></div></div> 50%	<div><div></div></div> 38%	<div><div></div></div> 43%
Completely prepared	<div><div></div></div> 10%	<div><div></div></div> 10%	<div><div></div></div> 12%	<div><div></div></div> 15%	<div><div></div></div> 7%	<div><div></div></div> 11%
Somewhat prepared	<div><div></div></div> 32%	<div><div></div></div> 35%	<div><div></div></div> 42%	<div><div></div></div> 35%	<div><div></div></div> 31%	<div><div></div></div> 32%
<b><u>NET: NOT PREPARED</u></b>	<div><div></div></div> 59%	<div><div></div></div> 55%	<div><div></div></div> 45%	<div><div></div></div> 50%	<div><div></div></div> 62%	<div><div></div></div> 57%
Not very prepared	<div><div></div></div> 37%	<div><div></div></div> 35%	<div><div></div></div> 33%	<div><div></div></div> 25%	<div><div></div></div> 38%	<div><div></div></div> 38%
Not at all prepared	<div><div></div></div> 22%	<div><div></div></div> 20%	<div><div></div></div> 12%	<div><div></div></div> 25%	<div><div></div></div> 24%	<div><div></div></div> 20%

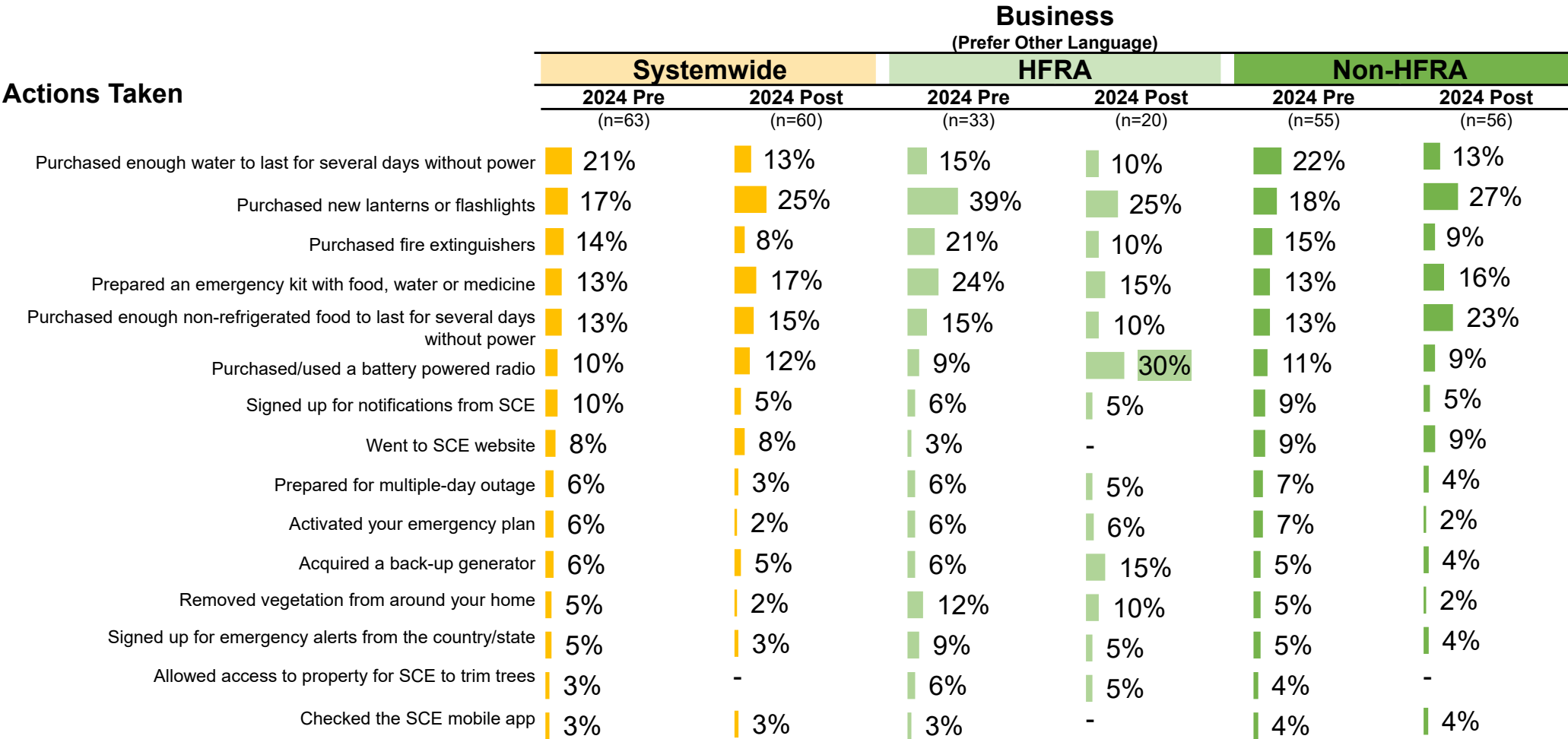
Q20. A Public Safety Power Shutoff event could last anywhere from 24-48 hours, or longer in some cases. How would you rate your level of preparedness for being without electricity for an extended period?

\* Sample Size < 10

Shading indicates a significant difference at the 90% confidence level from the prior year

# Preparedness Actions Taken – Prefer Other

- The small sample sizes limit meaningful analysis.
- HFRA Businesses are more likely to acquire a back-up generator than non-HFRA Businesses.



Q21. What, if any, actions have you taken to prepare for a Public Safety Power Shutoff (PSPS) in 2024?  
 Shading indicates a significant difference at the 90% confidence level from the prior year

# Preparedness Actions Taken – Prefer Other

Actions Taken	Business (Prefer Other Language)					
	Systemwide		HFRA		Non-HFRA	
	2024 Pre	2024 Post	2024 Pre	2024 Post	2024 Pre	2024 Post
	(n=63)	(n=60)	(n=33)	(n=20)	(n=55)	(n=56)
Have a place to go if without power for a prolonged period	3%	3%	12%	5%	4%	4%
Notified others in area about potential power shutoff	3%	2%	-	-	4%	2%
Acquired battery storage technology	3%	5%	6%	5%	4%	5%
Developed an emergency plan	2%	7%	6%	10%	2%	7%
Attended a community-based organization event	2%	-	3%	-	2%	-
Signed up for emergency alerts from the Fire Department	2%	-	3%	-	2%	-
Completed the outage Emergency Preparedness Checklist from SCE.com	2%	2%	6%	5%	2%	2%
Visited SCE Community Resource Center	2%	2%	-	-	2%	2%
Performed a safety check on your generator for your home	-	-	6%	-	-	-
Went SCE's social media (follow up with Nextdoor/Facebook/Twitter, Other)	-	5%	3%	10%	-	4%
Followed SCE on Twitter	-	-	-	-	-	-
Followed SCE on Facebook	-	2%	-	-	-	2%
Signed up for Medical Baseline Program	-	-	3%	-	-	-
Attended SCE Community meeting, wildfire preparedness webinar	-	-	3%	-	-	-
Received Critical Care Backup Battery from SCE	-	-	-	-	-	2%
Other	11%	7%	9%	5%	11%	7%
I have not taken any action	40%	30%	24%	20%	44%	32%

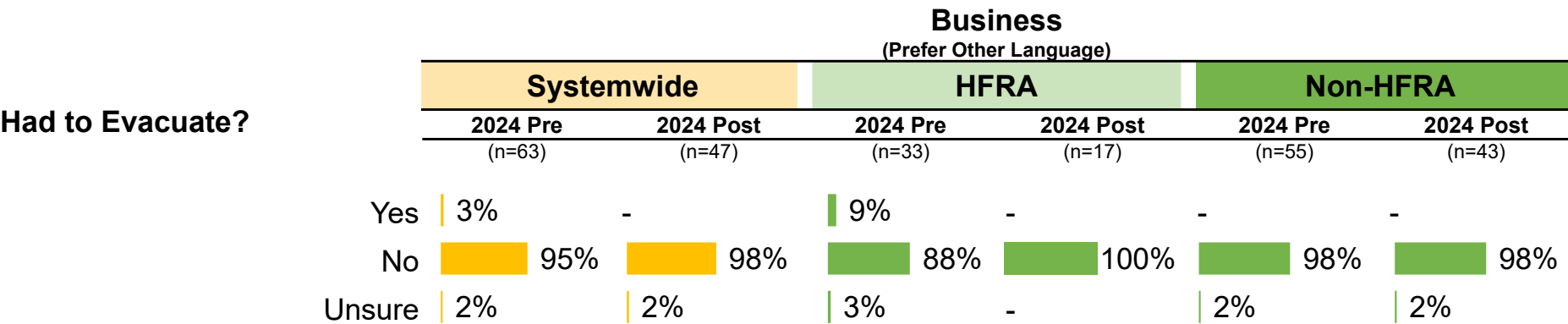
Q21. What, if any, actions have you taken to prepare for a Public Safety Power Shutoff (PSPS) in 2024?

\* Sample Size < 10

Shading indicates a significant difference at the 90% confidence level from the prior year

# Evacuation Experience – Prefer Other Languages

- None of the Business customers who Prefer Other Languages report having experienced an evacuation in 2024 Post- wildfire season survey.



Q23. In the past few months, have you had to evacuate due to wildfires in your area?

\* Sample Size < 10

Shading indicates a significant difference at the 90% confidence level from the prior year



# **Suggested Improvements to WF Comms**

## Among All Customers

# Suggested Improvements to WF Comms

- **Word clouds are a way of summarizing the responses to open-ended questions. The size and position of words in the graphic reflect the frequency with which the words were used across the comments.**
- **Selected verbatims on the next slide provide more concrete suggestions.**

## Systemwide Business

**2024 Pre**



## 2024 Post



**Q13. [RECALL COMMUNICATION] In what ways could SCE improve their communications about wildfire preparedness?**

Shading indicates a significant difference at the 90% confidence level from the prior year

# Suggested Improvements to WF Comms

Specific Suggestions – 2024 Pre-	Specific Suggestions – 2024 Post
I think they need to be more proactive when stuff is happening around, we live in an area were there are wildfires and sometime the power goes out and we did not get an update. I went to the website to find out why we had no power, so I didn't know if there was a fire or if they work doing some kind of check up. Instead of an update an actual notice at the time of an outage would be better.	More communications sent to Homeowners Associations. I am a manager of 3.. I have the " Ready Set go your personal wildfire action plan brochures " could use more that I deliver door to door to our homeowners once a year. I would like to have an updated version ...the one I have been using is from 2019.
Community events that provide more awareness and education about wildfire preparedness.	Email or text would be more efficient than mail. Not all people check their mail regularly
I suppose they could send us text message with a link.	At some point, too much communication just gets lost. Lots of verbiage, very, very general, so ultimately, of little value
Continuing sending flyers and communicating by e-mails to businesses and residents. Educate students in classrooms. SCE can do all this during summer months.	Don't waste your money advertising to areas that are not affected by the WildFires
It's useful information but believe there should be a huge push to inundate the community well BEFORE fire season is here.	Continue communications thought the entire year not just high fire season
I think that currently there are enough means for that, but including this information on Edison's website would be also helpful.	I feel you do a good job. Just sometimes do not have the time to read everything. Like things short and sweet with links to larger articles.
Make communication relevant to each specific customer area, at least by city.	Have more specifics for my area. Overall, the data is so general it doesn't really help you in anyway, so much more specific data.
SCE can improve its communications about wildfire preparedness by showing case studies or stories of how a business has prepared and how it helped to prepare for wildfire.	I think it is safer to reconnect WHEN people are allowed to reoccupy their homes, not when they are evacuated. It is important to coordinate with all agencies nd then put on.
I would say to send an email about wildfire preparedness more often during the summer.	I would prefer they would give us a timeline on when the power were come on and not just a timeline when the wind event is gonna end.
Maybe a text alert system throughout the fire season to continue reminding people to keep working on clearing the clutter around their homes. Sadly, I still see homes knee-deep in weeds.	Well, target it to your customers who need the info. We are in the middle of Visalia and the wildfire risk to our property is zero. Of course if you have to shut down service to prevent your lines from sparking fires, that affects us.
Unfortunately we continually experience wild fires. It is no longer a unique event. Reminders are great but since we ALWAYS hear about them, they get ignored.	More precise maps on the circuits being shut down.

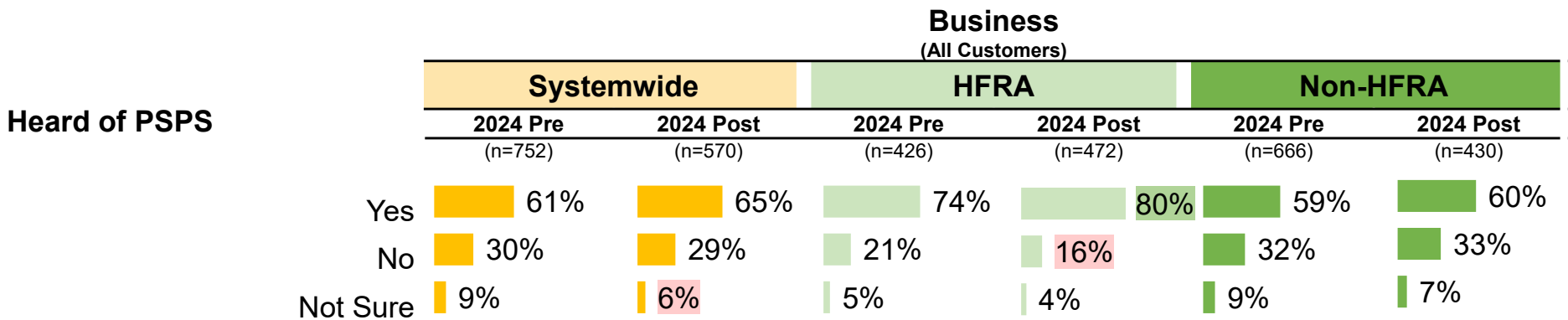
**Q13. [RECALL COMMUNICATION] In what ways could SCE improve their communications about wildfire preparedness?**

# **PSPS Communications**

## Among All Business Customers

# PSPS Awareness – All Customers

- Recognition of the term “Public Safety Power Shutoff” remained consistent at 65% of all Businesses.
  - For reference, recognition of the term among Residential customers systemwide is 67%.
- Business recognition of the term is substantially higher in HFRA (80%, also up from 2024 Pre-) than in Non-HFRA (60%).

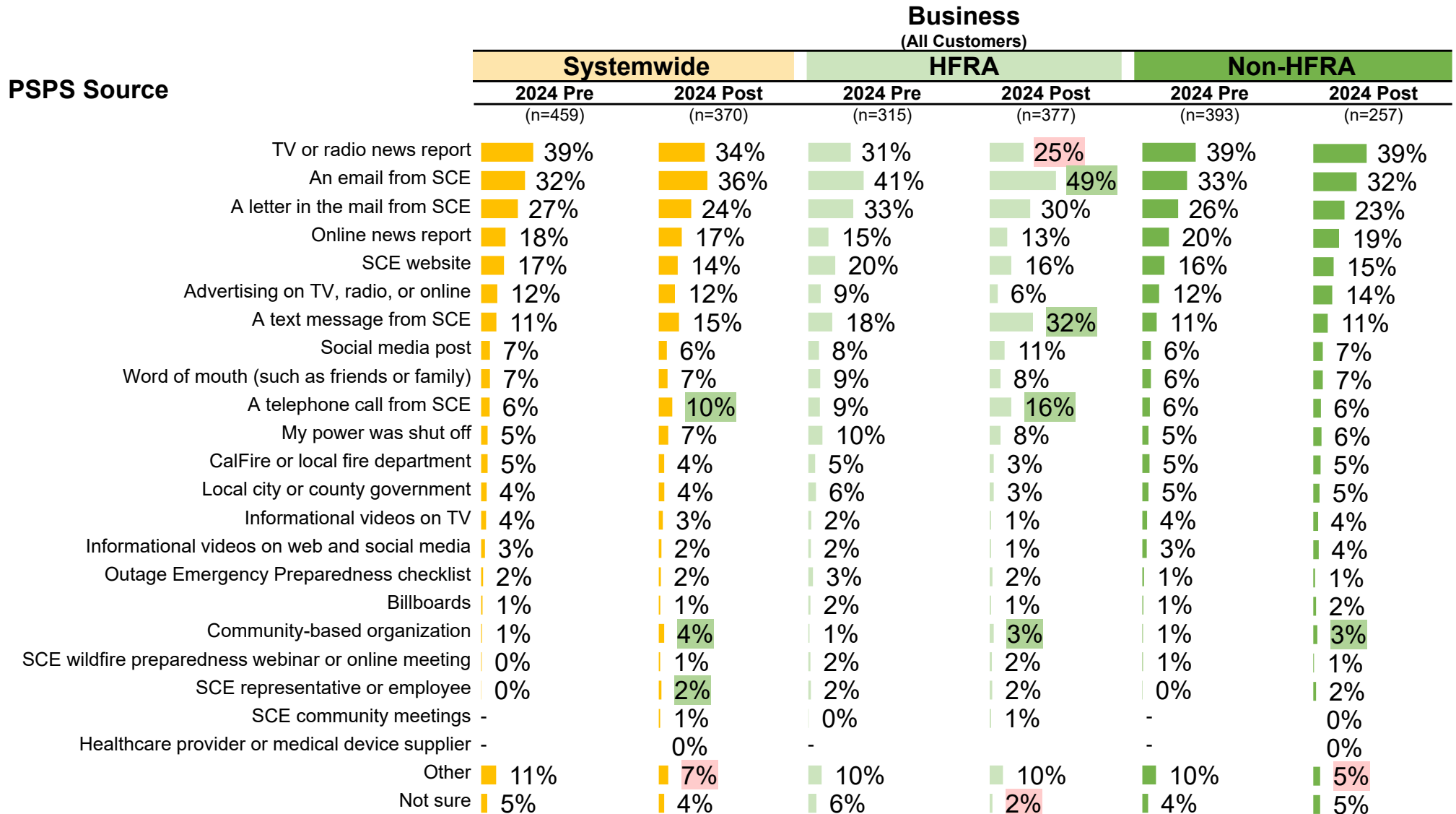


Q16. Public Safety Power Shutoff, or PSPS, is a precautionary safety measure where SCE may proactively turn off power lines when extreme fire danger conditions are forecasted, in order to reduce the risk of wildfires. Before today, had you ever heard of the Public Safety Power Shutoff program?

Shading indicates a significant difference at the 90% confidence level from the prior year

# PSPS Sources – All Customers

- SCE is the primary source of PSPS awareness (emails and letters) in addition to non-SCE TV / radio news reports. SCE texts (15%) and SCE.com (14%) maintained versus 2024 Pre-.
- In HFRA, Text Messages increased up to 32% (from 18% Pre-).

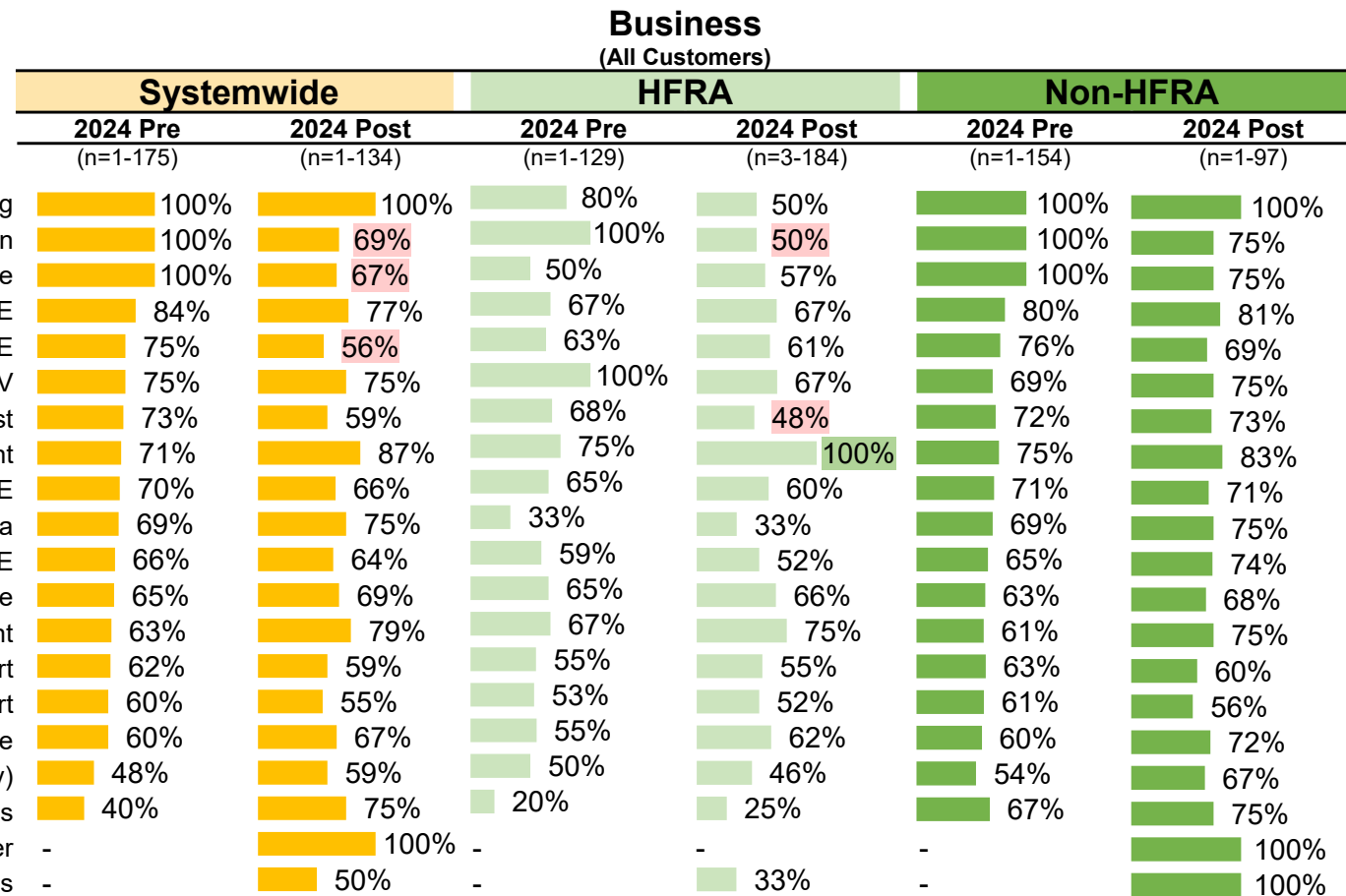


Q17. [RECALL PSPS] Where have you heard about Public Safety Power Shutoffs? Shading indicates a significant difference at the 90% confidence level from the prior year

# Usefulness of PSPS Sources – All Customers

- The usefulness of the most often cited PSPS information sources are fairly comparable: 64% for SCE letters, 69% for SCE.com, 66% for SCE emails, and 59% for TV or radio news reports.
- The 5<sup>th</sup> most often cited source scored the highest source usefulness rating: 77% for texts from SCE.

## PSPS Communication Source Usefulness (Top 2 Box)

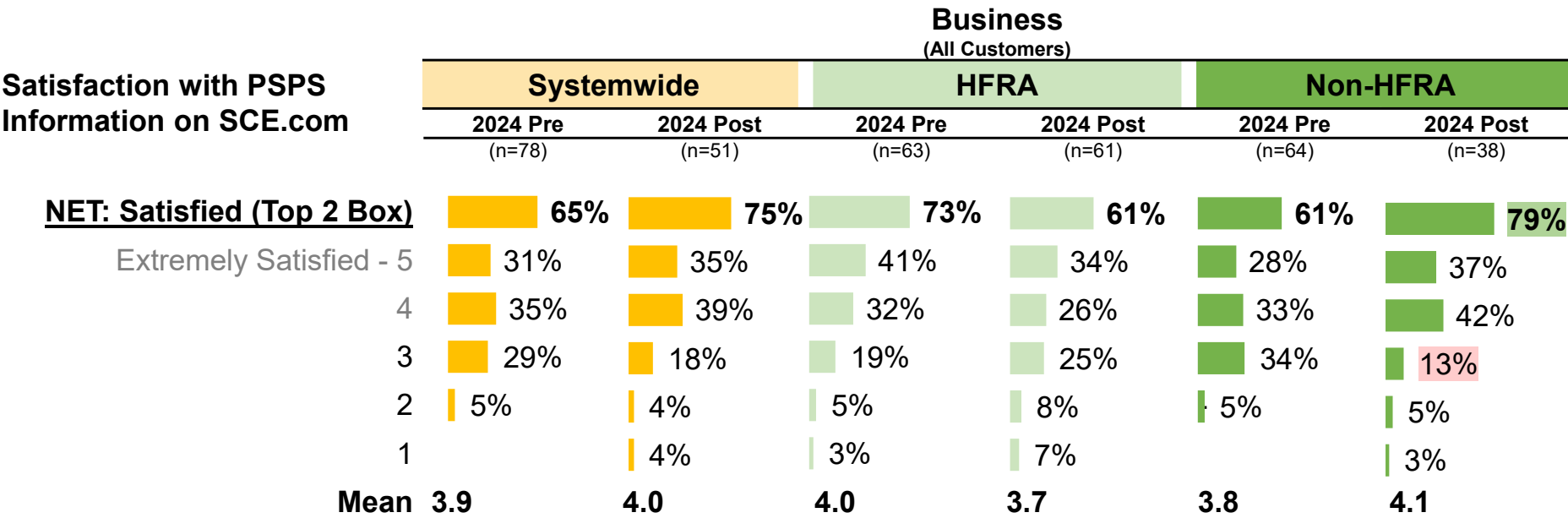


**Q19A/B1. [SAW COMMUNICATIONS IN ENGLISH] On a 1 to 5 scale where 1 is not at all useful and 5 is extremely useful, how useful was the PSPS information from ...?**

Shading indicates a significant difference at the 90% confidence level from the prior year

# Satisfaction w/ SCE.com PSPS Info – All Customers

- Systemwide, nearly 2 in 3 Business customers (75%) who used SCE.com for PSPS information report being satisfied with it.
- Satisfaction with SCE.com among Non-HFRA businesses is somewhat higher than that among HFRA businesses.



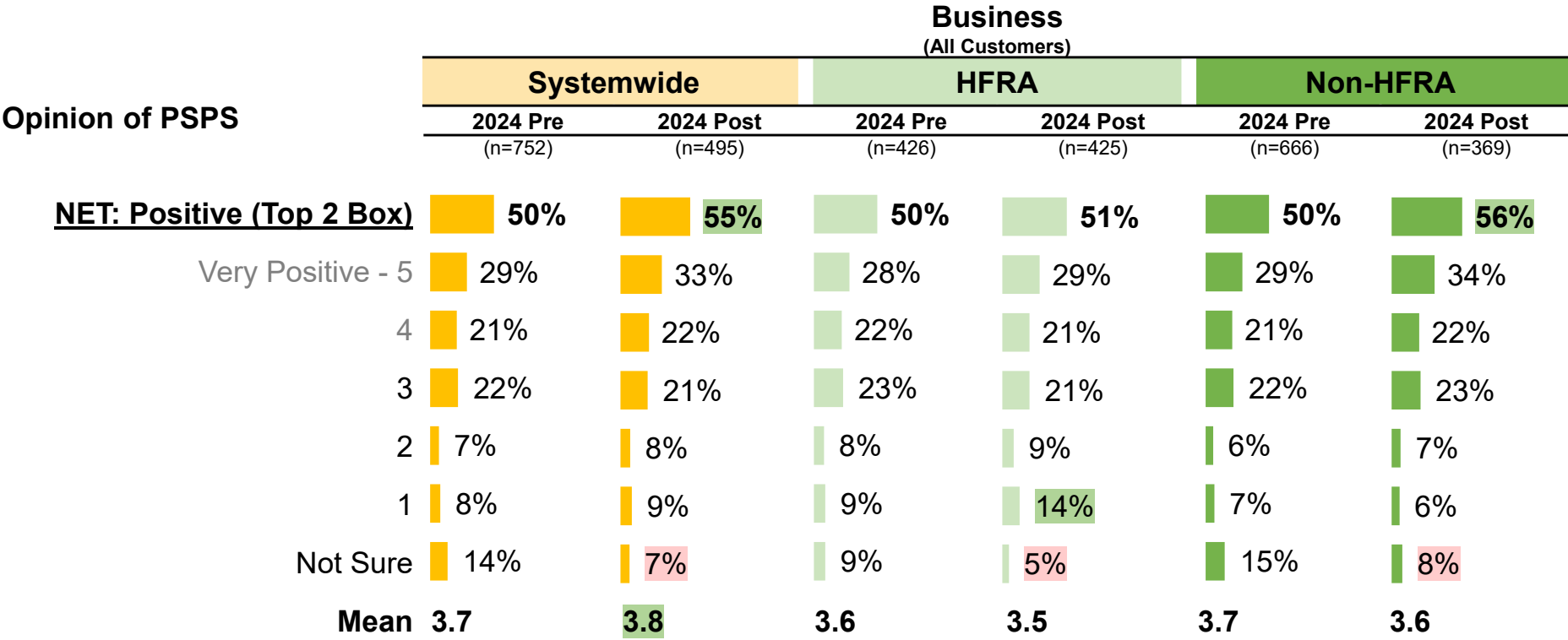
Q18b. [PSPS SOURCE = SCE Website] How satisfied were you with the Public Safety Power Shutoff information provided on the SCE website?

Shading indicates a significant difference at the 90% confidence level from the prior year



# Opinion of SCE’s PSPS Program – All Customers

- Positive opinions of SCE’s PSPS Program saw an increase among Business customers in Non-HFRA.



Q22. Overall, what is your opinion of SCE’s Public Safety Power Shutoff program?

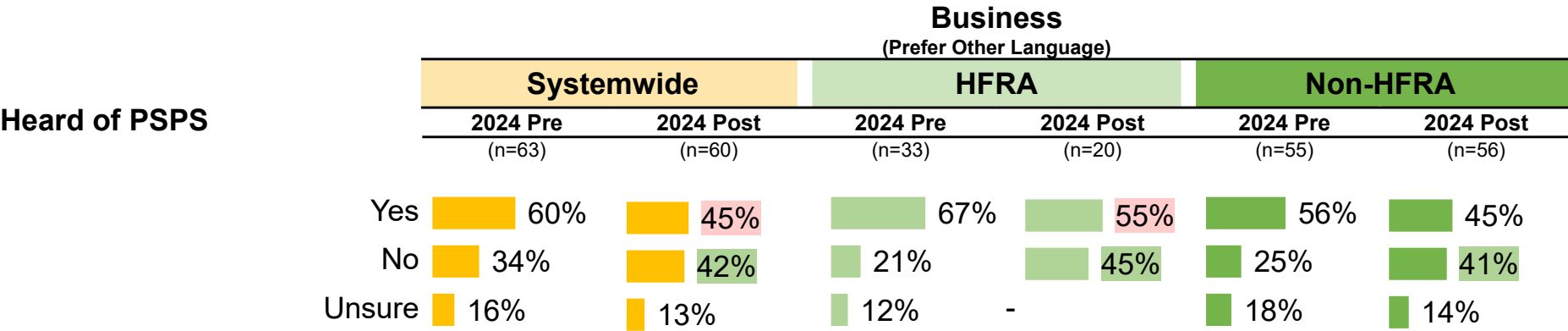
Shading indicates a significant difference at the 90% confidence level from the prior year

# **PSPS Communications**

## Among Customers Who Prefer Other Languages

# PSPS Awareness – Prefer Other Languages

- With so few Business customers (11%) preferring other languages, when their numbers are filtered to those who have heard of PSPS, the sample sizes often prevent meaningful analysis.
- That said, the incidence of PSPS awareness among Business customers who prefer other languages (45%) dropped significantly from the 2024 Pre-.

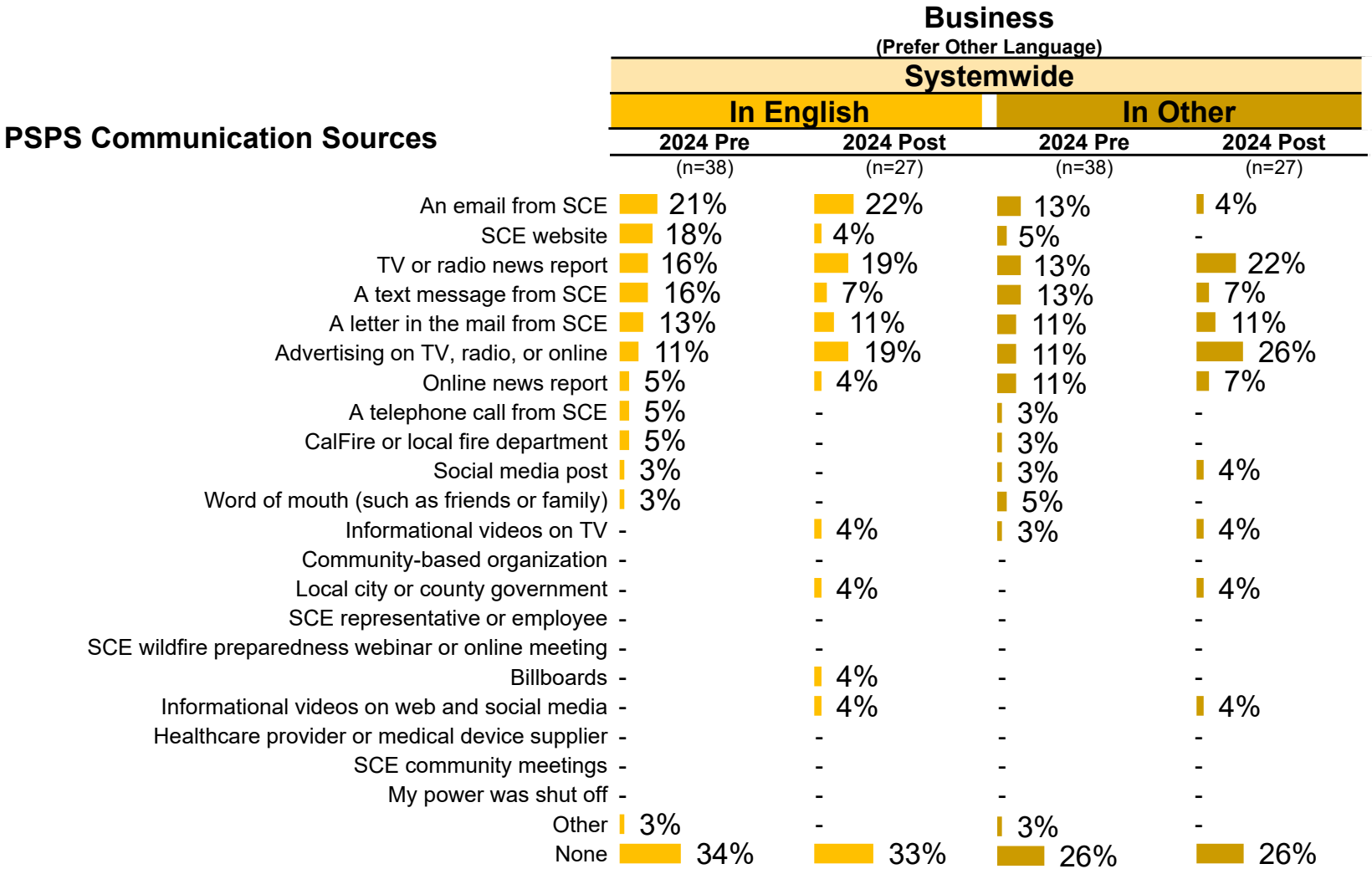


Q16. Public Safety Power Shutoff, or PSPS, is a precautionary safety measure where SCE may proactively turn off power lines when extreme fire danger conditions are forecasted, in order to reduce the risk of wildfires. Before today, had you ever heard of the Public Safety Power Shutoff program?

Shading indicates a significant difference at the 90% confidence level from the prior year

# PSPS Sources – Prefer Other Languages

- Small sample sizes prevent any meaningful analysis.



Shading indicates a significant difference at the 90% confidence level from the prior year

Q17. [RECALL PSPS] Where have you heard about Public Safety Power Shutoffs?

Q18. Which, if any, of these sources provided information in English and which provided information in your preferred language?

# PSPS Sources – Prefer Other Languages

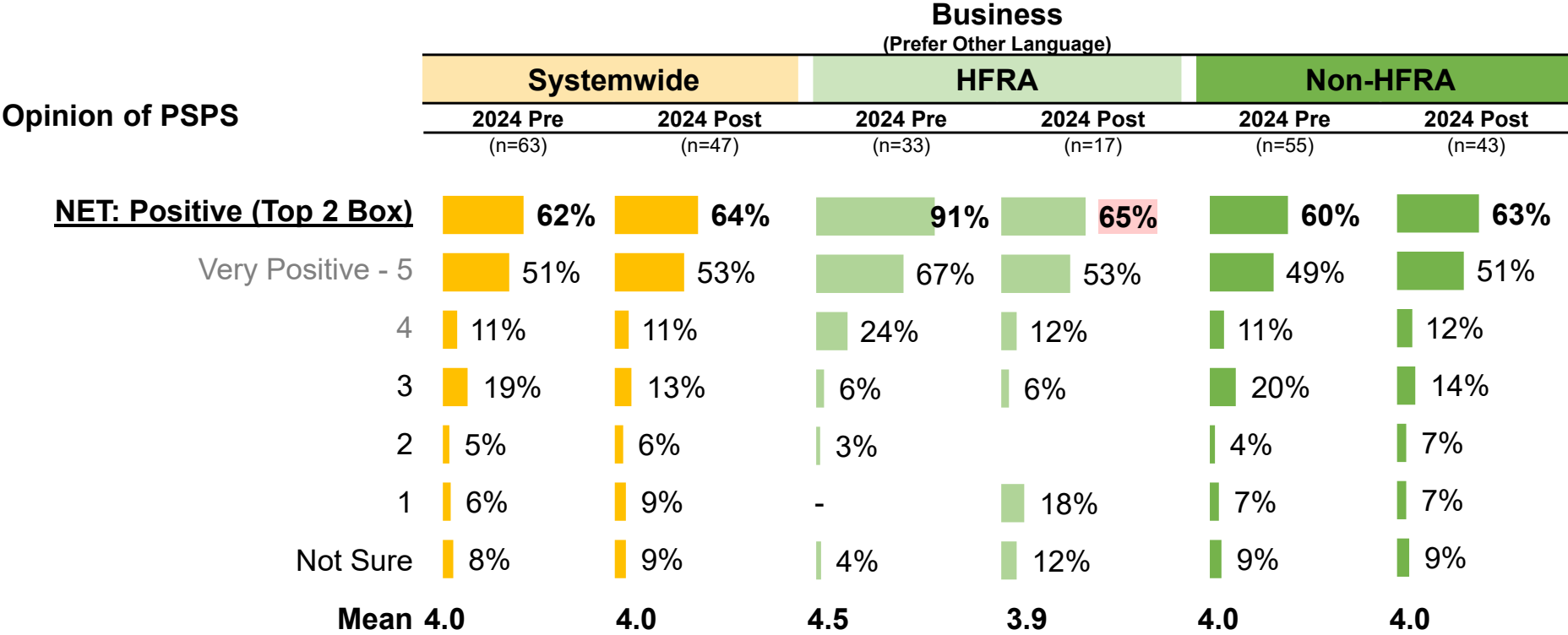
- Small sample sizes prevent any meaningful analysis.

PSPS Communication Sources	Business (Prefer Other Language)							
	HFRA				Non-HFRA			
	In English		In Other		In English		In Other	
	2024 Pre	2024 Post	2024 Pre	2024 Post	2024 Pre	2024 Post	2024 Pre	2024 Post
	(n=22)	(n=11)	(n=21)	(n=10)	(n=31)	(n=25)	(n=30)	(n=25)
An email from SCE	32%	9%	-	-	16%	24%	16%	4%
A letter in the mail from SCE	9%	18%	5%	9%	13%	12%	13%	12%
TV or radio news report	5%	9%	23%	9%	16%	20%	10%	20%
Online news report	5%	9%	5%	-	3%	4%	10%	8%
SCE website	23%	9%	-	-	10%	4%	6%	-
Social media post	5%	9%	5%	-	3%	-	3%	4%
Informational videos on TV	9%	-	5%	-	-	4%	3%	4%
CalFire or local fire department	-	-	-	-	6%	-	3%	-
A telephone call from SCE	18%	-	5%	9%	-	-	3%	-
A text message from SCE	18%	18%	14%	9%	19%	8%	10%	8%
SCE representative or employee	-	9%	-	9%	-	-	-	-
SCE wildfire preparedness webinar/online meeting	-	-	-	-	-	-	-	-
Advertising on TV, radio, or online	14%	-	5%	-	6%	20%	10%	28%
Billboards	-	-	-	-	-	4%	-	-
Informational videos on web and social media	5%	9%	5%	-	-	4%	-	4%
Healthcare provider or medical device supplier	-	-	-	-	-	-	-	-
Word of mouth (such as friends or family)	-	-	-	9%	3%	-	6%	-
Community-based organization	-	-	-	-	-	-	-	-
SCE community meetings	-	-	-	-	-	-	-	-
Local city or county government	5%	-	-	-	-	4%	-	4%
My power was shut off	-	-	-	-	-	-	-	-
Other	-	9%	-	-	3%	-	3%	-
None	23%	27%	45%	45%	39%	32%	26%	24%

Q17. [RECALL PSPS] Where have you heard about Public Safety Power Shutoffs? Shading indicates a significant difference at the 90% confidence level from the prior year  
 Q18. Which, if any, of these sources provided information in English and which provided information in your preferred language?

# Opinion of SCE’s PSPS Program – Prefer Other

- Two in three (64%) Business customers who prefer other languages have a positive opinion of SCE’s PSPS program – which is higher than that reported for all Businesses systemwide (55%).



Q22. Overall, what is your opinion of SCE’s Public Safety Power Shutoff program?

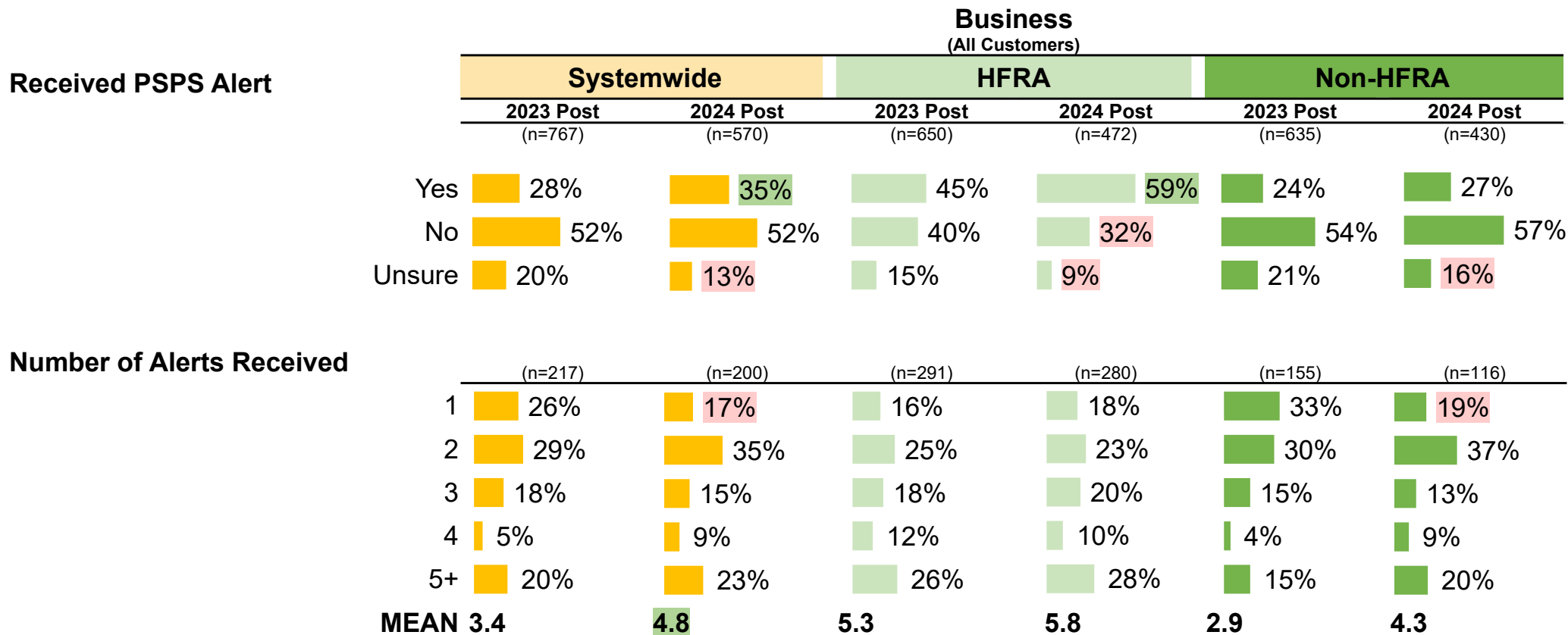
Shading indicates a significant difference at the 90% confidence level from the prior year

# Recent PSPS Notifications

## Among All Customers

# Received PSPS Alert – All Customers

- Significantly more Business customers say they had “in the past few months” received a PSPS alert.
- This increase was mostly among HFRA customers (59%, up from 45% Pre-).





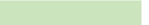
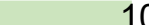


























QPQ1 - Did you receive any Public Safety Power Shutoff (PSPS) alerts or notifications in the past few months?

QPQ2 – [RECEIVED ALERT] How many alerts did you receive?



# Language of PSPS Alert – All Customers

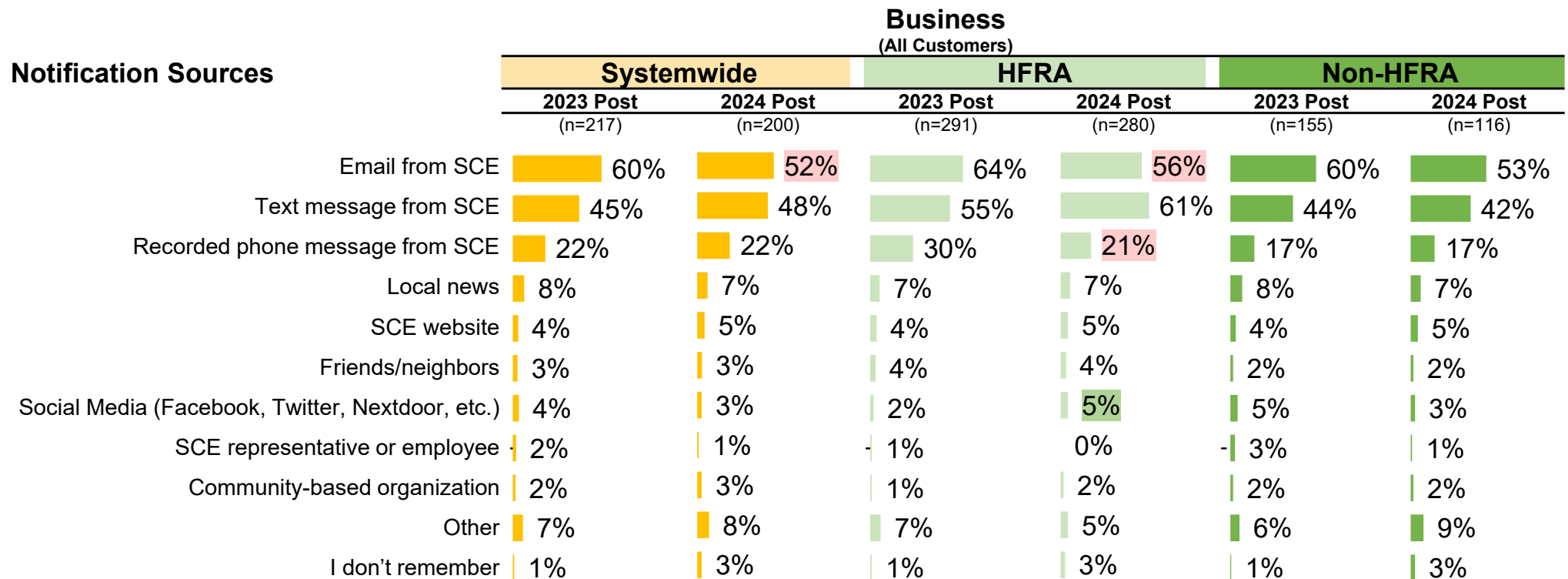
- Business customers report seeing alerts in 4 languages other than English (vs. 15 among Residential customers).

Language of PSPS Notification	Business (All Customers)					
	Systemwide		HFRA		Non-HFRA	
	2023 Post (n=217)	2024 Post (n=200)	2023 Post (n=291)	2024 Post (n=280)	2023 Post (n=155)	2024 Post (n=116)
English	 98%	 99%	 99%	 100%	 98%	 98%
Spanish	 11%	 10%	 9%	 8%	 12%	 9%
Chinese Mandarin	 2%	 2%	 1%	 1%	 3%	 2%
Korean	 <1%	-	 1%	-	 1%	-
Chinese Cantonese	 2%	-	 1%	-	 2%	-
Vietnamese	 <1%	 1%	-	 <1%	 1%	 1%
Tagalog	-	-	-	-	-	-
Russian	-	-	-	-	-	-
Urdu	-	-	 1%	-	-	-

QPQ3 - [RECEIVED ALERT] In what language(s) was/were the Public Safety Power Shutoff notification(s)?

# Alert Sources – All Customers

- An email (52%, down from 60% in the 2023 Post-) from SCE is the most frequently mentioned channel for the alerts received, but SCE texts (48%) and recorded phone messages from SCE (22%) are also common.



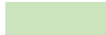
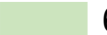
















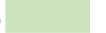
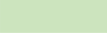




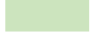
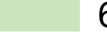




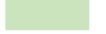
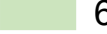




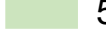
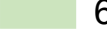
















QPQ4 – [RECEIVED ALERT] How were you notified about the Public Safety Power Shutoff?

# Usefulness of Alert Sources– All Customers

- **Caution:** Sample sizes are very small.
- **Customers in HFRA consider just about all the alert channels less useful than do their non-HFRA counterparts, except for SCE representatives which are highly useful to both.**

## Usefulness of PSPS Notification Sources BEFORE Shutoff (Top 2 Box)

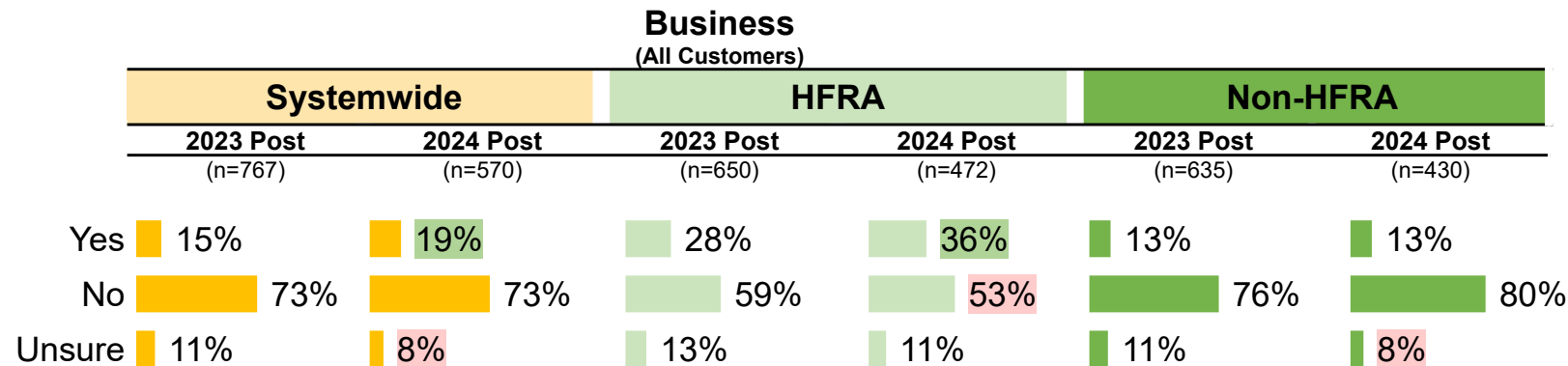
	n	Business (All Customers)					
		Systemwide		HFRA		Non-HFRA	
		2023 Post (n=3-130)	2024 Post (n=2-102)	2023 Post (n=3-186)	2024 Post (n=1-169)	2023 Post (n=2-92)	2024 Post (n=1-60)
SCE website		 83%	 58%	 83%	 69%	 75%	 100%
Friends/neighbors		 83%	 89%	 73%	 60%	 100%	 100%
Local news		 80%	 92%	 61%	 65%	 82%	 88%
SCE representative or employee		 75%	 100%	 67%	 100%	 75%	 100%
Text message from SCE		 74%	 69%	 66%	 63%	 73%	 69%
Email from SCE		 72%	 67%	 66%	 60%	 72%	 70%
Social Media (Facebook, Twitter, Nextdoor, etc.)		 71%	 60%	 57%	 60%	 67%	 50%
Recorded phone message from SCE		 68%	 58%	 55%	 48%	 76%	 75%
Community-based organization		 67%	 80%	 100%	 67%	 50%	 64%

QP6A/B1. [BASE: ALL WHO USED THAT SOURCE IN ENGLISH] How useful was the information you received from SCE before the Public Safety Power Shutoff via...?

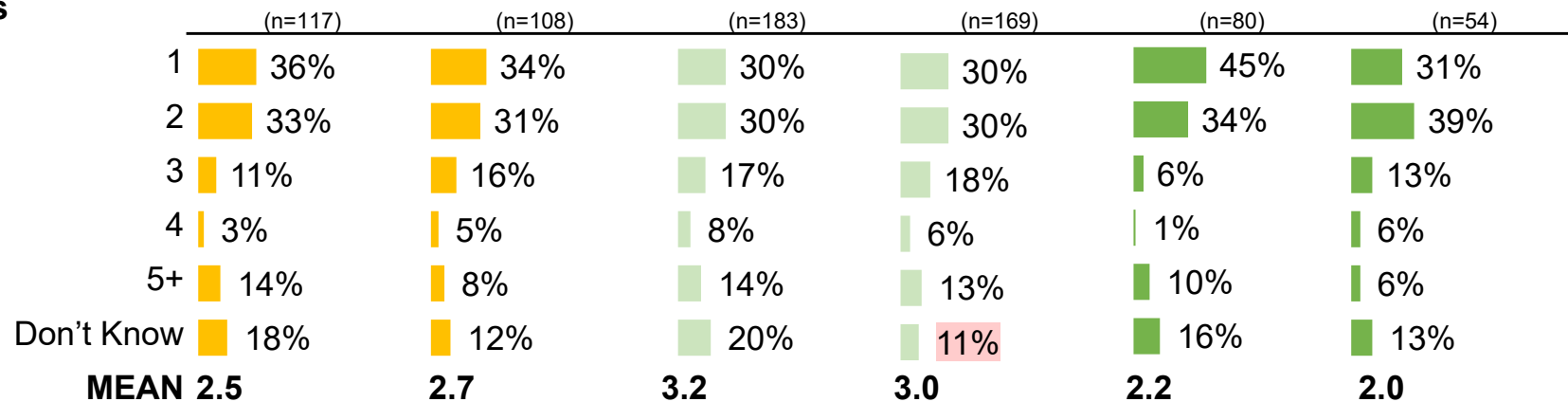
# Experienced PSPS Event – All Customers

- Experience with PSPS events is not uncommon in HFRAs, but this incidence increased to 36% this fire season. One in 7 Business customers in non-HFRAs (13%) also report having had a PSPS power shut-off (though this is likely overstated).
- As expected, Businesses in HFRAs report a higher number of PSPS Events (3.0 vs 2.0).

## Had Power Shut Off as Part of PSPS



## Number of Shut Offs

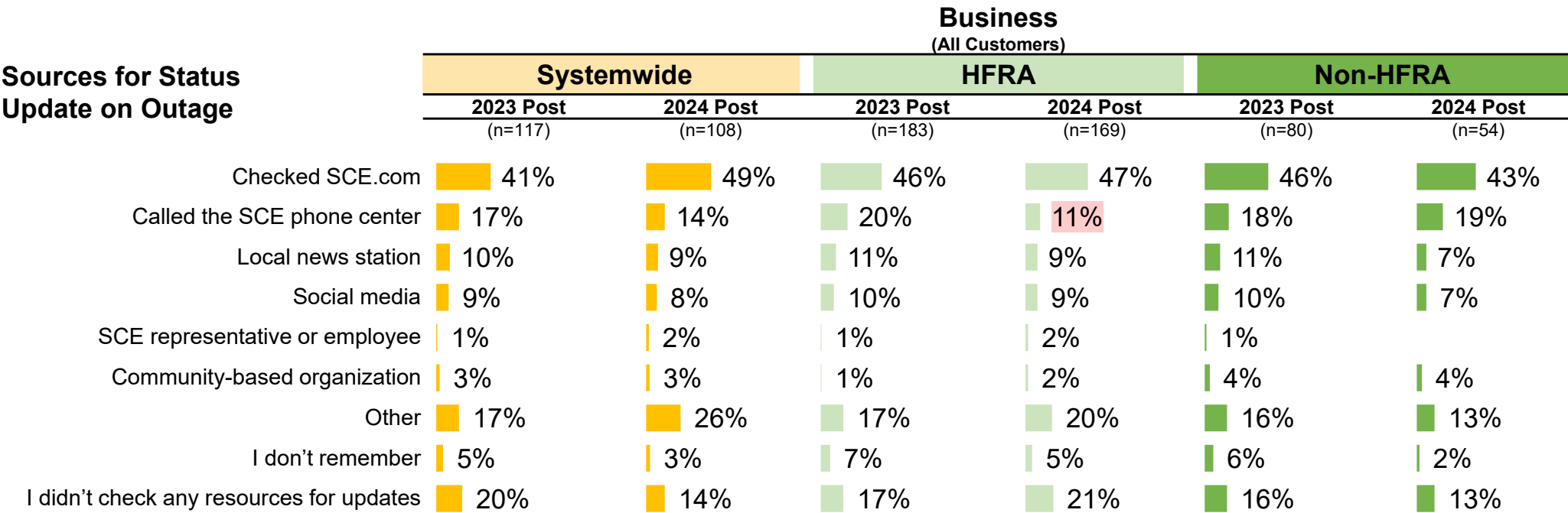


QPQ7. Did you personally have your power shut off at your residence/business by SCE as part of a Public Safety Power Shutoff (PSPS) in 2020--that is, was your power proactively shutoff by SCE due to a high risk of wildfire??

QPQ8. [EXPERIENCED SHUT OFF] How many times was your power shut off due to a PSPS?

# Update Sources – All Customers

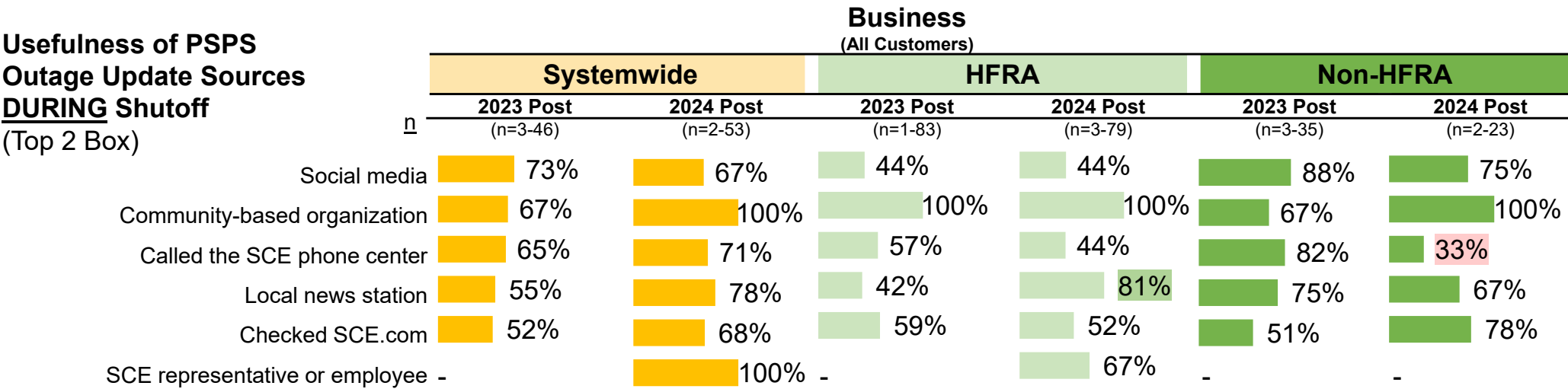
- Those who experience a PSPS event certainly do seek updates during the events. Only 21% report not doing so.
- The source used most often was SCE.com – both for those in HFRAs (47%) and not in HFRAs (43%). Only About 1 in 7 call the SCE phone center.



QPQ9. [EXPERIENCED SHUT OFF] When you experienced a Public Safety Power Shutoff, where did you go to check for updates on the status of your outage?

# Usefulness of Update Sources – All Customers

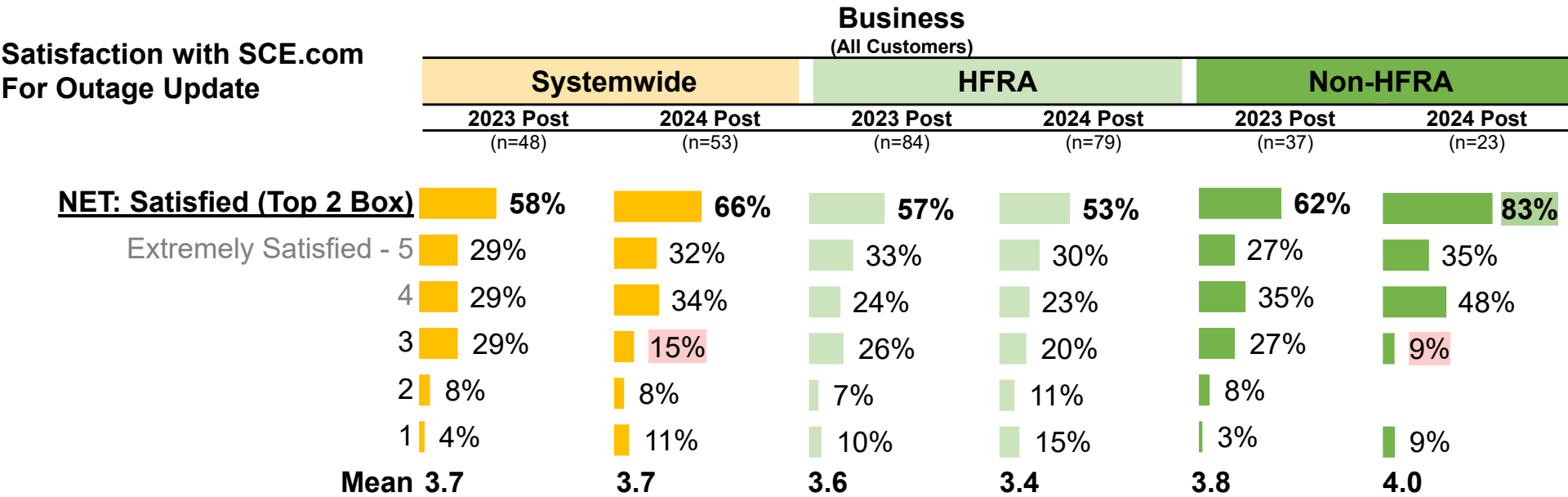
- **Caution: Very small sample sizes.**
- **An increasing number (81%) of HFRA customers found their local news station useful during a PSPS shutoff.**



QPQ11A/B1. [BASE: ALL WHO USED THAT SOURCE IN ENGLISH] How useful was the information you received from SCE during the Public Safety Power Shutoff via...?

# SCE.com Satisfaction During Events – All Customers

- Those who used SCE.com during a PSPS event are generally satisfied (66%) – and a bit higher among businesses in Non-HFRAs (83%).

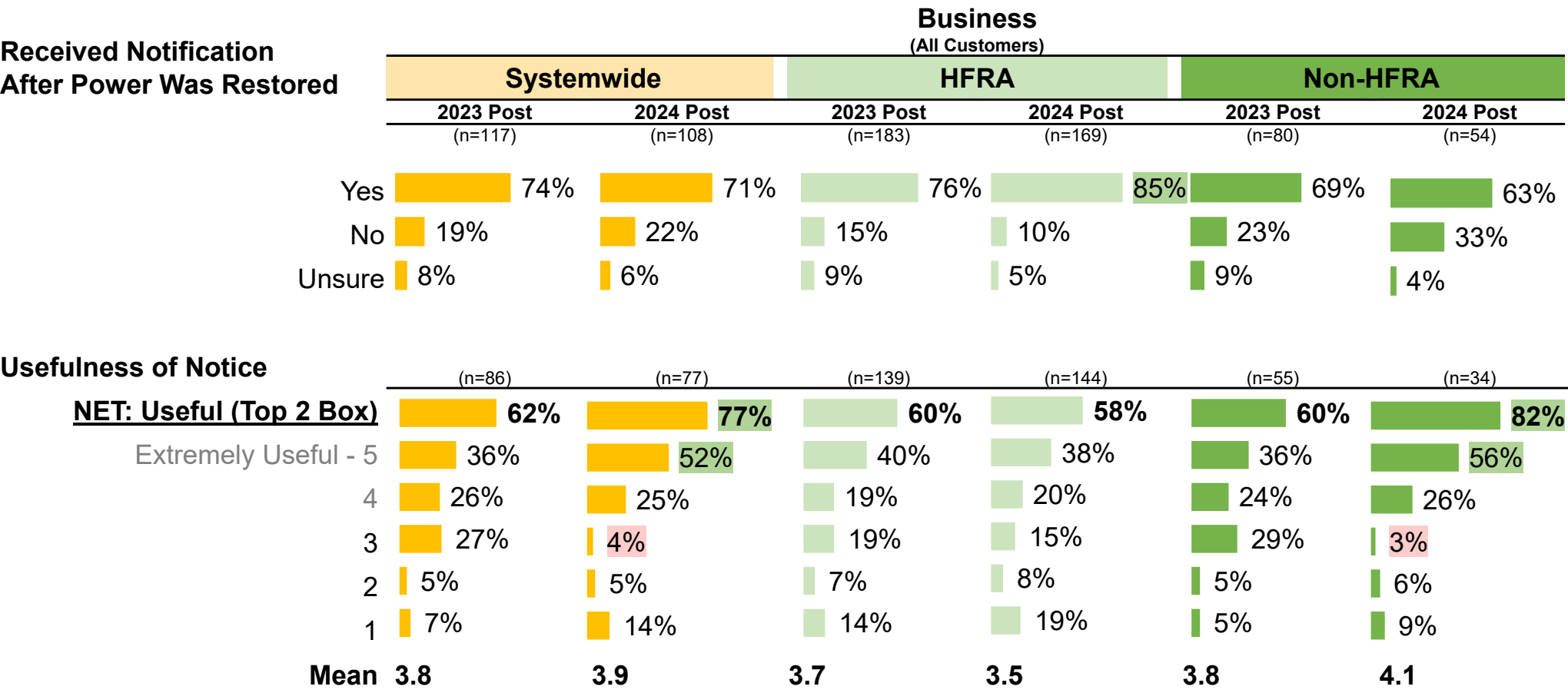


QPQ12. [USED SCE.COM FOR OUTAGE UPDATE] How satisfied were you with the information provided by the website during the Public Safety Power Shutoff?

Shading indicates a significant difference at the 90% confidence level between Pre and Post

# Power Restoration Notices – All Customers

- Systemwide, about three in four (71%) report receiving a restoration notice after their PSPS event.
- Among those who do recall receiving such a notice, the usefulness rating of such a notice improved (77%).

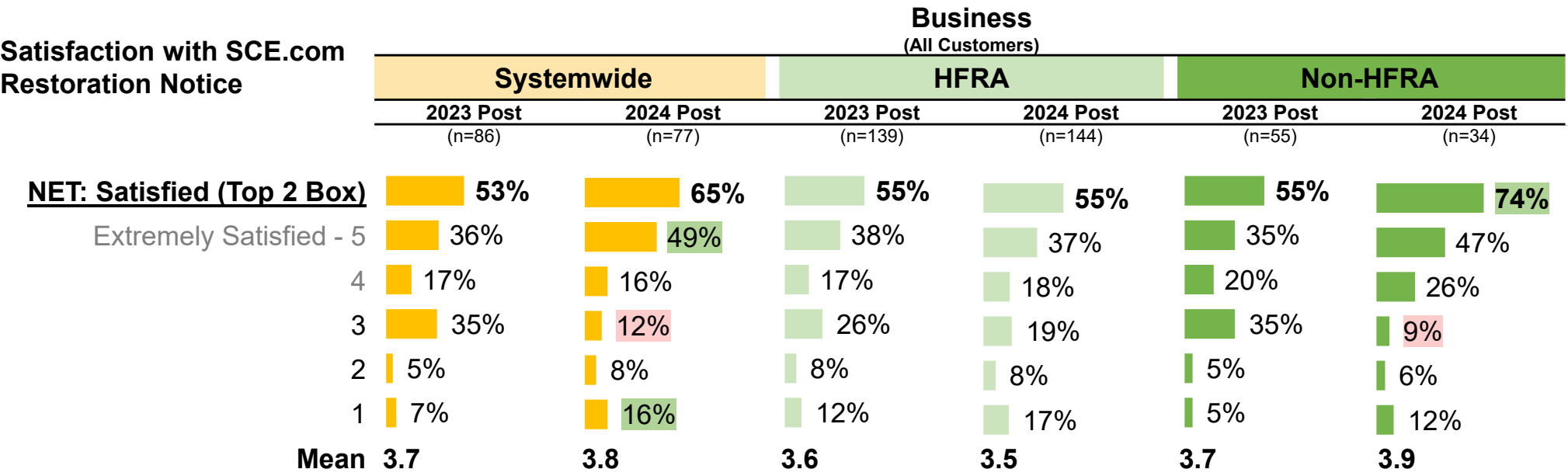


QPQ13. [EXPERIENCED SHUTOFF] Do you recall receiving a notification when your power was fully restored after the PSPS event?  
QPQ14. [RECEIVED RESTORATION NOTICE] How useful was the information you received from SCE after the Public Safety Power Shutoff ended and your power was restored?



# SCE.com Satisfaction After Events – All Customers

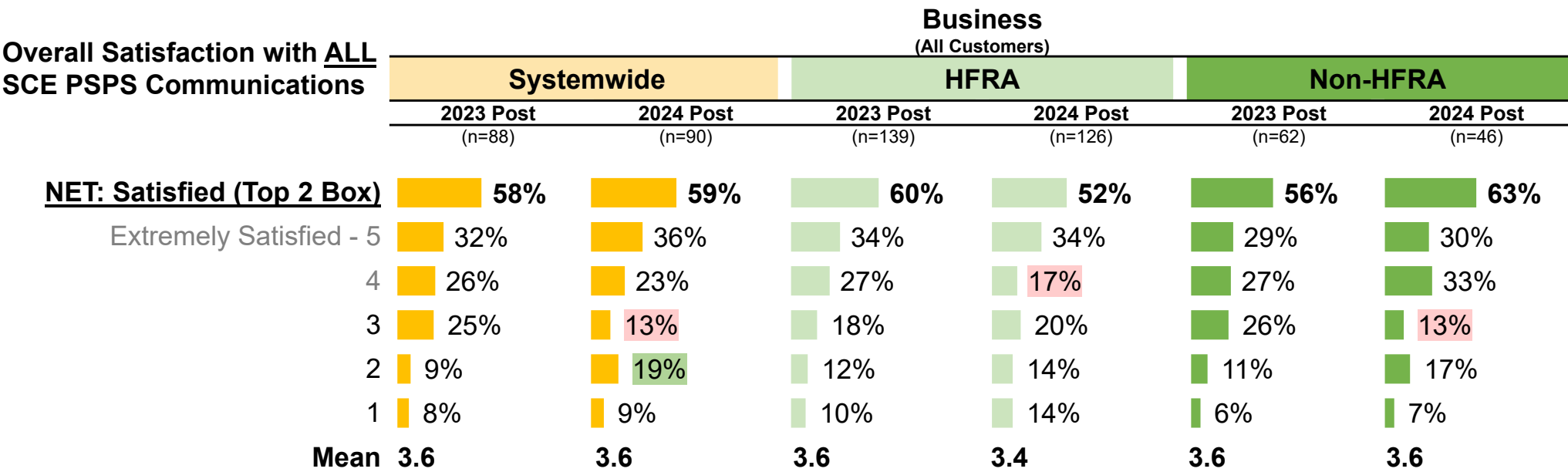
- Satisfaction with the information provided by SCE.com after the PSPS event is unchanged (65%) – though there was improvement among non-HFRA customers (74%).



QPQ15 - [RECALL RESTORATION NOTICE] How satisfied were you with the information provided by the SCE website after the Public Safety Power Shutoff?

# All PSPS Comms Satisfaction – All Customers









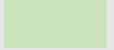
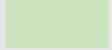




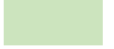
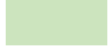
















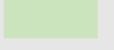
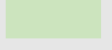










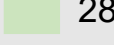
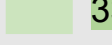


- Customers who did check for outage updates from at least one source were asked about their overall satisfaction with SCE’s PSPS communications.
- Satisfaction with SCE’s PSPS communications is unchanged (59%) – and is comparable in HFRA (52%) and non-HFRA (63%).



QPQ17. [CHECKED FOR STATUS UPDATES] How satisfied are you OVERALL with all of the Public Safety Power Shutoff communications that you received from SCE?

# SCE PSPS Attribute Ratings – All Customers

- All Business customers – whether they had experienced an outage / shutoff or not – were asked to rate SCE on a list of PSPS-related attributes.
- Ratings were unchanged on nearly all attributes.
  - Notification of a shutoff is SCE's highest-rated attribute overall (57%).
  - The lowest rating is given to: Provides resources near me that I can visit during an outage event (37%). However, this attribute showed improvement among HFRA customers.

PSPS Attributes	Business (All Customers)					
	Systemwide		HFRA		Non-HFRA	
	2023 Post (n=767)	2024 Post (n=570)	2023 Post (n=650)	2024 Post (n=472)	2023 Post (n=635)	2024 Post (n=430)
Notifying me when my power might be shut off	 58%	 57%	 58%	 60%	 57%	 56%
Restoring power in a reasonable amount of time	 53%	 53%	 51%	 51%	 53%	 53%
Notifying me when my power would be restored	 52%	 52%	 49%	 50%	 52%	 53%
Providing an accurate estimate of when the power would be restored	 50%	 50%	 45%	 47%	 49%	 50%
Reducing the risk of wildfires	 50%	 49%	 46%	 49%	 49%	 48%
Keeping me updated about the status of the PSPS shutoff	 48%	 48%	 46%	 47%	 48%	 48%
Reaching out to those with medical or other critical needs	 41%	 37%	 34%	 35%	 42%	 38%
Providing resources near me that I can visit during an outage event	 35%	 37%	 28%	 33%	 36%	 36%

QPQ18. How would you rate SCE's Public Safety Power Shutoff (PSPS) program on each of the following?

# SCE PSPS Improvement Suggestions – All Customers

- All customers – whether they had experienced an outage / shutoff or not – were asked to provide suggestions regarding SCE's PSPS communications.
- As seen in the word clouds, "more" communications, along with better, advanced, and proactive top the lists. The popularity of text alerts is high.

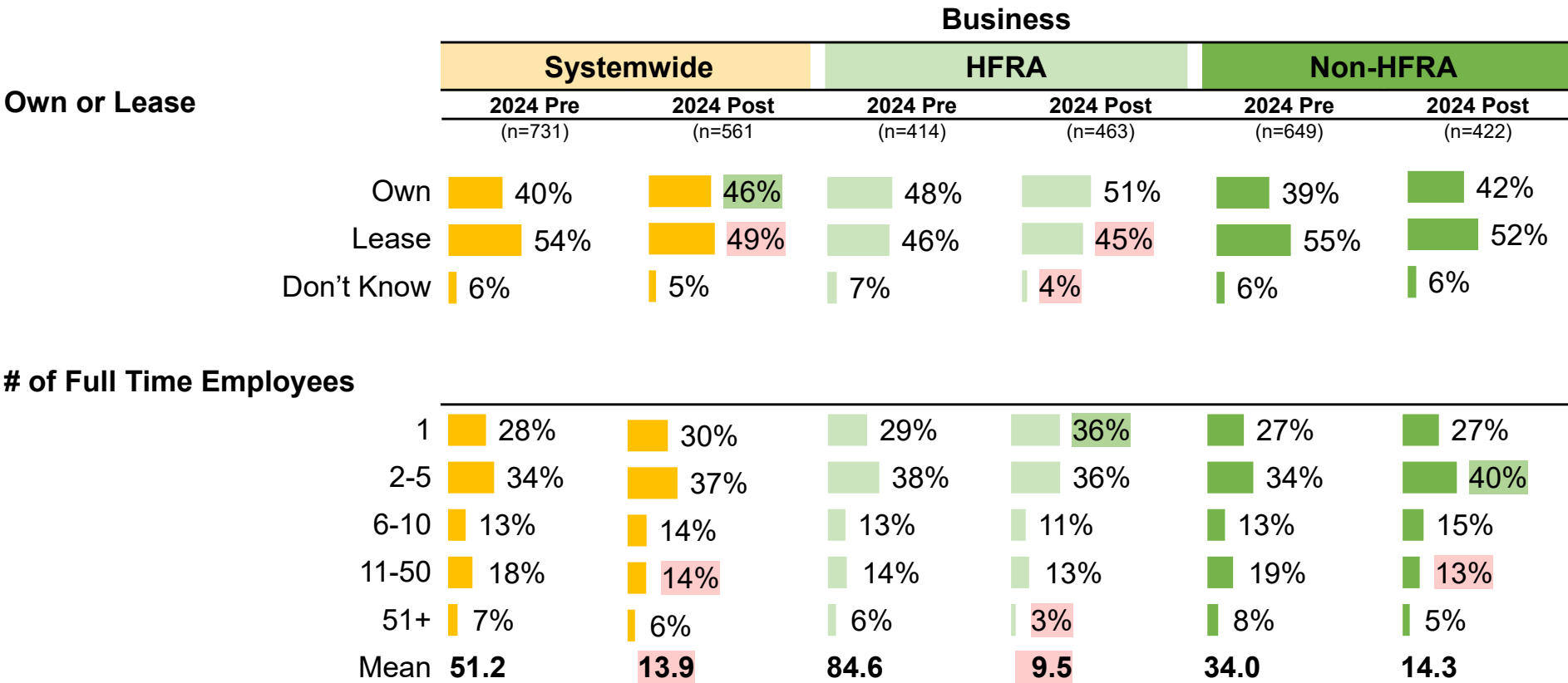
Suggestions to Improve	Business (All Customers)					
	Systemwide		HFRA		Non-HFRA	
	2023 Post (n=767)	2024 Post (n=570)	2023 Post (n=650)	2024 Post (n=472)	2023 Post (n=635)	2024 Post (n=430)
Notification alerts on phone/mobile	20%	16%	16%	14%	21%	15%
Notification alerts online/email	13%	10%	9%	8%	14%	11%
Clear, accurate, quick and concise communication	5%	8%	9%	13%	5%	6%
Traditional print notification	5%	5%	4%	3%	5%	7%
Notification alerts by TV, radio	4%	5%	3%	2%	4%	5%
Advance notification	4%	4%	4%	4%	4%	4%
Social Media updates	3%	3%	1%	1%	3%	4%
More frequent, regular notifications and updates	3%	4%	3%	3%	3%	5%
Proactive maintenance, monitoring, checks and upgrades	3%	3%	6%	4%	3%	2%
Provide back up to households with disability	3%	2%	3%	1%	3%	2%
Guide/create awareness/action resources	2%	2%	3%	2%	2%	3%
Provide maps/grids of outages	1%	0%	2%	0%	1%	
Home inspection, door to door	1%	1%	1%	1%	1%	1%
Partner with various local community, govt, fire	1%	2%	1%	1%	1%	2%
Notifications/alerts in different languages	1%	1%	1%	0%	1%	1%
Other	14%	16%	15%	19%	12%	15%
Don't Know / No Opinion	30%	22%	25%	25%	31%	24%

QPQ19. In your opinion, what can SCE do to improve their communications regarding Public Safety Power Shutoffs?

# Firmographics

# Business Characteristics

- The 2023 and 2024 Pre- surveys have comparable sample compositions with few exceptions.
  - The 2024 Post- survey had significantly more Males that own their property.



QBD1. Do you own or lease the location(s) for which you are responsible for the energy management decisions?  
QBD4. How many full-time employees does your company have at the location(s) for which you are responsible for the energy management decisions?  
Shading indicates a significant difference at the 90% confidence level from the prior year

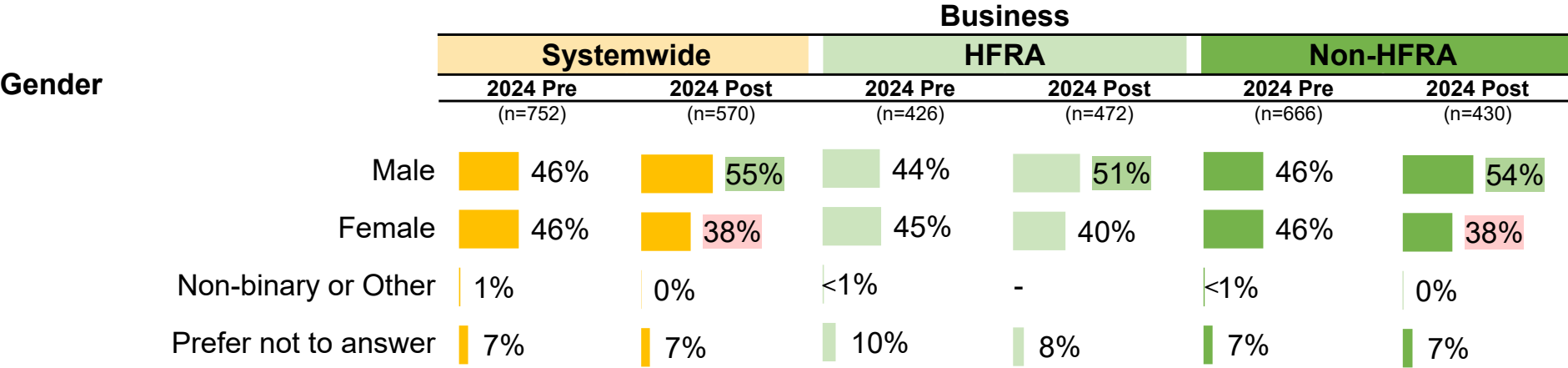
# Gross Revenue

Revenue	Business					
	Systemwide		HFRA		Non-HFRA	
	2024 Pre (n=752)	2024 Post (n=570)	2024 Pre (n=426)	2024 Post (n=472)	2024 Pre (n=666)	2024 Post (n=430)
Less than \$100,000	15%	19%	17%	21%	14%	18%
\$100,000 to less than \$250,000	11%	12%	11%	14%	11%	11%
\$250,000 to less than \$500,000	10%	11%	9%	10%	10%	11%
\$500,000 to less than \$1 million	11%	12%	13%	10%	10%	11%
\$1 million to less than \$2 million	9%	9%	7%	6%	8%	10%
\$2 million to less than \$5 million	7%	7%	7%	5%	7%	6%
\$5 million to less than \$10 million	4%	3%	5%	3%	4%	3%
\$10 million to less than \$100 million	5%	3%	4%	2%	5%	4%
\$100 million to less than \$1 billion	<1%	0%	<1%	1%	<1%	-
\$1 billion or more	<1%	1%	<1%	<0%	1%	1%
Not applicable, Government agency	2%	1%	2%	1%	2%	1%
Prefer not to answer	27%	23%	27%	26%	27%	23%

QBD2 - What is your business's annual gross revenue?

Shading indicates a significant difference at the 90% confidence level from the prior year

# Gender



QBD3. What is your gender?

Shading indicates a significant difference at the 90% confidence level from the prior year



**Residential**

# In-Language Wildfire Mitigation / PSPS Communications and Outreach Effectiveness Survey 2024 Post- Report

*Residential*

February 7, 2024

# Background & Objectives

Starting in 2020 the California IOUs began conducting an annual pre-/post-survey to assess the effectiveness of utility communications and outreach for wildfire safety/preparedness and PSPS activities.

- Core questions are administered by all three IOUs via their individual surveys, allowing some comparisons across IOUs, while each IOU may also incorporate custom questions. Most of the pre-questions are repeated in the post- survey along with additional unique post-questions.
- Each IOU determines its own methodology for optimizing the survey implementation and utilized their own preferred research partners.
- SCE administered the wildfire season pre-and post- surveys to the general public (Residential and Business customers) systemwide and in high fire risk areas (HRFAs).

# Methodology

- Survey invitations were delivered to Residential and Business customers via email (to a self-administered web survey) or phone (to an interviewer-administered telephone survey).
  - Via email: 70%
  - Via phone: 30%
- All Residential & Business Pre- surveys were completed between July 2 and August 19, 2024. Post- surveys were completed between November 12, 2024 and January 13, 2025.

2024	Residential Systemwide		Residential HFRA	
Interviewing	Pre	Post	Pre	Post
Number Completed	2,509	2,399	2,534 (1,673+861 from Systemwide)	2,248 (1,451+797 from Systemwide)
Survey Length (min)	18.4	20.4	18.7	22.0

2024	Business Systemwide		Business HFRA	
Interviewing	Pre	Post	Pre	Post
Number Completed	752	570	426 (340+86 from Systemwide)	472 (332+140 from Systemwide)
Survey Length (min)	9.8	13.2	10.2	14.2

# Methodology (cont.)

- Incentives: All participants were offered entry to a sweepstakes. Prizes for the sweepstakes (each wave) included:
  - Two grand prize winners of \$500 (1 each for RES and BIZ)
  - Fifty-four (54) other winners of \$100 (38 for RES and 13 for BIZ) – enough winners to make the odds of winning about 1:100
- Each IOU selects the “prevalent” languages in which to offer the survey. SCE included 19 languages plus English in 2024 (and in all prior years except 2020 when the survey was offered in 26 languages).

- |                               |                       |
|-------------------------------|-----------------------|
| 1. <u>English</u>             | 11. <u>Korean</u>     |
| 2. <u>Arabic</u>              | 12. <u>Punjabi</u>    |
| 3. <u>Armenian</u>            | 13. <u>Russian</u>    |
| 4. <u>Chinese - Cantonese</u> | 14. <u>Spanish</u>    |
| 5. <u>Chinese - Mandarin</u>  | 15. <u>Tagalog</u>    |
| 6. <u>Farsi</u>               | 16. <u>Vietnamese</u> |
| 7. <u>French</u>              | 17. <u>Hindi</u>      |
| 8. <u>German</u>              | 18. <u>Hmong</u>      |
| 9. <u>Japanese</u>            | 19. <u>Portuguese</u> |
| 10. <u>Khmer</u>              | 20. <u>Thai</u>       |

# Methodology (cont.)

- Email invitations greeted potential respondents in all 20 languages with a jump link in the email to a web survey in that language.
- The CATI phone center has staff proficient in the various languages, but all are not always available at the time of the interview. Upon encountering a language barrier, the interviewer attempts to identify the language and stores the record for re-contact later. If the language cannot be identified, a surname-based, pre-coded flag is used to assign the record for re-contact.
- **6.5% of Systemwide RES and 10.0% of Systemwide BIZ customers** completed their surveys in a language other than English (8.7% and 10.4% in the 2024 Pre-).

## 2024 PRE-

- **8.7%** of RES Systemwide
  - 19.9% of Phone (n=674)
  - 4.6% of Email (n=1835)
- **4.5%** of RES in HFRA
  - 10.2% of Phone (n=449)
  - 2.3% of Email (n=1224)
- **10.4%** of BIZ Systemwide
  - 12.1% of Phone (n=231)
  - 9.4% of Email (n=435)
- **8.7%** of BIZ in HFRA
  - 12.1% of Phone (n=157)
  - 6.7% of Email (n=269)

## 2024 POST-

- **6.5%** of RES Systemwide
  - 9.8% of Phone (n=653)
  - 5.3% of Email (n=1746)
- **3.6%** of RES in HFRA
  - 8.1% of Phone (n=430)
  - 2.7% of Email (n=1256)
- **10%** of BIZ Systemwide
  - 11.5% of Phone (n=217)
  - 9.1% of Email (n=353)
- **4%** of BIZ in HFRA
  - 4.2% of Phone (n=142)
  - 4.2% of Email (n=190)

# Methodology (cont.)

Below are the number of Residential interviews conducted in each language.

Language of Interview	Residential Systemwide (Including HFRA's)		Residential HFRA (Not including Systemwide)	
	2024 Pre	2024 Post	2024 Pre	2024 Post
English	2,290	2,242	1,599	1,390
Non-English (total)	219	157	74	61
Spanish	134	80	44	41
Chinese - Mandarin	39	36	17	13
Korean	12	17	3	2
Vietnamese	17	7	1	
Chinese - Cantonese	7	6	3	3
Arabic	1	1	1	
Japanese	5	2	2	1
Farsi	1	2	1	
Armenian		1		
German	1			
Tagalog	1	1		1
Russian		2	1	
Portuguese	1	1		
Hmong		1		
French			1	
<b>TOTAL</b>	<b>2,509</b>	<b>2,399</b>	<b>1,673</b>	<b>1,451</b>

# Executive Summary

## Need for Wildfire comms in languages other than English

In this 2024 Post- wildfire season survey, SCE completed 3,850 surveys with Residential customers and 902 with Business customers. The surveys are offered to customers in 19 “prevalent” languages plus English. Survey invitations are extended by email (with an in-language survey link to an in-language version of the questionnaire for all offered languages) and/or by phone (where all potential respondents with language barriers were either transferred live to a bi-lingual interviewer or were grouped by likely language and recontacted later by a bi-lingual interviewer fluent in that language).

6.5% of Residential customers and 10% of Business customers chose to take the survey in a non-English language. Spanish accounts for 51% of the non-English Residential surveys and 67% of the non-English Business surveys.

### **Territory-wide**

When asked to choose their preferred language for wildfire communications from SCE, 7% of Residential customers and 11% of Business customers indicated a preference for a language other than English.

These customers were asked: “How do you feel about receiving wildfire communications from SCE in English only?” About 2/3s of these customers report they can understand English well enough for WF communications.

- Residential: 34% of the 7% who prefer another language (2.4% of all Residential customers) report they cannot understand English and need wildfire communications in some other language; 57% of these prefer Spanish.
- Business: 23% of the 11% who prefer another language (2.5% of all Business customers) report they cannot understand English and need wildfire communications in some other language; 45% of these prefer Spanish.
- The remainder – those who do not understand English OR Spanish – equals 1% of all Residential customers and 1.4% of all Business customers.

### **HFRAs**

Only 4% of Residential and 4% of Business customers in HFRAs prefer another language.

- Residential: 25% of the 4% who prefer another language (1% of all HFRA Residential customers) report they cannot understand English and need wildfire communications in some other language; 75% of these prefer Spanish.
- Business: 10% of the 4% who prefer another language (0.4% of all HFRA Business customers) report they cannot understand English and need wildfire communications in some other language; 99% of these prefer Spanish.
- Those who do not understand English OR Spanish are 0.3% of Residential customers/0.1% of Business customers in HFRAs.



# Executive Summary (cont.)

## Recall of SCE WF Communications

- The 2024 Post- survey found 50% of all Residential customers recall SCE's recent WF communications – up from 46% in the 2024 Pre- survey. Almost 1 in 7 of that 50% recall seeing such comms in a language other than English (mostly Spanish).
- Recall among customers in HFRA (65%) rose to its highest level ever – and showed a significant increase from the 2024 Pre- survey (58%).
- Among the 7% of all customers who prefer a language other than English, recall of WF communications is mostly unchanged from the 2024 Pre- survey (from 53% to 52%) – and remains slightly higher than recall among the Gen Pop.

## SCE WF Communications Sources

- Emails (57%) and letters (29%) from SCE continue to be the most common sources of WF communications for Residential customers, followed by text messages (18%) and SCE.com (15%). Four sources are cited by 4% to 8%: informational videos on TV, social media posts, informational videos online, and SCE's PSPS newsletter.
  - HFRA customers are more likely than non-HFRAs to recall an email from SCE (65% vs. 50%) and text messages (28% vs. 9%), while non-HFRA customers are more likely to recall SCE advertising (19% vs. 9%).
  - Customers who prefer a language other than English most often cite emails in English (29%), letters in English (15%), and SCE advertising (11%) – all in English. The most-often mentioned in-language sources are advertising (23%), emails (26%), and TV videos (11%).
- Among these most-often cited sources, text messages (78%), social media posts (69%), and SCE.com (79%) lead in usefulness ratings. The other top sources are considered useful by 57% to 73%.
- For the 15% who used it, satisfaction with SCE.com as a source of information about preparing for wildfires is slightly higher at 81% versus 75% in the 2024 Pre- survey.

## Other WF Communications Sources

- Among a wide variety of "other" sources of WF comms, the most common are local news reports (40%), followed by city/county government (26%), CalFire (20%), local fire department (12%) and state government (10%). Of these, the state government (85%), CalFire (75%), and the local fire department (78%) are deemed the most useful.
- Among Prefer Other Language customers, the incidence for local news in English is 14% and 23% when in-language.
- The most recalled "other" sources of WF safety and preparedness information reach 40%, while SCE's comms reach 57%.

# Executive Summary (cont.)

## Ratings of SCE's WF Efforts

- Systemwide, 2024 Post- survey ratings of SCE on its WF safety and preparedness efforts are unchanged compared to the 2024 Pre- as well as the 2023 Post- surveys.
  - Systemwide satisfaction with SCE's overall WF efforts is unchanged at 56% compared to 55% for the 2024 Pre- – and is unchanged at 57% in HFRAs and 56% in non-HFRAs.
  - Customers who prefer a language other than English are much more often satisfied at 77% (with little difference between those in HFRAs and non-HFRAs).
- Systemwide, the average level of top two-box agreement with a list of 9 statements used to rate SCE's wildfire safety and preparedness efforts is 58%, which is unchanged from the 2024 Pre- as well as the 2023 Post- surveys.
  - Improvements on several statements have been made in HFRAs, though largely unchanged in non-HFRAs.
  - Prefer Other Language customers are much more likely to agree with these statements (average is 77%), unchanged.

## Wildfire Preparedness

- Overall, preparedness levels continued to increase to 60% after being virtually unchanged across the 2020-2023 Pre- and Post- surveys. In the current Post- survey, self-reported preparedness is higher in HFRAs (67% vs. 55% in non-HFRAs) and lower among Prefer Other Language customers (45%).
- When offered a long list of potential preparedness actions, 27% Systemwide say they have taken none of the actions, this is consistent with the 2024 Pre- and 2023 Post- surveys.
- This incidence of customers taking no preparedness actions is lower in HFRAs (19%) compared to non-HFRAs (32%).
  - About one in 5 have purchased fire extinguishers (20%) and 11% have a back-up generator.
- Among Prefer Other Language customers, 36% report having taken none of the actions. Just under one in 10 (7%) have purchased fire extinguishers and 4% have acquired a back-up generator.

# Executive Summary (cont.)

## PSPS Awareness and Satisfaction

- Awareness of “PSPS” is up to 67%. As is typical, awareness is higher in HFRAs (82% vs. 60% in non-HFRAs). Leading sources are TV/radio news (40%), SCE emails (41%) and letters (27%), SCE.com (18%), SCE texts (21%), online news reports (15%), and SCE advertising (9%). Of these, the source with the highest usefulness rating is SCE texts (74%), and the lowest is online news reports (62%).
- Among the Prefer Other Language customers, awareness is lower (48%) compared to the Gen Pop – and still higher in HFRAs (64% vs. 41% in non-HFRAs). Leading sources are SCE emails (22%), SCE letters (11%), TV/radio news (11%), SCE texts (12%), and SCE.com (7%).
- Over half (53%) of all Residential customers rate their opinion of SCE’s PSPS program a 4 or 5 on a 5-point scale. This rating is consistent in HFRAs and non-HFRAs, but is higher among Prefer Other Language customers (76%).
- Among the 20% who used SCE.com for PSPS information, satisfaction with the PSPS information provided there dropped to 65% from 76% in 2023 Post-. Satisfaction among HFRAs is at 65%, trending up but still trailing satisfaction in non-HFRAs at 71%.

## PSPS Notifications and Events – 2024 Post- versus 2023 Post-

- Overall satisfaction with SCE’s PSPS communications was unchanged from last year, with 59% satisfied systemwide. Among HFRA customers, 52% are satisfied with PSPS communications, significantly below the 2023 level.
- Customers who recall receiving an alert is up from last year at 32% systemwide and 54% in HFRAs. On average, customers systemwide say they received 3.8 alerts and 5.1 in HFRAs (up significantly from 3.5 in 2023).
- Texts from SCE remained the most common source of alerts (60% systemwide).
- More customers in HFRAs experienced a PSPS event, reversing a 2-year trend (29% in 2024, up from 21% in 2023 and 25% in 2022). Average number of power shutoffs in HFRAs was 2.8.
- Among those who experienced a PSPS event, SCE.com remains the most often-mentioned source for updates – 50% in HFRAs (up from 44%) and 50% systemwide (up significantly). Notably, only 12% of customers experiencing an event in HFRAs did not check any resources for updates (down from 22% in 2023)
- Usefulness of SCE.com dropped to 51%, down statistically from 2023.
- Satisfaction with SCE.com for information provided both during and after events is down to 47% from 61% in 2023.
- For those who experienced an event, power restoration notices were recalled by 78% of customers systemwide, with 59% rating them as useful. Both metrics are unchanged from 2023.

# Executive Summary (cont.)

## PSPS Support Resources

- Awareness, Familiarity, Interest, and Experience with each of 13 PSPS resources were measured.
- Awareness ranged from 10% (Hotels) to 30% (PSPS Alert Language Preferences). Over half of Systemwide Residential customers have heard of *at least one* of these resources (54%).
- Familiarity (percent saying Very or Somewhat Familiar with the resource) was just slightly lower than awareness, ranging from 8% (CCVs) to 23% (PSPS Alert Language Preferences).
  - Familiarity with *at least one* program (42%) is somewhat below the level of awareness of *at least one* (54%), but over 3/4s of those who are aware are also familiar.
- As in past surveys, program interest (i.e., the percent saying Very or Somewhat Interested in using the resource during a PSPS event) is quite high, ranging from 36% (CRC/CCV Language Preferences) to 78% (Rebates).
  - Nearly everyone (90%) expressed interest in *at least one* of these resources. In other words, interest spikes in many programs after simply providing a one sentence description of the programs (as included in the survey),
- Actual experience with PSPS resources remains quite low, ranging from 1% (Hotels, Temp Accommodations, and Transportation) to 13% (Address Level Alerts).
  - Combining all resources together, one in five (22%) have experience with *at least one*.
  - Naturally, HFRA customers have more often used at least one of the programs (30%). For example, Address Level Alerts have been used by 18% of HFRA customers vs. 9% of non-HFRA customers.
- Satisfaction remained high among those who have experienced a support resource with most program satisfaction being unchanged since the 2024 Pre- survey. Levels range from 65% to 85%.
  - The exception being Transportation which saw a decrease in satisfaction compared to the 2024 Pre- survey (65% vs. 85%).

# Executive Summary: Total Sample

- Note: With large sample sizes, a difference of a few percentage points is often statistically significant.
- Systemwide, comparing 2024 Pre- to 2024 Post-, recall of SCE WF comms after wildfire season is higher (46% vs. 50%). Satisfaction with PSPS and Preparedness levels are also higher 2024 Post- vs Pre-.
- In HFRAs, recall of SCE WF comms 2024 Post- wildfire season is significantly higher than 2024 Pre- (65% vs. 57%) as well as 2023 Post- (65% vs. 59%). Likewise, positive opinion of the PSPS program is up significantly vs. 2024 Pre-.

	System Wide				HFRA				Non-HFRA			
	2023 Pre	2023 Post	2024 Pre	2024 Post	2023 Pre	2023 Post	2024 Pre	2024 Post	2023 Pre	2023 Post	2024 Pre	2024 Post
Recall SCE Wildfire Communications (% Yes)	42%	47%	46%	50%	58%	59%	57%	65%	36%	41%	40%	41%
SCE Sources Considered Useful (Top 2 Box – avg.)	63%	65%	67%	68%	60%	63%	65%	67%	64%	65%	68%	68%
Heard of Public Safety Power Shutoffs (%Yes)	63%	66%	65%	67%	75%	78%	79%	82%	57%	59%	58%	60%
Preferred Language For Public Safety Information												
English	92%	89%	90%	93%	95%	95%	96%	96%	91%	87%	87%	91%
Spanish	4%	7%	6%	4%	3%	4%	3%	3%	4%	9%	8%	5%
Other	4%	4%	3%	3%	2%	2%	2%	2%	5%	5%	4%	4%
(Among those who prefer comms in other language) Understand English (% Yes)	74%	67%	65%	66%	73%	70%	69%	75%	75%	68%	66%	66%
Satisfaction with Communication Efforts												
Opinion of SCE's PSPS program (Top 2 Box/Positive)	46%	56%	49%	53%	46%	54%	49%	53%	47%	57%	51%	54%
Satisfaction w/ SCE's WF Preparedness Efforts (Top 2 Box/Satisfied)	52%	56%	55%	56%	55%	55%	57%	57%	51%	57%	56%	56%
Personal Level of Preparedness (Completely/Somewhat)	55%	58%	58%	60%	62%	66%	69%	67%	51%	56%	52%	55%

# Executive Summary: Total Sample (cont.)

- Systemwide customer attitudes were unchanged in regard to SCE WF attributes compared to the beginning of the 2024 season (average agreement is unchanged at 58%).
- Among HFRAs, only two attributes saw a significant increase while all others were unchanged. Non-HFRA attitudes were unchanged in 2024 Post- compared to before the wildfire season.

SCE Attributes (Top 2 Box)	System Wide				HFRA				Non-HFRA			
	2023 Pre	2023 Post	2024 Pre	2024 Post	2023 Pre	2023 Post	2024 Pre	2024 Post	2023 Pre	2023 Post	2024 Pre	2024 Post
Is committed to restoring power to customers affected by wildfires	66%	68%	68%	69%	66%	65%	69%	67%	67%	70%	67%	69%
Is committed to wildfire safety	60%	62%	62%	62%	62%	62%	63%	64%	59%	62%	62%	62%
Is working to keep my community safe	59%	62%	60%	61%	59%	60%	60%	61%	59%	63%	61%	62%
Shows care and concern for customers	55%	58%	57%	57%	54%	54%	53%	54%	56%	60%	60%	59%
Takes proactive measures to protect the electricity grid from wildfires	55%	59%	58%	59%	57%	59%	59%	62%	53%	58%	58%	59%
Is proactive in taking steps to address wildfire risks	55%	58%	57%	58%	58%	58%	59%	60%	53%	58%	57%	58%
Makes an effort to communicate with all customers about wildfires	55%	60%	58%	58%	60%	61%	61%	64%	53%	60%	57%	56%
Is a company I trust to act in the best interest of its customers	51%	53%	52%	53%	48%	47%	48%	47%	53%	56%	55%	56%
Is helping me prepare for wildfire season	45%	47%	47%	47%	48%	48%	47%	48%	44%	47%	48%	47%
<b>AVERAGE</b>	<b>56%</b>	<b>58%</b>	<b>58%</b>	<b>58%</b>	<b>57%</b>	<b>57%</b>	<b>58%</b>	<b>59%</b>	<b>55%</b>	<b>59%</b>	<b>59%</b>	<b>59%</b>

Q14. Using a scale where 1 means completely disagree and 5 means completely agree, Please indicate how much you agree or disagree with the following statements about SCE. SCE...

Stat testing compares Pre to Post.  
Green is significantly higher. Pink is significantly lower.

# Executive Summary: Critical Segments

## 2024 Pre- & Post- Results

- Recall of WF communications is highest among Rural customers (65%) and Non-English (52%) , though recall is near 50% for all segments.

### 2024 System Wide Residential

	Non-English		CARE/FERA		Disabled		Seniors		Rural	
	Pre (n=240)	Post (n=177)	Pre (n=719)	Post (n=696)	Pre (n=666)	Post (n=651)	Pre (n=1217)	Post (n=1,056)	Pre (n=266)	Post (n=268)
Recall SCE Wildfire Communications (% Yes)	53%	52%	47%	49%	48%	50%	48%	55%	51%	65%
SCE Sources Considered Useful (Top 2 Box – avg.)	82%	75%	74%	79%	68%	71%	67%	68%	68%	69%
Heard of Public Safety Power Shutoffs (%Yes)	50%	48%	53%	59%	63%	67%	70%	76%	77%	78%
English	-	-	80%	86%	92%	94%	94%	95%	95%	98%
Spanish	66%	58%	16%	10%	6%	4%	3%	2%	5%	2%
Other	34%	42%	4%	4%	3%	2%	3%	2%	0%	-
(Among those who prefer comms in other language) Understand English (% Yes)	65%	66%	59%	61%	63%	65%	74%	67%	38%	50%
Satisfaction										
Opinion of SCE's PSPS program (Top 2 Box/Positive)	75%	76%	55%	60%	47%	55%	49%	58%	48%	52%
Satisfaction w/ SCE's WF Preparedness Efforts (Top 2 Box/Satisfied)	82%	77%	64%	64%	54%	58%	57%	60%	56%	57%
Personal Level of Preparedness (Completely/Somewhat)	48%	45%	52%	51%	55%	57%	61%	65%	75%	71%

Shading indicates a significant difference at the 90% confidence level between Pre and Post



# Executive Summary: Critical Segments (cont.)

## 2024 Pre- & Post Results

- Average agreement is highest among Non-English-speaking customers, followed by CARE/FERA.

SCE Attributes (Top 2 Box)	Non-English		CARE/FERA		Disabled		Seniors		Rural	
	Pre (n=240)	Post (n=177)	Pre (n=719)	Post (n=696)	Pre (n=666)	Post (n=651)	Pre (n=1217)	Post (n=1056)	Pre (n=266)	Post (n=268)
Is committed to restoring power to customers affected by wildfires	84%	78%	69%	72%	66%	70%	69%	74%	71%	68%
Is committed to wildfire safety	82%	78%	67%	68%	61%	63%	64%	66%	65%	63%
Is working to keep my community safe	86%	78%	66%	69%	58%	61%	62%	65%	63%	63%
Shows care and concern for customers	81%	71%	66%	66%	57%	56%	58%	59%	55%	55%
Takes proactive measures to protect the electricity grid from wildfires	83%	77%	65%	66%	56%	59%	59%	63%	63%	65%
Is proactive in taking steps to address wildfire risks	80%	74%	64%	64%	53%	59%	58%	62%	62%	61%
Makes an effort to communicate with all customers about wildfires	78%	69%	63%	62%	55%	59%	59%	62%	58%	59%
Is a company I trust to act in the best interest of its customers	82%	76%	63%	62%	53%	51%	53%	55%	47%	49%
Is helping me prepare for wildfire season	77%	69%	57%	56%	46%	47%	48%	50%	45%	50%
<b>AVERAGE</b>	<b>81.4%</b>	<b>74.5%</b>	<b>64.4%</b>	<b>64.9%</b>	<b>56.1%</b>	<b>58.2%</b>	<b>58.8%</b>	<b>61.7%</b>	<b>58.9%</b>	<b>59.2%</b>

Q14. Using a scale where 1 means completely disagree and 5 means completely agree, Please indicate how much you agree or disagree with the following statements about SCE. SCE...



# Languages Used / Preferred

# Languages Used at Home

Receptivity to English for WF Communications has been quite stable.

- 95% of Residential households systemwide report using English in their home. More do so in HFRA (97%).
- The use of Spanish increased by 2% in HFRA.

## Languages Used in Home

	Residential (All Customers)					
	Systemwide		HFRA		Non-HFRA	
	2024 Pre	2024 Post	2024 Pre	2024 Post	2024 Pre	2024 Post
	(n=2,509)	(n=2,399)	(n=2,534)	(n=2,248)	(n=1,648)	(n=1,602)
English	93%	95%	97%	97%	90%	93%
Spanish	15%	13%	8%	10%	19%	16%
Chinese Mandarin	3%	3%	2%	2%	3%	3%
Chinese Cantonese	1%	1%	<1%	1%	2%	1%
Tagalog	1%	1%	1%	1%	2%	1%
Vietnamese	1%	1%	<1%	<1%	2%	2%
Korean	1%	1%	1%	<1%	1%	1%
Farsi	<1%	<1%	<1%	<1%	<1%	1%
Arabic	<1%	<1%	<1%	<1%	<1%	<1%
Japanese	1%	<1%	1%	<1%	1%	1%
French	<1%	<1%	<1%	<1%	<1%	<1%
Hmong	<1%	<1%	<1%	<1%	<1%	<1%
German	<1%	<1%	<1%	<1%	<1%	<1%
Russian	<1%	<1%	<1%	<1%	<1%	<1%
Armenian	<1%	<1%	<1%	<1%	<1%	<1%
Hindi	<1%	<1%	<1%	<1%	<1%	<1%
Khmer	<1%	<1%	<1%	<1%	<1%	<1%
Punjabi	<1%	<1%	<1%	<1%	<1%	<1%
Thai	<1%	-	<1%	<1%	<1%	-
Portuguese	<1%	<1%	<1%	<1%	-	-
Other	1%	2%	1%	2%	1%	1%

Q2. "What languages are often used in your home/business?"

Shading indicates a significant difference at the 90% confidence level from the prior year

# Languages Preferred for Public Safety Information

- When asked for the language preferred for public safety information like WF communications, 7% systemwide select a language other than English (down significantly from 2024 Pre).
  - This proportion is only half as much in HFRA (4%) but slightly higher in Non-HFRAs (9%).

## Preferred Language for Public Safety Information

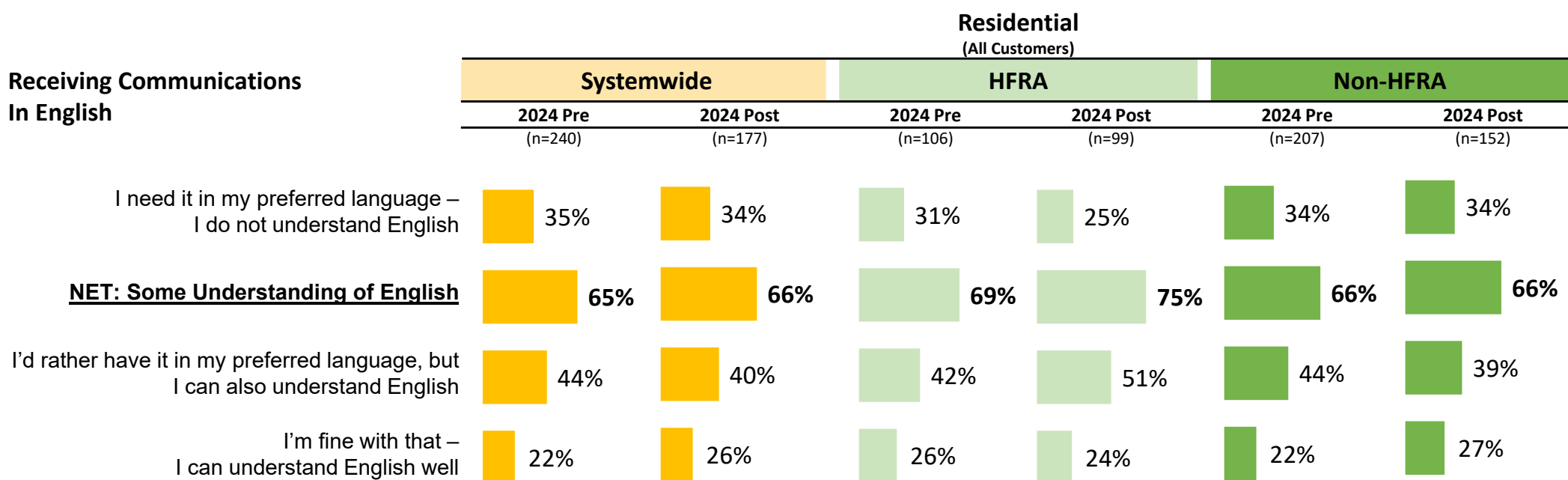
	Residential (All Customers)					
	Systemwide		HFRA		Non-HFRA	
	2024 Pre (n=2,509)	2024 Post (n=2,399)	2024 Pre (n=2,534)	2024 Post (n=2,248)	2024 Pre (n=1,648)	2024 Post (n=1,602)
English	90%	93%	96%	96%	87%	91%
Spanish	6%	4%	3%	3%	8%	5%
Chinese Mandarin	2%	1%	1%	1%	2%	2%
Korean	1%	<1%	<1%	<1%	<1%	1%
Vietnamese	<1%	<1%	-	-	1%	1%
Chinese Cantonese	<1%	<1%	<1%	<1%	1%	<1%
Japanese	<1%	<1%	<1%	<1%	<1%	<1%
Armenian	-	<1%	-	-	-	-
Farsi	-	-	<1%	<1%	-	-
Tagalog	<1%	-	<1%	-	<1%	<1%
Russian	-	<1%	-	-	-	<1%
Other	<1%	<1%	<1%	1%	<1%	<1%

Q3. What is your preferred language for receiving public safety information like this from SCE?

Shading indicates a significant difference at the 90% confidence level from the prior year

# Strength of Language Preference

- Among the 7% systemwide (4% in HFRA) who said they prefer WF communications in some other language, 66% report they can at least understand English.
- That leaves 34% of the 7%, or 2.4% of the Gen Pop (1.0% in HFRA) who do not understand English. In 2023, this proportion was comparable at 2.2% (1.4% in HFRA).



Q4. [PREFER LANGUAGE OTHER THAN ENGLISH] How do you feel about receiving wildfire communications from SCE in English only?

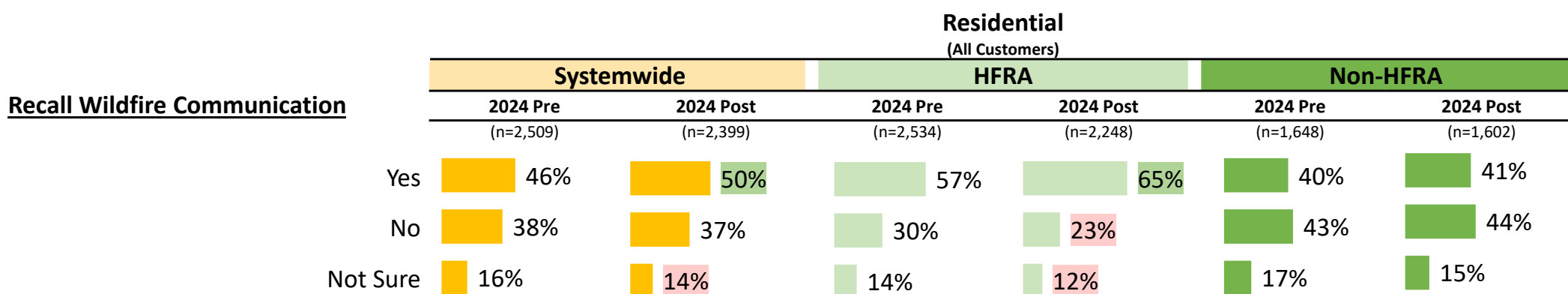
Shading indicates a significant difference at the 90% confidence level from the prior year

# **SCE Wildfire Communications**

Among **All** Residential Customers

# SCE WF Communications Recall – All Customers

- The share of all Residential customers systemwide who recall SCE WF communications increased in 2024 Post- (50% vs. 46% in 2024 Pre-).
  - HFRA recall increased dramatically up 8 pct. pts. to 65%, while Non-HFRA recall remained flat at 41%.



Q1. "In the past few months do you recall any communications of any type (i.e., mail, TV, radio, social media, etc.) from SCE about the threat of wildfires and how you can prepare for them?"

Shading indicates a significant difference at the 90% confidence level from the prior year

# Language of SCE WF Comms – All Customers

- Among the 50% systemwide who recall SCE WF comms, 15% recall a version in a language other than English (Spanish mostly).
- In HFRA, among the 65% who recall WF Comms, 12% recall a non-English version.

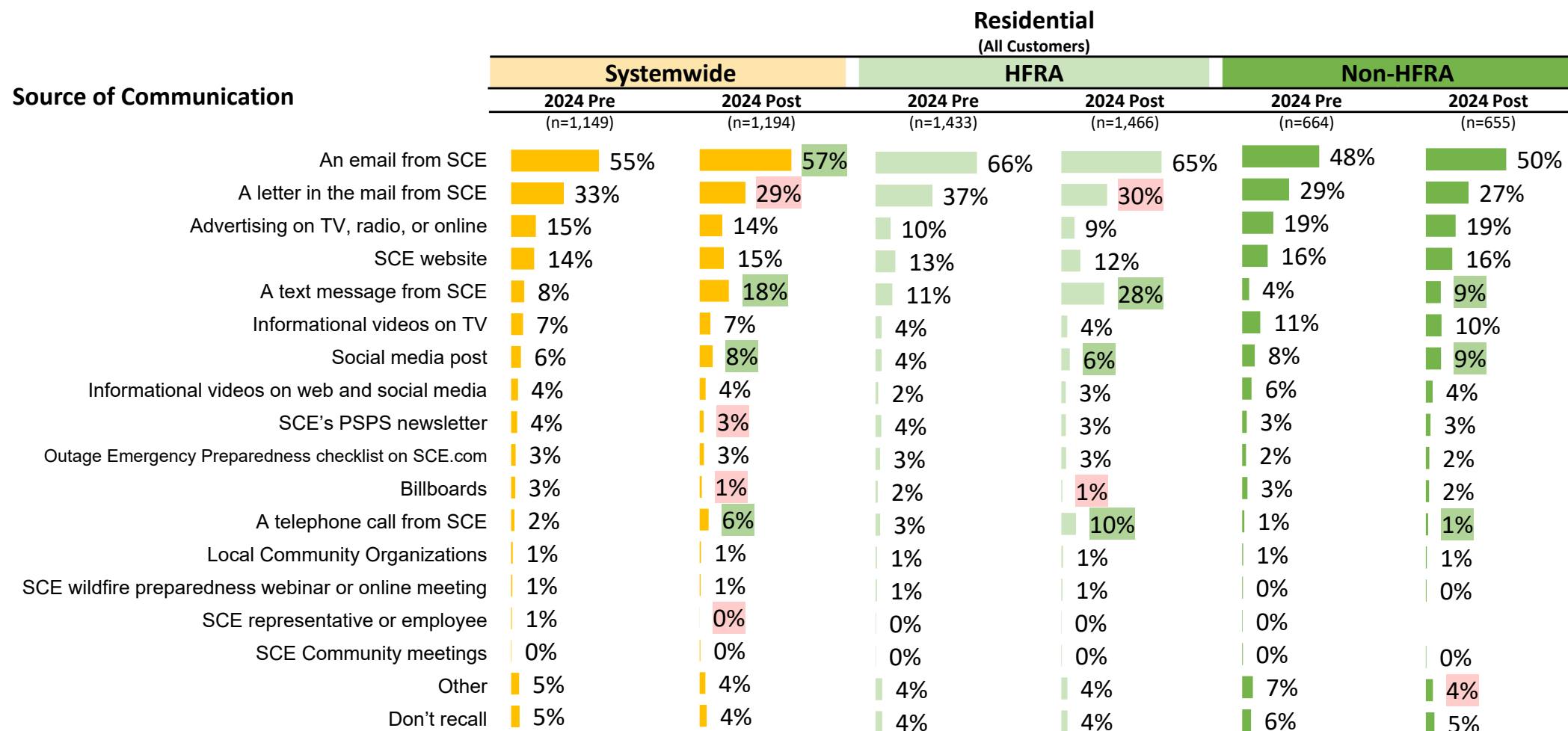
Language of Wildfire Safety Communication	Residential (All Customers)					
	Systemwide		HFRA		Non-HFRA	
	2024 Pre (n=1,145)	2024 Post (n=1,194)	2024 Pre (n=1,430)	2024 Post (n=1,465)	2024 Pre (n=662)	2024 Post (n=655)
English	96%	97%	99%	99%	93%	96%
<b>NET: Non-English</b>	<b>17%</b>	<b>15%</b>	<b>15%</b>	<b>12%</b>	<b>19%</b>	<b>17%</b>
Spanish	15%	13%	14%	12%	17%	14%
Chinese Mandarin	1%	1%	1%	<1%	2%	1%
Chinese Cantonese	1%	<1%	1%	<1%	1%	<1%
Korean	1%	<1%	1%	<1%	1%	<1%
Vietnamese	1%	1%	<1%	<1%	2%	1%
Tagalog	<1%	<1%	<1%	<1%	<1%	<1%
Russian	-	<1%	-	<1%	<	-
Khmer	-	-	-	-	<	-
Arabic	<1%	-	<1%	<1%	-	-
Armenian	<1%	-	-	-	1%	-
Farsi	<1%	-	<1%	<1%	1%	-
French	<1%	-	<1%	-	1%	-
German	<1%	-	<1%	-	-	-
Japanese	<1%	<1%	<1%	-	1%	<1%
Hindi	-	-	<1%	-	-	-

Q5. [RECALL COMMUNICATION] In what language(s) was the wildfire safety and preparedness information that you recall seeing or hearing from SCE?

Shading indicates a significant difference at the 90% confidence level from the prior year

# SCE Sources – All Customers

- Again, among the 50% who recall WF communications from SCE, emails (57%) and letters (29%) are most often cited, followed by SCE texts (18%), SCE.com (15%), and advertising (14%).
- Citations of texts, social media and a telephone call from SCE are up in the 2024 Post- compared to the 2024 Pre-, while mentions of letters, newsletters and billboards declined.



Q6. [BASE: RECALL COMMUNICATION] Where did you see or hear SCE's communications about wildfire season safety and preparedness?

Shading indicates a significant difference at the 90% confidence level from the prior year



# Usefulness of SCE Sources – All Customers

- **Source usefulness remained flat systemwide except for a few infrequently cited SOURCES.** (Caution: some very small bases).

- Base sizes vary widely (from 5 to 503). "Usefulness" is defined as rating top 2 box on a 5-point scale.
- The base includes those who saw/heard the communications from this source in English regardless of their preferred language.

## Usefulness of Communication Source (Top 2 Box)

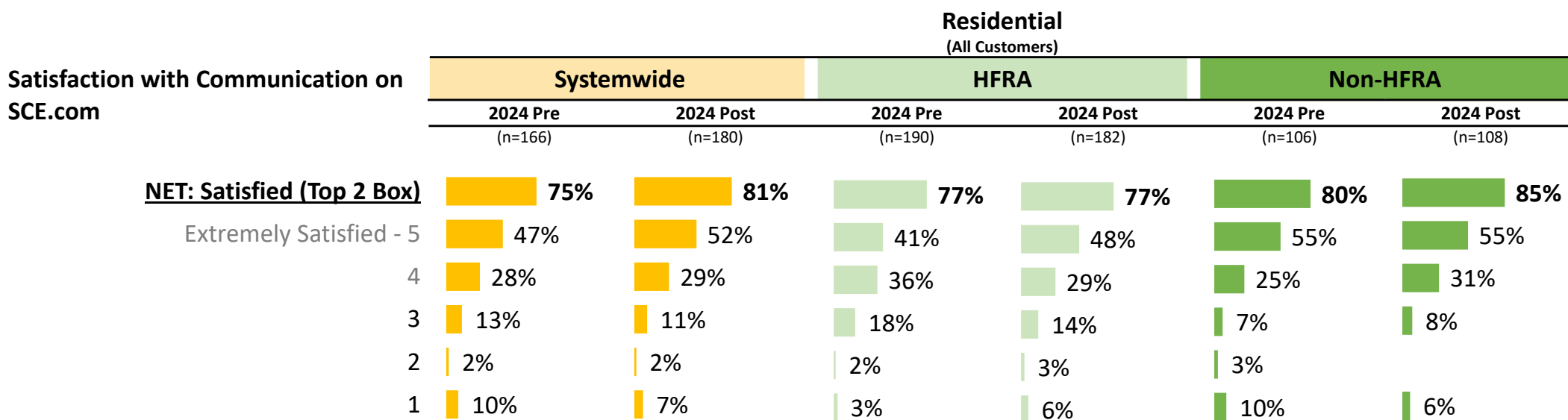
	Residential (All Customers)					
	Systemwide		HFRA		Non-HFRA	
	2024 Pre (n=4-620)	2024 Post (n=1-669)	2024 Pre (n=5-934)	2024 Post (n=3-948)	2024 Pre (n=2,311)	2024 Post (n=2-317)
n						
SCE wildfire preparedness webinar or online meeting	100%	71%	80%	70%	100%	67%
A telephone call from SCE	90%	73%	75%	71%	83%	67%
Informational videos on TV	84%	70%	65%	67%	84%	72%
SCE's PSPS newsletter	79%	74%	68%	59%	89%	69%
Social media post	79%	69%	65%	75%	83%	78%
SCE website	76%	79%	74%	50%	84%	83%
SCE Community meetings	75%	80%	80%	50%	67%	100%
Billboards	75%	44%	54%	58%	75%	46%
Advertising on TV, radio, or online	74%	71%	58%	75%	75%	74%
A text message from SCE	73%	78%	75%	73%	68%	78%
Informational videos on web and social media	70%	73%	66%	100%	71%	80%
SCE representative or employee	67%	100%	67%	56%	100%	-
A letter in the mail from SCE	66%	57%	61%	66%	68%	56%
An email from SCE	65%	67%	65%	65%	65%	67%
<b>Average Usefulness</b>	<b>67%</b>	<b>68%</b>	<b>65%</b>	<b>67%</b>	<b>68%</b>	<b>68%</b>

Q9A/B1. [BASE: ALL WHO USED THAT SOURCE IN ENGLISH] How useful were the wildfire communications that you saw or heard from SCE via...?

Shading indicates a significant difference at the 90% confidence level from the prior year

# Satisfaction with SCE.com – All Customers

- Among users of SCE.com Systemwide and in HFRA, satisfaction (top 2 box on a 5-point scale) remained quite high in the 2024 Post- versus 2024 Pre-.



Q8. [RECALLED COMMUNICATION FROM SCE WEBSITE] How satisfied were you with the information provided on the SCE website about preparing for wildfires?

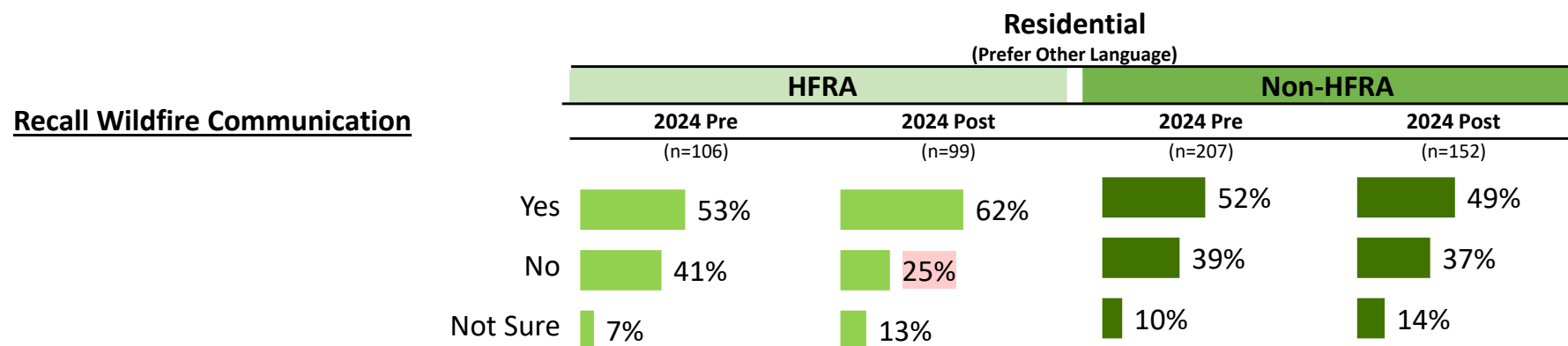
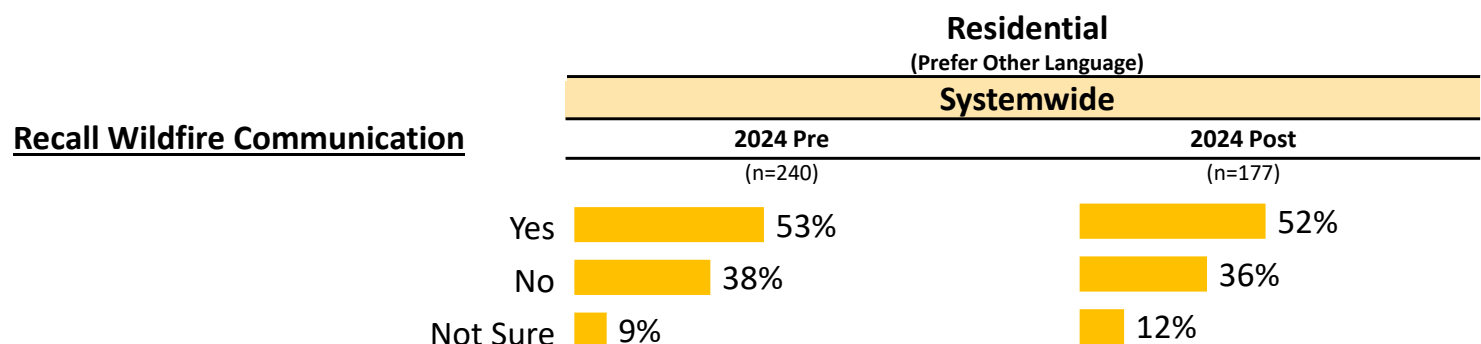
Shading indicates a significant difference at the 90% confidence level from the prior year

# **SCE Wildfire Communications**

Among Customers Who **Prefer Other** Languages

# SCE WF Communications Recall – Prefer Other

- About half (52%) of the 7% systemwide who prefer WF comms in a language other than English (the “Prefer Others”) recall recent SCE WF comms (regardless of language).
- This incidence is unchanged since the start of the 2024 wildfire season. This is true for both HFRA and Non-HFRA customers.

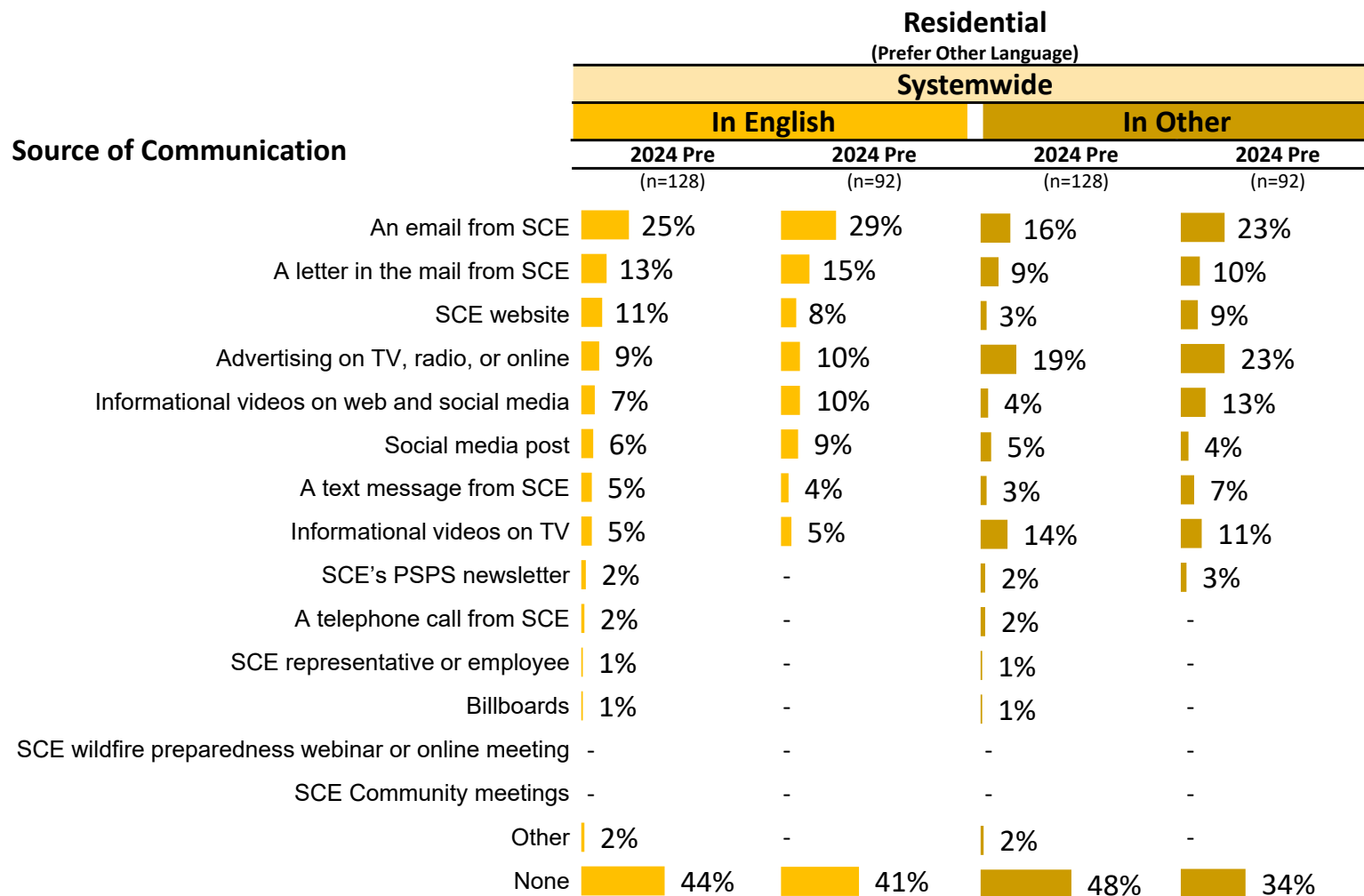


Q1. “In the past few months do you recall any communications of any type (i.e., mail, TV, radio, social media, etc.) from SCE about the threat of wildfires and how you can prepare for them?”

Shading indicates a significant difference at the 90% confidence level from the prior year

# SCE Sources – Prefer Other Languages

- Among the 52% of Prefer Others who recall WF communications from SCE, emails (29%) and letters (15%) are most often cited, followed by advertising (10%), social media (9%), and SCE.com (8%).



Q6. [BASE: RECALL COMMUNICATION] Where did you see or hear SCE's communications about wildfire season safety and preparedness?  
Q7. Which, if any, of these sources provided information in English and which provided information in your preferred language?

# SCE Sources – Prefer Other Languages

- The Prefer Others who recall SCE WF communications are further divided here by HFRA and Non-HFRA, making for some small bases.
  - In HFRA, 70% cite a source in English and 49% cite a source in their preferred language (subtract from 100% those who said “none”). Both are unchanged Pre- vs. Post-.
  - In Non-HFRA, 56% cite a source in English and 69% cite a source in their preferred language.

Source of Communication	Residential (Prefer Other Language)							
	HFRA				Non-HFRA			
	In English		In Other		In English		In Other	
	2024 Pre (n=56)	2024 Post (n=61)	2024 Pre (n=56)	2024 Post (n=61)	2024 Pre (n=107)	2024 Post (n=75)	2024 Pre (n=107)	2024 Post (n=75)
An email from SCE	36%	39%	18%	21%	23%	27%	15%	19%
A letter in the mail from SCE	13%	26%	14%	8%	14%	15%	9%	9%
SCE website	11%	7%	4%	2%	9%	7%	3%	9%
Advertising on TV, radio, or online	4%	2%	18%	10%	10%	12%	19%	25%
Informational videos on web and social media	4%	10%	5%	5%	8%	8%	3%	15%
Social media post	5%	5%	9%	2%	7%	8%	5%	5%
A text message from SCE	4%	11%	4%	7%	4%	4%	4%	7%
Informational videos on TV	5%	2%	11%	2%	7%	7%	14%	13%
SCE's PSPS newsletter	4%	3%	2%	-	1%	1%	2%	4%
A telephone call from SCE	2%	5%	-	8%	-	-	3%	-
SCE representative or employee	-	-	-	-	-	-	1%	-
Billboards	-	2%	-	-	-	-	1%	-
SCE wildfire preparedness webinar or online meeting	-	-	-	-	-	-	-	-
SCE Community meetings	-	-	2%	-	-	-	-	-
Other	-	-	4%	-	-	-	-	-
None	36%	30%	38%	51%	44%	44%	49%	31%

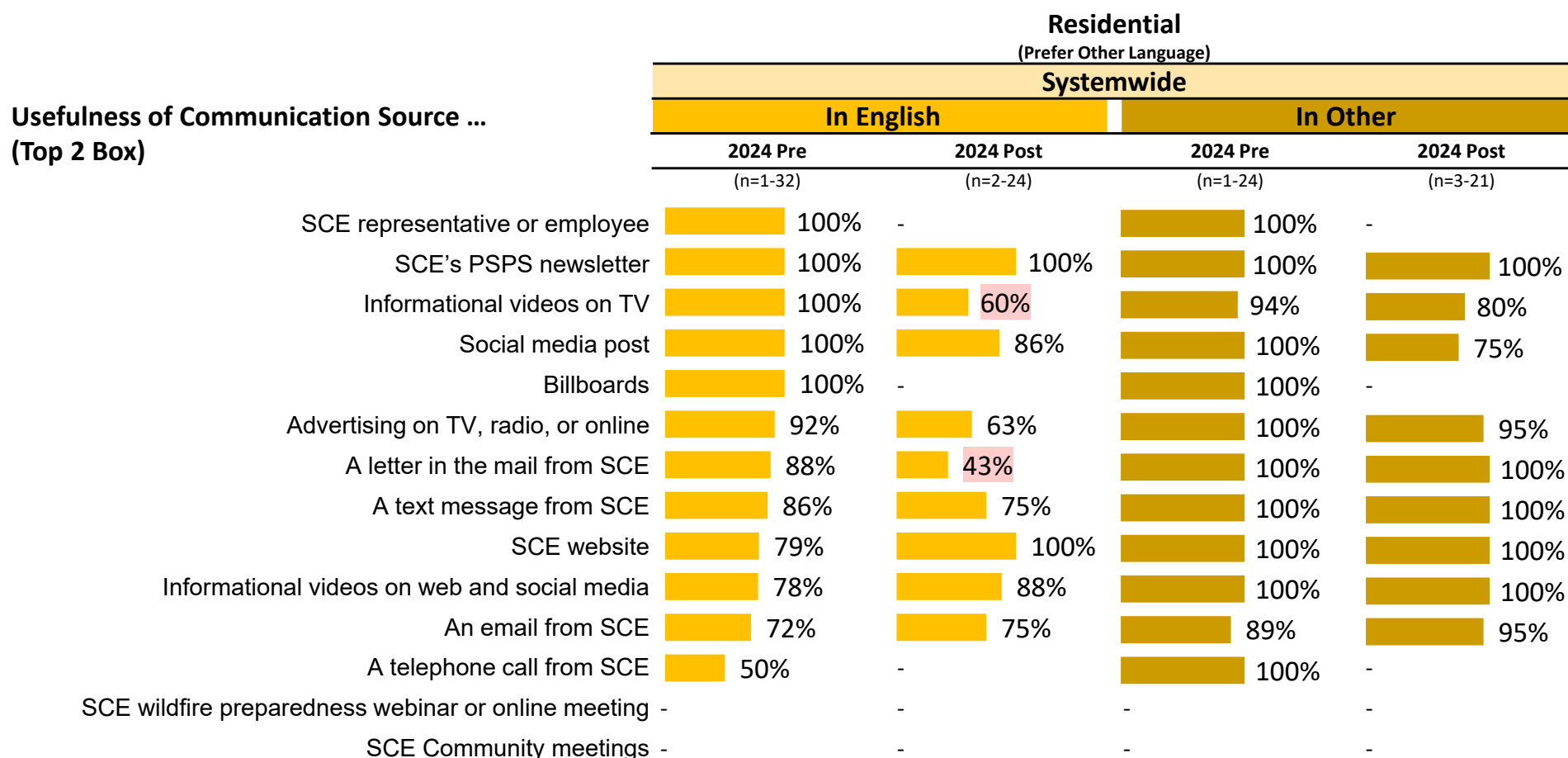
Q6. [BASE: RECALL COMMUNICATION] Where did you see or hear SCE's communications about wildfire season safety and preparedness?

Q7. Which, if any, of these sources provided information in English and which provided information in your preferred language?

Shading indicates a significant difference at the 90% confidence level from the prior year

# Usefulness of SCE Sources – Prefer Other

- The Prefer Others who used these SCE sources rated their usefulness, when it was in English or in their preferred language.
- The sample sizes are quite small (ranging from 1 to 26) which makes assessments unreliable.



Q9A/B1. [BASE: ALL WHO USED THAT SOURCE IN ENGLISH] How useful were the wildfire communications that you saw or heard from SCE via...?

Q9B2. [BASE: ALL WHO USED THAT SOURCE IN PREFERRED LANGUAGE] How useful were the wildfire communications in LANGUAGE that you saw or heard from SCE via...?

Shading indicates a significant difference at the 90% confidence level from the prior year

# Usefulness of SCE Sources – Prefer Other

- The same few respondents from the previous slide are here further divided between those living in HFRAs and Non-HFRAs.
  - Small sample sizes, now ranging 1 to 23, make assessments unreliable.

Usefulness of Communication Source ... (Top 2 Box)	Residential (Prefer Other Language)							
	HFRA				Non-HFRA			
	In English		In Other		In English		In Other	
	2024 Pre (n=1-20)	2024 Post (n=1-23)	2024 Pre (n=1-10)	2024 Post (n=1-13)	2024 Pre (n=1-25)	2024 Post (n=1-18)	2024 Pre (n=1-15)	2024 Post (n=3-19)
SCE representative or employee -	-	-	-	-	100%	-	100%	-
SCE's PSPS newsletter	100%	100%	100%	100%	100%	100%	100%	100%
Informational videos on TV	100%	100%	100%	100%	100%	60%	93%	80%
Social media post	67%	67%	75%	100%	100%	100%	100%	75%
Billboards -	-	100%	-	-	100%	-	100%	-
Advertising on TV, radio, or online	50%	-	78%	100%	91%	63%	100%	95%
A letter in the mail from SCE	100%	50%	100%	80%	87%	36%	100%	100%
A text message from SCE	100%	57%	50%	100%	86%	100%	100%	100%
SCE website	50%	75%	100%	100%	100%	100%	100%	100%
Informational videos on web and social media	100%	67%	100%	67%	71%	88%	100%	100%
An email from SCE	65%	78%	80%	92%	76%	75%	93%	93%
A telephone call from SCE	100%	67%	-	80%	50%	-	100%	-
SCE wildfire preparedness webinar or online meeting -	-	-	-	-	-	-	-	-
SCE Community meetings -	-	-	100%	-	-	-	-	-

Q9A/B1. [BASE: ALL WHO USED THAT SOURCE IN ENGLISH] How useful were the wildfire communications that you saw or heard from SCE via...?

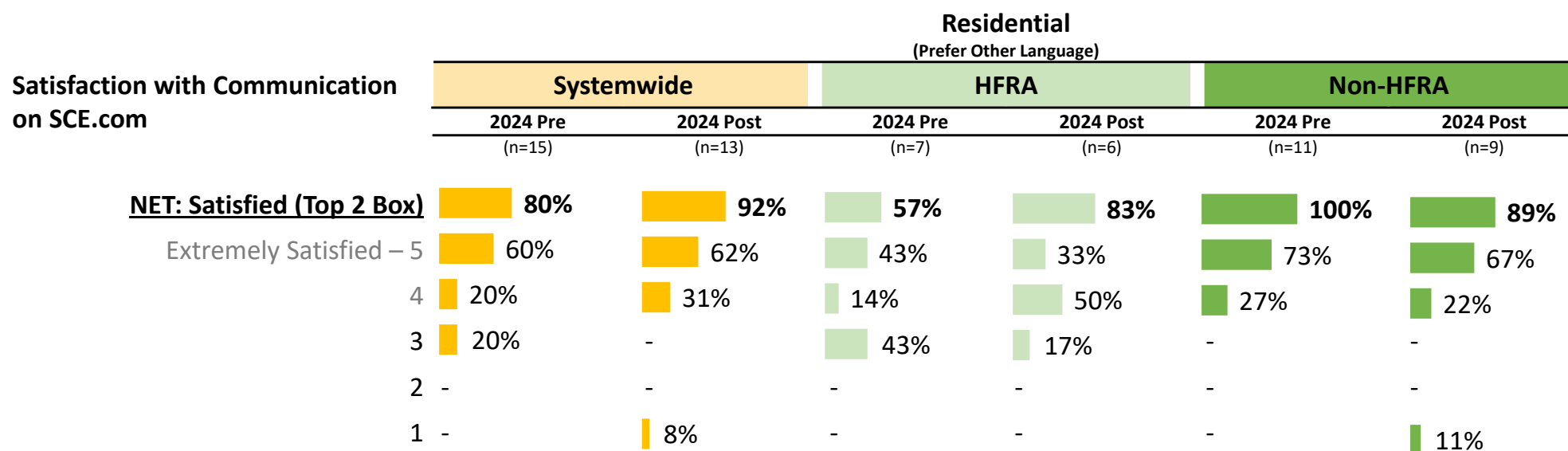
Q9B2. [BASE: ALL WHO USED THAT SOURCE IN PREFERRED LANGUAGE] How useful were the wildfire communications in LANGUAGE that you saw or heard from SCE via...?

Shading indicates a significant difference at the 90% confidence level from the prior year



# Satisfaction with SCE.com – Prefer Other

- Too few respondents (13) both prefer a language other than English and used SCE.com, making ratings of their satisfaction with the site not meaningful.



Q8. [RECALLED COMMUNICATION FROM SCE WEBSITE] How satisfied were you with the information provided on the SCE website about preparing for wildfires?

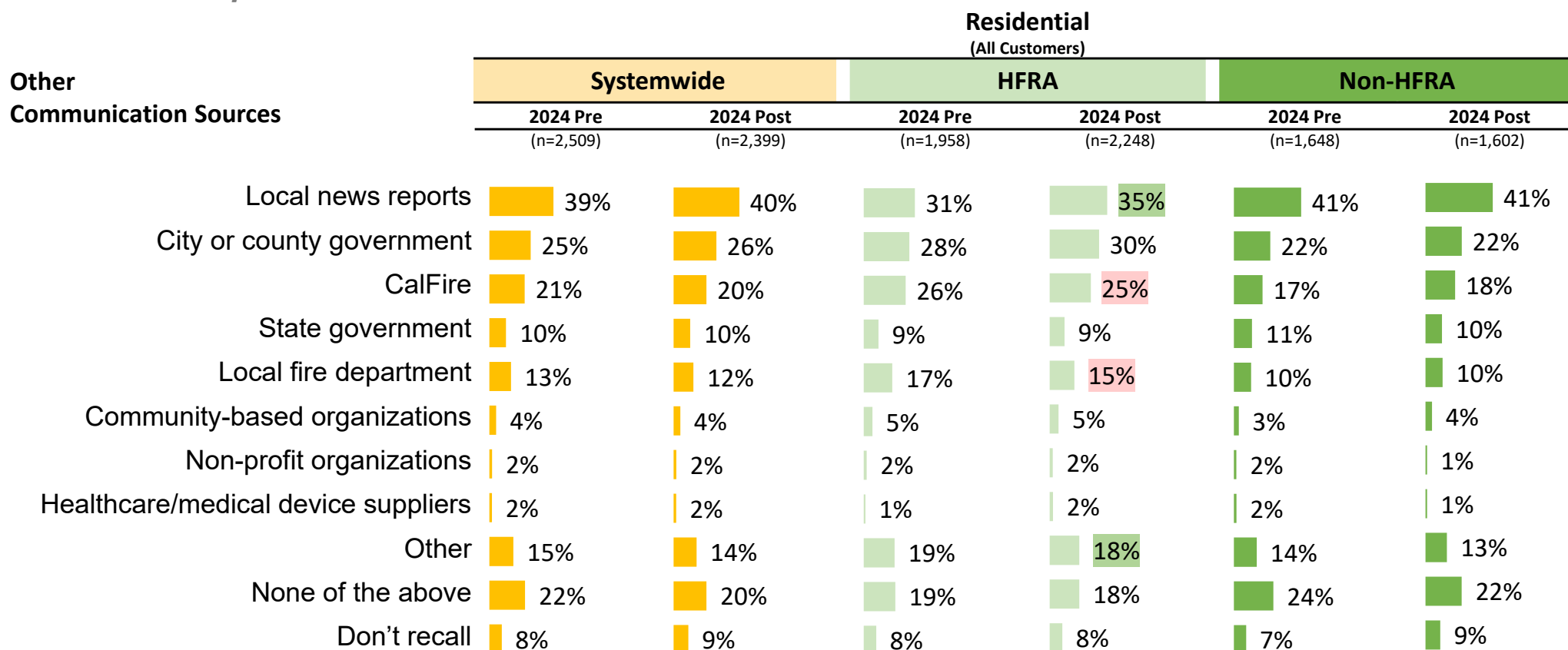
Shading indicates a significant difference at the 90% confidence level from the prior year

# Other WF Communications Sources

Among **All** Residential Customers

# Other WF Sources – All Customers

- All customers were asked about other WF sources (in the previous section, just those who recalled SCE WF sources were asked about those sources).
- Local news reports increased as a source (34% in 2023 vs. 40% in 2024) – and continue to remain the most often cited source.
- Other commonly cited sources, *especially in HFRA*s, are city/county government, CalFire, and local FDs.

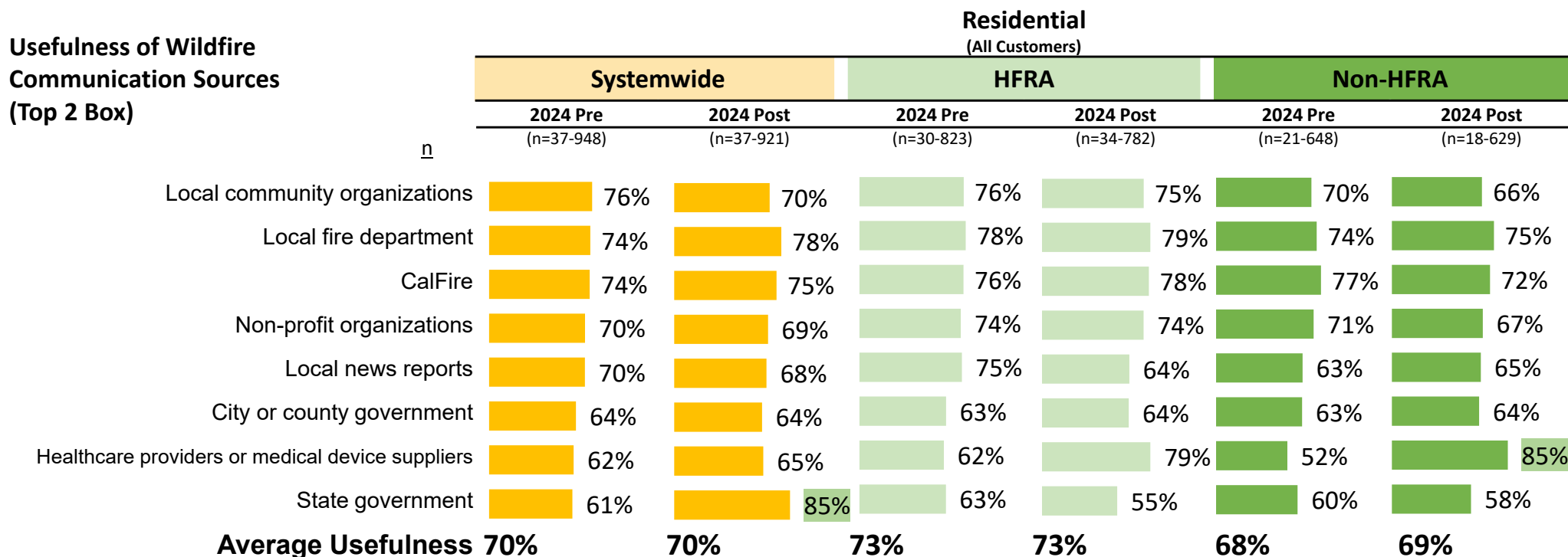


Q10. ASKED OF ALL Other than SCE's communications, what other sources have you used to obtain information about wildfire safety and preparedness?

Shading indicates a significant difference at the 90% confidence level from the prior year

# Usefulness of Other WF Sources – All Customers

- Among the varying number of customers who say they used these sources, usefulness is broadly consistent (64% to 85% systemwide).



Q12A/B1. [BASE: ALL WHO USED THAT SOURCE IN ENGLISH] On a 1 to 5 scale where 1 is not at all useful and 5 is extremely useful, how useful was the wildfire information from ...?

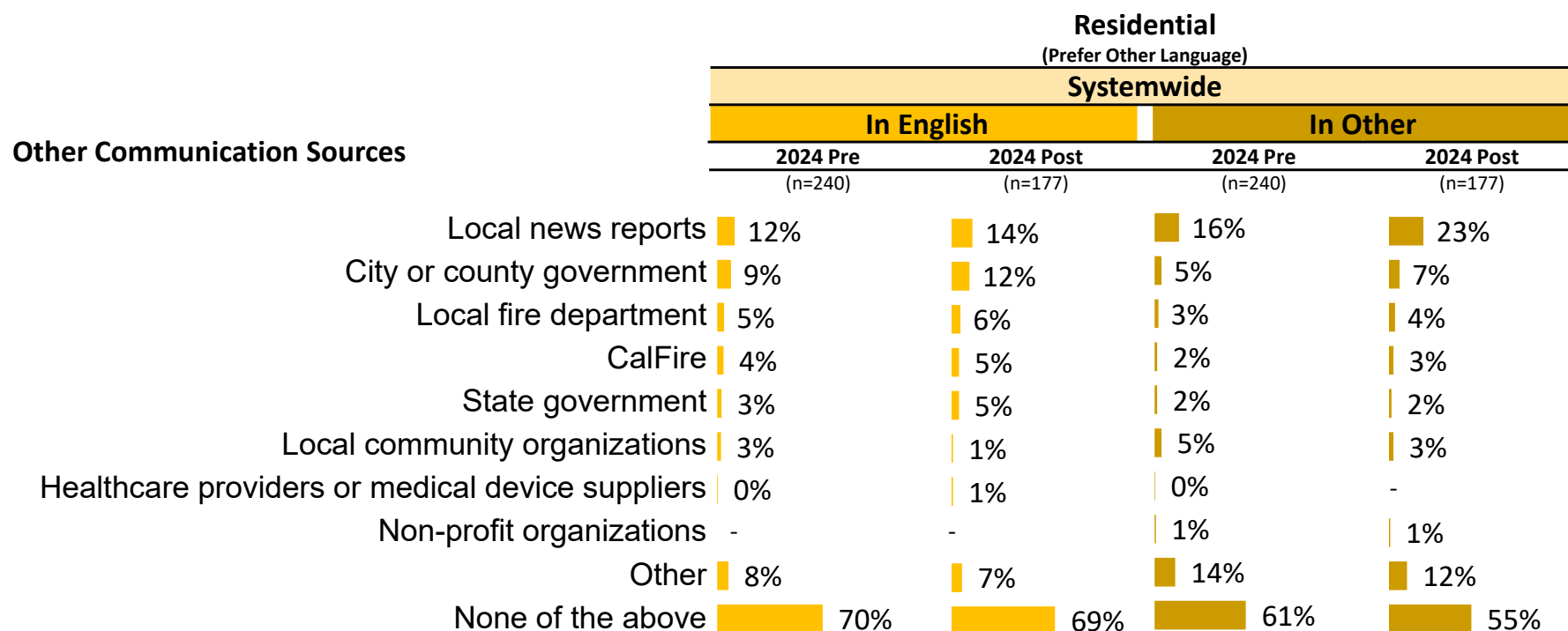
Shading indicates a significant difference at the 90% confidence level from the prior year

# Other Wildfire Communications Sources

Among Customers Who **Prefer Other** Languages

# Other WF Sources – Prefer Other Languages

- Customers who prefer other languages rarely use any of these other sources, and they are only slightly more likely to use them when those sources are in their preferred language: When the sources are in English, the percent saying “none” is 69% and 55% when the sources are in their preferred language.
- By contrast, 52% of Prefer Others recall seeing SCE’s WF communications.



Q10. Other than SCE’s communications, what other sources have you used to obtain information about wildfire safety and preparedness?

Q11. Which, if any, of these sources provided information in English and which provided information in your preferred language?

Shading indicates a significant difference at the 90% confidence level from the prior year

# Other Sources – Prefer Other Languages

- Here, the systemwide respondents on the previous slide (prefer other languages and used one or more of these sources) are divided among HFRA and non-HFRA customers.
- As reported on the previous slide, these customers tend not to use these other sources – whether they are in English or their preferred language. Even local news reports are rarely used.

Other Communication Sources	Residential (Prefer Other Language)							
	HFRA				Non-HFRA			
	In English		In Other		In English		In Other	
	2024 Pre (n=106)	2024 Post (n=99)	2024 Pre (n=106)	2024 Post (n=99)	2024 Pre (n=207)	2024 Post (n=152)	2024 Pre (n=207)	2024 Post (n=152)
Local news reports	15%	17%	13%	13%	13%	13%	17%	23%
City or county government	11%	8%	9%	13%	9%	13%	4%	7%
Local fire department	7%	5%	5%	7%	5%	7%	2%	4%
CalFire	8%	6%	3%	5%	3%	5%	2%	3%
State government	2%	3%	3%	6%	3%	6%	2%	3%
Local community organizations	1%	4%	2%	1%	2%	1%	4%	3%
Healthcare providers or medical device suppliers	-	1%	-	1%	0%	1%	0%	-
Non-profit organizations	-	-	-	-	-	-	1%	1%
Other	11%	0%	13%	7%	7%	7%	13%	11%
None of the above	63%	63%	71%	69%	71%	69%	61%	56%

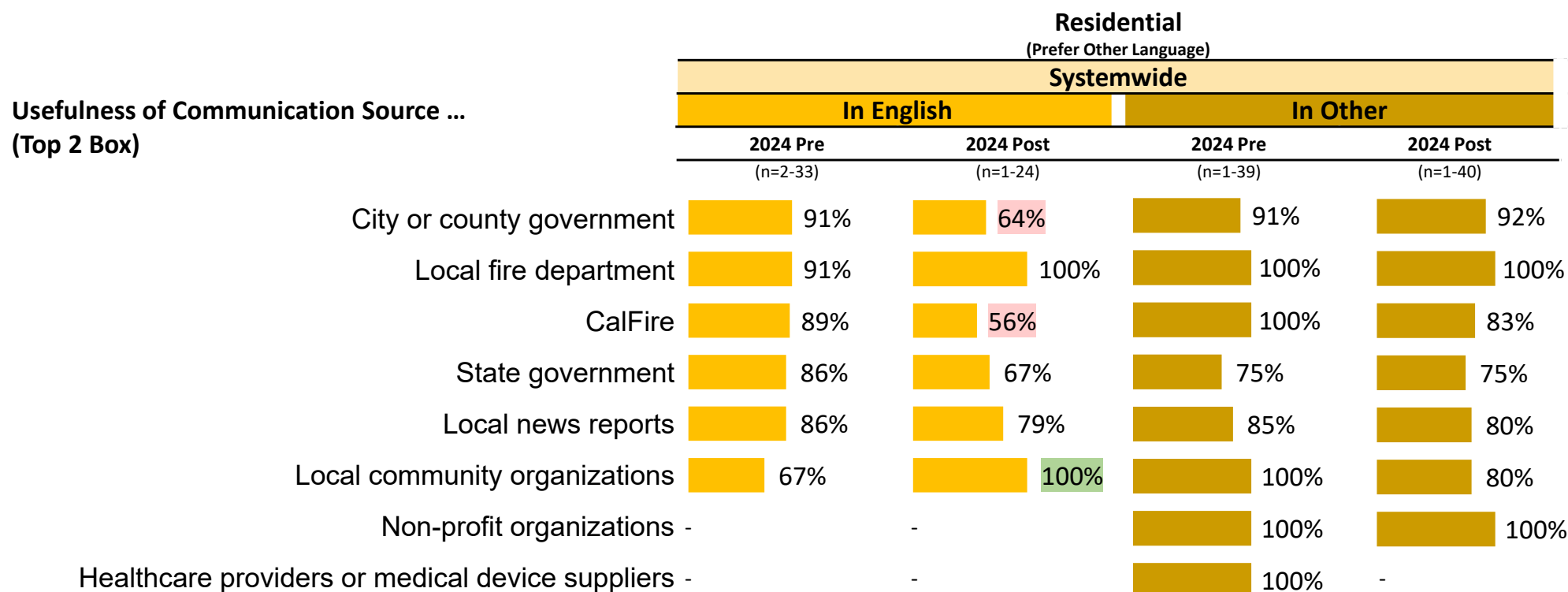
Q10. [BASE: RECALL COMMUNICATION] Other than SCE's communications, what other sources have you used to obtain information about wildfire safety and preparedness?

Q11. Which, if any, of these sources provided information in English and which provided information in your preferred language?

Shading indicates a significant difference at the 90% confidence level from the prior year

# Usefulness of Other Sources – Prefer Other

- Sample sizes are quite unreliable, but it appears source usefulness increases only slightly when it is provided in the preferred language.



Q12A/B1. [BASE: ALL WHO USED THAT SOURCE IN ENGLISH] On a 1 to 5 scale where 1 is not at all useful and 5 is extremely useful, how useful was the wildfire information from ...?

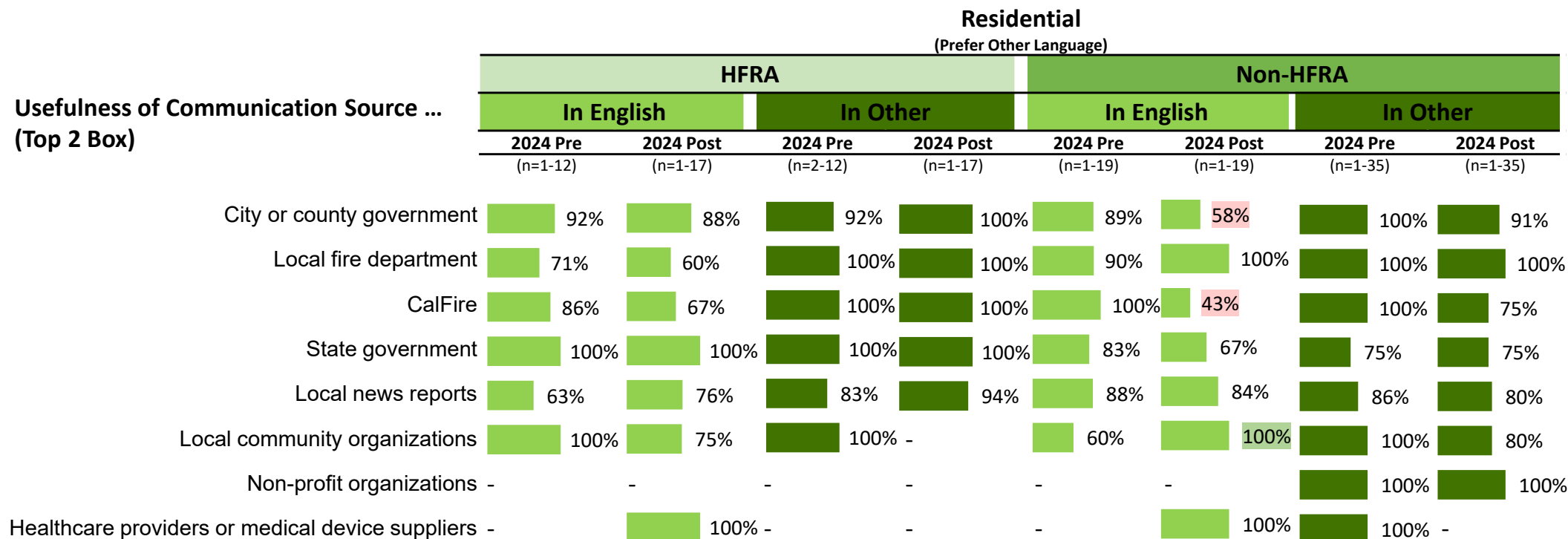
Q12B2. And using the same 1 to 5 scale, how useful was the wildfire information in [PREFERRED LANGUAGE] from...?

Shading indicates a significant difference at the 90% confidence level from the prior year



# Usefulness of Other Sources – Prefer Other

- Sample sizes are even less reliable when they are further divided between HFRA and Non-HFRAs.



Q12A/B1. [BASE: ALL WHO USED THAT SOURCE IN ENGLISH] On a 1 to 5 scale where 1 is not at all useful and 5 is extremely useful, how useful was the wildfire information from ...?

Q12B2. And using the same 1 to 5 scale, how useful was the wildfire information in [PREFERRED LANGUAGE] from...?

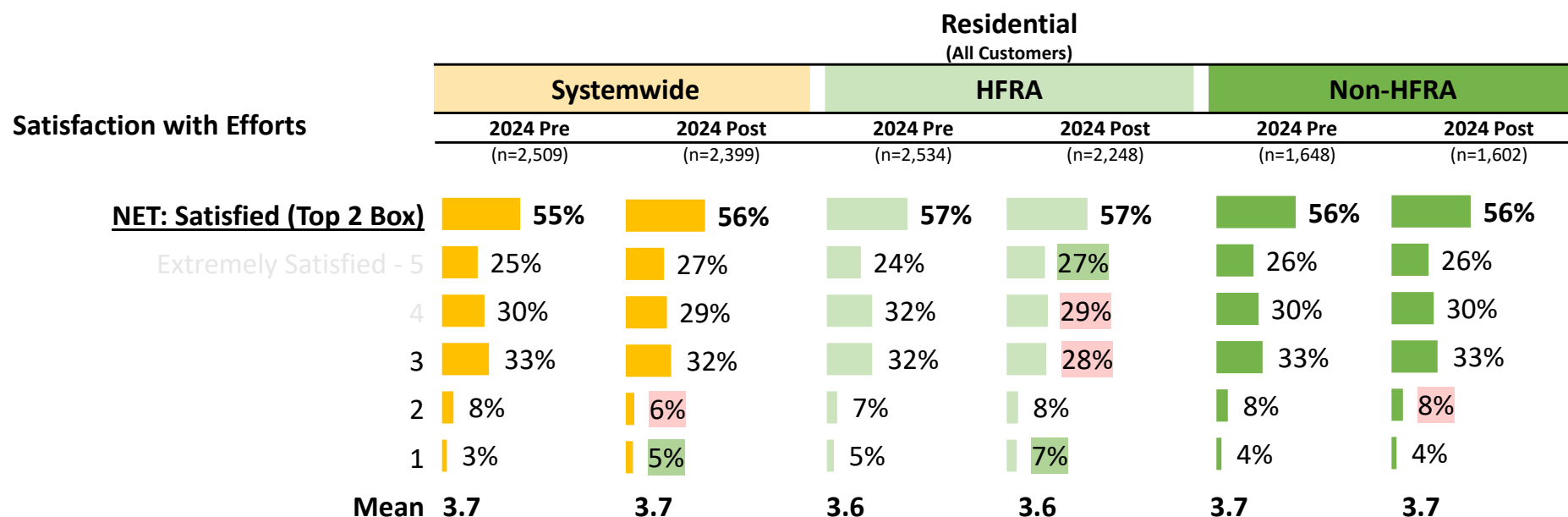
Shading indicates a significant difference at the 90% confidence level from the prior year

# **Ratings of SCE's WF Efforts**

## Among All Residential Customers

# Satisfaction w/ SCE's WF Efforts – All Customers

- The proportion of customers systemwide who are satisfied with SCE's WF efforts remains unchanged at 56%.
- HFRA and Non-HFRA territories are strikingly similar at 57% and 56% respectively.



Q15. How satisfied are you with SCE's overall wildfire safety and preparedness efforts?

Shading indicates a significant difference at the 90% confidence level from the prior year

# Ratings of SCE Attributes – All Customers

- In HFRA, ratings on 9 SCE PSPS-related attributes have improved to levels that are comparable or slightly higher than those earned from Non-HFRA residents.

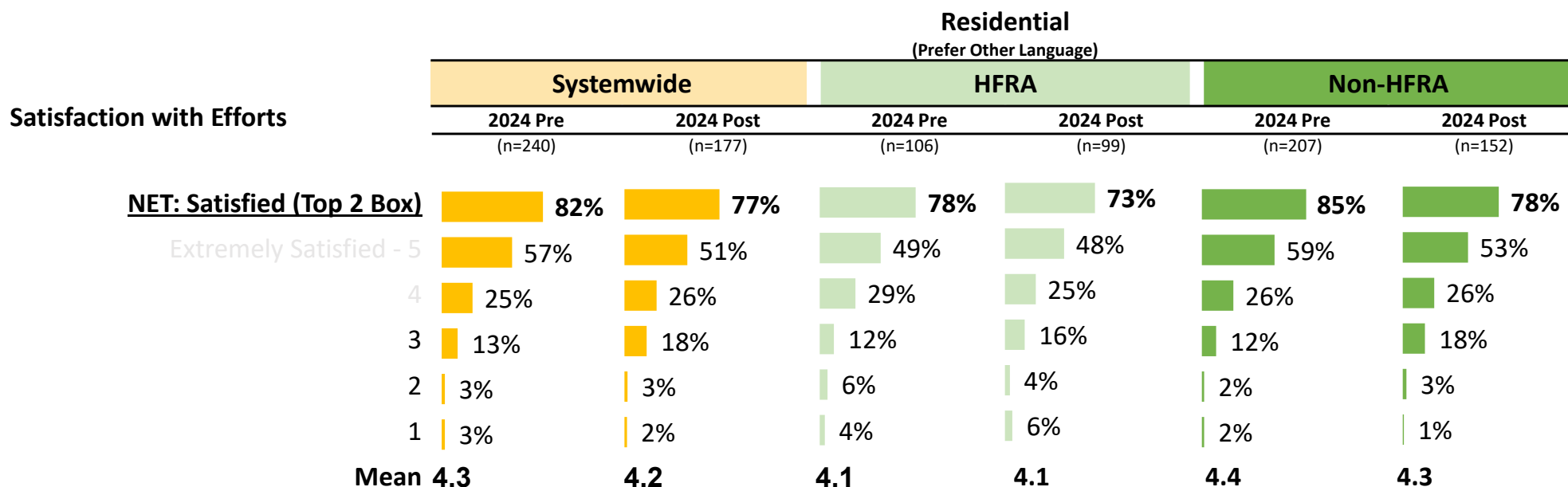
% Agree (Top 2 Box) SCE...	Residential (All Customers)					
	Systemwide		HFRA		Non-HFRA	
	2024 Pre (n=2,509)	2024 Post (n=2,399)	2024 Pre (n=2,534)	2024 Post (n=2,248)	2024 Pre (n=1,648)	2024 Post (n=1,602)
Is committed to restoring power to customers affected by wildfires	68%	69%	69%	67%	67%	69%
Is committed to wildfire safety	62%	62%	63%	64%	62%	62%
Is working to keep my community safe	60%	61%	60%	61%	61%	62%
Makes an effort to communicate with all customers about wildfires	58%	58%	61%	64%	57%	56%
Takes proactive measures to protect the electricity grid from wildfires	58%	59%	59%	62%	58%	59%
Shows care and concern for customers	57%	57%	53%	54%	60%	59%
Is proactive in taking steps to address wildfire risks	57%	58%	59%	60%	57%	58%
Is a company I trust to act in the best interest of its customers	52%	53%	48%	47%	55%	56%
Is helping me prepare for wildfire season	47%	47%	47%	48%	48%	47%
<b>Average Top 2 Box</b>	<b>58%</b>	<b>58%</b>	<b>58%</b>	<b>59%</b>	<b>59%</b>	<b>59%</b>

Q14. Using a scale where 1 means completely disagree and 5 means completely agree, Please indicate how much you agree or disagree with the following statements about SCE. SCE...

Shading indicates a significant difference at the 90% confidence level from the prior year

# Satisfaction w/ SCE's WF Efforts – Prefer Other

- There is much higher satisfaction with SCE's overall WF safety and preparedness efforts (77%) among those who prefer other languages compared to all Residential customers (56%).
- Satisfaction is high in both HFRAs (73%) and Non-HFRAs (78%).



Q15. How satisfied are you with SCE's overall wildfire safety and preparedness efforts?

Shading indicates a significant difference at the 90% confidence level from the prior year

# Ratings of SCE Attributes – Prefer Other

- As with the ratings of SCE's PSPS program overall, among the Prefer Other Language customers compared to the General Population, agreement is much higher with 9 statements about SCE's program (69% to 78% of Prefer Others agree vs. 47% to 69% of General Population).

% Agree (Top 2 Box)	Residential (Prefer Other Language)					
	Systemwide		HFRA		Non-HFRA	
	2024 Pre (n=240)	2024 Post (n=177)	2024 Pre (n=106)	2024 Post (n=99)	2024 Pre (n=207)	2024 Post (n=152)
SCE...						
Is working to keep my community safe	86%	78%	75%	79%	87%	78%
Is committed to restoring power to customers affected by wildfires	84%	78%	79%	77%	86%	80%
Takes proactive measures to protect the electricity grid from wildfires	83%	77%	78%	79%	85%	76%
Is committed to wildfire safety	82%	78%	77%	79%	83%	79%
Is a company I trust to act in the best interest of its customers	82%	76%	71%	72%	86%	78%
Shows care and concern for customers	81%	71%	75%	76%	84%	72%
Is proactive in taking steps to address wildfire risks	80%	74%	73%	81%	83%	73%
Makes an effort to communicate with all customers about wildfires	78%	69%	70%	72%	81%	69%
Is helping me prepare for wildfire season	77%	69%	64%	70%	79%	69%
<b>Average Top 2 Box</b>	<b>82.1%</b>	<b>76.8%</b>	<b>78.3%</b>	<b>73.7%</b>	<b>84.5%</b>	<b>78.3%</b>

Q14. Using a scale where 1 means completely disagree and 5 means completely agree, Please indicate how much you agree or disagree with the following statements about SCE. SCE...

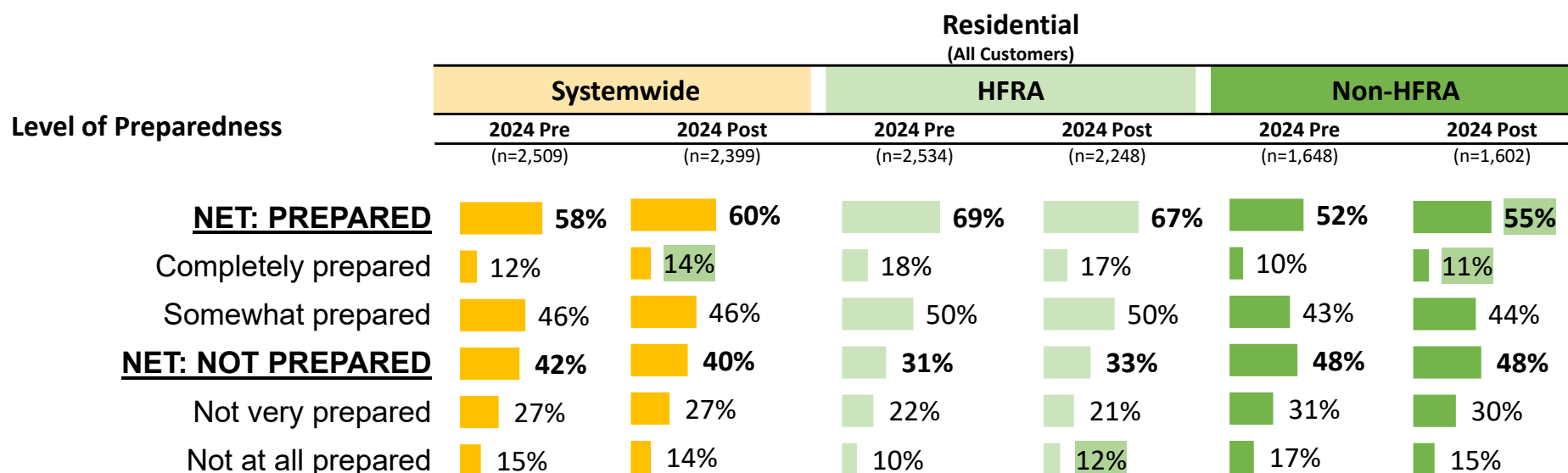
Shading indicates a significant difference at the 90% confidence level from the prior year

# **PSPS Preparedness**

## Among All Residential Customers

# Preparedness – All Customers

- Preparedness was virtually unchanged between the 2020, 2021, 2022, and 2023 surveys, but saw an increase to 60% in 2024 driven by HFRA customers.
- Preparedness is consistently higher in HFRA (67%) compared to Non-HFRA (55%).



Q20. A Public Safety Power Shutoff event could last anywhere from 24-48 hours, or longer in some cases. How would you rate your level of preparedness for being without electricity for an extended period?

Shading indicates a significant difference at the 90% confidence level from the prior year



# Preparedness – All Customers

- Among those who say they are prepared, candles/flashlights, supplies of food and water, and solar are most common. A generator is mentioned by 1 in 6.
- Not having a generator and not having a plan top the list of how residents say they are not prepared.

Residential (All Customers)						
	Systemwide		HFRA		Non-HFRA	
	2024 Pre (n=1,456)	2024 Post (n=1,426)	2024 Pre (n=1,736)	2024 Post (n=1,499)	2024 Pre (n=859)	2024 Post (n=882)
<b>Reasons for Being PREPARED</b>						
I have candles/flashlights	20%	22%	15%	19%	23%	24%
I have food/water stored	17%	18%	14%	15%	19%	20%
I have a generator	18%	18%	27%	25%	13%	15%
I have supplies (general)	10%	10%	7%	10%	12%	11%
I know what to do/have a plan	13%	17%	11%	15%	14%	18%
I have solar	17%	15%	17%	15%	16%	14%
I have an RV	4%	4%	5%	3%	3%	4%
<b>Reasons for NOT Being Prepared</b>						
	(n=1,053)	(n=965)	(n=798)	(n=740)	(n=789)	(n=716)
I don't have a generator	27%	27%	34%	33%	24%	23%
I don't know what to do/no plan	30%	32%	24%	29%	32%	34%
I don't have solar	6%	5%	8%	6%	4%	5%
I don't have anything/need supplies	9%	8%	8%	10%	9%	8%
I don't have candles/flashlights	6%	6%	4%	8%	6%	5%
We don't receive notice	3%	3%	4%	4%	3%	3%
I don't have food or water stored	8%	7%	8%	9%	8%	7%

Q20b. What makes you say you are [PREPARED/NOT PREPARED]?

Shading indicates a significant difference at the 90% confidence level from the prior year

# Preparedness Actions Taken – All Customers

- Three in 4 Residential customers (79%, up significantly) say they have taken preparedness actions. This incidence is higher in HFRAs (81%) than in non-HFRAs (68%).
- Most common are related to lighting, water, non-refrigerated food, and an emergency kit.
- One in five (19% Systemwide) have signed up for SCE notifications. The incidence of the latter is higher in HFRAs (26% vs. 14% in non-HFRAs).

Actions Taken	Residential (All Customers)					
	Systemwide		HFRA		Non-HFRA	
	2024 Pre (n=2,509)	2024 Post (n=2,399)	2024 Pre (n=2,534)	2024 Post (n=2,248)	2024 Pre (n=1,648)	2024 Post (n=1,602)
Purchased new lanterns or flashlights	33%	33%	35%	37%	30%	29%
Purchased enough water to last for several days without power	32%	31%	36%	34%	30%	27%
Purchased enough non-refrigerated food to last for several days without power	28%	26%	32%	29%	25%	24%
Prepared an emergency kit with food, water or medicine	24%	23%	25%	25%	23%	22%
Purchased fire extinguishers	22%	20%	26%	24%	20%	16%
Signed up for notifications from SCE	20%	19%	26%	26%	15%	14%
Removed vegetation from around your home	19%	17%	28%	26%	12%	11%
Purchased/used a battery powered radio	18%	17%	20%	19%	17%	14%
Have a place to go if without power for a prolonged period	17%	16%	22%	19%	14%	14%
Signed up for emergency alerts from the country/state	16%	14%	21%	18%	12%	11%
Acquired a back-up generator	11%	11%	19%	17%	7%	8%
Prepared for multiple-day outage	11%	12%	15%	14%	8%	10%
Developed an emergency plan	10%	10%	12%	12%	8%	9%
Allowed access to property for SCE to trim trees	10%	9%	13%	13%	7%	6%

Q21. What, if any, actions have you taken to prepare for a Public Safety Power Shutoff (PSPS) in 2024?

Shading indicates a significant difference at the 90% confidence level from the prior year

# Preparedness Actions Taken (cont.) – All Customers

- Significantly more customers mentioned going to SCE.com, being notified about a power shutoff, and receiving a Critical Care Backup Battery.





































Actions Taken (continued)	Residential (All Customers)					
	Systemwide		HFRA		Non-HFRA	
	2024 Pre (n=2,509)	2024 Post (n=2,399)	2024 Pre (n=2,534)	2024 Post (n=2,248)	2024 Pre (n=1,648)	2024 Pre (n=1,602)
Acquired battery storage technology	9%	11%	11%	12%	8%	9%
Went to SCE website	8%	10%	11%	10%	7%	6%
Signed up for emergency alerts from the Fire Department	8%	8%	10%	10%	6%	7%
Performed a safety check on your generator for your home	6%	7%	10%	9%	3%	4%
Checked the SCE mobile app	5%	6%	7%	7%	4%	5%
Signed up for Medical Baseline Program	4%	4%	5%	5%	3%	3%
Notified others in area about potential power shutoff	4%	7%	5%	7%	3%	3%
Activated your emergency plan	3%	3%	3%	3%	2%	2%
Attended a community-based organization event	2%	2%	2%	2%	1%	1%
Followed SCE on Facebook	2%	1%	2%	2%	2%	1%
Received Critical Care Backup Battery from SCE	2%	11%	2%	3%	1%	1%
Completed the outage emergency preparedness checklist on sce.com	2%	1%	2%	2%	2%	1%
Went SCE's social media	2%	2%	2%	2%	1%	2%
Visited SCE Community Resource Center	1%	1%	1%	1%	1%	1%
Attended SCE Community meeting, wildfire preparedness webinar or online meeting	1%	1%	1%	1%	1%	0%
Followed SCE on Twitter	1%	1%	1%	0%	1%	1%
Other	8%	9%	9%	10%	8%	8%
I have not taken any action	26%	27%	18%	19%	32%	32%

Q21. What, if any, actions have you taken to prepare for a Public Safety Power Shutoff (PSPS) in 2023?

Shading indicates a significant difference at the 90% confidence level from the prior year

# Cost of Preparedness – All Customers

- The amount of money spent on preparedness increased in 2024 Post-.
  - The mean is higher (more than double) in HFRA than in non-HFRAs.

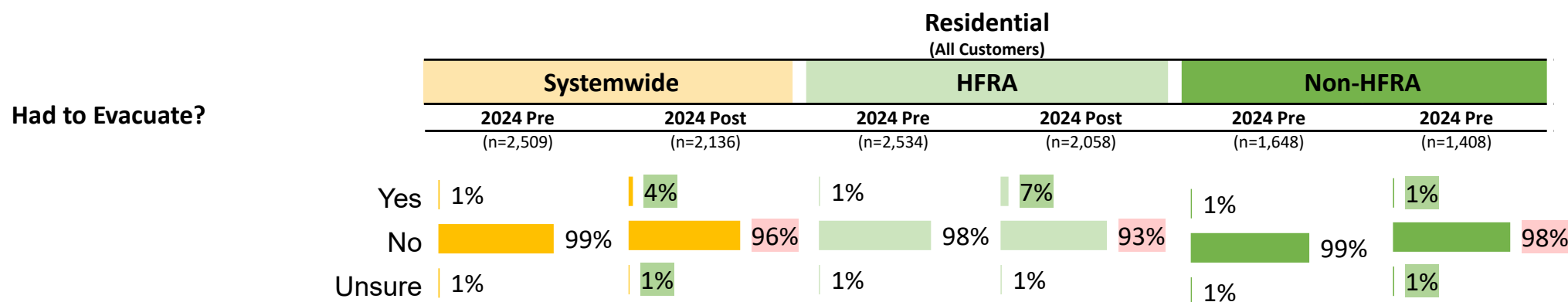
Money Spent on Preparedness	Residential (All Customers)					
	Systemwide		HFRA		Non-HFRA	
	2024 Pre	2024 Post	2024 Pre	2024 Post	2024 Pre	2024 Post
	(n=2,460)	(n=2,359)	(n=2,476)	(n=2,190)	(n=1,623)	(n=1,578)
\$0	 14%	 13%	 13%	 12%	 14%	 14%
\$1-\$99	 8%	 10%	 8%	 10%	 9%	 10%
\$100-\$199	 14%	 13%	 13%	 13%	 13%	 13%
\$200-\$499	 14%	 14%	 14%	 14%	 13%	 13%
\$500+	 21%	 20%	 30%	 28%	 17%	 15%
Unsure	 29%	 30%	 23%	 21%	 34%	 34%
<b>Mean</b>	<b>\$1,040</b>	<b>\$1,550</b>	<b>\$1,411</b>	<b>\$2,206</b>	<b>\$758</b>	<b>\$887</b>
<b>Median</b>	<b>\$150</b>	<b>\$150</b>	<b>\$200</b>	<b>\$200</b>	<b>\$100</b>	<b>\$100</b>

Q21b. {TAKEN ACTION in Q21} How much money would you say you have spent during the past year on making sure your home and family are better prepared for potential wildfires?

Shading indicates a significant difference at the 90% confidence level from the prior year

# Evacuation Experience – All Customers

- Experience with evacuation due to wildfires was 4% systemwide (up significantly vs. 2024 Pre-).
- Significantly more HFRA customers (7%) experienced an evacuation compared to Non-HFRA.



Q23. In the past few months, have you had to evacuate due to wildfires in your area?

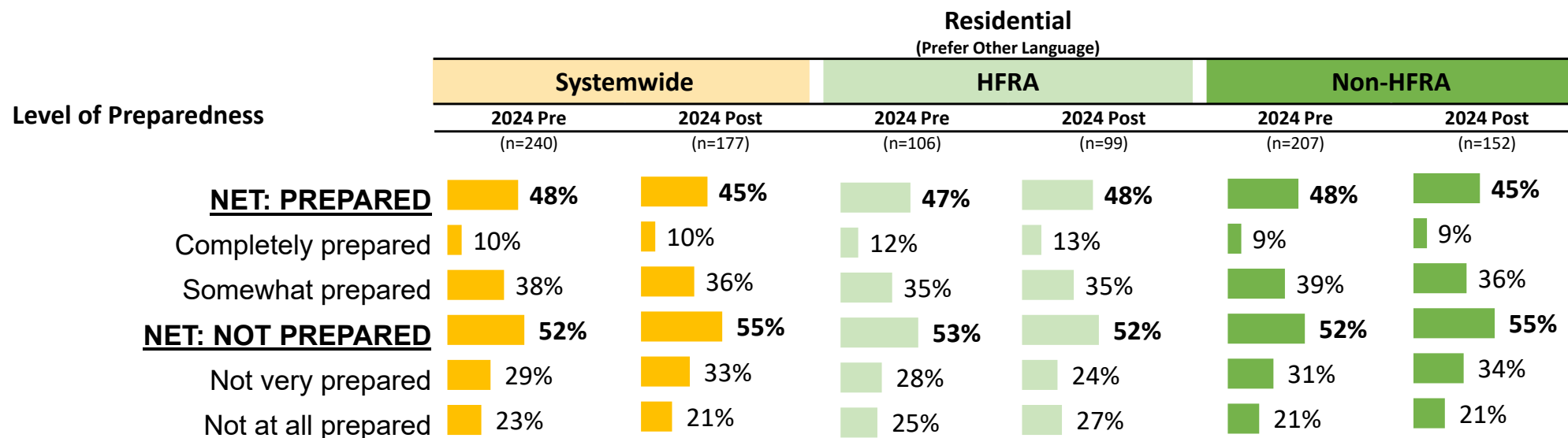
Shading indicates a significant difference at the 90% confidence level from the prior year

# **PSPS Preparedness**

## Among Customers Who Prefer Other Languages

# Preparedness – Prefer Other Languages

- Customers who prefer other languages are less likely to say they are prepared for an extended outage than are those in the General Population.
  - Systemwide: Preparedness among all Residential customers is 60% vs. 45% among Prefer Others
  - HFRAs: 67% vs. 48%
  - Non-HFRAs: 55% vs. 45%
- Preparedness among the Prefer Others is comparable for those in HFRAs and Non-HFRAs (48% vs. 45%).



Q20. A Public Safety Power Shutoff event could last anywhere from 24-48 hours, or longer in some cases. How would you rate your level of preparedness for being without electricity for an extended period?

Shading indicates a significant difference at the 90% confidence level from the prior year

# Preparedness – Prefer Other

- Small proportions of Prefer Other respondents who say they have prepared cite candles/flashlights, food and water storage, and having a plan. Few mention having generators.
- Not having a plan or a generator lead the reasons Prefer Others give to explain why they believe they are not prepared.

	Residential (Prefer Other Language)					
	Systemwide		HFRA		Non-HFRA	
	2024 Pre (n=115)	2024 Post (n=80)	2024 Pre (n=50)	2024 Post (n=48)	2024 Pre (n=99)	2024 Post (n=69)
<b>Reasons for Being PREPARED</b>						
I have candles/flashlights	27%	28%	22%	31%	29%	29%
I have food/water stored	16%	20%	28%	13%	14%	22%
I have supplies (general)	4%	10%	6%	15%	4%	10%
I know what to do/have a plan	19%	13%	14%	13%	20%	13%
I have solar	10%	6%	12%	13%	9%	6%
We receive notice in advance	6%	4%	10%		3%	4%
I have a generator	10%	14%	16%	23%	10%	12%
<b>Reasons for NOT Being Prepared</b>						
I don't know what to do/no plan	39%	33%	36%	44%	39%	34%
I don't have a generator	14%	11%	11%	14%	14%	8%
We don't receive notice	5%	6%	5%	10%	5%	5%
I don't have anything/need supplies	10%	6%	5%	8%	10%	7%
I don't have solar	1%	2%	2%	2%	1%	1%
I don't have candles/flashlights	11%	7%	2%	12%	13%	7%
I don't have food or water stored	6%	6%	5%	10%	6%	5%

Q20b. What makes you say you are [PREPARED/NOT PREPARED]?

Shading indicates a significant difference at the 90% confidence level from the prior year



# Preparedness Actions Taken – Prefer Other

- Recent actions taken among the Prefer Others in HFRA more often include going to SCE.com (8% vs. 3% in Non-HFRAs).
- Non-HFRA customers have more often than HFRA customers recently purchased a battery powered radio (14% vs. 8%).

Actions Taken	Residential (Prefer Other Language)					
	Systemwide		HFRA		Non-HFRA	
	2024 Pre (n=240)	2024 Post (n=177)	2024 Pre (n=106)	2024 Post (n=99)	2024 Pre (n=207)	2024 Post (n=152)
Purchased new lanterns or flashlights	26%	20%	19%	22%	28%	19%
Prepared an emergency kit with food, water or medicine	17%	22%	16%	20%	17%	22%
Purchased enough non-refrigerated food to last for several days without power	16%	14%	11%	16%	16%	14%
Purchased enough water to last for several days without power	16%	17%	15%	18%	16%	16%
Purchased/used a battery powered radio	8%	13%	6%	8%	7%	14%
Purchased fire extinguishers	8%	7%	4%	7%	8%	7%
Signed up for notifications from SCE	7%	7%	7%	7%	6%	6%
Prepared for multiple-day outage	5%	5%	4%	4%	5%	6%
Went to SCE website	5%	5%	5%	8%	3%	3%
Checked the SCE mobile app	5%	5%	6%	4%	5%	5%
Have a place to go if without power for a prolonged period	5%	6%	4%	7%	6%	6%
Acquired battery storage technology	4%	5%	8%	3%	5%	5%
Notified others in area about potential power shutoff	5%	3%	4%	4%	3%	3%
Acquired a back-up generator	5%	4%	3%	5%	4%	4%
Signed up for emergency alerts from the country/state	4%	5%	4%	5%	5%	5%

Q21. What, if any, actions have you taken to prepare for a Public Safety Power Shutoff (PSPS) in 2023?

Shading indicates a significant difference at the 90% confidence level from the prior year

# Preparedness Actions Taken (cont.) – Prefer Other

- Among those who Prefer Other languages, about 1/3 took no recent actions for preparedness.

Actions Taken (continued)	Residential (Prefer Other Language)					
	Systemwide		HFRA		Non-HFRA	
	2024 Pre (n=240)	2024 Post (n=177)	2024 Pre (n=106)	2024 Post (n=99)	2024 Pre (n=207)	2024 Post (n=152)
Developed an emergency plan	4%	3%	4%	4%	4%	3%
Activated your emergency plan	4%	2%	1%	3%	4%	2%
Removed vegetation from around your home	4%	8%	4%	11%	4%	8%
Allowed access to property for SCE to trim trees	3%	5%	1%	6%	4%	4%
Followed SCE on Facebook	3%	1%	3%	2%	3%	
Performed a safety check on your generator for your home	3%	4%	2%	8%	3%	3%
Signed up for emergency alerts from the Fire Department	3%	2%	3%	5%	3%	2%
Went SCE's social media	2%	2%	5%	2%	2%	1%
Completed the outage emergency preparedness checklist from sce.com	2%	2%	1%	2%	2%	1%
Visited SCE Community Resource Center	1%	1%	2%	1%	1%	1%
Signed up for Medical Baseline Program	1%	1%	-	3%	1%	1%
Attended SCE Community meeting, wildfire preparedness webinar or online meeting	1%	-	1%	-	1%	
Received Critical Care Backup Battery from SCE	1%	1%	1%	1%	1%	1%
Attended a community-based organization event	0%	-	-	1%	0%	
Followed SCE on Twitter	-	1%	-	1%	-	1%
Other	15%	11%	22%	17%	13%	9%
I have not taken any action	35%	36%	37%	30%	36%	37%

Q21. What, if any, actions have you taken to prepare for a Public Safety Power Shutoff (PSPS) in 2024?

Shading indicates a significant difference at the 90% confidence level from the prior year

# Cost of Preparedness – Prefer Other

- The mean amount spent by HFRA customers is higher than that spent by the Non-HFRAs – and both are higher than in 2024 Pre-.

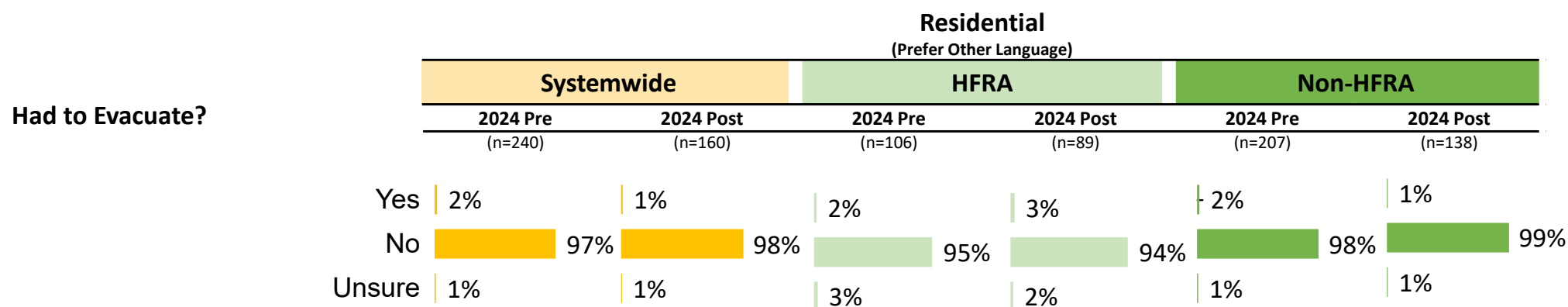
Money Spent on Preparedness	Residential (Prefer Other Language)					
	Systemwide		HFRA		Non-HFRA	
	2024 Pre	2024 Post	2024 Pre	2024 Post	2024 Pre	2024 Post
	(n=236)	(n=174)	(n=105)	(n=97)	(n=203)	(n=150)
\$0	11%	9%	9%	8%	12%	10%
\$1-\$99	4%	5%	8%	6%	3%	5%
\$100-\$199	8%	10%	8%	7%	9%	10%
\$200-\$499	14%	13%	15%	11%	14%	13%
\$500+	25%	25%	23%	33%	23%	24%
Unsure	37%	38%	37%	34%	38%	38%
Mean	\$853	\$2088	\$1261	\$2771	\$822	\$1171
Median	\$250	\$250	\$200	\$400	\$250	\$20

Q21b. {TAKEN ACTION in Q21"} How much money would you say you have spent during the past year on making sure your home and family are better prepared for potential wildfires?

Shading indicates a significant difference at the 90% confidence level from the prior year

# Evacuation Experience – Prefer Other

- Evacuation experience among Prefer Other Language customers is comparable to that reported by all customers: extremely low.



Q23. In the past few months, have you had to evacuate due to wildfires in your area?

Shading indicates a significant difference at the 90% confidence level from the prior year

# **Suggested Improvements to WF Comms**

## Among All Customers

# Suggested Improvements to WF Comms

- Word clouds are a way of summarizing the responses to open-ended questions. The size and position of words in the graphic reflect the frequency with which the words were used across the hundreds of comments from the 2023 & 2024 Pre- surveys.
- Among customers both in and out of the HFRAs, the sentiment is clear: more communications via email & text to increase knowledge and awareness throughout the community.

## Systemwide Residential

2024 Pre



2024 Post



Q13. [RECALL COMMUNICATION] In what ways could SCE improve their communications about wildfire preparedness?

# Suggested Improvements to WF Comms

Some illustrative comments – full verbatims available upon request.

## Systemwide Residential – 2024 Pre-

*A dedicated mailing that is ONLY about wildfires Not a bill insert. And the outside, something that says "Urgent information about wildfires"*

*Billboards Posters in public places like gas station, electric car fueling devices, SCE vehicle signage*

*Continually highlight the risks, and opportunities to mitigate those risks throughout the year. Maybe color code banners of letterhead when risks are elevated and require immediate attention vs during low-risk seasons when planning is necessary.*

*Emails, USPS mails, short and sweet... Do not send long write-ups, etc. People don't have the time.*

*Emphasize the need to remove combustible materials around dwellings and knowing what to do when a small fire starts, and how to immediately smother it if possible. This means having water or fire extinguishers readily available, or even buckets of sand.*

*I think text notifications and emails are best. No need to waste paper and postage for mailed info*

*I attended a meeting that SCE put on to inform people in my community about wildfire preparedness and what SCE is planning to do to help mitigate dangers in my area. It was great information. No improvement other than maybe additional emails (in case one gets lost amongst the many emails one receives in a day).*

*I really like a sheet that had what to do in the event of a 15 minute, 30 minute, 1 hour, and 3 hour Fire warning/Evacuation order*

*I have tried several times to contact SCE by phone and it seems to be impossible to speak to a human.. I'm concerned with power outage that I have no way to contact anyone as phone communications do not work in our area with no power. Explain what SCE is doing to avoid power interruptions or limit them to just the rural sections of power distribution vulnerable to fire generation. Residential neighborhoods should not be interrupted.*

## Systemwide Residential – 2024 Post-

*A few days ago, when the decision was made not to turn off electricity due to winds, an automated call advising me of this was placed to my landline at 11:45 PM. I happened to be awake at that hour, but I can imagine that many of my neighbors were startled out of a deep sleep to be told "everything's okay". Please don't do that.*

*Better information on whether our electricity will be turned off - the communications are often vague and not definitive.*

*Email an outage map to those affected or about to be.*

*A map of degrees of possible fire spread , or concern (considering wind, age of brush..) so we can see how far or near the fire is.*

*Ensure communication is sent through both email and regular mail. Also more specific to certain cities since landscapes are different between areas (LA County is pretty big).*

*Direct customers where to turn for up-to-date information once an emergency starts to develop*

*How the public can help you spot malfunctioning equipment during all the frequent wind events and who and how to call.*

*Explain in greater detail why certain areas have power shutoff and what specifically the threshold is for shutoffs.*

*Give as much advanced notice of possible power outages for the best preparation possible for the residents*

*Have option to be notified via text to those in the danger zone. This would need to be optional*

Q13. [RECALL COMMUNICATION] In what ways could SCE improve their communications about wildfire preparedness?

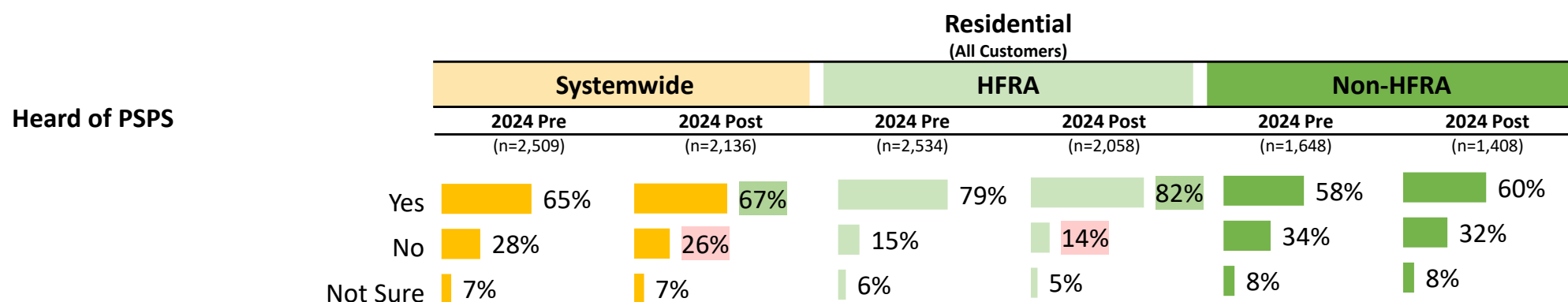
# **PSPS Communications**

## Among All Residential Customers



# PSPS Awareness – All Customers

- Customers in HFRAs are more likely to have heard of “PSPS” (82% vs. 60% in Non-HFRAs).
- Year-over-year awareness is comparable.

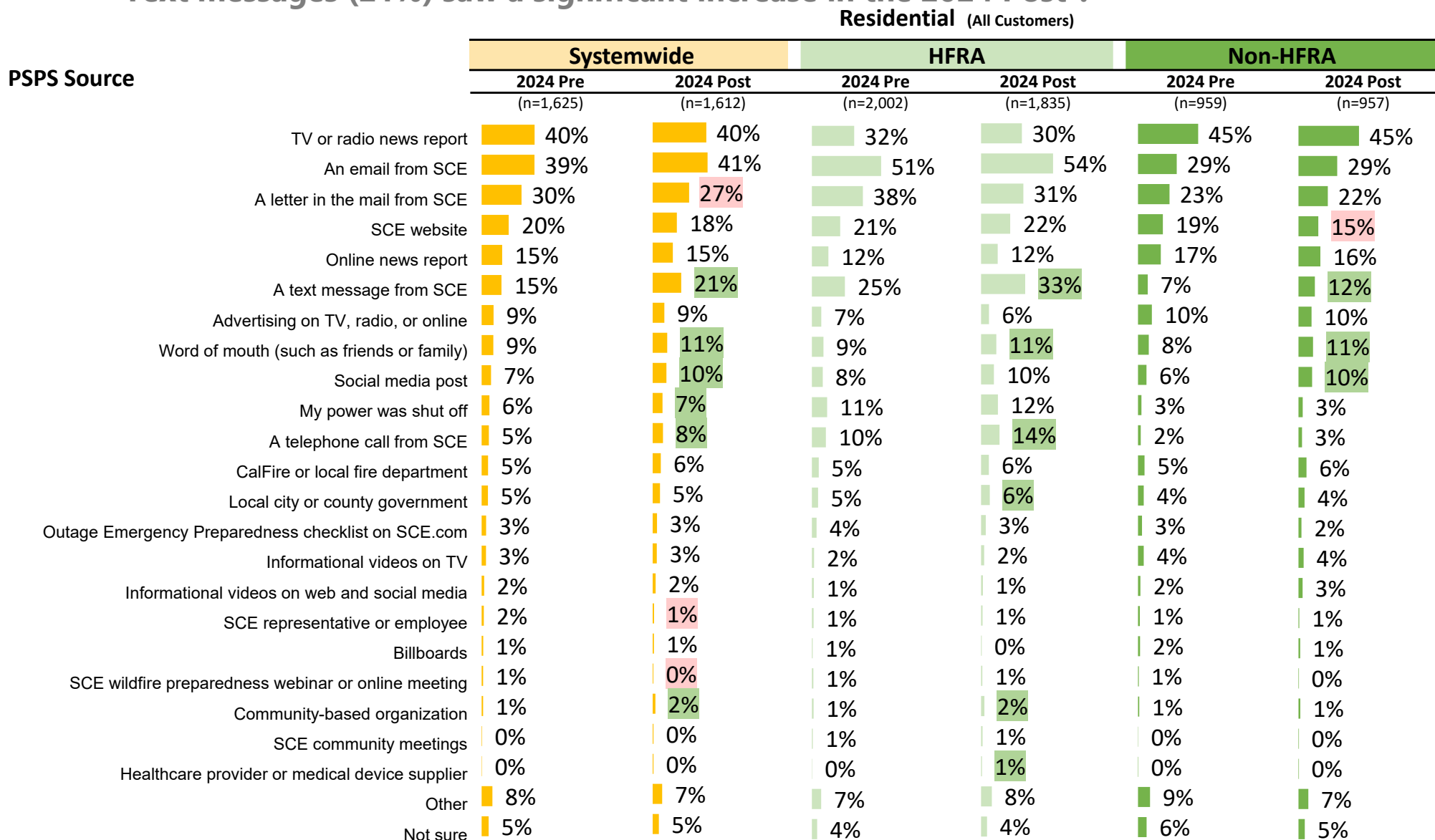


Q16. Public Safety Power Shutoff, or PSPS, is a precautionary safety measure where SCE may proactively turn off power lines when extreme fire danger conditions are forecasted, in order to reduce the risk of wildfires. Before today, had you ever heard of the Public Safety Power Shutoff program?

Shading indicates a significant difference at the 90% confidence level from the prior year

# PSPS Sources – All Customers

- Among those who do recall PSPS whether in or out of an HFRA, the top sources are TV or radio news reports, SCE emails, and SCE letters.
- Text messages (21%) saw a significant increase in the 2024 Post-.

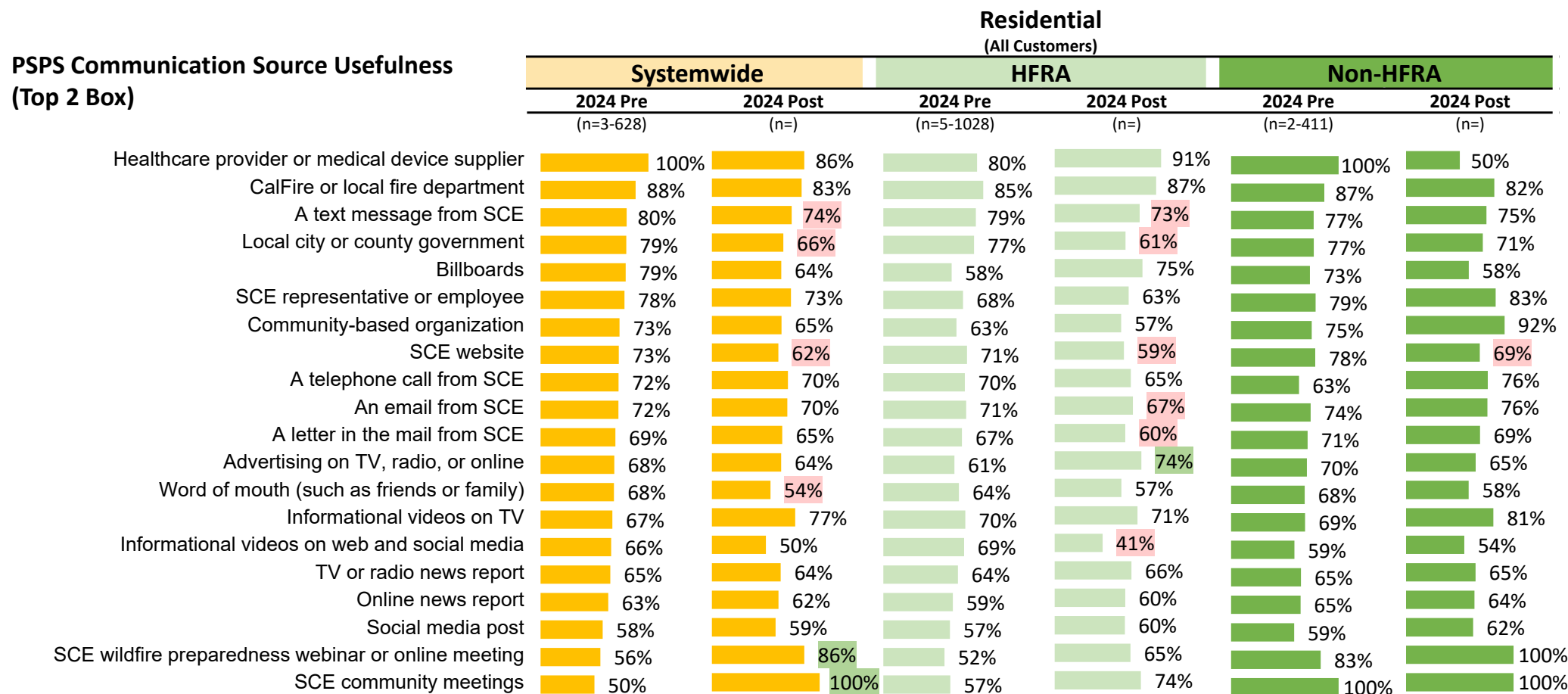


Q17. [RECALL PSPS] Where have you heard about Public Safety Power Shutoffs?

Shading indicates a significant difference at the 90% confidence level from the prior year

# Usefulness of PSPS Sources – All Customers

- Compared to the outset of the 2024 wildfire season, source usefulness ratings for six of SCE's PSPS information sources have declined among HFRA customers.

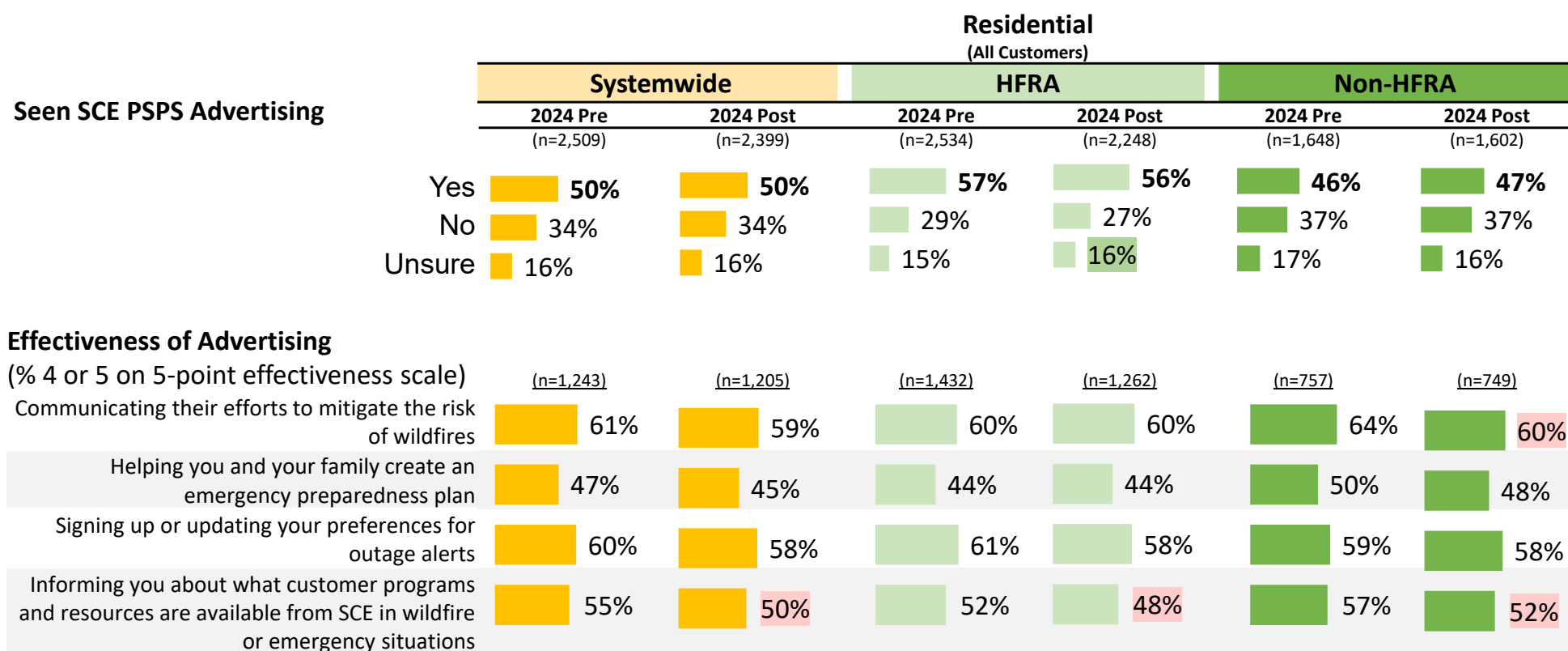


Q19A/B1. [SAW COMMUNICATIONS IN ENGLISH] On a 1 to 5 scale where 1 is not at all useful and 5 is extremely useful, how useful was the PSPS information from ...?

Shading indicates a significant difference at the 90% confidence level from the prior year

# SCE PSPS Advertising– All Customers

- About half of all Residential customers say they do recall such advertising.
- About half of those who recall PSPS advertising rate it as effective – most often for efforts to mitigate WF risks (59%) and outage alert sign-ups (58%) – and least often for helping with preparedness plan creation (45%)



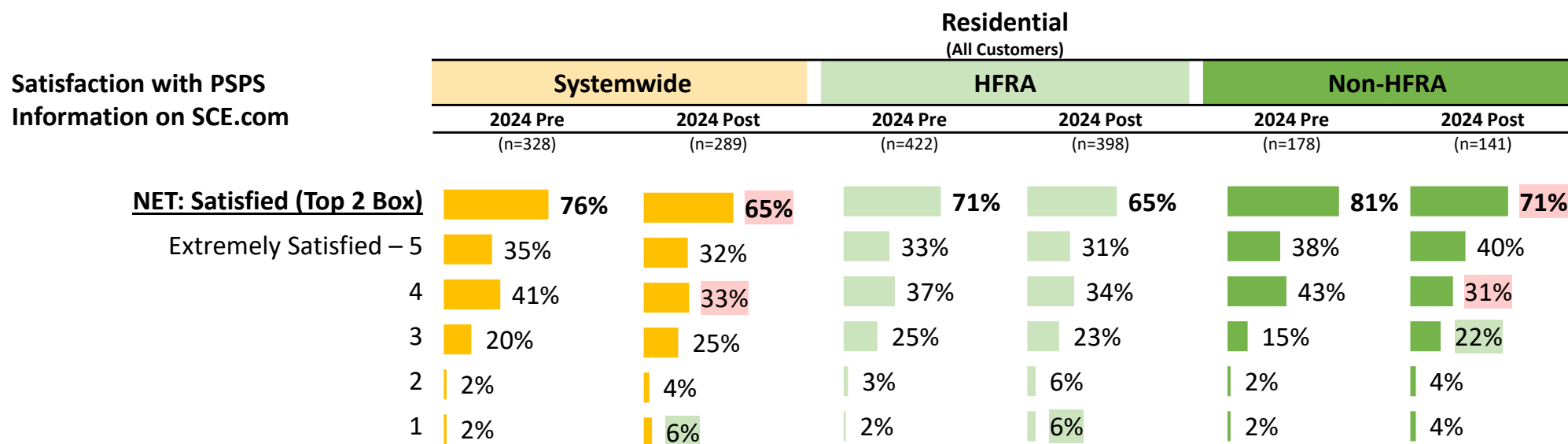
Q24. "Have you ever seen or heard any advertising from Southern California Edison about Public Safety Power Shutoffs and being prepared for emergencies? This could be through television, radio, or on the internet."

Q25. "[IF YES] How effective has Southern California Edison's advertising been for..."

Shading indicates a significant difference at the 90% confidence level from the prior year

# Satisfaction w/ SCE.com PSPS Info – All Customers

- “Top 2 Box” Satisfaction with SCE.com as a source of PSPS information declined at the outset of the 2024 wildfire season.
- Satisfaction has consistently been higher among customers in Non-HFRAs and remains so.

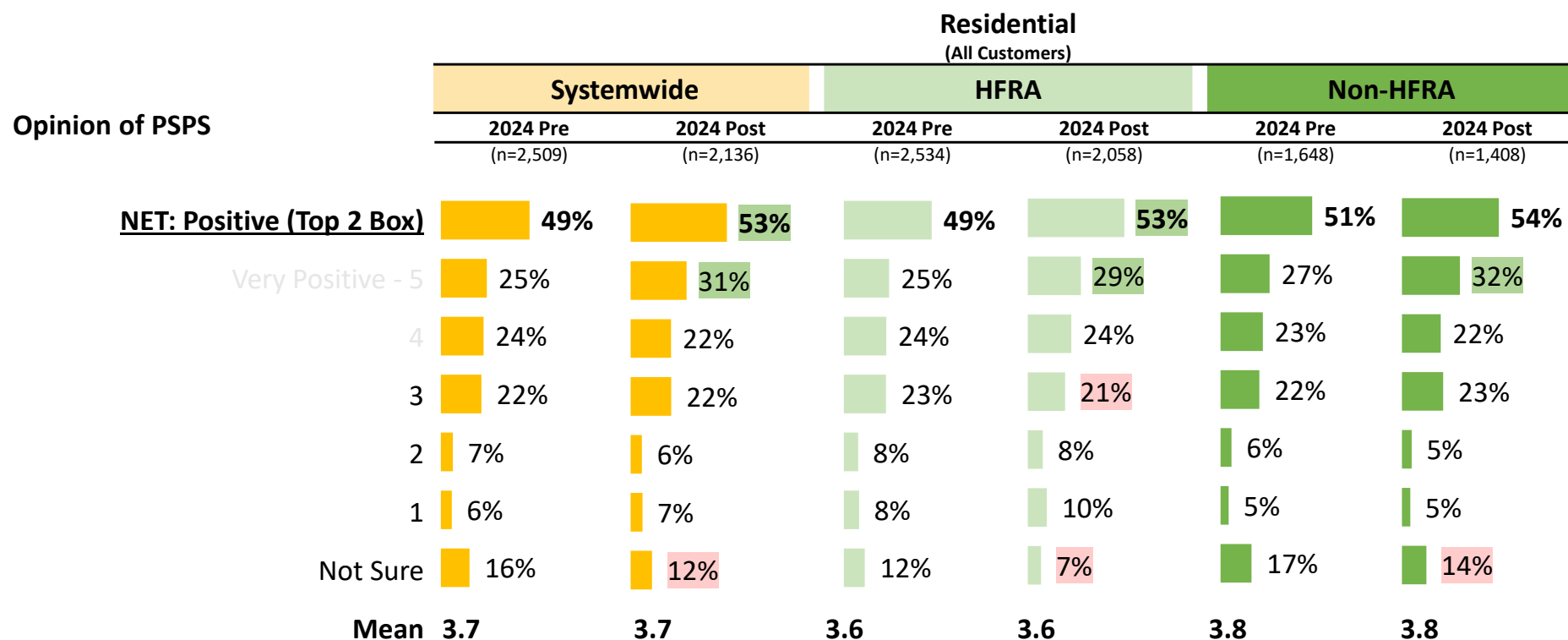


Q18b. [PSPS SOURCE = SCE Website] How satisfied were you with the Public Safety Power Shutoff information provided on the SCE website?

Shading indicates a significant difference at the 90% confidence level from the prior year

# Opinion of SCE's PSPS Program – All Customers

- Positive opinions of SCE's PSPS Program are consistent in HFRAs and Non-HFRAs – and are up compared to what they were at the beginning of the 2024 wildfire season.



Q22. Overall, what is your opinion of SCE's Public Safety Power Shutoff program?

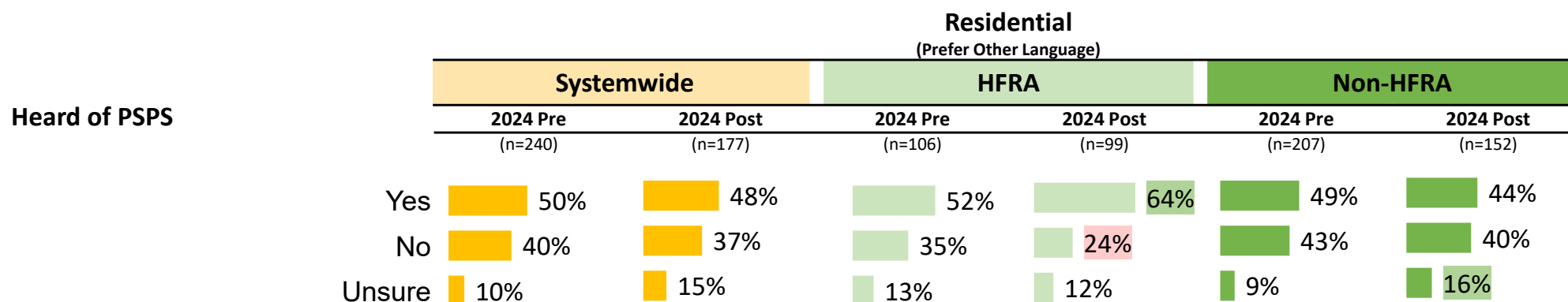
Shading indicates a significant difference at the 90% confidence level from the prior year

# **PSPS Communications**

## Among Customers Who Prefer Other Languages

# PSPS Awareness – Prefer Other Languages

- Among the “Prefer Others” (those who prefer communications in other languages), awareness of PSPS is slightly lower than that found among all Residential customers systemwide (48% vs. 67%).
- The gap in awareness between those in HFRA vs. Non-HFRA (64% vs. 44%) is comparable to that gap among all Residential customers (82% vs. 60%).



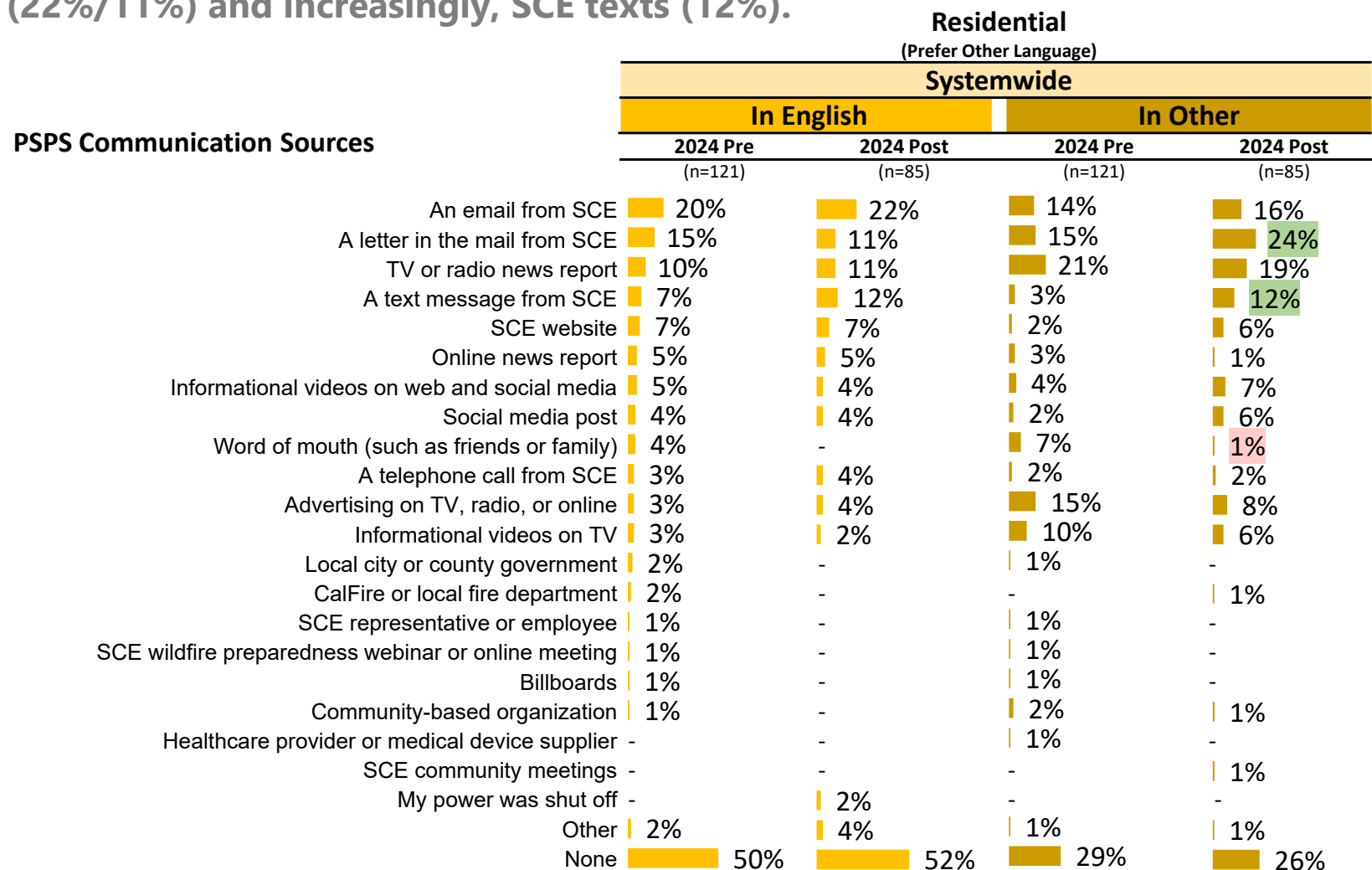
Q16. Public Safety Power Shutoff, or PSPS, is a precautionary safety measure where SCE may proactively turn off power lines when extreme fire danger conditions are forecasted, in order to reduce the risk of wildfires. Before today, had you ever heard of the Public Safety Power Shutoff program?

Shading indicates a significant difference at the 90% confidence level from the prior year



# PSPS Sources – Prefer Other Languages

- Among customers who Prefer Other Languages, awareness of PSPS is lower and fewer cite sources.
- Among those that do, the most often mentioned sources are emails and letters from SCE (22%/11%) and increasingly, SCE texts (12%).



Q17. [RECALL PSPS] Where have you heard about Public Safety Power Shutoffs?

Shading indicates a significant difference at the 90% confidence level from the prior year

Q18. Which, if any, of these sources provided information in English and which provided information in your preferred language?

# PSPS Sources – Prefer Other Languages

- Given the small sample sizes, comparisons are unreliable. But differences in the frequency of using English and Non-English PSPS info sources do not appear to be substantial.

PSPS Communication Sources	Residential (Prefer Other Language)							
	HFRA				Non-HFRA			
	In English		In Other		In English		In Other	
	2024 Pre	2024 Post	2024 Pre	2024 Post	2024 Pre	2024 Post	2024 Pre	2024 Post
	(n=55)	(n=63)	(n=55)	(n=63)	(n=101)	(n=67)	(n=101)	(n=67)
An email from SCE	25%	37%	11%	22%	17%	19%	15%	19%
A letter in the mail from SCE	18%	19%	15%	13%	15%	9%	15%	15%
TV or radio news report	9%	10%	13%	6%	10%	9%	23%	21%
SCE website	7%	6%	3%	3%	5%	10%	2%	6%
A text message from SCE	11%	21%	11%	10%	6%	6%	2%	10%
Online news report	4%	3%	2%	2%	5%	3%	3%	1%
Advertising on TV, radio, or online	5%	6%	9%	5%	6%	4%	5%	10%
Social media post	2%	3%	4%	-	4%	3%	3%	7%
CalFire or local fire department	-	2%	-	-	5%	-	6%	1%
A telephone call from SCE	5%	8%	9%	8%	4%	1%	2%	-
Informational videos on web and social media	2%	-	4%	3%	4%	3%	16%	9%
Word of mouth (such as friends or family)	-	-	5%	-	4%	3%	11%	6%
Informational videos on TV	-	2%	5%	2%	3%	-	1%	7%
SCE representative or employee	-	-	-	-	2%	-	-	-
Billboards	-	2%	-	-	1%	-	1%	-
Local community organization	2%	-	2%	-	1%	-	1%	1%
Local city or county government	-	-	-	-	1%	-	1%	1%
SCE wildfire preparedness webinar/online meeting	-	-	-	-	1%	-	2%	-
Healthcare provider or medical device supplier	-	-	-	2%	-	-	1%	-
SCE community meetings	-	-	-	-	-	-	-	1%
My power was shut off	-	-	-	-	-	3%	-	-
Other	2%	-	-	-	1%	3%	1%	1%
None	40%	30%	38%	51%	50%	57%	27%	21%

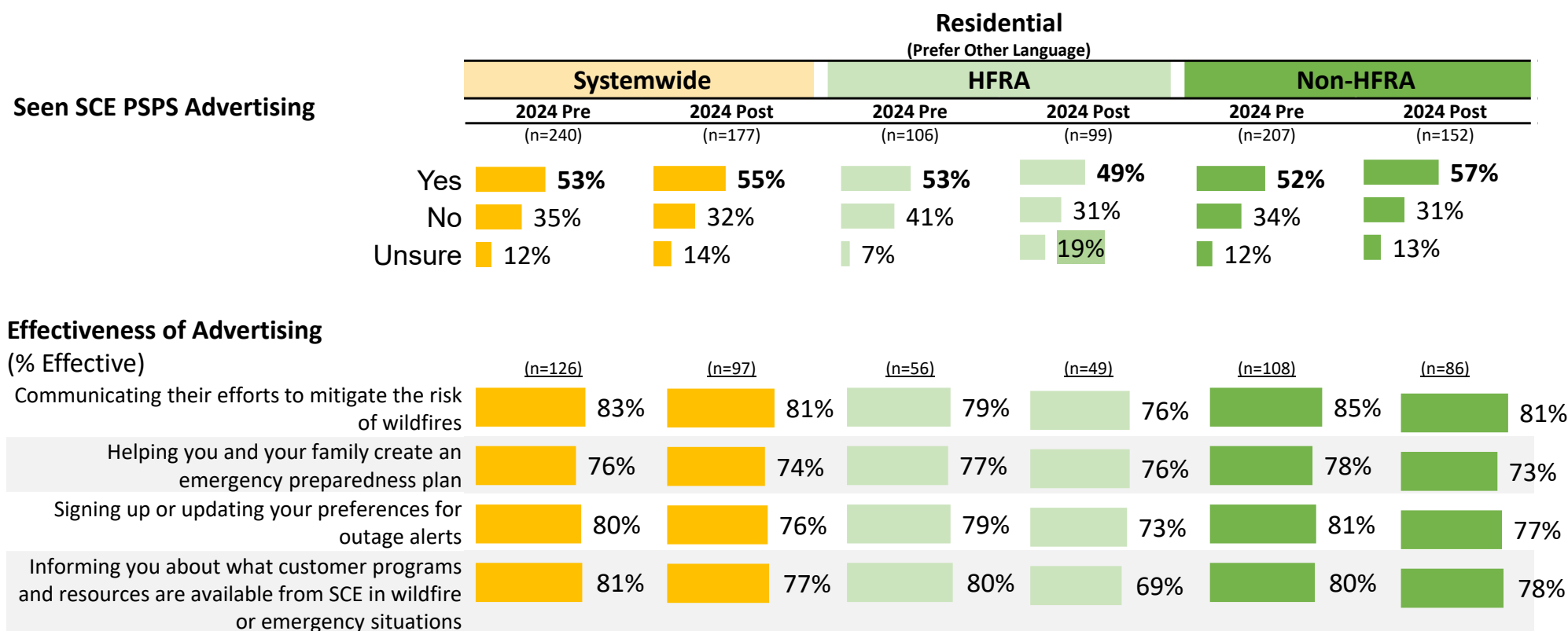
Q17. [RECALL PSPS] Where have you heard about Public Safety Power Shutoffs?

Shading indicates a significant difference at the 90% confidence level from the prior year

Q18. Which, if any, of these sources provided information in English and which provided information in your preferred language?

# SCE PSPS Advertising – Prefer Other

- About half of Prefer Other Residential customers say they recall such advertising.
- Those who do, however, more often rate the ads as effective compared to the Gen Pop (74% to 81% vs. 45% to 59%).



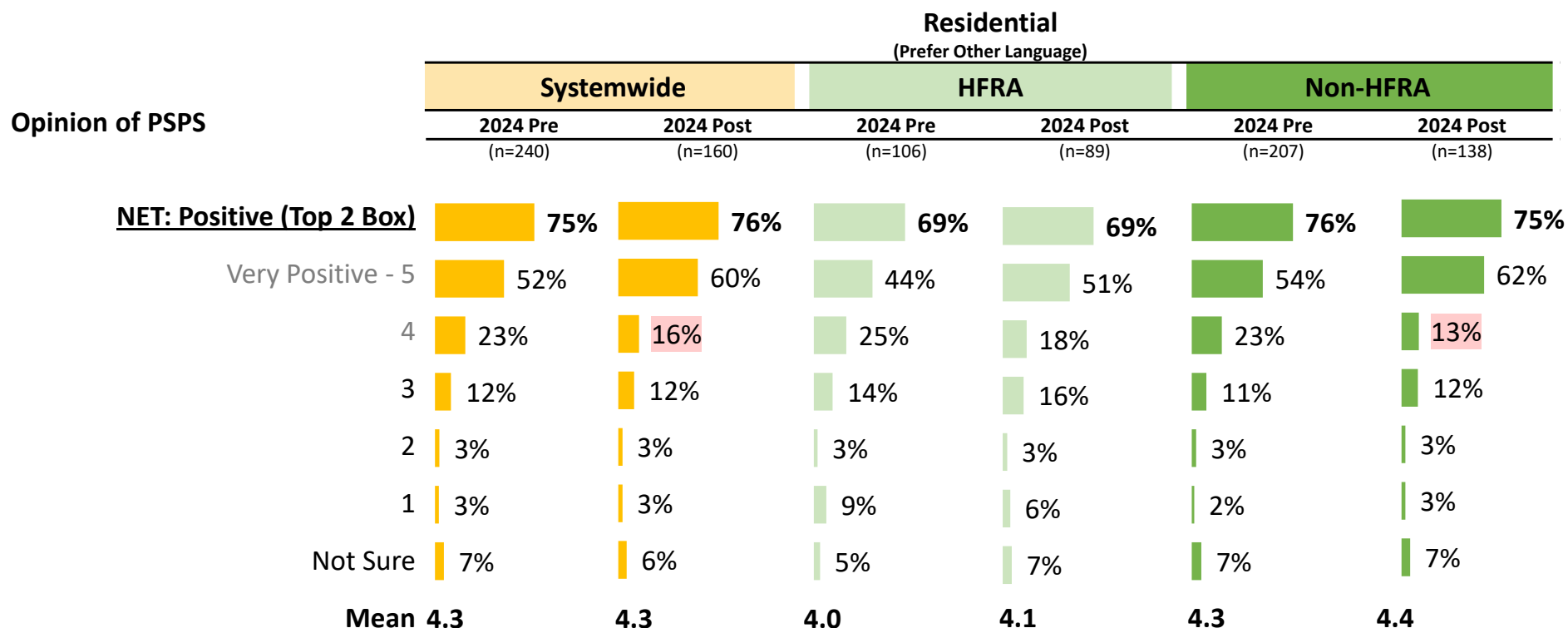
Q24. "Have you ever seen or heard any advertising from Southern California Edison about Public Safety Power Shutoffs and being prepared for emergencies? This could be through television, radio, or on the internet."

Q25. "[IF YES] How effective has Southern California Edison's advertising been for..."

Shading indicates a significant difference at the 90% confidence level from the prior year

# Opinion of SCE's PSPS Program – Prefer Other

- Customers who prefer other languages are much more positive toward SCE's PSPS program compared to systemwide customers (76% rated 9 or 10 vs. 53% systemwide).
- This difference is found in HFRAs (69% vs. 53%) and non-HFRAs (75% vs. 54%) alike.



Q22. Overall, what is your opinion of SCE's Public Safety Power Shutoff program?

Shading indicates a significant difference at the 90% confidence level from the prior year

# **PSPS Resource Persuasion Monitor™**

Among All Residential Customers

# Resources Monitored

- **“Funnel Metrics”** were collected on 13 PSPS resources offered by SCE, meaning awareness, familiarity, interest and experience using.

## **Address Level Alerts:**

both accountholders and non-accountholders can sign up for PSPS alerts for any and multiple addresses within SCE service territory

## **PSPS Alert Language Preferences:**

PSPS alerts are available in 23 prevalent languages

## **Community Resource Centers (CRCs):**

SCE has contracted with dozens of sites across high fire risk areas to serve as resource centers during PSPS events to provide customers with basic necessities

## **Rebates:**

SCE offers rebates to customers in high fire risk areas for portable batteries or generators

## **CRC/CCV Language Preferences:**

Translation services are available at CRC and CCV locations in over 120 languages, including American Sign Language

## **211 Partnership:**

SCE partnered with 211 to assist households with disabilities and other access and functional needs with a single source of information and connection to available resources

## **Critical Care Backup Battery Program:**

SCE supplies households located in high fire risk areas, enrolled in Medical Baseline, and enrolled in income-qualified programs, with a free portable battery

## **Food:**

Food support through SCE's partnership with 211

## **Community Crew Vehicles (CCVs):**

SCE sends vehicles to provide basic necessities (like water and light snacks) to customers in more remote areas that cannot be served by Community Resource Centers

## **Transportation:**

Transportation to Community Resource Centers / Community Crew Vehicles, hotels, or other safe locations through SCE's partnership with 211

## **Hotels:**

SCE offers discounted hotel options on its website

## **Temporary Accommodations:**

Temporary Accommodations services through SCE's partnership with 211

## **Disability Disaster Access Resources Program:**

Helps customers with disabilities and other access and functional needs get help during Public Safety Power Shutoff activations, including resources to maintain their independence and safety.

# Illustrative Example of Persuasion Monitor™ Analysis

# HPI Persuasion Monitor™

The line of inquiry in this survey is designed to guide SCE regarding changes that are most needed to support greater awareness and utilization of company-provided PSPS resources. Progress to date is determined by establishing the share (or percent) of all targeted customers measured through each of the linear, sequential stages of persuasion which are commonly referred to as: Awareness, Interest, Desire, and Action (AIDA).

Assume these **illustrative** findings:

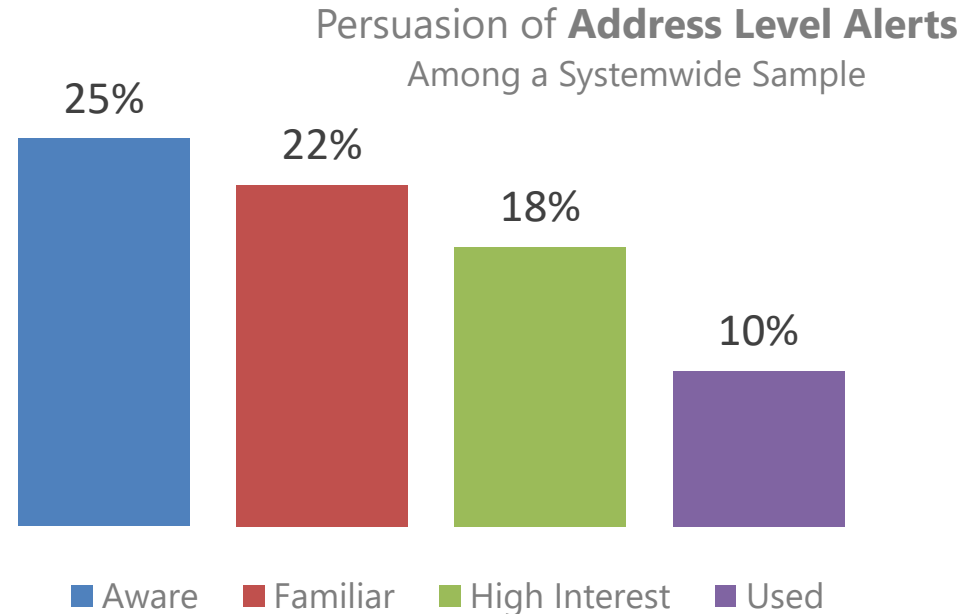
Awareness – 25%

Familiarity – 22%

High Interest – 18%

Used – 10%

**All** are tabulated using the same base:  
Systemwide Gen Pop.



Assuming these findings, the trail-off in converting from interest to use suggests there are barriers in this final step. Using this approach, the recommended steps vary depending on where progress stalls. If awareness is low but all other conversions are good, increase awareness. If awareness is good but familiarity is low, change the content of communications to improve program education, etc.



# Actual Findings about PSPS Resources from Persuasion Monitor™

# Awareness of PSPS Resources

- Awareness of individual PSPS resources ranges from 10% to 30%.
- A **net** of 54% of **all** systemwide customers are aware of at least one resource before learning of it in this survey – and is higher in HFRA (62% vs. 51%).
- Awareness of PSPS Alert Language Preferences increased to 30% in 2024 Post-.

Program Awareness	Residential (All Customers)					
	Systemwide		HFRA		Non-HFRA	
	2024 Pre (n=2,509)	2024 Post (n=2,399)	2024 Pre (n=2,534)	2024 Post (n=2,248)	2024 Pre (n=1,648)	2024 Post (n=1,602)
<b>NET: ANY PSPS RESOURCE</b>	<b>56%</b>	<b>54%</b>	<b>63%</b>	<b>62%</b>	<b>52%</b>	<b>51%</b>
Address Level Alerts	27%	25%	34%	31%	24%	21%
PSPS Alert Language Preferences	26%	30%	29%	35%	24%	26%
Community Resource Centers (CRCs)	22%	21%	24%	23%	21%	21%
Rebates	19%	20%	21%	20%	19%	20%
CRC/CCV Language Preferences	18%	19%	18%	20%	19%	19%
Critical Care Backup Battery Program	18%	17%	25%	21%	14%	14%
Disability Disaster Access Resources Program	16%	17%	18%	17%	15%	17%
Food	14%	14%	11%	12%	17%	16%
211 Partnership	14%	15%	13%	14%	15%	15%
Temporary Accommodations	12%	13%	11%	11%	14%	14%
Community Crew Vehicles (CCVs)	9%	12%	8%	11%	10%	12%
Transportation	9%	11%	7%	9%	11%	12%
Hotels	8%	10%	7%	10%	10%	10%

QN1: SCE supports a number of resources that are available to the public during a Public Safety Power Shutoff (PSPS). Before today, which of the following resources have you heard of?

Shading indicates a significant difference at the 90% confidence level.

# Familiarity with PSPS Resources

- Familiarity with SCE's individual PSPS resources ranges from 7% to 23%.
- A **net** of 42% of **all** systemwide customers are Very or Somewhat Familiar with at least one program. Net Familiarity too is higher in HFRA's (50% vs. 39%)

Program Familiarity (% Very/Somewhat)	Residential (All Customers)					
			HFRA		Non-HFRA	
	2024 Pre (n=2,509)	2024 Post (n=2,399)	2024 Pre (n=2,534)	2024 Post (n=2,248)	2024 Pre (n=1,648)	2024 Post (n=1,602)
<b>NET: ANY PSPS RESOURCE</b>	<b>44%</b>	<b>42%</b>	<b>51%</b>	<b>50%</b>	<b>40%</b>	<b>39%</b>
Address Level Alerts	22%	19%	29%	25%	18%	16%
PSPS Alert Language Preferences	20%	23%	24%	28%	18%	20%
Community Resource Centers (CRCs)	15%	14%	16%	17%	15%	14%
Rebates	14%	15%	16%	16%	14%	14%
Critical Care Backup Battery Program	13%	11%	18%	15%	10%	9%
CRC/CCV Language Preferences	13%	14%	13%	15%	13%	13%
Food	11%	10%	8%	9%	13%	11%
Disability Disaster Access Resources Program	10%	10%	11%	11%	10%	10%
211 Partnership	10%	10%	9%	10%	11%	11%
Temporary Accommodations	8%	8%	7%	8%	9%	9%
Transportation	6%	7%	4%	6%	8%	8%
Hotels	6%	7%	5%	7%	7%	7%
Community Crew Vehicles (CCVs)	6%	8%	6%	7%	7%	8%

QN2: For each of the following resources, please tell us if you are Very Familiar, Somewhat Familiar, or Not Very Familiar with that resource?

Shading indicates a significant difference at the 90% confidence level.

# Interest in PSPS Resources

- Interest in these resources far outstrips Awareness and Familiarity – and demonstrates their relevance to customers. A net of 90% are somewhat or very interested in at least one.
- The spike in interest, relative to awareness/familiarity, demonstrates the effectiveness of widely communicating the brief descriptions that accompanied the resource list. This nominal level of education resulted in interest levels that nearly quadrupled awareness.

Program Interest (Very/Somewhat)	Residential (All Customers)					
	Sitewide		HFRA		Non-HFRA	
	2024 Pre (n=2,509)	2024 Post (n=2,399)	2024 Pre (n=2,534)	2024 Post (n=2,248)	2024 Pre (n=1,648)	2024 Post (n=1,602)
<b>NET: ANY PSPS RESOURCE</b>	<b>92%</b>	<b>90%</b>	<b>93%</b>	<b>92%</b>	<b>90%</b>	<b>89%</b>
Address Level Alerts	79%	77%	81%	77%	79%	77%
Rebates	77%	78%	81%	82%	74%	76%
Hotels	77%	75%	75%	75%	76%	76%
Community Resource Centers (CRCs)	74%	73%	75%	72%	74%	73%
Temporary Accommodations	73%	73%	73%	71%	74%	74%
Food	70%	69%	66%	65%	73%	71%
Critical Care Backup Battery Program	60%	65%	60%	61%	62%	65%
Community Crew Vehicles (CCVs)	58%	59%	58%	54%	59%	62%
Transportation	58%	60%	55%	56%	60%	62%
211 Partnership	56%	57%	53%	52%	59%	59%
Disability Disaster Access Resources Program	54%	54%	51%	51%	56%	56%
PSPS Alert Language Preferences	45%	43%	40%	38%	48%	46%
CRC/CCV Language Preferences	36%	36%	31%	31%	40%	39%

QN3: For each resource, please rate how interested you would be in using it during a Public Safety Power Shutoff? Please use the scale of not interested, somewhat interested, or very interested.

Shading indicates a significant difference at the 90% confidence level.

# Have Used PSPS Resources

- Experience with these individual resources is quite low, but a net of 22% have experience with at least one.
- As expected, the **net** experience is much higher in HFRA (30%) versus Non-HFRA (18%).

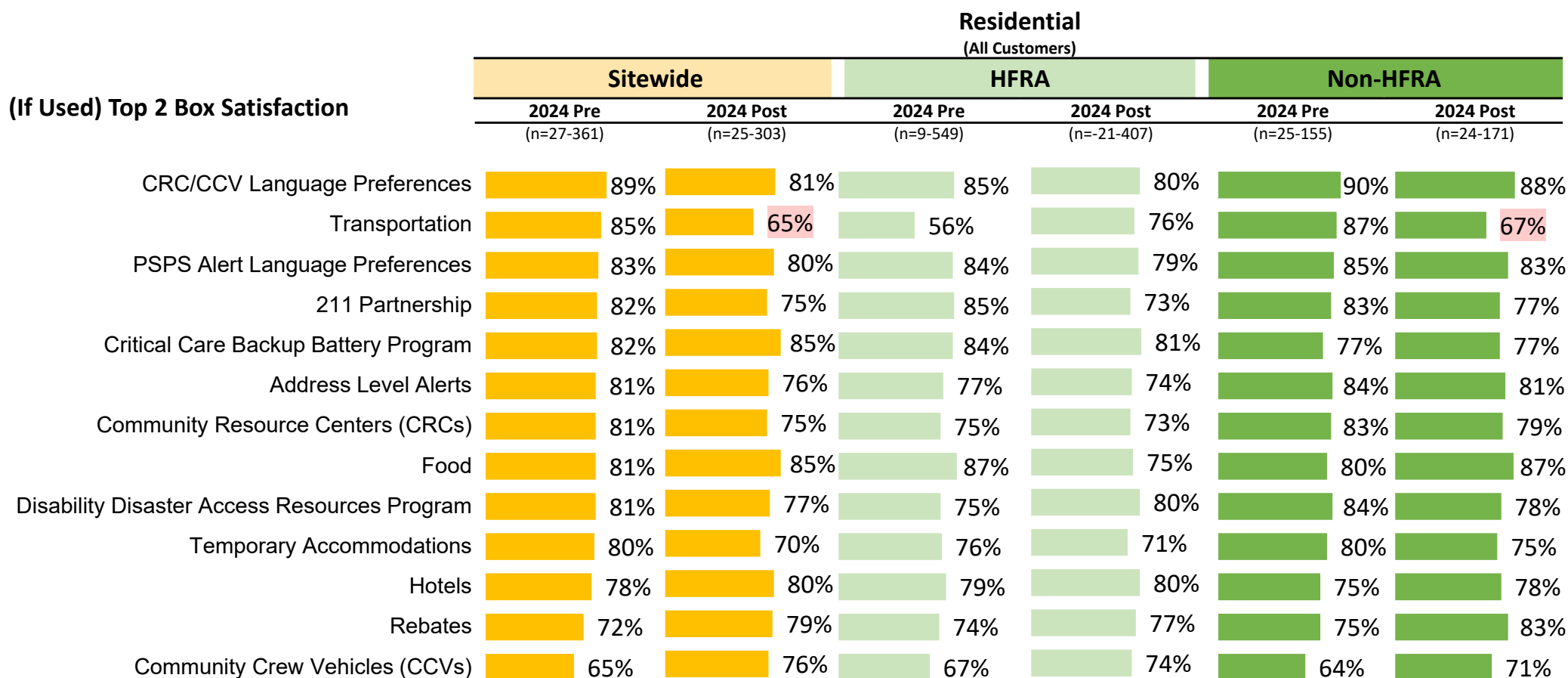
Programs Have Used	Residential (All Customers)					
	Sitewide		HFRA		Non-HFRA	
	2024 Pre (n=2,509)	2024 Post (n=2,399)	2024 Pre (n=2,534)	2024 Post (n=2,248)	2024 Pre (n=1,648)	2024 Post (n=1,602)
<b>NET: ANY PSPS RESOURCE</b>	<b>24%</b>	<b>22%</b>	<b>32%</b>	<b>30%</b>	<b>20%</b>	<b>18%</b>
Address Level Alerts	14%	13%	22%	18%	10%	9%
PSPS Alert Language Preferences	6%	7%	8%	9%	6%	6%
Rebates	5%	5%	5%	6%	5%	5%
Community Resource Centers (CRCs)	3%	2%	2%	3%	3%	3%
211 Partnership	3%	3%	2%	2%	3%	3%
Food	3%	3%	2%	2%	4%	3%
Critical Care Backup Battery Program	3%	2%	4%	4%	2%	1%
CRC/CCV Language Preferences	3%	2%	2%	2%	4%	3%
Disability Disaster Access Resources Program	2%	1%	1%	1%	2%	2%
Transportation	1%	1%	0%	1%	2%	1%
Hotels	1%	1%	1%	1%	1%	1%
Community Crew Vehicles (CCVs)	1%	2%	1%	2%	2%	1%
Temporary Accommodations	1%	1%	1%	1%	2%	1%

QN4: Which, if any, of these resources have you used in the past?

Shading indicates a significant difference at the 90% confidence level.

# Satisfaction with PSPS Resources

- A new question for 2024.
- Satisfaction for most programs is relatively high with only 3 programs dropping below 80% (Hotels, Rebates and CCVs).

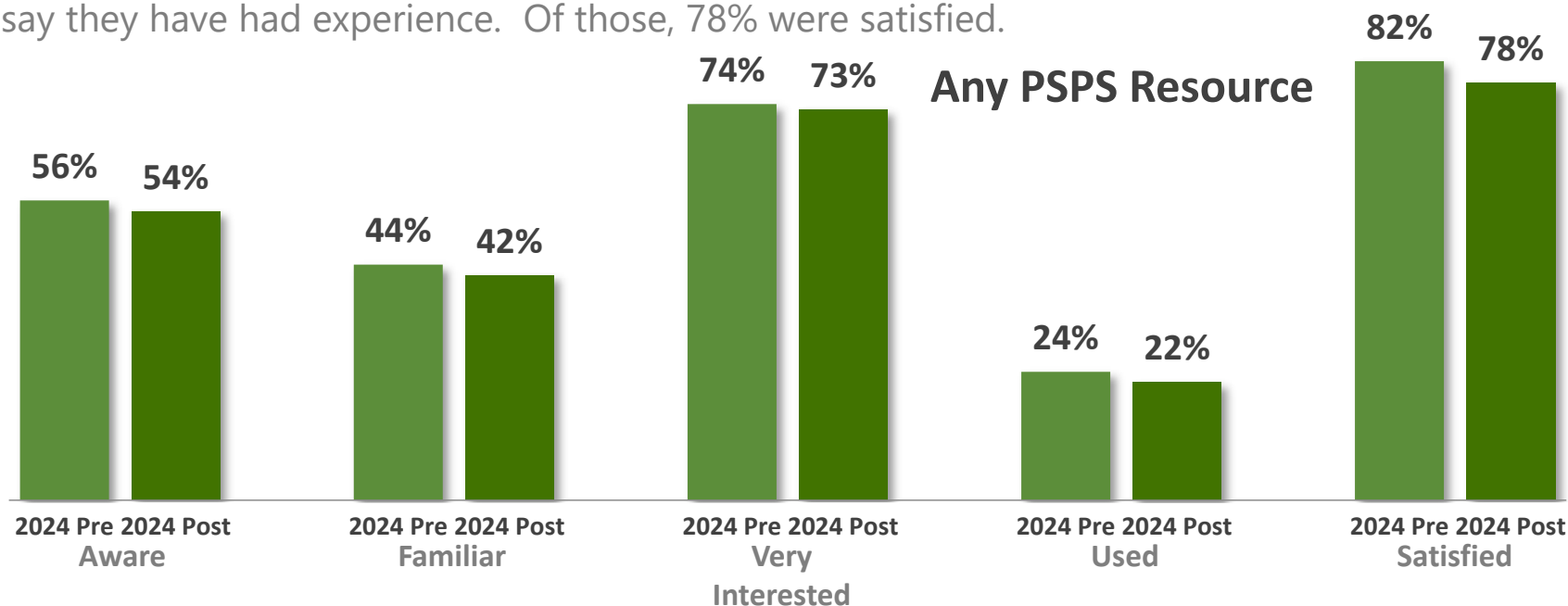


QN5: (IF USED) How satisfied were you with the following PSPS resources you have used in the past...?

Shading indicates a significant difference at the 90% confidence level.

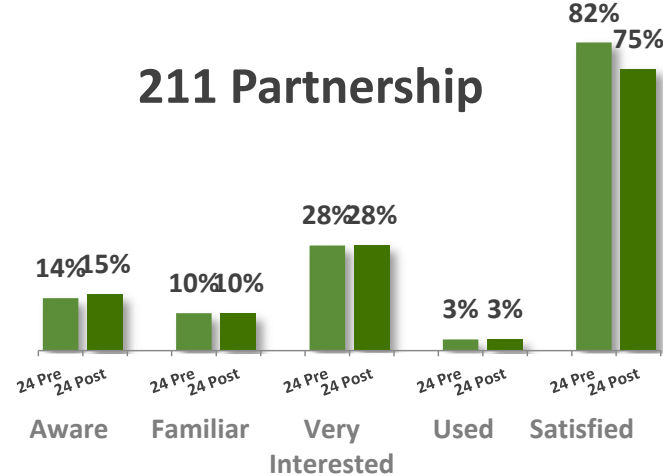
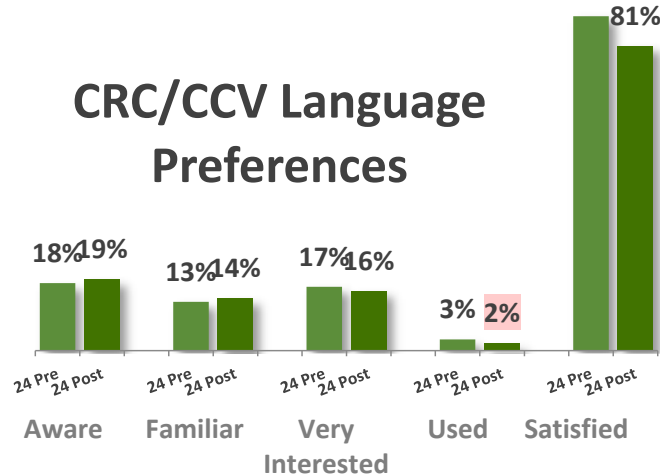
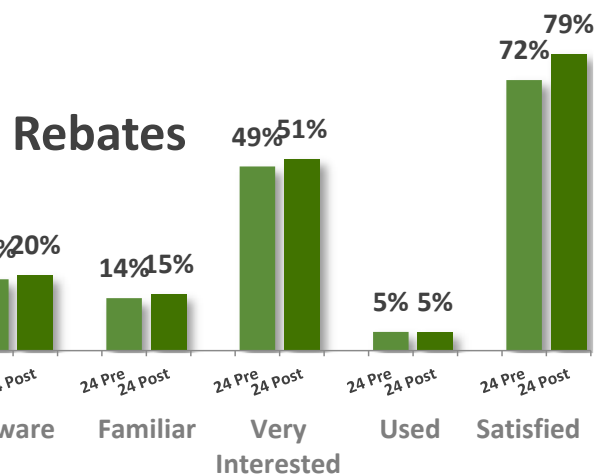
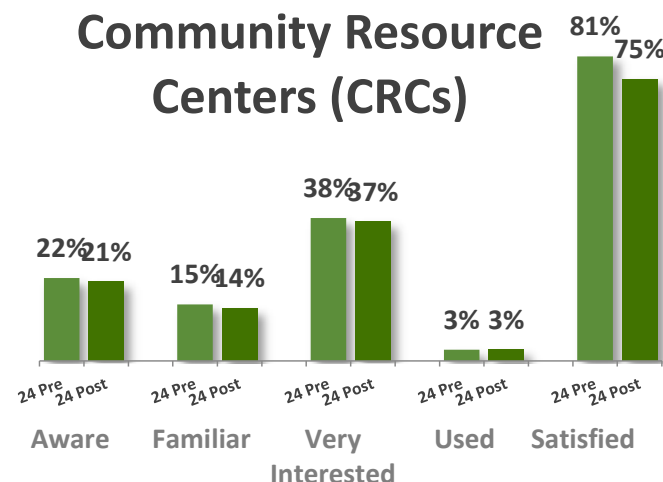
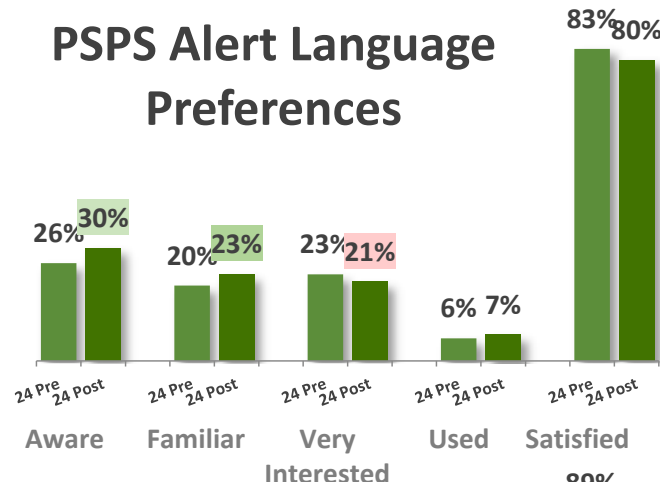
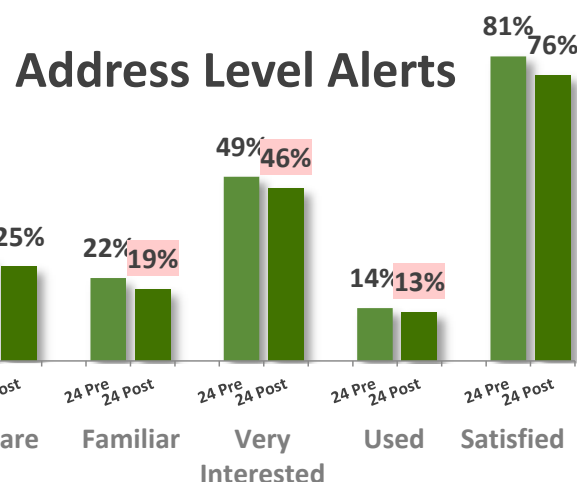
# Meta-Persuasion Findings: PSPS Resources

- Just the **net results** are charted below: The percent of **all** customers Systemwide who select at least one resource.
  - Awareness at 54% was unchanged from before the 2024 wildfire season.
  - 42% say they are Very or Somewhat Familiar with at least one program. That means nearly everyone who is aware of at least one resource is also familiar with at least one resource. This suggests communications about the details of the programs have been effective: When you reach them, they understand enough about the program to say they are familiar.
  - 73% say they are Very Interested in at least one program. The fact that interest nearly doubles the share who are familiar means the collective slate of programs is highly relevant – and that customers would be highly responsive if awareness and familiarity were elevated.
  - Experience with any one program may be low, but across the slate of resources, one in five (22%) say they have had experience. Of those, 78% were satisfied.



# Persuasion Monitor: PSPS Resources

- On this and the next slide, the Persuasion Monitor™ graphics for each resource are provided separately. These are presented to show ...
  - The profiles are all nearly identical: Low awareness, good conversion of awareness to familiarity, a surge in interest upon seeing the brief resource description, and very limited experience.

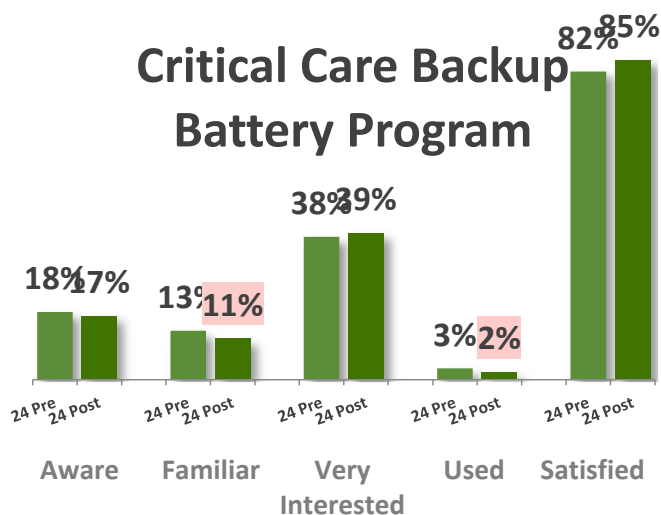




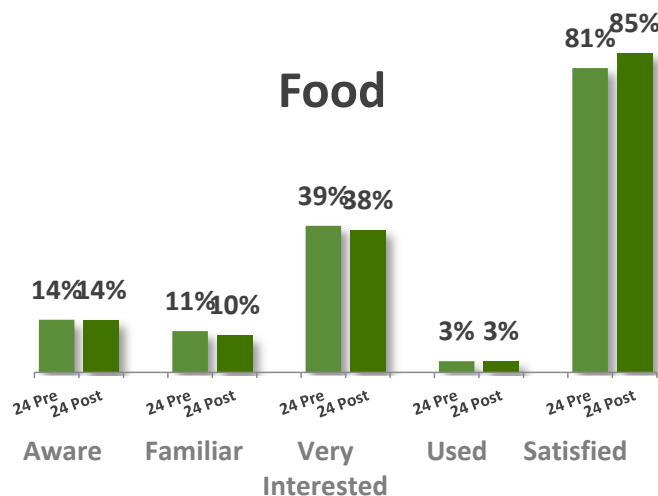
# Persuasion Monitor: PSPS Resources (cont.)

- Because the **net** results are so strong, bundling the resources into a single, branded program containing all these resources would be far more efficient for customers to learn about and select what meets their needs.

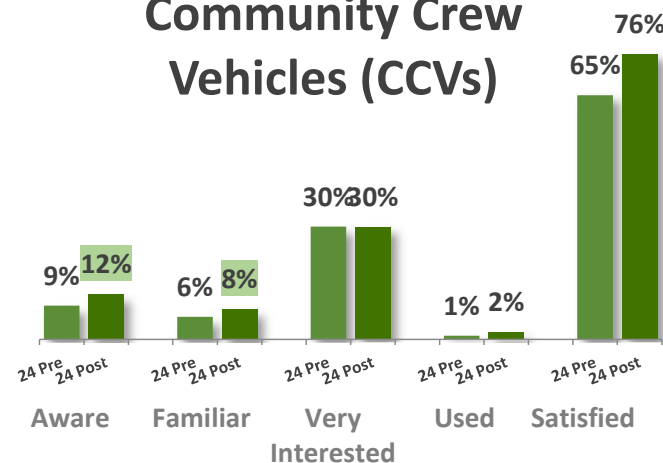
## Critical Care Backup Battery Program



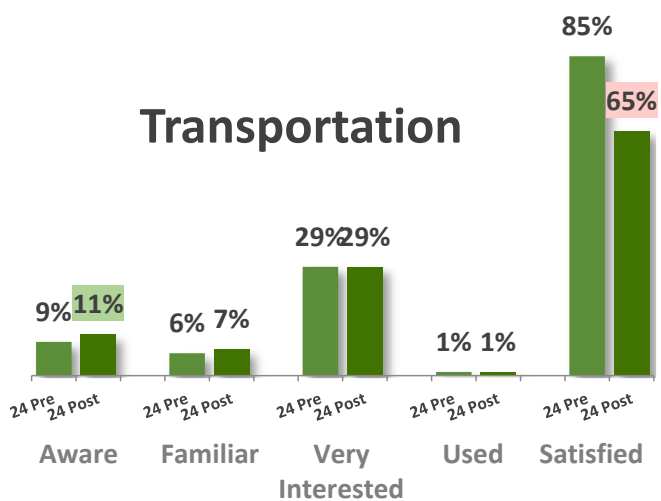
## Food



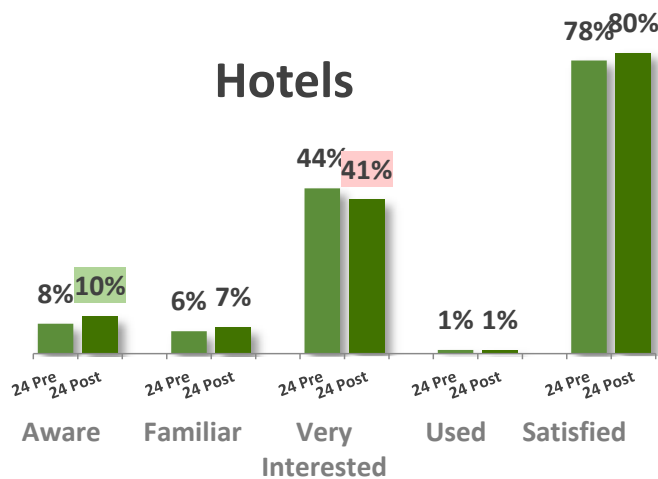
## Community Crew Vehicles (CCVs)



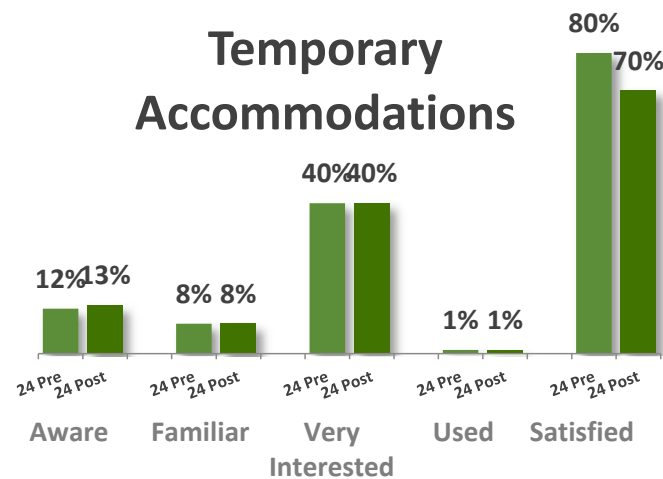
## Transportation



## Hotels



## Temporary Accommodations



# Multiple PSPS Resource Summary

- The distribution of customers who were aware, etc. of between 1 and 4 PSPS resources is shown below.
  - Most metrics are unchanged since 2024 Pre-.

		Residential (All Customers)					
		Systemwide		HFRA		Non-HFRA	
		2024 Pre (n=2,509)	2024 Post (n=2,399)	2024 Pre (n=2,534)	2024 Post (n=2,248)	2024 Pre (n=1,648)	2024 Post (n=1,602)
<b>Resource Awareness</b>							
	<b>Aware of 1+</b>	<b>56%</b>	<b>54%</b>	<b>63%</b>	<b>62%</b>	<b>52%</b>	<b>51%</b>
	Aware of 2+	40%	40%	46%	45%	37%	37%
	Aware of 3+	28%	29%	31%	31%	26%	27%
	Aware of 4+	21%	21%	22%	23%	20%	20%
<b>Resource Familiarity</b>							
	<b>Familiar with 1+</b>	<b>44%</b>	<b>42%</b>	<b>51%</b>	<b>50%</b>	<b>41%</b>	<b>39%</b>
	Familiar with 2+	29%	29%	34%	34%	28%	27%
	Familiar with 3+	20%	19%	23%	22%	20%	18%
	Familiar with 4+	14%	13%	15%	15%	15%	13%
<b>Resource Interest</b>							
	<b>Aware of 1+</b>	<b>92%</b>	<b>90%</b>	<b>93%</b>	<b>92%</b>	<b>90%</b>	<b>89%</b>
	Aware of 2+	89%	87%	90%	88%	88%	86%
	Aware of 3+	85%	84%	87%	85%	85%	84%
	Aware of 4+	81%	81%	82%	81%	81%	81%
<b>Resources Used</b>							
	<b>Aware of 1+</b>	<b>24%</b>	<b>22%</b>	<b>32%</b>	<b>30%</b>	<b>20%</b>	<b>18%</b>
	Aware of 2+	9%	8%	9%	9%	8%	7%
	Aware of 3+	4%	4%	3%	4%	4%	4%
	Aware of 4+	3%	2%	2%	2%	3%	2%

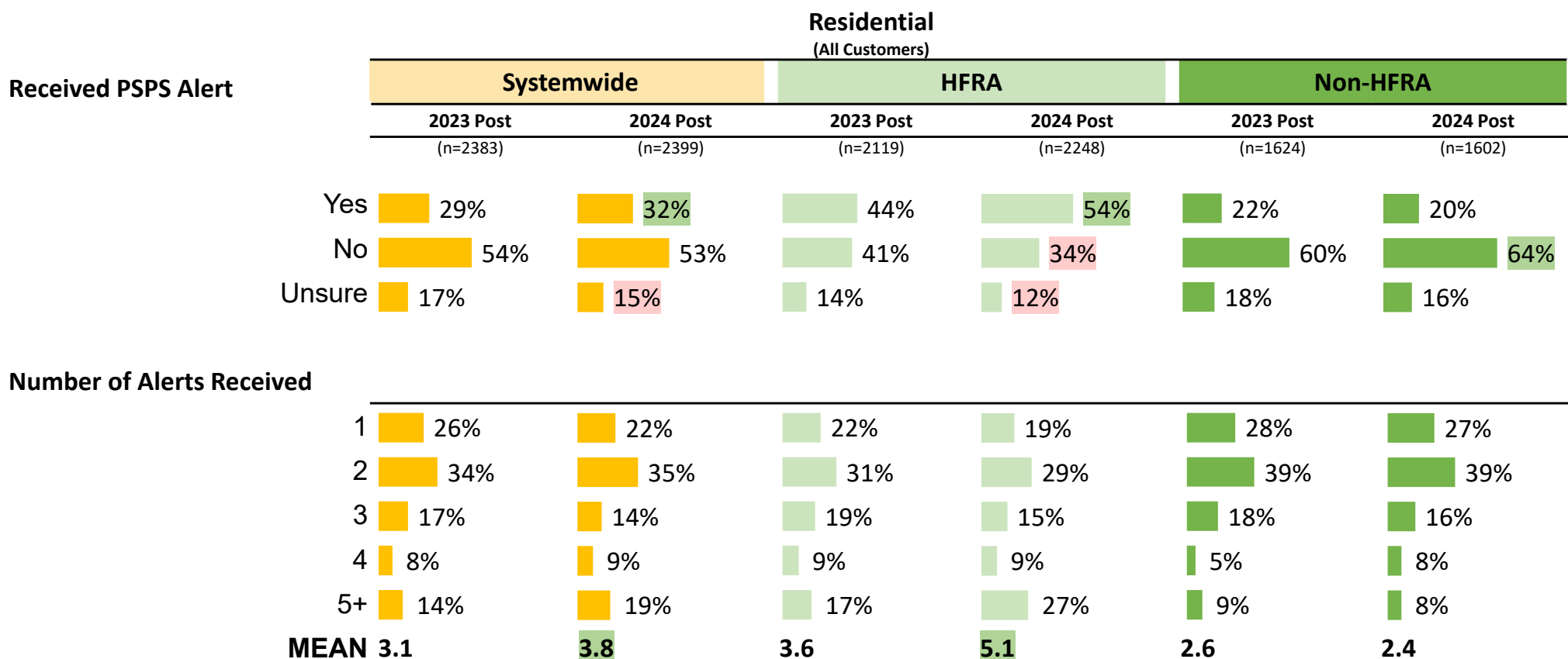
Shading indicates a significant difference at the 90% confidence level.

# Recent PSPS Notifications

Among All Customers

# Received PSPS Alert – All Customers

- Over half of HFRA customers in 2024 report having received a recent alert (54%, up from 44%). On average, they report having received 5.1 recent alerts.
- The incidence of any alert is much higher for HFRA customers (54% vs. 20%), as well as the average number of such alerts (5.1 vs. 2.4).

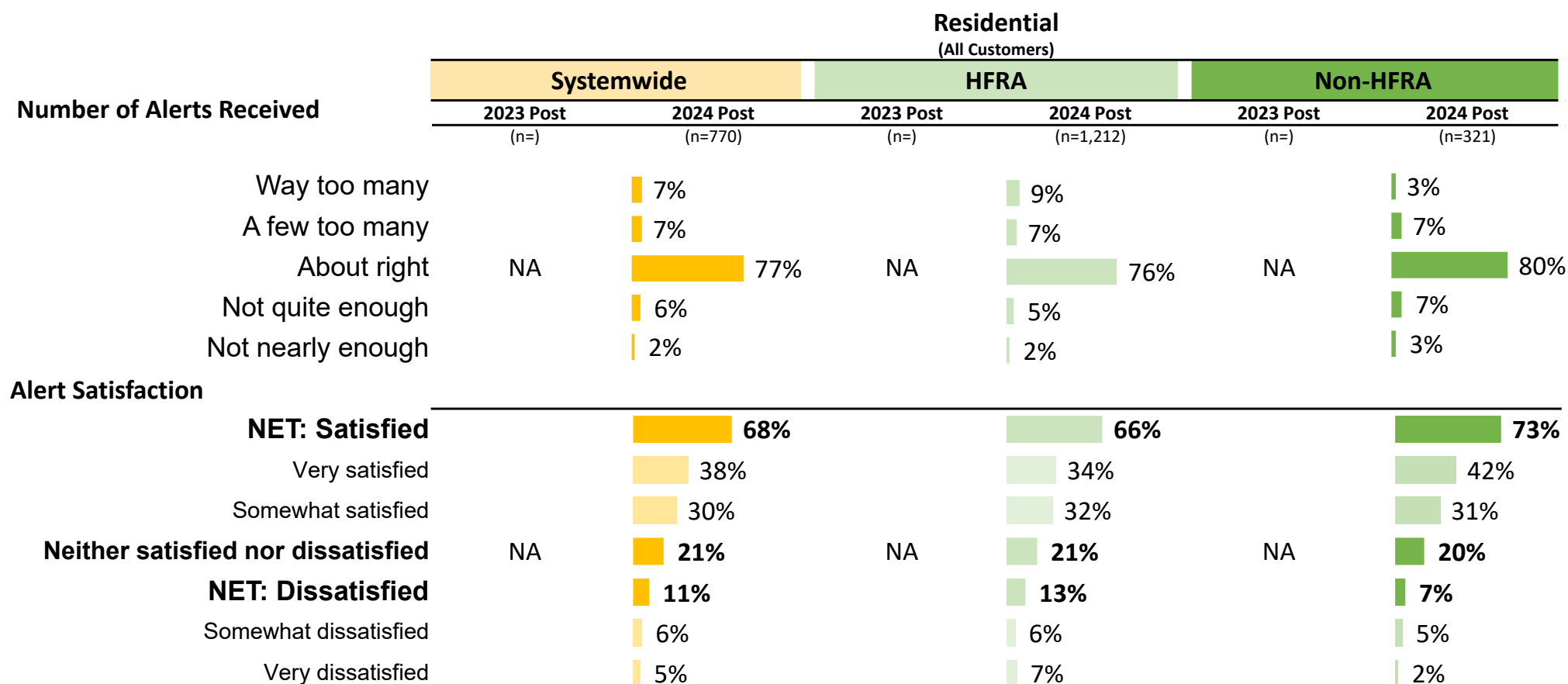


QPQ1 - Did you receive any Public Safety Power Shutoff (PSPS) alerts or notifications in the past few months?

QPQ2 – [RECEIVED ALERT] How many alerts did you receive?

# Received PSPS Alert – All Customers

- Three out of four customers systemwide (77%) felt they received the right number of alerts.
- Only 11% of customers said they were dissatisfied with the information included in the alerts. HFRA customers were more likely to be dissatisfied (13% vs 7% Non-HFRA).



QPQ2a - How do you feel about the number of alerts you received?

QPQ2b - How satisfied are you overall with the information provided in the alerts?

# Language of PSPS Alert – All Customers

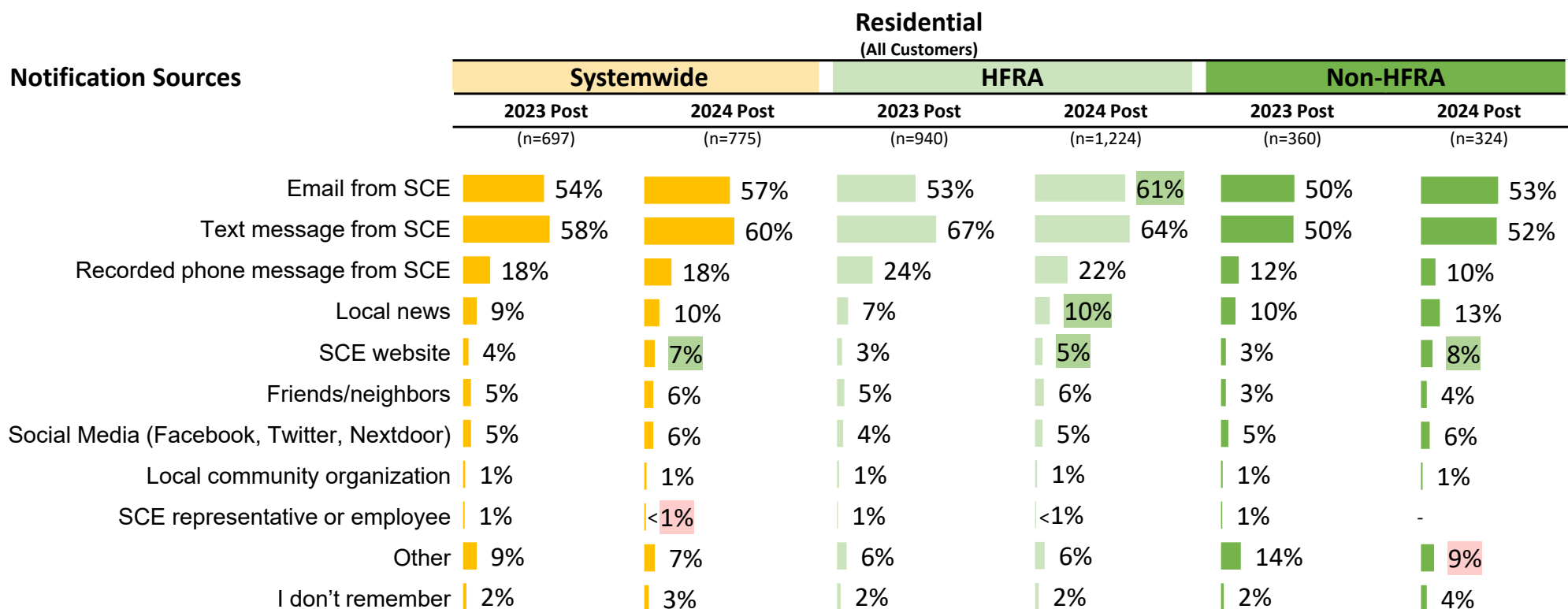
- As reported by survey respondents, SCE delivered alerts in at least 12 non-English languages in 2024.

Language of PSPS Notification	Residential (All Customers)					
	Systemwide		HFRA		Non-HFRA	
	2023 Post	2024 Post	2023 Post	2024 Post	2023 Post	2024 Post
	(n=697)	(n=775)	(n=940)	(n=1,224)	(n=360)	(n=324)
English	96%	98%	99%	99%	93%	96%
Spanish	12%	8%	11%	7%	14%	11%
Chinese Cantonese	1%	1%	<1%	<1%	1%	1%
Chinese Mandarin	2%	1%	1%	1%	3%	2%
Korean	1%	<1%	<1%	<1%	-	-
Vietnamese	1%	<1%	<1%	<1%	2%	1%
Tagalog	-	<1%	-	<1%	-	-
Russian	-	<1%	-	-	-	<1%
Arabic	-	-	-	-	-	-
Armenian	-	-	-	-	-	-
Farsi	-	<1%	-	<1%	-	-
French	-	<1%	-	<1%	-	-
German	-	<1%	-	<1%	-	-
Japanese	-	<1%	-	-	-	-
Khmer	-	-	-	-	-	-
Punjabi	-	-	-	-	-	-
Urdu	<1%	-	<1%	<1%	<1%	1%
Hindi	-	-	1%	-	-	-
Hmong	-	-	-	-	-	-
Portuguese	-	<1%	-	-	-	-
Thai	-	-	1%	-	-	-

QPQ3 - [RECEIVED ALERT] In what language(s) was/were the Public Safety Power Shutoff notification(s)?

# Alert Sources – All Customers

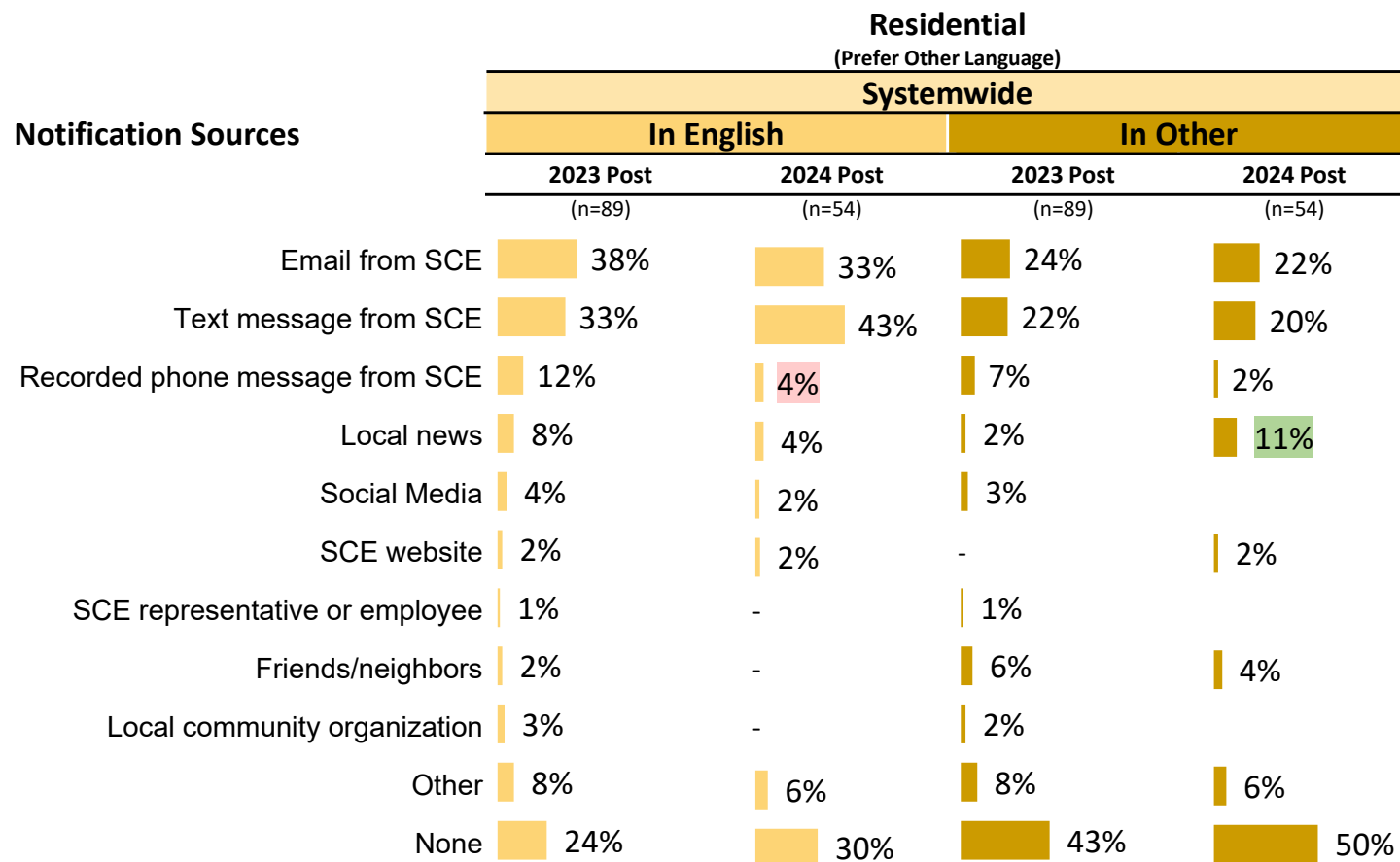
- Systemwide, SCE texts (60%) overtook SCE emails (57%) as the most frequently mentioned channel for the alerts received. Also cited are recorded phone messages from SCE (18%) and SCE.com (7%, up).
- Non-SCE sources other than local news (10%) are rarely mentioned.



QPQ4 – [RECEIVED ALERT] How were you notified about the Public Safety Power Shutoff?

# Alert Sources – Prefer Other Languages

- Systemwide, 50% of customers who prefer other languages say they received no alerts in a language other than English.
- They most often report getting English emails and texts from SCE.



QPQ4 – [RECEIVED ALERT] How were you notified about the Public Safety Power Shutoff?

QPQ5 – [RECEIVED ALERT AND PREFER OTHER LANGUAGE] Which, if any, of these sources provided information in English and which provided information in your preferred language?



# Alert Sources – Prefer Other Languages

- The high proportion of customers who prefer other languages and report not having received their alert in their language of preference occurs in both HFRA (56%) and Non-HFRAs (53%).
- Emails and Texts in English are also most common in HFRA and non-HFRAs alike.

Notification Sources	Residential (Prefer Other Language)							
	HFRA				Non - HFRA			
	In English		In Other		In English		In Other	
	2023 Post	2023 Post	2023 Post	2024 Post	2023 Post	2024 Post	2023 Post	2024 Post
	(n=48)	(n=59)	(n=48)	(n=59)	(n=78)	(n=38)	(n=78)	(n=38)
Email from SCE	35%	41%	23%	17%	38%	32%	23%	21%
Text message from SCE	38%	36%	27%	14%	29%	45%	22%	21%
Recorded phone message from SCE	19%	5%	8%	3%	13%	5%	8%	3%
Local news	2%	-	2%	7%	9%	5%	3%	11%
Social Media	4%	2%	2%	-	5%	-	4%	-
SCE website	4%	3%	2%	2%	3%	-	-	-
SCE representative or employee	2%	-	-	-	1%	-	1%	-
Friends/neighbors	-	-	4%	2%	3%	-	5%	3%
Local community organization	-	-	-	-	4%	-	3%	-
Other	10%	8%	10%	7%	8%	8%	8%	5%
None	17%	24%	46%	56%	24%	29%	42%	53%

QPQ4 – [RECEIVED ALERT] How were you notified about the Public Safety Power Shutoff?

QPQ5 – [RECEIVED ALERT AND PREFER OTHER LANGUAGE] Which, if any, of these sources provided information in English and which provided information in your preferred language?

# Usefulness of Alert Sources– All Customers

- Customers in HFRA consider just about all the alert channels less useful than do their Non-HFRA counterparts.
- In HFRA, texts from SCE are both common (64%) and rated high in source usefulness (68%).

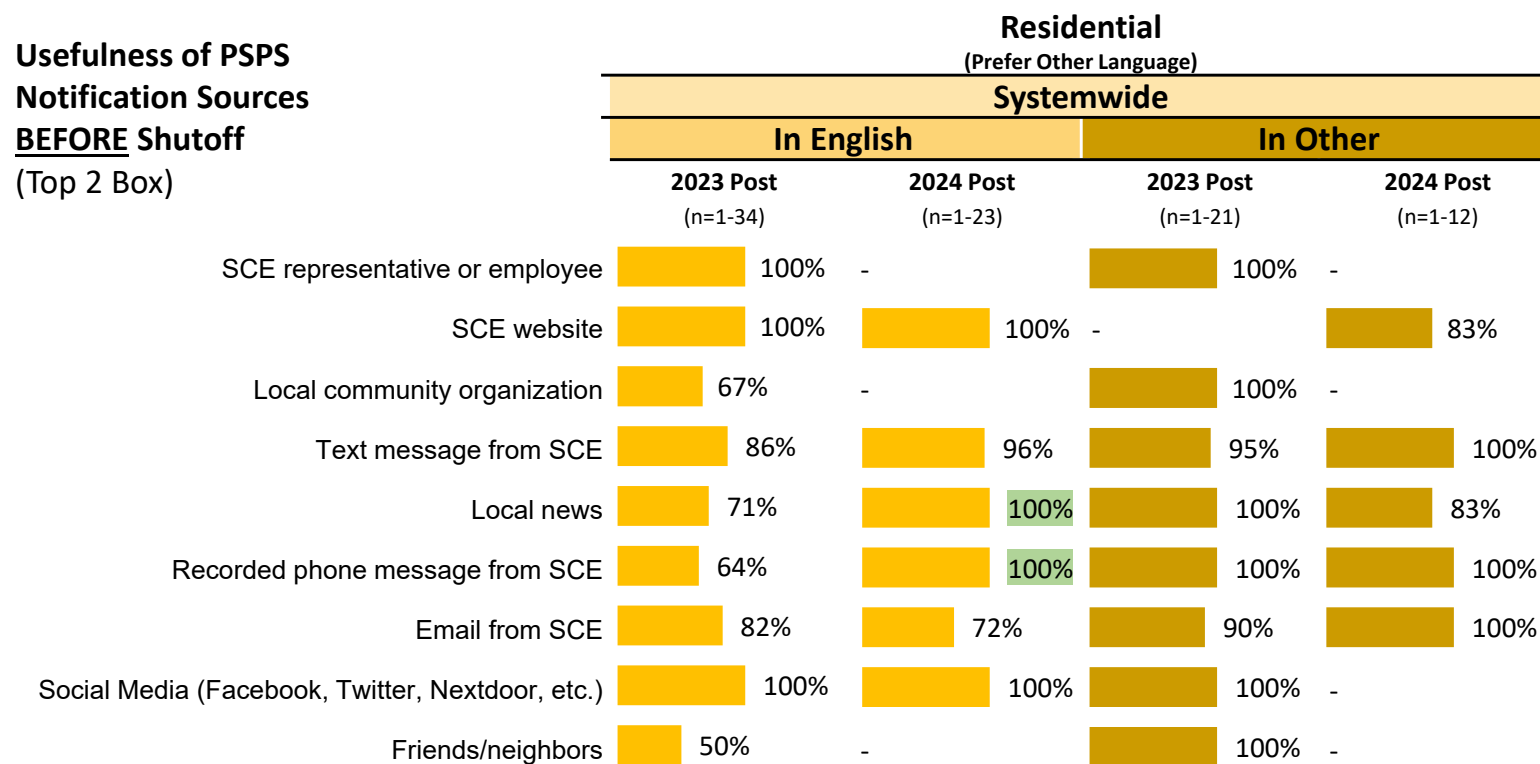
## Usefulness of PSPS Notification Sources BEFORE Shutoff (Top 2 Box)

	Residential (All Customers)					
	Systemwide		HFRA		Non-HFRA	
	2023 Post (n=7-391)	2024 Post (n=2-459)	2023 Post (n=13-622)	2024 Post (n=6-776)	2023 Post (n=3-173)	2024 Post (n=3-166)
SCE representative or employee	100%	50%	83%	67%	100%	-
SCE website	84%	65%	78%	64%	92%	77%
Local community organization	78%	78%	85%	77%	67%	73%
Text message from SCE	71%	69%	68%	68%	76%	71%
Local news	71%	64%	67%	68%	69%	79%
Recorded phone message from SCE	71%	65%	69%	57%	80%	77%
Email from SCE	70%	64%	67%	62%	76%	67%
Social Media (Facebook, Twitter, Nextdoor, etc.)	69%	64%	74%	56%	59%	75%
Friends/neighbors	63%	61%	59%	59%	67%	73%

QP6A/B1. [BASE: ALL WHO USED THAT SOURCE IN ENGLISH] How useful was the information you received from SCE before the Public Safety Power Shutoff via...?

# Usefulness of Alert Sources – Prefer Other Languages

- The sample sizes for those who prefer other languages and received an alert and used the specific channels are not sufficient for meaningful analysis.


















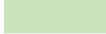














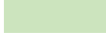







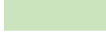

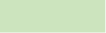







QP6A/B1. [BASE: ALL WHO USED THAT SOURCE IN ENGLISH] How useful was the information you received from SCE before the Public Safety Power Shutoff via...?

QP6B2. And, how useful was the information in [PREFERRED LANGUAGE] that you received from SCE before the Public Safety Power Shutoff via...?

# Usefulness of Alert Sources – Prefer Other Languages

- This table further divides the respondents from the previous slide into those living in HFRA and Non-HFRA creating bases that are too small to analyze.

Usefulness of PSPS Notification Sources <u>BEFORE</u> Shutoff (Top 2 Box)		Residential (Prefer Other Language)							
		HFRA				Non - HFRA			
		In English		In Other		In English		In Other	
		2023 Post (n=1-18)	2024 Post (n=1-24)	2023 Post (n=1-13)	2024 Post (n=1-10)	2023 Post (n=1-30)	2024 Post (n=1-30)	2023 Post (n=1-18)	2024 Post (n=1-8)
SCE representative or employee -				-	-	 100%	-	 100%	-
SCE website		 100%	 100%	 100%	 100%	 100%	-	-	-
Local community organization -				-	-	 67%	-	 100%	-
Text message from SCE		 89%	 71%	 100%	 88%	 87%	 100%	 94%	 100%
Local news		 100%		 100%	 75%	 71%	 100%	 100%	 100%
Recorded phone message from SCE		 78%	 100%	 100%	 100%	 70%	 100%	 100%	 100%
Email from SCE		 94%	 79%	 100%	 90%	 80%	 75%	 89%	 100%
Social Media (Facebook, Twitter, Nextdoor, etc.)		 100%	 100%	 100%	-	 100%	-	 100%	-
Friends/neighbors -				 100%	-	 50%	-	 100%	-

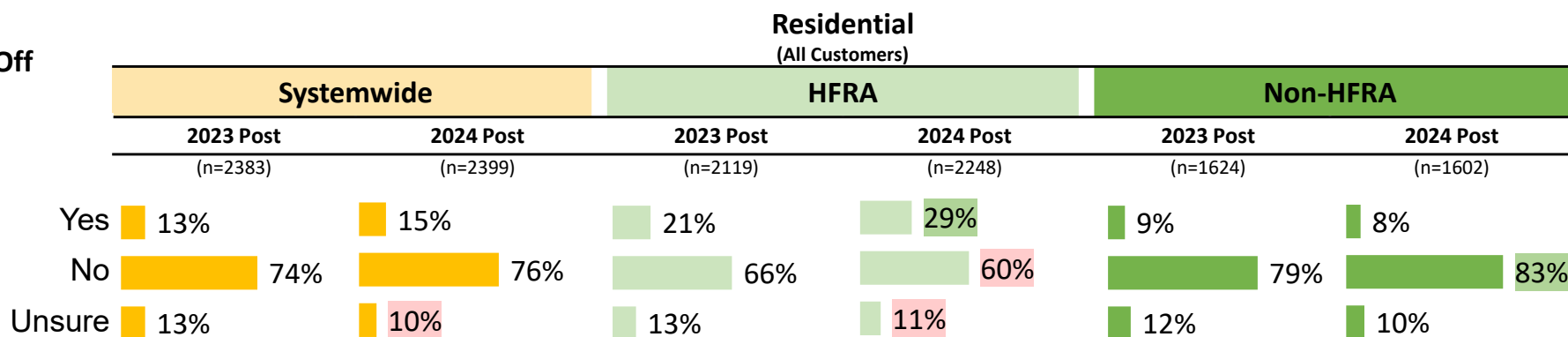
QP6A/B1. [BASE: ALL WHO USED THAT SOURCE IN ENGLISH] How useful was the information you received from SCE before the Public Safety Power Shutoff via...?

QP6B2. And, how useful was the information in [PREFERRED LANGUAGE] that you received from SCE before the Public Safety Power Shutoff via...?

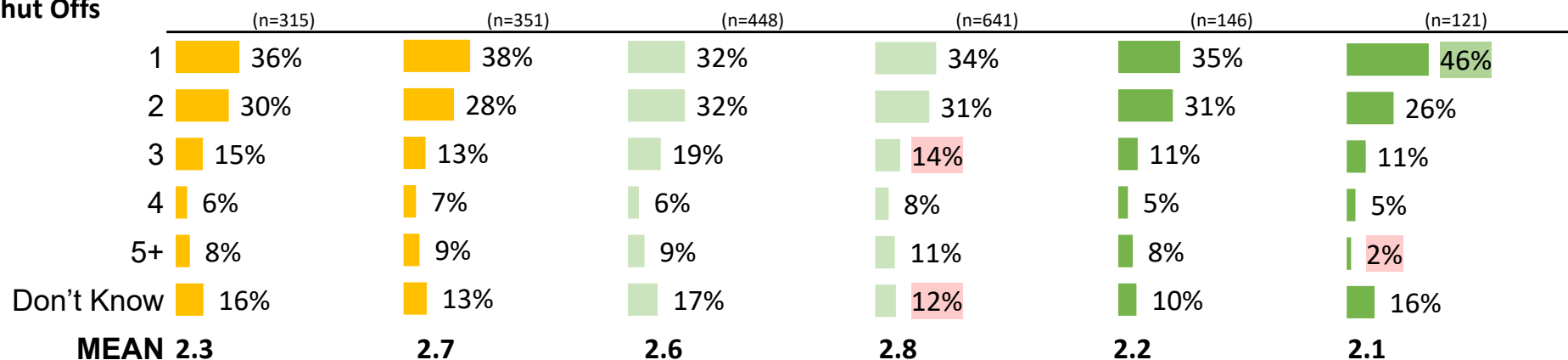
# Experienced PSPS Event – All Customers

- Three in ten (29%) HFRA customers and one in eleven (8%) Non-HFRA customers report having had their power shut off in 2024 – slightly more often than in 2023 for HFRA customers (21%) and no change for Non-HFRA customers (9%).
- Customers in HFRA who did experience a PSPS event report they went through an average of 2.8 shutoffs.

## Had Power Shut Off as Part of PSPS



## Number of Shut Offs

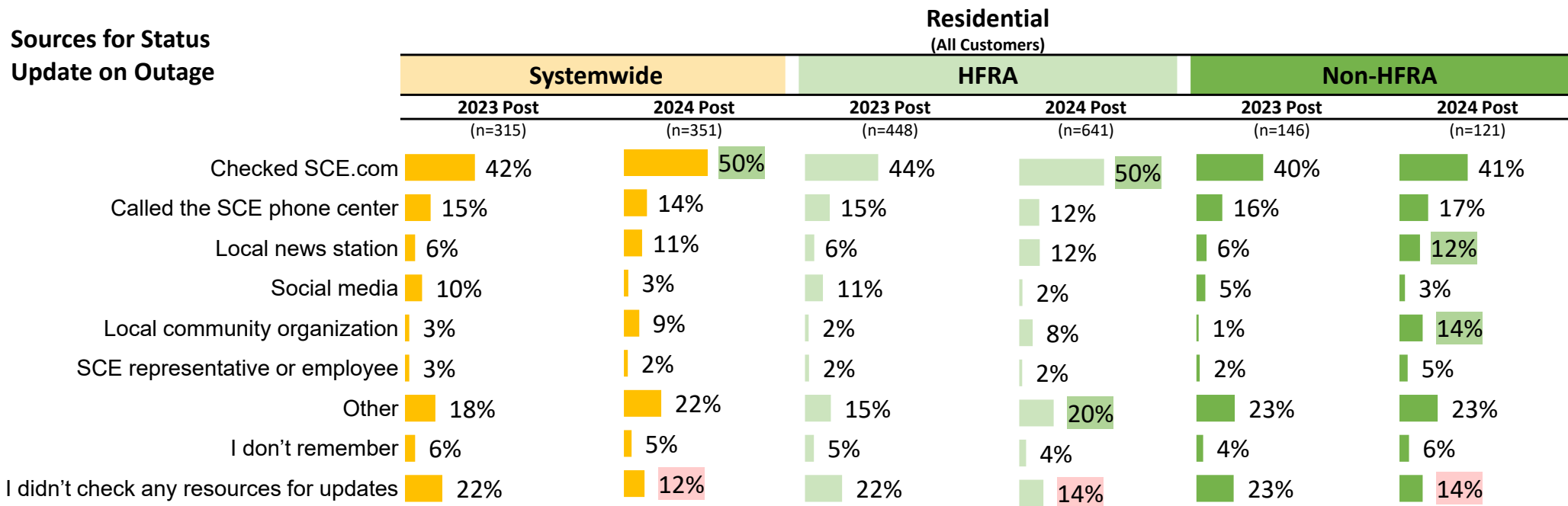


QPQ7. Did you personally have your power shut off at your residence/business by SCE as part of a Public Safety Power Shutoff (PSPS) in 2021--that is, was your power proactively shutoff by SCE due to a high risk of wildfire??

QPQ8. [EXPERIENCED SHUT OFF] How many times was your power shut off due to a PSPS?

# Update Sources– All Customers

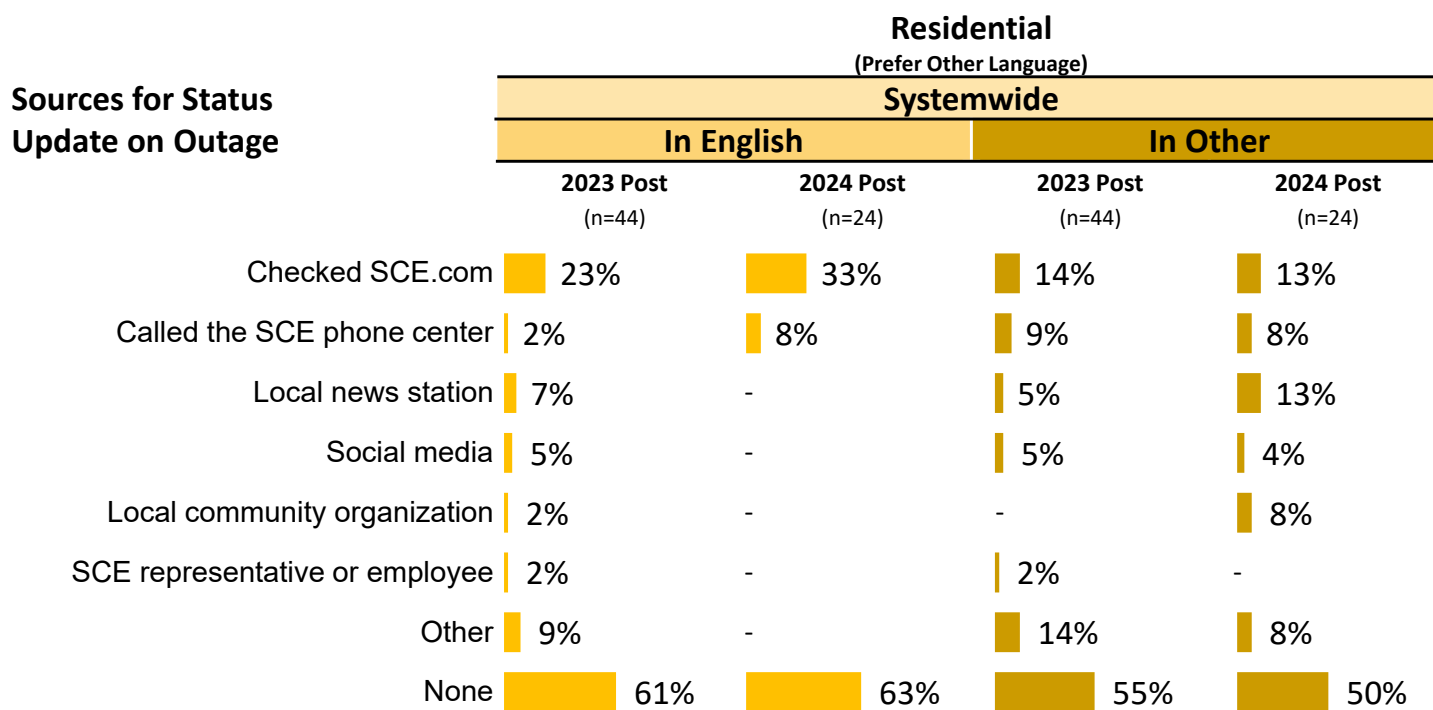
- Among those who did experience an outage, only about one in nine (12%) did not check with at least one of these sources to get updates on the status of their outage.
- The update source used most often continues to be SCE.com for both those in and not in HFRAs.



QPQ9. [EXPERIENCED SHUT OFF] When you experienced a Public Safety Power Shutoff, where did you go to check for updates on the status of your outage?

# Update Sources – Prefer Other Languages

- Customers who prefer other languages are much less likely to check for updates (63% vs. 12% systemwide claim they checked “no” sources).
- The sources that were checked appear to be equally likely to have provided updates in the customer’s preferred language as to have them in English.



QPQ10 – [EXPERIENCED SHUT OFF AND PREFER OTHER LANGUAGE] Which, if any, of these sources provided information in English and which provided information in your preferred language?

# Update Sources – Prefer Other Languages

- Sample sizes are small but the finding that customers who prefer other languages are less likely to check for status updates appears to be confirmed in HFRA and Non-HFRA

Sources for Status Update on Outage	Residential (Prefer Other Language)							
	HFRA				Non-HFRA			
	In English		In Other		In English		In Other	
	2023 Post	2024 Post	2023 Post	2024 Post	2023 Post	2024 Post	2023 Post	2024 Post
	(n=25)	(n=29)	(n=37)	(n=19)	(n=25)	(n=29)	(n=37)	(n=19)
Checked SCE.com	24%	21%	12%	7%	19%	37%	14%	11%
Called the SCE phone center	12%	7%	16%	7%	-	11%	8%	11%
Local news station	8%	7%	12%	-	8%	-	5%	16%
Social media	12%	10%	4%	-	3%	-	5%	5%
Local community organization	-	-	-	3%	3%	-	-	11%
SCE representative or employee	4%	-	4%	-	-	-	-	-
Other	8%	28%	16%	7%	8%	-	11%	11%
None	48%	38%	44%	79%	68%	68%	59%	42%

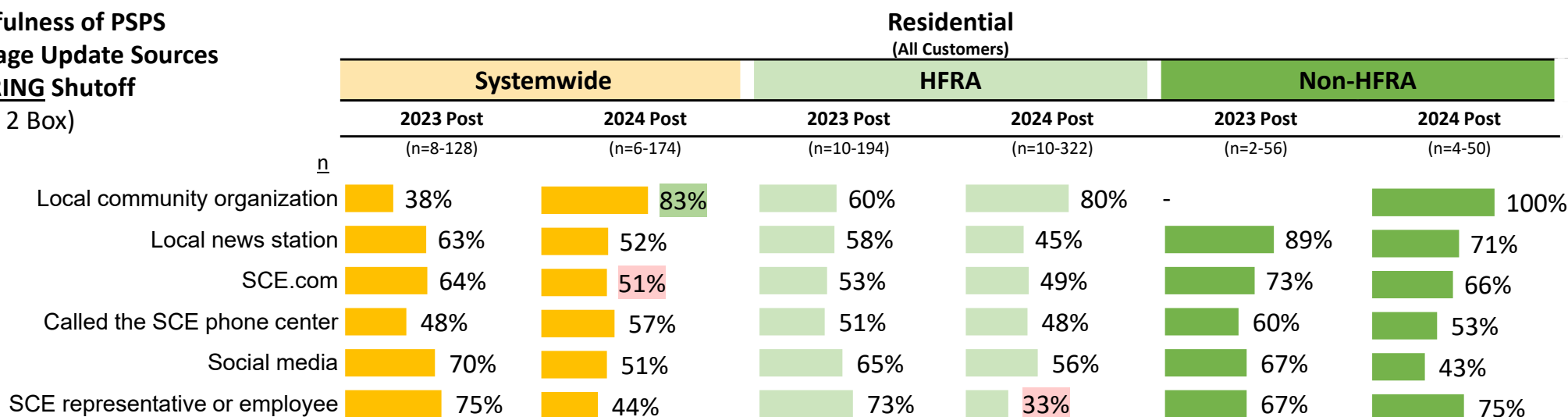
QPQ10 – [EXPERIENCED SHUT OFF AND PREFER OTHER LANGUAGE] Which, if any, of these sources provided information in English and which provided information in your preferred language?



# Usefulness of Update Sources – All Customers

- SCE.com is the most used source for updates – and its source usefulness is similar to the other sources (51%).
- SCE's phone center is the second most used source – and its source usefulness is comparable to sce.com (57%).

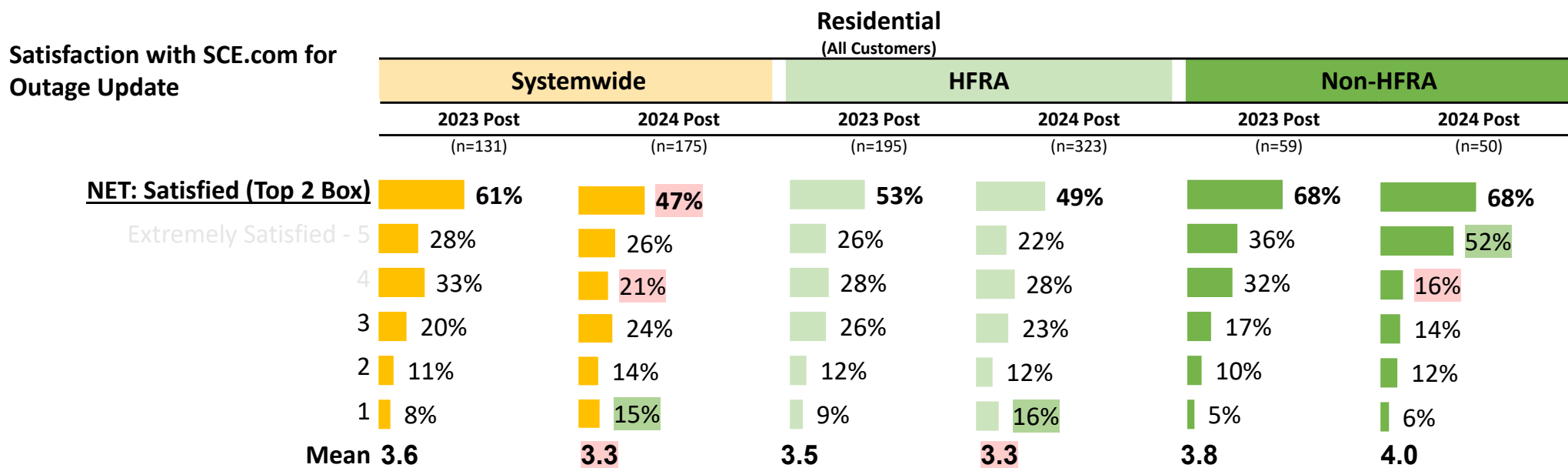
## Usefulness of PSPS Outage Update Sources DURING Shutoff (Top 2 Box)



QPQ11A/B1. [BASE: ALL WHO USED THAT SOURCE IN ENGLISH] How useful was the information you received from SCE during the Public Safety Power Shutoff via...?

# SCE.com Satisfaction During Events – All Customers

- Satisfaction with SCE.com for outage information during an outage improved. Satisfaction is higher among Non-HFRA customers but also improved among HFRA customers.

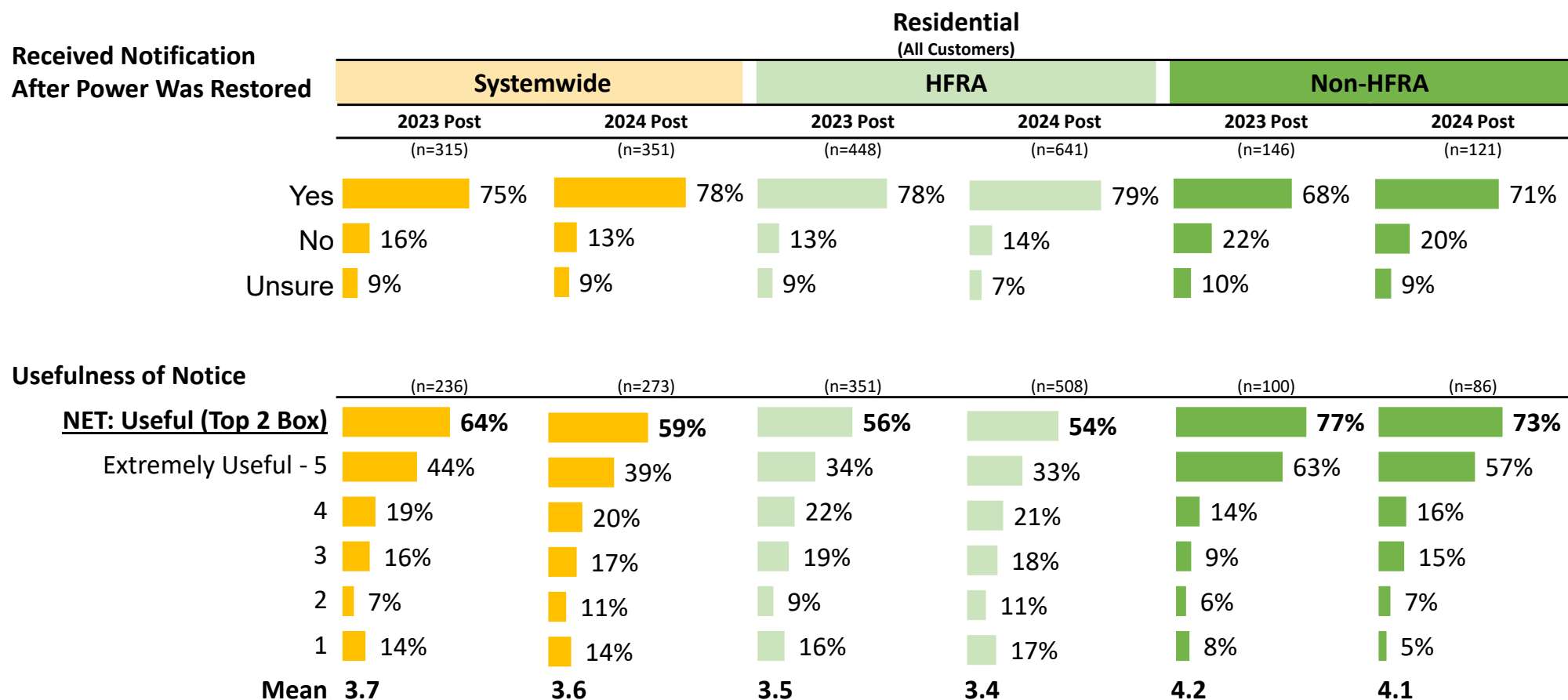


QPQ12. [USED SCE.COM FOR OUTAGE UPDATE] How satisfied were you with the information provided by the website during the Public Safety Power Shutoff?

Shading indicates a significant difference at the 90% confidence level between Pre and Post

# Power Restoration Notices – All Customers

- SCE is steadily improving in providing customers notices of power restoration. This Post- survey metric has increased from 50% in 2020 to 59% in 2021 to 75% in 2023 to 78% in this year's study.
- The usefulness of such notifications has remained fairly high for those who receive them (Mean ratings: 4.0 in 2020; 3.5 in 2021; 3.8 in 2022; 3.7 in 2023; 3.6 in 2024).



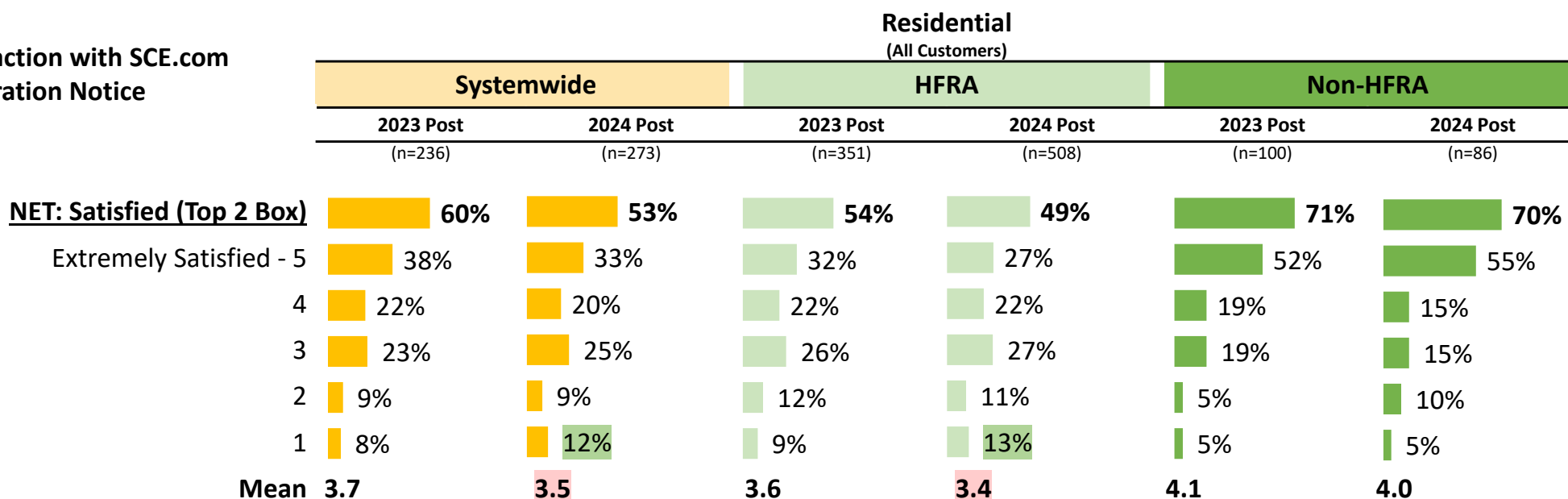
QPQ13. [EXPERIENCED SHUTOFF] Do you recall receiving a notification when your power was fully restored after the PSPS event?

QPQ14. [RECEIVED RESTORATION NOTICE] How useful was the information you received from SCE after the Public Safety Power Shutoff ended and your power was restored?

# SCE.com Satisfaction After Events – All Customers

- Satisfaction with post-event information on sce.com reflects the relative usefulness ratings of such communications (Mean satisfaction: 4.0 in 2020; 3.5 in 2021; 3.8 in 2022; 3.7 in 2023; 3.5 in 2024).

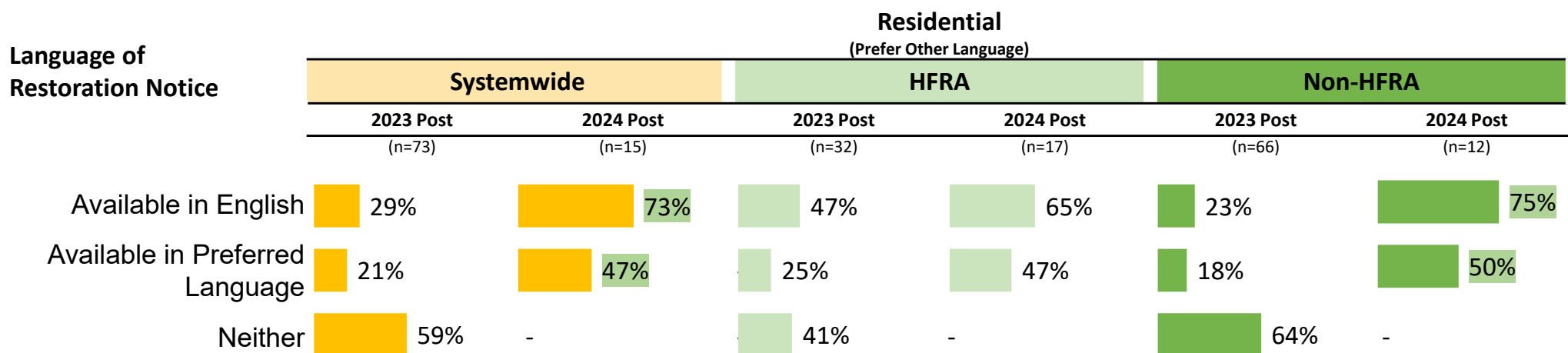
## Satisfaction with SCE.com Restoration Notice



QPQ15 - [RECALL RESTORATION NOTICE] How satisfied were you with the information provided by the SCE website after the Public Safety Power Shutoff?

# Language of Restoration Notice – All Customers

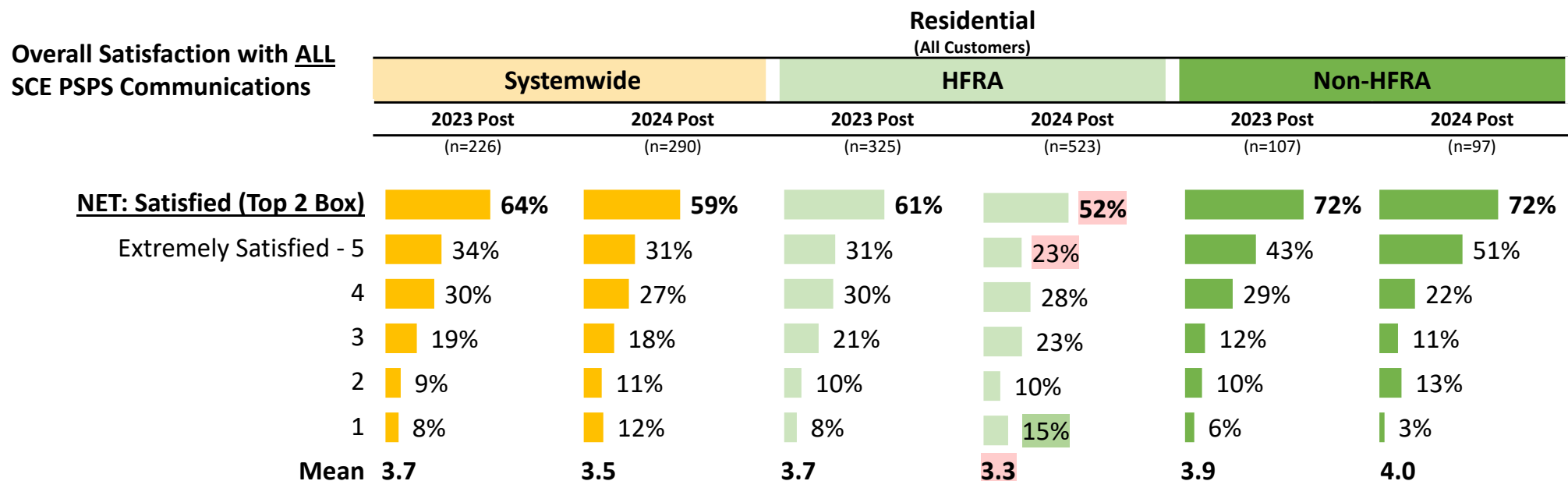
- Very few respondents both recall a restoration notice after a PSPS event and prefer such notices in other languages.



QPQ16 – [RECALL RESTORATION NOTICE AND PREFER OTHER LANGUAGE] Was the information that you received after the Public Safety Power Shutoff available in English available in your preferred language?

# All PSPS Comms Satisfaction – All Customers

- Customers who did check for outage updates from at least one source were asked about their overall satisfaction with SCE's PSPS communications.
- As with many of the Post- metrics in this 2024 survey, HFRA attitudes declined from 61% Pre- to 52% Post-.



QPQ17. [CHECKED FOR STATUS UPDATES] How satisfied are you OVERALL with all of the Public Safety Power Shutoff communications that you received from SCE?

# SCE PSPS Attribute Ratings – All Customers

- All customers – whether they had experienced an outage / shutoff or not – were asked to rate SCE on a list of PSPS-related attributes.
- Ratings declined 2023 Post- to 2024 Post- across most statements.

PSPS Attributes	Residential (All Customers)					
	Systemwide		HFRA		Non-HFRA	
	2023 Post (n=2383)	2024 Post (n=2399)	2023 Post (n=2119)	2024 Post (n=2248)	2023 Post (n=1624)	2024 Post (n=1602)
Notifying me when my power might be shut off	56%	53%	60%	59%	56%	52%
Restoring power in a reasonable amount of time	54%	49%	51%	49%	55%	50%
Reducing the risk of wildfires	49%	48%	49%	50%	50%	48%
Notifying me when my power would be restored	52%	49%	50%	49%	54%	49%
Providing an accurate estimate of when the power would be restored	50%	46%	47%	44%	51%	47%
Keeping me updated about the status of the PSPS shutoff	47%	45%	47%	44%	47%	44%
Reaching out to those with medical or other critical needs	40%	38%	40%	37%	41%	38%
Providing resources near me that I can visit during an outage event	34%	34%	29%	31%	37%	36%

QPQ18. How would you rate SCE's Public Safety Power Shutoff (PSPS) program on each of the following?

# SCE PSPS Improvement Suggestions – All Customers

- All customers – whether they had experienced an outage / shutoff or not – were asked to provide suggestions regarding SCE's PSPS communications.
- Despite the consistent improvements in SCE's use of text messages, fully 18% of these respondents ask for even more phone/mobile notifications.
- Less than 1% ask for notifications/alerts in different languages.

Suggestions to Improve PSPS Comms	Residential (All Customers)					
	Systemwide		HFRA		Non-HFRA	
	2023 Post	2024 Post	2023 Post	2024 Post	2023 Post	2024 Post
	(n=2,197)	(n=2,372)	(n=1,991)	(n=2,221)	(n=1,493)	(n=1,582)
Notification alerts on phone/mobile	21%	18%	19%	15%	22%	19%
Notification alerts online/email	13%	10%	9%	7%	15%	11%
Traditional print notification	7%	6%	5%	4%	8%	6%
Clear and concise communication	7%	7%	9%	11%	5%	5%
Notification alerts by TV, radio	6%	3%	5%	3%	6%	4%
More frequent, regular notifications and updates	5%	4%	3%	4%	6%	4%
Advance notification	5%	4%	6%	5%	4%	4%
Proactive maintenance	4%	3%	5%	4%	3%	2%
Provide back up to households with disability	3%	3%	2%	3%	2%	2%
Social Media updates	3%	2%	2%	2%	3%	3%
They are doing a great job	3%	2%	2%	2%	3%	3%
Guide/create awareness/action resources	2%	3%	2%	2%	3%	3%
Website more user friendly and updated	1%	1%	2%	1%	1%	1%
Notifications/alerts in different languages	<1%	<1%	<1%	<1%	<1%	1%
Provide maps/grids of outages	<1%	1%	<1%	1%	<1%	<1%
Others	9%	9%	11%	12%	6%	8%
Don't Know / No Opinion	23%	29%	24%	26%	24%	29%

QPQ19. In your opinion, what can SCE do to improve their communications regarding Public Safety Power Shutoffs?















# Demographics

# Household Characteristics

- Systemwide, the 2024 Pre- and 2024 Post- survey sample profiles are similar in most areas. However, the 2024 Post- adjusted back to the 2023 age profile distribution after the 2024 Pre- saw an increase in older homeowners.
- As seen in prior years, HFRA and Non-HFRA customers do have slightly different demographic profiles.
- Compared to Non-HFRAs, HFRA customers . . .
  - More often have an occupant who is 65+
  - More are homeowners
  - More live in rural areas and fewer in urban areas
  - More live in stand-alone houses and fewer in apartments
  - Somewhat older
  - More are white
  - Have higher incomes
  - More are married
  - More are retired
  - Less likely to have a non-English speaker in the household

# Household Characteristics

- Versus 2024 Pre-, the 2024 Post- systemwide survey sample has fewer households with a person who is 65+ (33% vs. 40%)
- These fewer households with a 65+ occupant were spread between HFRA and Non-HFRA households.
- As in the past, HFRA households more often have an occupant who is 65+.

Household Characteristics	Residential					
	Systemwide		HFRA		Non-HFRA	
	2024 Pre (n=2,509)	2024 Post (n=2,399)	2024 Pre (n=2,534)	2023 Post (n=2,248)	2024 Pre (n=1,648)	2024 Post (n=1,602)
Number in Household (Mean)	2.8	2.7	2.6	2.7	2.9	2.7
65+ in Household (%Yes)	 40%	 33%	 46%	 39%	 36%	 29%
Children in Household (%Yes)	 27%	 32%	 24%	 29%	 31%	 34%

D1. Including you, how many people live in your household?

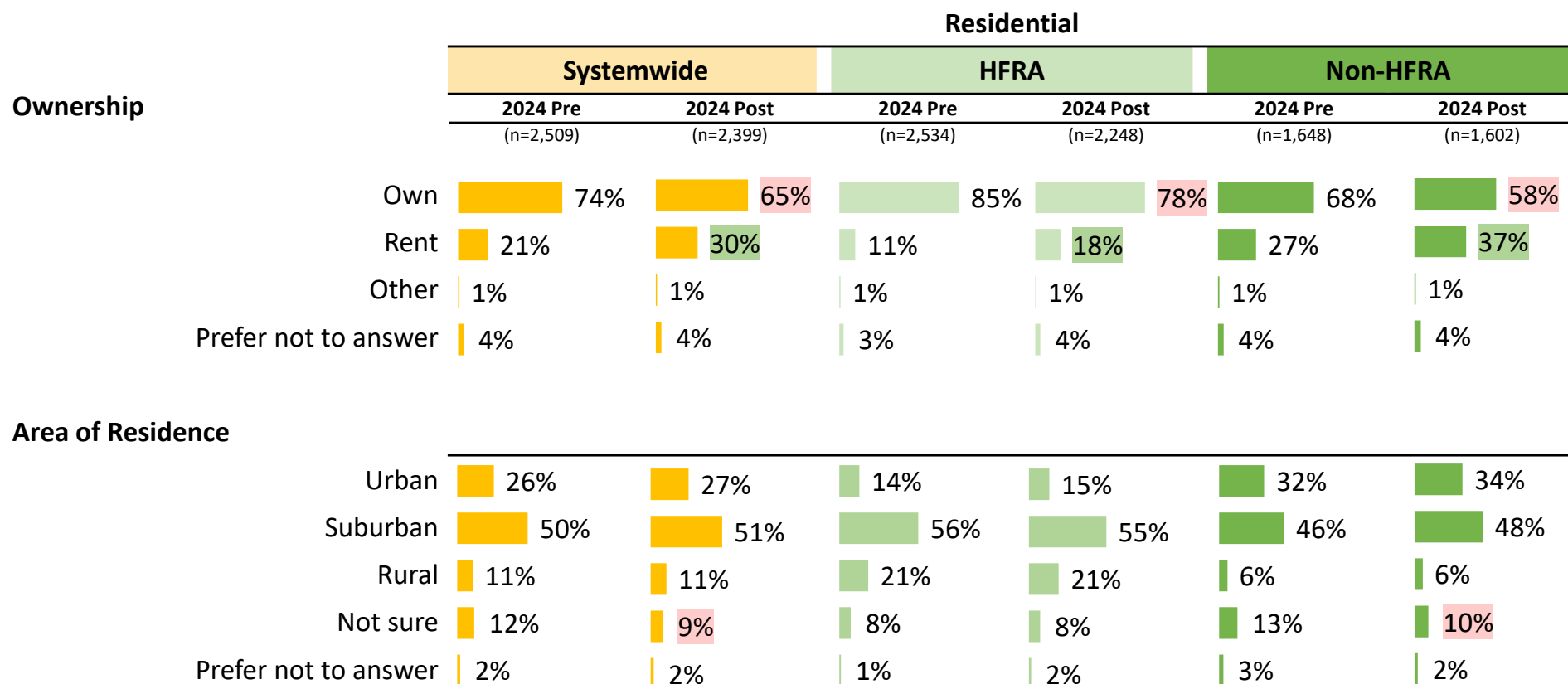
D3. Is anyone in your household 65 or older?

D4. Do you have children in your household under the age of 18?

Shading indicates a significant difference at the 90% confidence level from the prior year

# Household Characteristics

- The 2024 Post- systemwide survey sample has fewer homeowners (65% vs. 74%)
- Home ownership is much more common in HFRA
- HFRA customers are more often located in Rural areas

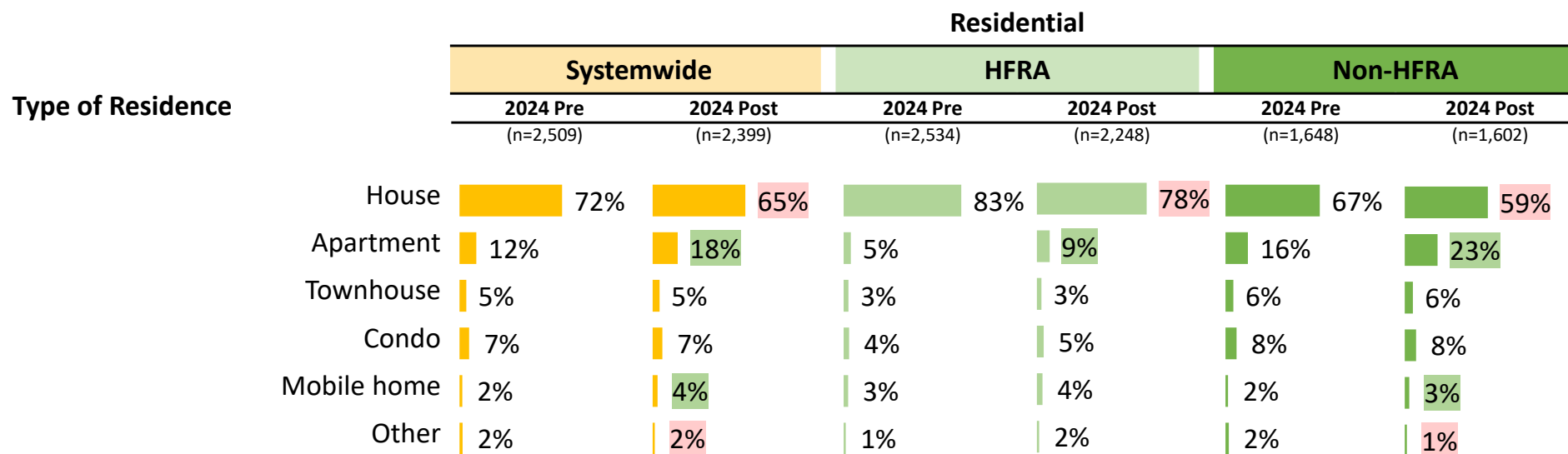


D11. Which of the following best describes your housing situation?  
 D6. Which of the following best describes the area in which you live?

Shading indicates a significant difference at the 90% confidence level from the prior year

# Household Characteristics

- HFRAs are more often in stand-alone houses and less often in apartments.

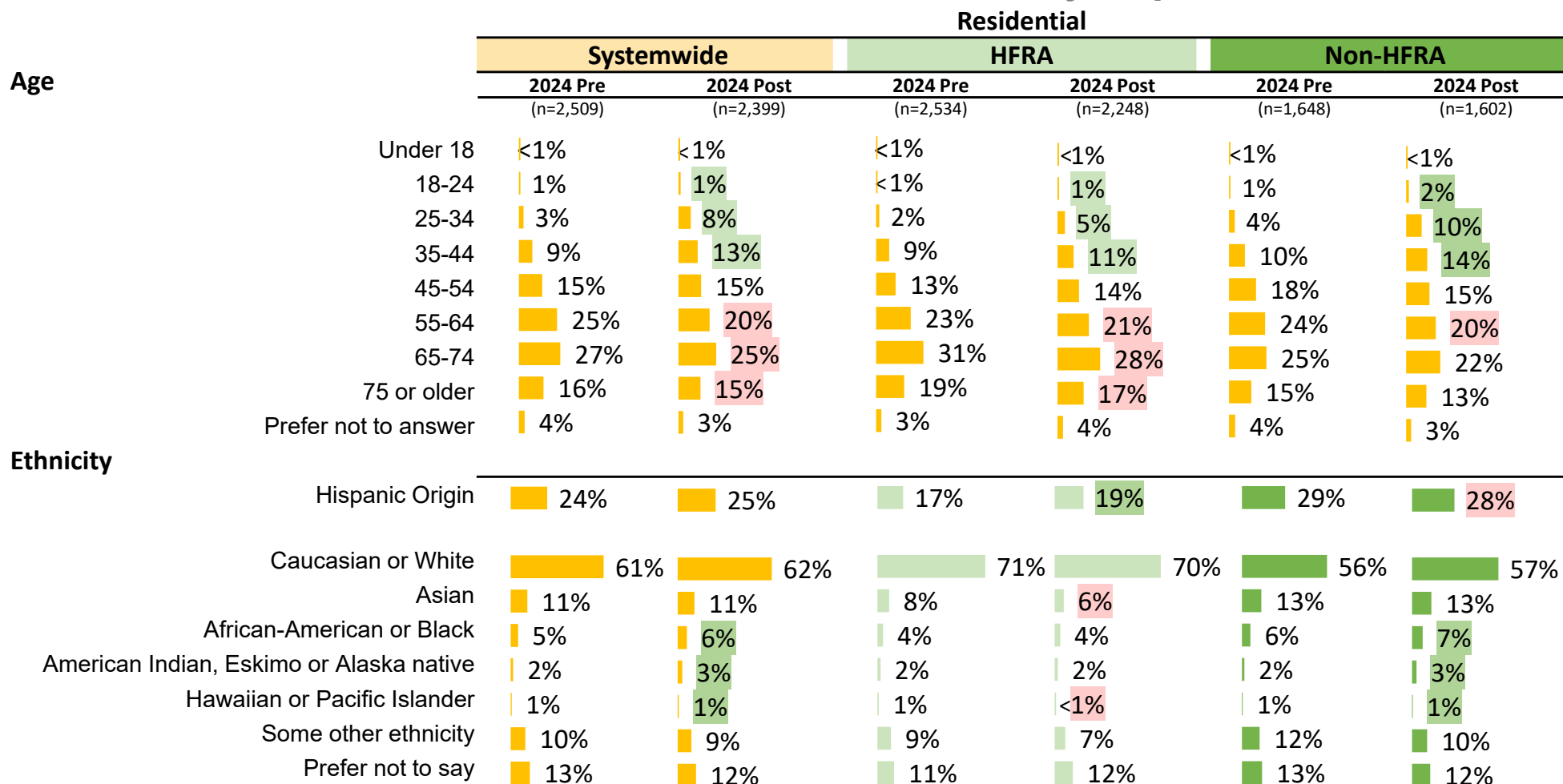


D12. In what type of residence do you currently live?

Shading indicates a significant difference at the 90% confidence level from the prior year

# Age & Ethnicity

- The 2024 Post- sample saw a correction back to the norm after the Pre- sample skewed slightly older.
- HFRA customers are more often white and less likely Hispanic or Asian.



D2. What is your age?

D9. Are you, yourself, of Hispanic origin or descent (that is, Mexican, Puerto Rican, Cuban, Central American, South American, or some other Spanish background)?

D10. Are you...?

Shading indicates a significant difference at the 90% confidence level from the prior year

# Income & Gender

- The 2024 Pre- to 2024 Post- survey sample compositions are comparable.
- HFRA customers more often have higher household incomes.

Income	Residential					
	Systemwide		HFRA		Non-HFRA	
	2024 Pre (n=2,509)	2024 Post (n=2,399)	2024 Pre (n=2,534)	2024 Post (n=2,248)	2024 Pre (n=1,648)	2024 Post (n=1,602)
Less than \$50,000	23%	24%	16%	19%	28%	26%
\$50,000 to less than \$100,000	24%	22%	22%	22%	25%	22%
\$100,000 to less than \$150,000	13%	15%	15%	15%	12%	15%
\$150,000 to less than \$200,000	8%	8%	10%	8%	7%	7%
\$200,000 to less than \$250,000	4%	4%	4%	4%	4%	3%
\$250,000 or more	5%	6%	6%	6%	4%	5%
Prefer not to answer or not sure	23%	23%	27%	25%	21%	22%
<b>Gender</b>						
Male	50%	47%	50%	50%	45%	49%
Female	48%	50%	46%	46%	51%	49%
Non-binary or Other	<1%	<1%	<1%	<1%	<1%	<1%
Prefer not to answer	3%	3%	3%	3%	3%	2%

D1a. What is your gender?

D7. What is your annual household income before taxes?

Shading indicates a significant difference at the 90% confidence level from the prior year

# Education

- The 2024 Pre- to 2024 Post- survey sample compositions are comparable.
- Education levels achieved are comparable for residents in HFRA and Non-HFRAs.

Education	Residential					
	Systemwide		HFRA		Non-HFRA	
	2024 Pre (n=2,509)	2024 Post (n=2,399)	2024 Pre (n=2,534)	2024 Post (n=2,248)	2024 Pre (n=1,648)	2024 Post (n=1,602)
Some high school or less	4%	3%	1%	2%	6%	4%
High school graduate	11%	11%	9%	9%	13%	12%
Some college	18%	19%	18%	18%	19%	19%
Trade or technical school grad / 2-year AA	13%	11%	12%	11%	13%	12%
Undergraduate college degree	16%	17%	17%	18%	16%	16%
Some graduate study	5%	4%	5%	5%	4%	3%
Masters or doctorate degree	28%	29%	32%	31%	26%	28%
Prefer not to answer	5%	6%	6%	6%	5%	7%

D8. What is the highest level of education you have had the opportunity to complete?

Shading indicates a significant difference at the 90% confidence level from the prior year



# Employment & Marital Status

- The 2024 Post- systemwide survey sample has fewer married customers (52% vs. 60%)
- HFRA residents are more often married (+9 pct. pts. vs. Non-HFRA) and more often retired (+8 pct. pts.)

Marital Status	Residential					
	Systemwide		HFRA		Non-HFRA	
	2024 Pre (n=2,509)	2024 Post (n=2,399)	2024 Pre (n=2,534)	2024 Post (n=2,248)	2024 Pre (n=1,648)	2024 Post (n=1,602)
<b>NET: In a Relationship</b>	<b>64%</b>	<b>60%</b>	<b>66%</b>	<b>64%</b>	<b>62%</b>	<b>56%</b>
Dating	1%	2%	1%	2%	1%	2%
Living with partner	3%	6%	3%	5%	3%	6%
Married	60%	52%	62%	57%	57%	48%
Single and live alone/roommates	17%	20%	15%	16%	19%	23%
Divorced/Separated	9%	11%	9%	10%	9%	12%
Other	10%	9%	10%	10%	10%	9%
<b>Employment Status</b>						
Full time	36%	40%	33%	39%	39%	41%
Part time	8%	9%	6%	7%	9%	9%
Retired	42%	37%	49%	42%	38%	34%
Homemaker	3%	3%	3%	3%	4%	3%
Student	1%	1%	0%	1%	1%	1%
Other	5%	6%	4%	5%	5%	6%
Not Employed	4%	4%	3%	3%	5%	5%

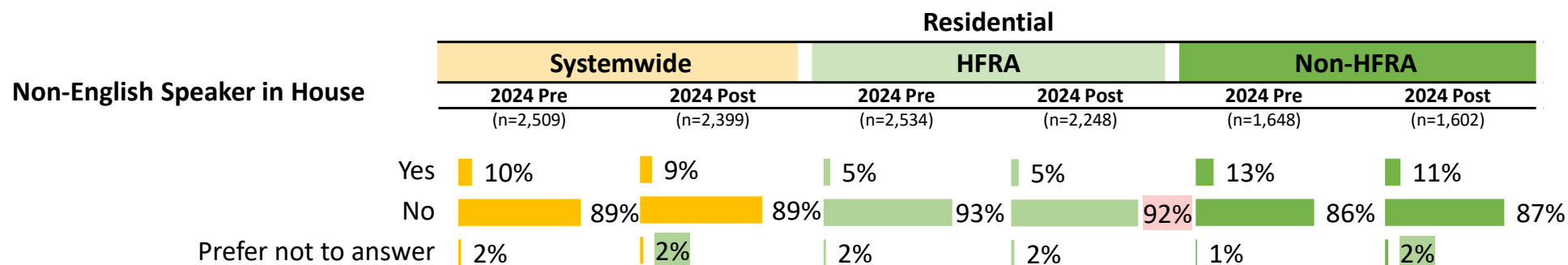
D13. "What is your current marital status?"

D14. "Which of the following best describes your employment?"

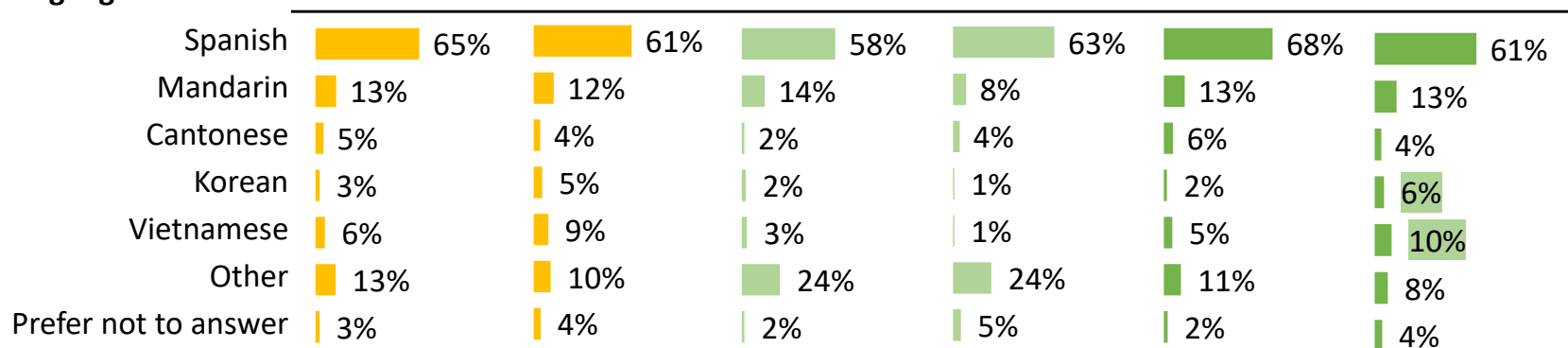
Shading indicates a significant difference at the 90% confidence level from the prior year

# Languages in Household

- The 2024 Pre- to 2024 Post- survey sample compositions are comparable.
- The presence of a non-English speaker in the household is less common in HFRA households (-6 pct. pts.).



## [IF YES] Which Language



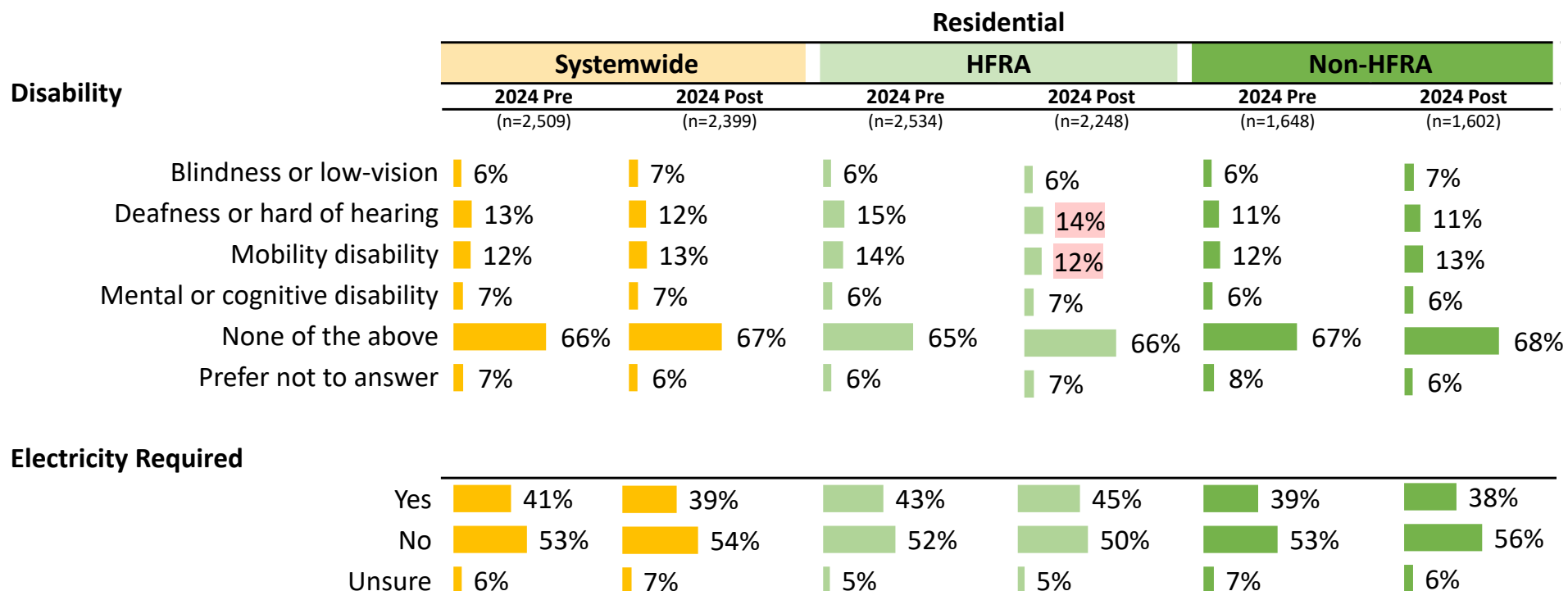
D17. "Does anyone in your household NOT speak English?"

D18. "What language(s) do they speak?"

Shading indicates a significant difference at the 90% confidence level from the prior year

# Disabilities & Electrical Needs

- The 2024 Pre- to 2024 Post- survey sample compositions are comparable.
- Use of an electrical device to accommodate a disability in the home is consistent across HFRA and Non-HFRA households.

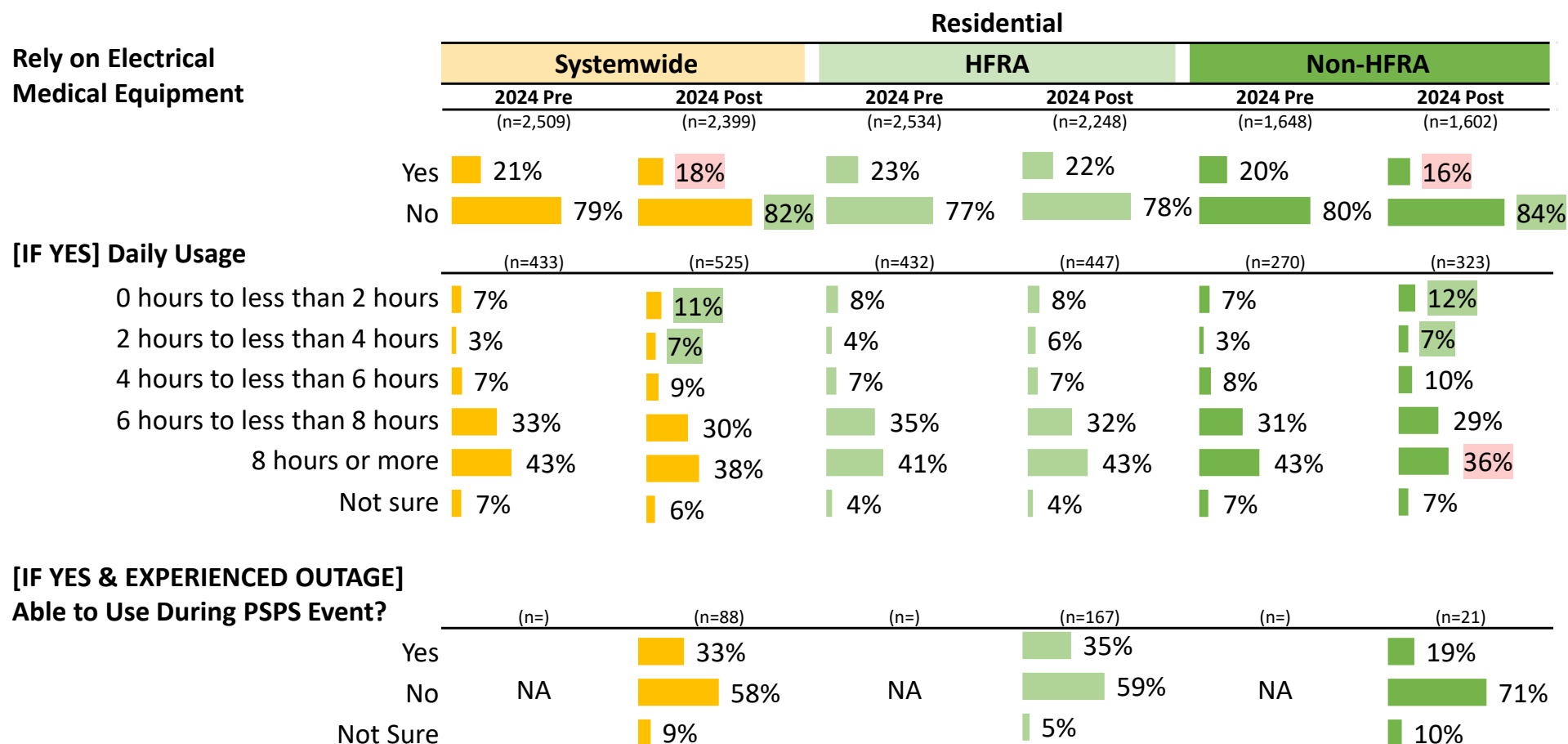


D15. "Do you or does anyone in your household experience any of the following? "

D16. [DISABLED IN D15] "Does accommodating the disability require electricity?" Shading indicates a significant difference at the 90% confidence level from the prior year

# Medical Equipment Electrical Use

- Use of medical equipment that requires electricity is higher among HFRA households.
- Three out of five customers who rely on medical equipment were not able to use them during a PSPS event.



D19. "Do you or does anyone in your household rely on medical equipment that requires electricity?"

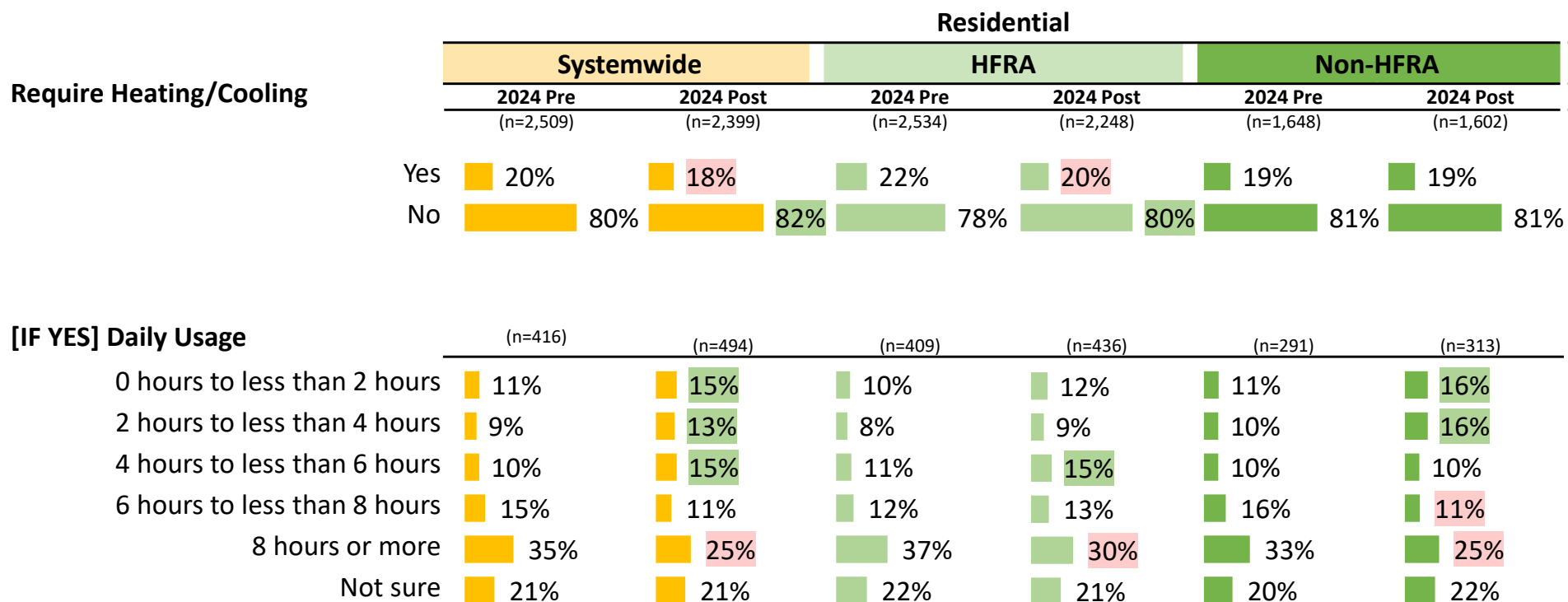
D20. [D19=YES] "How long is the medical equipment typically used on a daily basis?"

D20b. [D19=YES & PQ7=YES] "Were you able to use your electric medical equipment without any interruption during the PSPS shutoff period you experienced?"

Shading indicates a significant difference at the 90% confidence level from the prior year

# Heating / Cooling Electrical Use

- The 2024 Pre- to 2024 Post- survey sample compositions are comparable.
- Body temperature regulating equipment is needed by about the same proportion of households in HFRA as in Non-HFRAs.



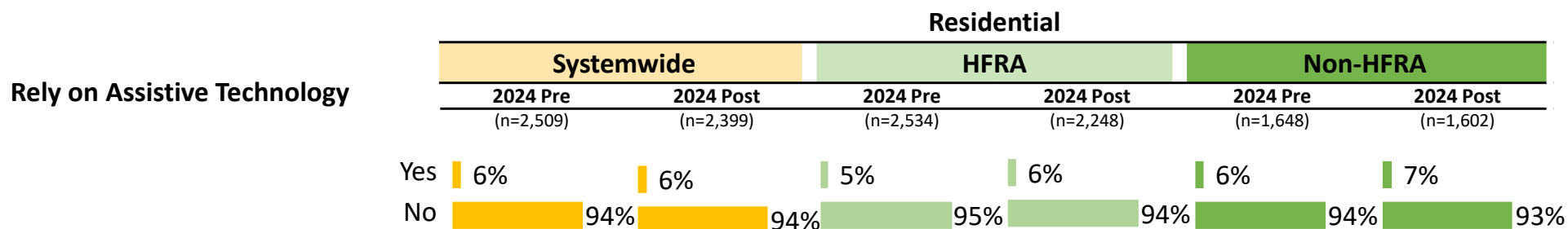
D21. "Do you or does anyone in your household require heating and/or cooling for body temperature regulation?"

D22. [D21=YES] "How long is/are the assistive technology device(s) typically used on a daily basis?"

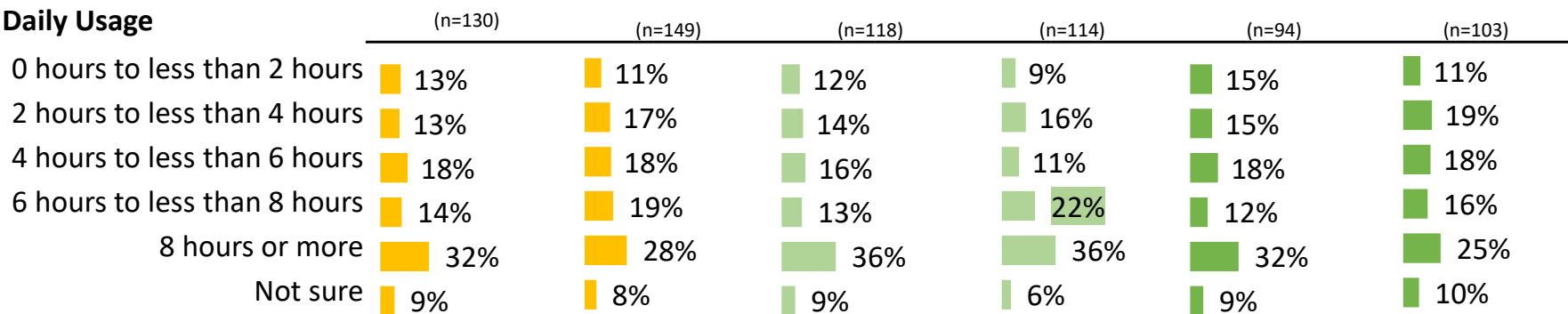
Shading indicates a significant difference at the 90% confidence level from the prior year

# Assistive Technology Use

- The 2024 Pre- to 2024 Post- survey sample compositions are comparable.
- Reliance on assistive technology devices occurs by about the same proportion of households in HFRA as in Non-HFRAs.



## [IF YES] Daily Usage



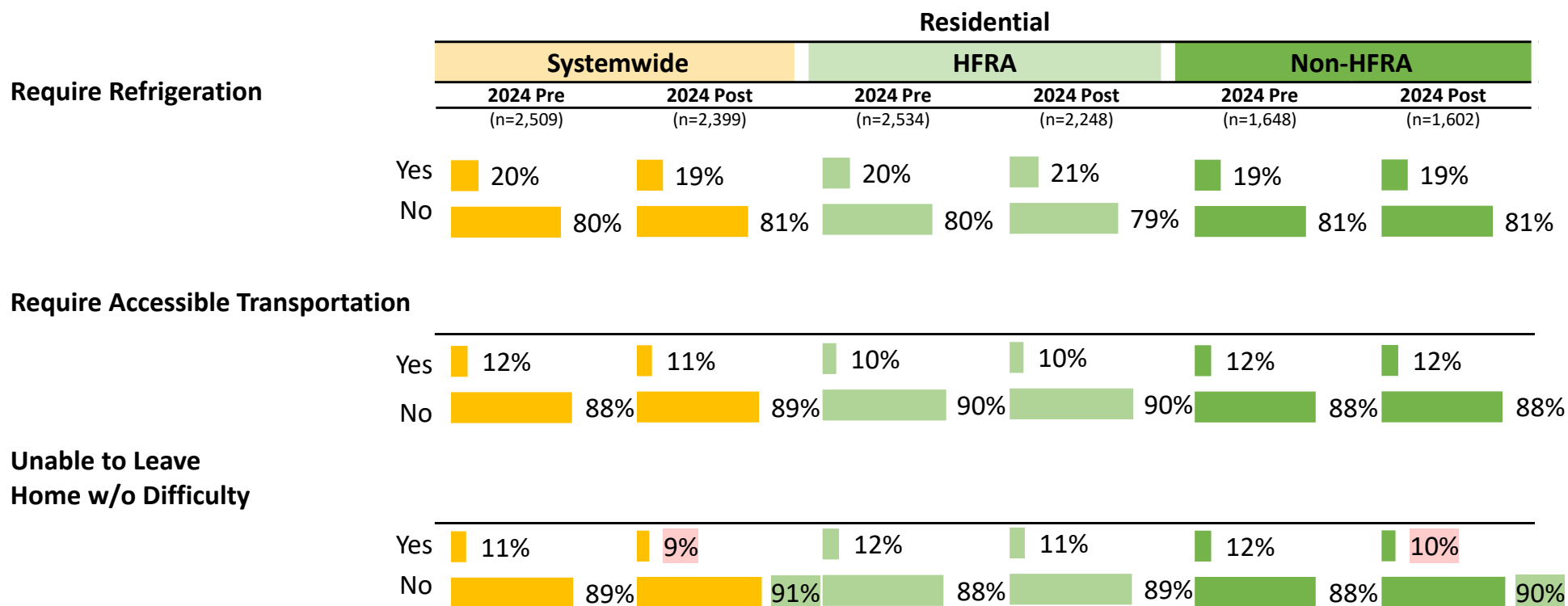
D23. "Do you or does anyone in your household rely on assistive technology?"

D24. [D23=YES] "How long is/are the assistive technology device(s) typically used on a daily basis?"

Shading indicates a significant difference at the 90% confidence level from the prior year

# Require Refrigeration / Transportation

- The 2024 Pre- to 2024 Post- survey sample compositions are comparable.
- Three disability-related needs occur with comparable frequency across HFRA and non-HFRA households.



D25. "Do you or does anyone in your household require refrigeration for medical purposes?"

D26. "Do you or does anyone in your household not have access to a vehicle and/or require accessible transportation?"

D27. "Are you or is anyone in your household unable to leave home without difficulty?"

Shading indicates a significant difference at the 90% confidence level from the prior year

**Appendix B**

**SCE\_POSTSR2A\_5-1-2025.gdb.zip; SCE\_POSTSR2B\_5-1-2025.xlsx;  
SCE\_POSTSR3\_5-1-2025.xlsx; SCE\_POSTSR4\_5-1-2025.xlsx.**



Appendix B will be filed via mixed media with the Commission's Docket Office and can be accessed at: <https://on.sce.com/PSPSPostSeasonReporting>.