



Southern California Edison's Access and Functional Needs Quarterly Update for Public Safety Power Shutoff Support Pursuant to Commission Decision in Phase Two of R.18-12-005

December 1, 2020

TABLE OF CONTENTS

I.	Introduction	1
II.	External Feedback	3
1.	Customer Research	3
2.	Customer Feedback/Surveys	4
III.	Consultation with Interested Parties and Advisory Councils	6
1.	SCE’s Consumer Advisory Panel	6
2.	Independent Living Centers.....	7
3.	2-1-1 Referral Service	9
4.	Statewide AFN Council	10
5.	CPUC Disadvantaged Communities Advisory Group.....	13
6.	Environmental and Social Justice (ESJ) Coordination Forum	15
7.	Regional Working Groups and Advisory Board	16
IV.	Customer Programs and Available Resources for vulnerable populations	18
1.	Critical Care Battery Back-up (CCBB) Program	18
2.	Medical Baseline	20
3.	Self-Generation Incentive Program (SGIP)	22
4.	Single-family Affordable Solar Homes (SASH).....	24
5.	Disadvantaged Community– Single-Family Affordable Solar Homes.....	25
6.	Solar On Multifamily Affordable Housing (SOMAH)	26
7.	SCE Programs Serve Low-Income Customers	27
V.	In-Event Customer Care Plans	29
1.	Customer Care Incident Management Team Activation and Tools	29
2.	Community Resource Centers (CRCs) & Community Crew Vehicles (CCVs).....	31
3.	Cooling Centers.....	32
4.	Resiliency Zones [From AFN Plan Customer Programs and Available Resources]	32
VI.	Customer Preparedness Outreach & Community Engagement	34
1.	Advertising campaign educating customers about preparing for power shutoffs ...	34

2.	Letters about potential power shutoffs planned for all customers in service territory	34
3.	On-going community meetings held in high fire risk areas	35
4.	Meetings with cities, counties and tribal governments.....	35
5.	CBO Engagement/Community Partnerships	36
VII.	In-Event PSPS Customer Communications.....	39
1.	Event Notifications.....	39
2.	Medical Baseline Notifications and In-Person Notifications for Life Support Customers	40
3.	Social Media	41
4.	Notification Effectiveness	42
5.	Website	42
6.	Customer Contact Center Support	43

I. INTRODUCTION

Pursuant to the California Public Utilities Commission’s (CPUC or Commission) Decision Adopting Phase 2 Updated and Additional Guidelines for De-Energization of Electric Facilities to Mitigate Wildfire Risk (Decision),¹ Southern California Edison Company (SCE) submitted its Access and Functional Needs Plan for Public Safety Power Shutoff (PSPS) Support on June 1, 2020 (AFN Plan). The AFN Plan described SCE’s efforts to address the challenges facing people with access and functional needs (AFN²) during PSPS de-energization events. This quarterly update supplements the AFN Plan to document SCE’s progress in addressing the needs of the AFN population during PSPS de-energization events.

SCE performed an analysis³ to identify the percentage of the SCE customer base that meets the AFN definition set out in D.19-05-042 and found that approximately 80% of SCE’s total customer population would fall into at least one AFN category. While SCE’s efforts will encompass most of the AFN population, SCE will strive to assure that its efforts are focused on helping those most vulnerable. Each AFN category is assigned a vulnerability value from high to low, which aids SCE in developing customer care plans in event of a PSPS event. These category values can be aggregated for those customers with multiple types of needs. SCE recognizes that customers who rely on life support devices are those most immediately vulnerable during PSPS de-energization events, but customers with multiple simultaneous needs (*e.g.*, disabled, low-income, rely on medical equipment, and speak a primary language other than English) are also a high priority.

SCE’s AFN population includes medical baseline (MBL) customers, which is a group of customers that rely on medical equipment. SCE will also incorporate into our efforts those customers above and beyond the MBL population⁴ for which it may already have available data,⁵ such as: (1) households that self-identify as eligible to receive an in-person visit prior to disconnection for nonpayment, (2) households that receive utility communications in a non-standard format, or (3)

¹ Decision (D.) 20-05-051, which was adopted by the Commission on May 28, 2020.

² AFN populations consist of “individuals who have developmental or intellectual disabilities, physical disabilities, chronic conditions, injuries, limited English proficiency, or who are non-English speaking, older adults, children, people living in institutionalized settings, or those who are low income, homeless, or transportation disadvantaged, including, but not limited to, those who are dependent on public transit or those who are pregnant.” D.19-05-052, pp. A6-A7.

³ Analysis was performed in February of 2020.

⁴ The Medical Baseline Program provides an additional amount of electricity at the lowest rate (referred to as a “baseline”) to customers who uses an electrically operated medical device in their home as authorized by their physician or physician designee. Note that the requirement for the device to be authorized by a physician has been suspended during the COVID-19 pandemic.

⁵ SCE currently records contact information for households that self-identify as vulnerable, including those that self-identify as eligible for in-person visits prior to disconnection for nonpayment in the SCE Customer Service System.

households that self-identify as having a person with a disability in the household. This quarterly update includes progress and updates to the AFN Plan submitted on June 1, 2020, and the first quarterly update submitted on September 1, 2020.

II. EXTERNAL FEEDBACK

1. CUSTOMER RESEARCH

AFN Plan (June 1, 2020):

SCE is committed to continuously enhancing our understanding and response to the needs of AFN customers during PSPS events. As such, we have partnered with trusted stakeholders such as community-based organizations (CBOs), independent living centers (ILCs), 2-1-1 Interface, and public agencies who represent the AFN population to better understand, conduct additional research and continue to learn about the needs of our AFN customers. Additionally, we plan to continue reaching out to customers directly for feedback through surveys and community outreach events.

First Quarterly Update (September 1, 2020):

To better serve our customers, SCE continues to work with agencies that represent our AFN populations to help us understand the diverse needs of our customers, to develop appropriate engagements and outreach and to focus on co-creation of programs that are important and provide aid to all customers, with emphasis on our AFN customers. See “Consultation with Interested Parties and Advisory Councils” section below for updates and details.

Another mechanism for SCE to obtain feedback is through community meetings. Following each community meeting SCE hosts, attendees are invited to share their feedback via survey, particularly as it relates to awareness, preparedness and most importantly how their experience with a recent PSPS event impacted their lives. (Additional details in ongoing community meetings are provided in the section below.) Information obtained from these surveys is shaping SCE’s outreach and awareness campaigns around MBL. SCE has begun tracking enrollments and has set annual targets for increasing the populations enrolled in the program.

SCE is also currently developing a more focused AFN research study that will aim to provide insights that will further influence and shape outreach and engagement activities, including building resiliency, for this population of customers. SCE is planning to launch this research study in the 4th quarter of 2020. The survey will focus on understanding the effectiveness of SCE’s outreach and engagement regarding wildfire mitigation activities. In addition, SCE intends to begin engagements and focus groups with employees at the utility who identify as AFN or care for an individual in the AFN category to aid in integrating AFN consideration into the business more broadly. SCE believes that its employees are committed to improving our customer experience and want to include them in this effort and use their experiences in implementing additional changes in how we communicate with our AFN population.

Second Quarterly Update (December 1, 2020):

In 2020, SCE has administered surveys intended to capture insights from approximately 1,300 customers that attended its community meetings.⁶ The survey focused on understanding the effectiveness of SCE's outreach and engagement regarding its wildfire mitigation activities, including PSPS, and sought to gain insights into our AFN populations by asking questions related to vulnerabilities during electricity outages, and awareness of SCE's MBL program.

Feedback obtained from the surveys helps inform SCE of our customers' awareness and resiliency preparedness for outages, including PSPS events. Further, using this information helps inform future efforts in areas of outreach, education and program development for our customers and further helps to amplify programs that are critical for our vulnerable populations, like MBL, CARE/FERA, Critical Care Battery Back-up (CCBB) and existing or newly developed rebate programs.

Although SCE will continue outreach efforts, we are pleased to have learned from these sessions that a majority of those surveyed after attending a meeting felt more informed about SCE's wildfire efforts and felt more adequately prepared for PSPS events.

SCE is also developing a specific AFN research study to be administered in 2021. The study will aim to further understand the needs of our vulnerable populations during PSPS de-energizations. Data gathered from this study will be used to enhance and inform the strategies for greater integration and programs for needs of vulnerable populations.

2. CUSTOMER FEEDBACK/SURVEYS

AFN Plan (June 1, 2020):

In early 2020, SCE conducted PSPS surveys that assessed the effectiveness of our 2019 customer communications and community outreach efforts, including a wide range of wildfire-related topics. The surveys were conducted with about 2,000 residential and 700 business customers in both High Fire Risk Areas (HFRA) and non-HFRA in our service area. Customers were given the option to take the surveys in English or Spanish. Additionally, SCE conducted monthly surveys—offered in English, Spanish, and additional languages—to monitor perceptions of SCE's commitment to protect communities from the risks of wildfires and customer awareness of SCE's PSPS de-energizations. AFN customers were included in these surveys, with approximately 25% of the responding customers indicating they have an individual in the home who has some sort of disability. In reviewing the survey data across the sample groups, SCE noted there were no significant differences between the responses provided by customers with disabilities in their household versus those without.

⁶ For more information on these community meetings go to section V.3 - On-going Community Meetings Held in High Fire Risk Areas of AFN Plan.

First Quarterly Update (September 1, 2020):

SCE is in the process of enhancing its PSPS survey to capture customer feedback on SCE's performance during 2020 PSPS events. Similar to the survey performed at the beginning of 2020, the upcoming PSPS survey will target residential and business customers who were de-energized as a result of PSPS activations. This survey will be sent at the end of 2020 wildfire season and the questions will be very similar to those included in the prior survey. Examples of questions in the survey include customer perceptions of SCE wildfire related activities, opinion of PSPS practices, level of satisfaction with information in PSPS notifications, source of PSPS event awareness, effectiveness of PSPS outreach, customer care programs and customer resiliency programs.

Second Quarterly Update (December 1, 2020):

In October 2020, SCE formed an internal PSPS Employee Coalition Group. The purpose of this group is to keep our employees informed about its Wildfire Mitigation Plan (WMP), PSPS Incident Management Team (IMT) activations, and emergency preparedness as well as to seek their feedback on PSPS operations as community members and customers. There are a number of SCE employees who have experienced a PSPS event themselves, identify as AFN, and/or care for others within the AFN population. These employees provide feedback on past PSPS events, they share what they hear from their friends and family and how SCE can keep them and the public better informed about PSPS. Additionally, they can act as ambassadors for SCE and educate friends, family and neighbors about the importance of preparedness and being resilient.

III. CONSULTATION WITH INTERESTED PARTIES AND ADVISORY COUNCILS

AFN Plan (June 1, 2020):

SCE engages with diverse community stakeholders to inform and focus ongoing efforts to increase effective AFN outreach and awareness. SCE’s WMP outlined its strategy and objectives in reaching the all-encompassing definition of AFN within its territories from 2020-2022.⁷ SCE supports existing relationships with CBOs throughout its territory and is working to expand those relationships with trusted agencies that support our AFN customers.

SCE engages with CBOs at both the state and local levels. In addition, SCE participates in weekly meetings with other Investor-Owned Utilities (IOUs) and state agencies to provide real-time updates and share best practices and lessons learned on community outreach and engagement. On the local level, SCE continues to build on existing nonprofit relationships and build new partnerships with CBOs, including faith-based and grassroots organizations in HFRA. SCE prioritizes participation in CBO collaboratives with diverse member organizations serving AFN populations. SCE regularly engages in meetings with the Inland Empire Disability Coalition, Inland Empire Concerned African American Churches, and California State Council on Developmental Disabilities’ Safety Committee.

1. SCE’S CONSUMER ADVISORY PANEL

AFN Plan (June 1, 2020):

SCE has regularly engaged and consulted with members of its Consumer Advisory Panel (CAP), which meets three times per year. The CAP includes diverse community stakeholders across SCE’s service territory. Members are leaders in the nonprofit, community, and business sectors that represent various AFN and consumer groups including communities of color, veterans, disabled, LGBTQ, and low-income customers. For the past three years, CAP members have regularly been briefed on SCE’s wildfire mitigation efforts and provided feedback that has helped shape SCE’s customer service and outreach into these diverse communities. In 2019, SCE appointed two new CAP members who live and work in HFRA, including an executive director of an ILC. Since the state’s stay-at-home order has been in place, SCE has convened the CAP more frequently with virtual bi-monthly meetings planned through the end of 2020. PSPS and wildfire mitigation have been standing topics of discussion and consultation on all recent agendas. SCE will continue to consult and partner with CAP members who are eager to provide support in reaching AFN, in-language, and diverse communities. These activities will include the bi-monthly meetings, one-on-one engagements, and joint meetings/presentations with local stakeholders.

⁷ See SCE’s 2020-2022 WMP, pp. 5-110 to 5-117.

First Quarterly Update (September 1, 2020):

SCE held its CAP meetings virtually on June 17 and August 14, 2020. Both meetings included detailed updates on wildfire mitigation efforts, census outreach, General Rate Case, and state legislation.

Second Quarterly Update (December 1, 2020):

The CAP has helped SCE engage wider audiences on topics closely related to the General Rate Case, including affordability. SCE also held another CAP meeting on November 6, 2020. In addition to providing updates on wildfire mitigation, General Rate Case, and state legislation, the CAP also introduced SCE's Climate Adaptation efforts in disadvantaged and vulnerable communities.

2. INDEPENDENT LIVING CENTERS

AFN Plan (June 1, 2020):

SCE established partnerships with eight ILCs across its service area to prepare AFN communities for PSPS. The ILCs are dedicated to increasing independence, access and equal opportunity for people with disabilities. Collectively, they provide direct services to the following counties within SCE's service area: Inyo, Kern, Los Angeles, Mono, Orange, Riverside, San Bernardino, Santa Barbara and Ventura Counties.

SCE's ILC partnerships will leverage the subject matter expertise of AFN advocates and members of the AFN community to provide appropriate, accessible and impactful education and outreach to SCE's AFN customers. Outreach will promote enrollment in SCE's MBL Program, which also offers SCE customers the ability to receive enhanced notifications for PSPS events and will include workshops and trainings to provide preparedness education and assistance in applying for the MBL Program. The planned AFN outreach activities will be closely monitored and adjusted as needed through regular meetings with individual ILCs, as well as larger meetings with all eight ILCs. Additionally, SCE begins engaging its ILCs and other CBOs when de-energization events are unfolding so that they can be prepared to aid their impacted populations based upon the areas of impact.

SCE convened the California Foundation for Independent Living Centers (CFILCs) members in our service territory in January and May and hosted them in February 2020 for a tour and presentation of our Emergency Operations Center (EOC). The meeting in May was transitioned to a virtual platform.

First Quarterly Update (September 1, 2020):

On July 29, 2020, SCE conducted a PSPS simulation exercise and invited the ILCs to participate as observers. This gave ILCs the opportunity to observe how PSPS events may unfold, how decisions are made and what customer care offerings would be available to customers if a real event were

to occur. At the end of the exercise, SCE captured feedback from participants for continuous improvement purposes. Three ILCs participated in this simulation exercise.

SCE convened the eight ILCs operating under the CFILCs umbrella for its quarterly update meeting in August 2020 and October 2020. Due to COVID-19, SCE continues to successfully host these meetings virtually. The first meeting focused on the following topics: ILC progress to goals, including MBL outreach, updates on enhanced MBL online application processes, new program launch for critical care customers, additional rebate programs and details around customer notifications during PSPS events. SCE provided its CFILC with collateral on program offerings so that these important agencies can share information within their network of clients. SCE continues engagements with its broad network of CBOs and launched its CBO outreach strategy⁸ in July 2020.

Additionally, SCE has added a dedicated AFN resource within its IMT structure for when PSPS events are forecasted. This representative's key role in the IMT is to engage with CBOs, ILCs and other trusted agencies like 2-1-1 organizations when de-energization events are unfolding so that they can be prepared to aid their impacted populations based upon the areas of impact. SCE hosted a virtual webinar that provided training on PSPS alerts and notification processes in August 2020 to educate them on the notifications they would receive, the cadence of notifications, what the notifications will say and the call to action when received. Further, the notifications provide messaging that these agencies can repurpose for their own notifications to their clients and include details of area of concern, dates for the periods of concern, maps of the impacted areas and helpful tips to share with customers. SCE is working closely with these agencies on the early advance notifications for PSPS updates and makes the dedicated AFN resources available to them for questions while the events are in scope. SCE invited the ILCs, 2-1-1 organizations and the American Red Cross to this training session. Prior to conducting this training, SCE proactively began sending these notifications to the agencies to gain feedback on their usefulness, which increased awareness and enabled their ability to proactively support their clients. SCE has communicated with these agencies during all the PSPS events so far in 2020 and will continue working with them to enhance communications.

Second Quarterly Update (December 1, 2020):

During the third and fourth quarters of 2020, SCE continued its partnerships with the Executive Directors of the eight ILCs within SCE's service territory operating under the CFILCs umbrella.

This quarter's meeting focused on ILCs' progress towards their goals outlined in their financial grants from SCE, introduction and training on enhanced MBL offerings, strategies to increase

⁸ CBO outreach strategy aims to increase awareness and educate customers on rates and other programs utilizing a bottoms-up, grassroots approach by leveraging established relationships with nearly 1,400 CBOs within our service territory. See section titled "CBO Engagement/Community Partnerships" for details on how SCE leverages CBO strategy for AFN engagement and outreach.

awareness/enrollments in the MBL program, introduction of SCE's CCBB Program and new rebate programs, and training for enrolling and receiving customer notifications during PSPS events. Additionally, SCE conducted a detailed training session with our ILCs and other community partners (2-1-1 agencies and CBOs) to enroll them in alerts and notifications for PSPS events within their communities so they can assist their clients' resiliency as events unfold. Currently, all notifications to the ILCs are provided through the automatic advance notification system that is used to communicate PSPS events to Public Safety Partners. For more details see Event Notification section.

As of August 2020, the ILCs have reported conducting more than 25 virtual emergency preparedness training seminars within their communities to reach their clients to share information about resiliency during emergencies with emphasis on PSPS and increasing MBL awareness. SCE has participated, when requested, in these virtual community seminars.

3. 2-1-1 REFERRAL SERVICE

AFN Plan (June 1, 2020):

In 2019, SCE established partnerships with seven 2-1-1 service providers throughout the SCE service territory where customers can receive information suitable for their unique needs during PSPS events or other emergencies. 2-1-1 provides free information and referral services using rich data and access to live, trained specialists to connect people to services in their communities 24/7. As part of the partnership, 2-1-1 service providers will be assessing current capabilities and developing or augmenting their databases with AFN resources and referrals.

First Quarterly Update (September 1, 2020):

On July 29, 2020, SCE performed a PSPS simulation exercise and invited 2-1-1 organizations in our service territory to participate as observers. This gave 2-1-1 organizations the opportunity to observe how PSPS events may unfold, how decisions are made and what customer care offerings would be available to customers if a real event were to occur. At the end of the exercise, SCE captured feedback from participants for continuous improvement purposes. One 2-1-1 organization participated in the simulation exercise.

In August 2020, SCE convened a focus group meeting with the other California IOUs and the statewide 2-1-1 organizations to further understand how we can leverage our partnership to better serve our AFN customers. Topics of interest from SCE and other utilities was what type of resources and services are offered to aid AFN populations and whether those are consistent across the state. The objective was to gain alignment of consistency with the 2-1-1 organizations and share best practices. This effort continues and SCE will dedicate resources necessary to amplify the value of our 2-1-1 partners, including better information and integration into front line staff about 2-1-1 organizations and customer referrals as needed.

Second Quarterly Update (December 1, 2020):

SCE has continued to work through the Statewide AFN Advisory Council to partner with the Statewide 2-1-1 agencies in an effort to bring more consistency across the state of California for the services offered to vulnerable populations during PSPS events. SCE and the other IOUs are waiting for 2-1-1 agencies to provide a proposal and strategy to help accomplish this goal. SCE recognizes the important resources 2-1-1 agencies provide our vulnerable populations and recognizes the needs for a consistent suite of offerings to support the needs of the MBL population.

Through these partnerships, we have also shared notifications for PSPS events with the 2-1-1 agencies via SCE's advance notification system that is used to communicate PSPS events to Public Safety Partners. For more details see Event Notification section.

4. STATEWIDE AFN COUNCIL

AFN Plan (June 1, 2020):

SCE's mission is to safely and reliably deliver affordable, clean energy to the customers and communities it serves. SCE is committed to understanding the unique and diverse needs of its AFN customer populations and has committed resources and funding to support the launch of the first Statewide AFN Advisory Council in partnership with the other California IOUs. As stated in the PSPS OIR Phase 1 decision, "the electric investor-owned utilities must make a diligent effort to identify AFN populations within their customer base."⁹

SCE worked with the other IOUs to establish an external AFN Advisory Council, comprised of a diverse group of recognized CBO leaders supporting the AFN population as well as members and advocates from within the AFN community. SCE expects the Statewide AFN Council will serve as an appropriate foundation for successfully serving its AFN customers. The AFN Council opens the dialogue to discuss unique needs of this most vulnerable population and to develop a holistic strategy on how to better serve our AFN customers. The board of the AFN Council will be comprised of IOUs, state leaders (*e.g.*, Cal OES, CPUC), and statewide CBO leaders who support the AFN population.

The initial kick-off of this Advisory Council was held on June 15, 2020. The Statewide Advisory Council will aid all stakeholders in developing and executing upon meaningful strategies to serve AFN populations and provide independent expertise to help ensure that utility customer programs incorporate best practices. The Council will also help utilities and other stakeholders further develop their AFN strategies to ensure robust programs that will adequately and appropriately

⁹ D.19-05-042, Appendix A, pp. A12.

educate, communicate with, and aid AFN populations in building resiliency for de-energization events such as PSPS.

First Quarterly Update (September 1, 2020):

SCE, along with the other IOUs, established a voluntary Statewide AFN Advisory Council comprised of a diverse group of CBOs supporting the AFN population, members and advocates from within the AFN community as well as representatives from various state agencies. The objective of the Statewide AFN Advisory Council is to help the IOUs learn and understand the unique needs of their most vulnerable customers. The IOUs plan to incorporate best practices to improve support of the AFN population now and in the future. Specifically, the AFN Advisory Council will: 1) actively identify issues, opportunities, and challenges; 2) serve as a sounding board and offer insights; 3) share experiences, perspectives, and best practices; 4) identify opportunities for partnerships; 5) help identify the needs of the various AFN constituents, and 6) amplify the message amongst the constituency they represent.

There are currently 20 organizations actively participating on the AFN Advisory Council including the California Office of Emergency Services (Cal OES), Disability Rights California (DRC), Center for Accessible Technology (CforAT) and CFILC.

In 2020, the Statewide AFN Council has held four meetings and has focused on the following topics:

- June 15, 2020: IOUs provided a recap of their 2019 efforts and a look ahead at the wildfire mitigation activities underway for 2020
- June 18, 2020: Listening session for the IOUs to hear a summary of needs from AFN Council members
- July 24, 2020: Resources for the utility frontline employees and AFN needs. A key outcome from this meeting was understanding the services, tools and resources provided by 2-1-1 organizations and how to integrate these services into front line resources responding to unique needs of our AFN populations
- August 14, 2020: Dedicated to hearing from 2-1-1 organizations to understand their current resources, tools and capabilities
 - A key outcome of this meeting with 2-1-1 organizations was to come back to the Council with recommendations on an approach to establish a statewide plan as well as opportunities to fill the gaps specific to PSPS events

The AFN Advisory Council has meetings scheduled through the end of 2020.

Some examples of suggestions or considerations received by the Council include:

- Utility companies should supply generators and fuel for generators to AFN customers
- Ensuring strong partnerships are in place between IOUs and local counties
- Considering customer accessibility needs during customer communications and notifications

- Providing clear communications about when a PSPS event will occur and how long it will last
- Suggestion to hire resources from agencies within the AFN Stakeholder Advisory Council to handle calls from vulnerable customers during PSPS events
- Educating the IOUs' call center support representatives to direct customers to 2-1-1 organizations for the identification of community-specific resources during and after an emergency or PSPS event
- Considering a different term and acronym to refer to customers with access and functional needs

SCE will continue to evaluate and integrate feedback from the council into its outreach, education and program development activities as appropriate and is currently training front-line employees such as contact center staff and Field Service Representatives (FSRs) on resources available to aid AFN populations, launching its CCBB program, amplifying partnerships with more than 1,400 CBOs across its territory, and building consistency across the state with 2-1-1 organizations. Lastly, SCE has heard from the AFN Advisory Council, and agrees, that it is important to consider those who identify as AFN when developing programs for its customers.

Second Quarterly Update (December 1, 2020):

Two AFN Council meetings were held since the last AFN Plan quarterly update submitted on September 1, 2020. These meetings were held on Sept 18, 2020, and November 6, 2020. Key discussion items during these meetings included:

- **September 18, 2020:** The IOUs provided preliminary updates on the September 2020 PSPS events. The Council members recognized SCE's efforts on the pilots and partnerships with the Council members and local CBOs as important improvements to the response during these events.
- **November 6, 2020:** This meeting focused on sharing how the Council members' feedback has been incorporated into the IOUs response to PSPS events. SCE also provided an overview of its CCBB Program as well as SCE rebates available to aid customers with building resiliency.

Key outcomes of these meetings highlighted the effectiveness of the partnerships that have been developed and the inclusion of CBOs and other partners receiving broader alerts and notifications from the IOUs. These partnerships directly helped community response in a positive and proactive way during PSPS events. In addition, although there may be differences in programs launched by the respective IOUs to serve the vulnerable populations (*e.g.*, battery programs), the IOUs are making strides in responding to the needs of AFN populations.

The next Advisory Council meeting is scheduled for December 11, 2020, and will focus on 2021 planning and addressing the frequency of Council meetings.

Some examples of feedback received from the Council, not specific to SCE but inclusive of all IOUs, include:

- There has been progress around the coordination with key partnerships (i.e., 211 agencies, CFILC, food banks, CBOs), however, more work needs to be done to be consistent with efforts across all IOUs
- Some Council members received updates directly from Cal OES as well as from the IOUs, which made it challenging for some agencies to manage the information and subsequently socialize messaging onwards to their clients. Council members suggested they prefer to receive messages directly from the IOUs only and will discuss this situation with Cal OES independently
- Ensure ongoing work is done before and after PSPS events to reduce the impacts from the PSPS de-energizations
- Continue focusing on accessibility for serving vulnerable populations to Community Resource Centers and CCVs.

SCE remains committed to building upon the expertise within the AFN Advisory Council and looks forward to further opportunities to serve the AFN populations across our service area.

5. CPUC DISADVANTAGED COMMUNITIES ADVISORY GROUP

AFN Plan (June 1, 2020):

Senate Bill 350 (De Leon, 2015), as codified in Public Utilities Code section 400(g), requires the CPUC and the California Energy Commission (Energy Commission) to establish a Disadvantaged Communities Advisory Group (DACAG) consisting of representatives from disadvantaged communities. The purpose of the DACAG is to review and provide advice on proposed clean energy and pollution reduction programs and determine whether those proposed programs will be effective and useful in disadvantaged communities.

The Energy Commission and the CPUC adopted the Charter for the DACAG on December 13, 2017, in Energy Commission Resolution 17-13-2, and on December 14, 2017, in CPUC Resolution E-4893, respectively. The Charter was amended on March 11, 2020, in Energy Commission Resolution 20-0311-4. The DACAG meets monthly both virtually and in person in locations across the state.

Disadvantaged communities are areas throughout California that most suffer from a combination of economic, health and environmental burdens. These burdens include poverty, high unemployment, air and water pollution, presence of hazardous wastes, as well as high incidence of asthma and heart disease.

Although living in a disadvantaged community does not necessarily mean that a person belongs to an AFN population, there is likely some overlap. In addition, disadvantaged communities in SCE's service area have some overlap with SCE's HFRA. SCE is committed to engaging with the DACAG, as well as the various other advisory councils and groups described in this Plan, to provide information about its wildfire mitigation activities. SCE also intends to inform the DACAG of its activities for outreach, education and resiliency building for its AFN populations.

First Quarterly Update (September 1, 2020):

The DACAG has expressed an interest in being informed of and providing input into SCE's activities for outreach, education and building resiliency for its AFN populations. SCE's Vice President of Customer Service Operations serves as a sponsor from SCE for the DACAG.

The DACAG defines disadvantaged communities that should be considered when developing these programs as:¹⁰

- The top 25% of census tracts identified by CalEPA's CalEnviroScreen model (these are traditionally defined as Disadvantaged Communities),
- Low-income census tracts below 80% of the State or Area Median Income (SMI/AMI),
- Individual households with median household income less than 80% of Area Median Income (AMI),
- All tribal lands.

SCE has conducted analysis using internal and external data, such as census data, to identify the overlaps within its HFRA of AFN, disadvantaged communities and socioeconomic attributes to gain insights into our customer profiles across our service territory. This information can be used to help shape customer care programs and heighten the visibility of demographic impacts in our HFRA. The results of this information are still fresh and, therefore, SCE will continue work with this data to understand more in the upcoming months about the usefulness of this information and how it can be leveraged for outreach, education, program development and meaningful partnerships.

Second Quarterly Update (December 1, 2020):

Although the DACAG has not met since before SCE's previous AFN Plan quarterly update, SCE has continued to work internally to conduct analysis that will take into account all vulnerable populations, including those defined as DAC, and leverage this information to inform programs and offerings for the AFN population.

¹⁰ The DACAG defines disadvantage communities in a similar manner as the equity framework that it would like to adopt. This framework would work in conjunction with the Guiding Principles of the Advisory Group set forth in the Charter of the DACAG. This framework includes topics of health and safety, access & education, financial benefits, economic development, and consumer protection as it relates to all climate related policies, bills, proceedings, requests for proposals, etc.
https://www.cpuc.ca.gov/uploadedFiles/CPUCWebsite/Content/UtilitiesIndustries/Energy/EnergyPrograms/Infrastructure/DC/EquityFramework_GuidingPrinciples.pdf

6. ENVIRONMENTAL AND SOCIAL JUSTICE (ESJ) COORDINATION FORUM

AFN Plan (June 1, 2020):

SCE has created an internal, cross-functional ESJ Forum to support disparate impacts between communities; and proactively expand access to clean energy, resiliency resources and services in SCE's ESJ communities.

The ESJ Coordination Forum can help SCE enhance its AFN strategies by: (1) coordinating AFN and other ESJ activities and communications internally and externally, (2) providing input on new and ongoing ESJ policies, programs, and projects that could enhance AFN efforts, and (3) providing recommendations to SCE management on important ESJ-related AFN issues.

The CPUC's 2019 ESJ Action Plan¹¹ defines an ESJ Community broadly as a community where residents are:

- Predominantly communities of color or low-income
- Underrepresented in the policy setting or decision-making process
- Subject to a disproportionate impact from one or more environmental hazards
- Likely to experience disparate implementation of environmental regulations and socio-economic investments in their communities.

The intent of this definition is to ensure that it is inclusive.¹² These communities are further defined using more traditional quantitative criteria that include but are not limited to the criteria identified by the DACAG in its Equity Framework (see above).

The ESJ Forum provides extraordinary value when taking the needs and concerns of ESJ communities into consideration as we proceed with our AFN outreach efforts. Naturally there is overlap between the ESJ and AFN populations and, therefore, SCE will leverage these efforts as it advances its AFN Plan.

¹¹ CPUC's 2019 ESJ Action Plan, pp. 9

https://www.cpuc.ca.gov/uploadedFiles/CPUCWebsite/Content/UtilitiesIndustries/Energy/EnergyPrograms/Infrastructure/DC/Env%20and%20Social%20Justice%20ActionPlan_%202019-02-21.docx.pdf

¹² "Environmental and social justice seeks to come to terms with, and remedy, a history of unfair treatment of communities, predominantly communities of people of color and/or low-income residents. These communities have been subjected to disproportionate impacts from one or more environmental hazards, socio-economic burdens, or both. Residents have been excluded in policy setting or decision-making processes and have lacked protections and benefits afforded to other communities by the implementation of environmental and other regulations, such as those enacted to control polluting activities." CPUC's 2019 ESJ Action Plan, pp. 6

First Quarterly Update (September 1, 2020):

SCE teams working on AFN activities meet regularly with the Environmental and Social Justice (ESJ) team at SCE to discuss important topics, share information and improve opportunities for our AFN customers where possible. Information sharing between these teams is crucial to ensuring awareness of activities, particularly where there may be opportunities to leverage work underway.

Second Quarterly Update (December 1, 2020):

The next ESJ Forum meeting is scheduled December 14, 2020. Meeting agenda and outcomes will be provided at the next AFN quarterly report.

7. REGIONAL WORKING GROUPS AND ADVISORY BOARD

AFN Plan (June 1, 2020):

SCE is actively engaging with organizations and agencies today that serve individuals identified as AFN customers to gain insights to the unique and diverse needs of this population of customers. SCE's AFN Plan includes organizing regional working groups and an Advisory Board that will further serve to enhance its overall AFN strategy. As described in this Plan, SCE has numerous engagements with working groups and an Advisory Board and is currently evaluating the structures and charters of those forums to identify gaps while coordinating efforts to meet the spirit of the Decision.

First Quarterly Update (September 1, 2020):

SCE is in the process of developing regional working groups to represent the various communities impacted by PSPS within SCE's service territory. These working groups serve as a formal venue to share lessons learned between impacted communities and SCE. The working groups discuss several key topics related to PSPS including Community Resource Centers (CRCs), communication and notification strategies, and efforts to identify critical facilities and AFN customers.

The working groups include representatives from various entities such as Public Safety Partners, local and tribal governments, people and communities with access and functional needs and other vulnerable communities. SCE invited representatives from the following groups to join the working groups:

- Small multi-jurisdictional electric utilities
- Community choice aggregators
- Publicly owned electric utilities
- Communications and water service providers
- Tribal and local government entities
- Public Safety Partners
- Representatives of people/communities with AFN and other vulnerable communities
- Commission staff

There are three regional working groups in the SCE service area. The working groups meet quarterly, and SCE provides a report to the Commission on key issues discussed during the meetings. Meeting agenda, minutes and outcomes are shared with the PSPS Advisory Board.

In addition to the regional working groups, SCE established a PSPS Advisory Board that discusses area-wide de-energization and wildfire issues and provides hands-on, direct involvement and advisory functions on various aspects of PSPS de-energizations. The Advisory Board has senior-level representation from the various entities invited to attend. Advisory Board efforts are coordinated with the working group activities. The following groups are represented on the Advisory Board:

- Public Safety Partners
- Communications and water service providers
- Tribal and local government entities
- Business groups
- Nonprofit organizations
- Representatives of people/communities with AFN and other vulnerable communities
- Academic organizations

The working groups and the PSPS Advisory Board have representation from people/communities with AFN and other vulnerable populations. In the working group meetings, we review how local government, SCE and the AFN community can partner to improve outreach to impacted communities before and during PSPS events. The meetings for working groups and Advisory Board began in late September 2020.

Second Quarterly Update (December 1, 2020):

SCE held the kickoff meetings for each of the three regional Working Groups on September 22, 23, and 24, 2020. The first set of regional meetings were well attended by the Working Group members. A portion of the meeting was used to review the structure of the Working Groups, member responsibilities, and general expectations for the Working Group meetings. The rest of the meetings were used to discuss the agenda topics identified by the Commission including items related to our AFN customers.

The next Working Group meetings are scheduled for December 1, 2, and 3, 2020.

SCE held its first Advisory Board meeting on October 20, 2020. The main topic for this meeting was technology used for identifying fire potential index. SCE will provide more detailed updates on future Advisory Board meetings where AFN-related topics are discussed.

IV. CUSTOMER PROGRAMS AND AVAILABLE RESOURCES FOR VULNERABLE POPULATIONS

1. CRITICAL CARE BATTERY BACK-UP (CCBB) PROGRAM

AFN Plan (June 1, 2020):

In 2020, SCE implemented its CCBB Program to aid SCE's most vulnerable customers during PSPS de-energization events. The purpose of the program is to provide a fully subsidized portable backup battery solution to eligible customers in SCE's service territory, which will aim to provide temporary power to operate eligible customer medical devices in the event of any de-energization. Customers that are Income Qualified Critical Care (IQCC)¹³ in HFRA Tiers 2 and 3 will be eligible for this program.

SCE's CCBB will:

- Promote clean portable electric back-up battery solutions and reduce reliance on fossil fuel generators,
- Appropriately size batteries based on load consumption analysis conducted during customer assessment,
- Fully subsidize a solution for all eligible customers, and
- Provide a simple customer experience with no upfront costs that is modeled around SCE's Energy Savings Assistance (ESA) program.¹⁴

SCE is conducting outreach to eligible customers and plans to deliver batteries to customers who choose to participate in the program in 2020. SCE described this program in its 2020-2022 WMP and its pending 2021 GRC application (A.19-08-013).

First Quarterly Update (September 1, 2020):

Launched CCBB Program on July 7, 2020.

Based on analysis of eligible customers' accounts and the medical devices in the home, SCE established a baseline for load requirements to determine variable battery solutions to offer in the program. The goal is to right size the battery solution to be able to provide temporary power to operate a customer's medical device(s) in the event of an electricity outage. The subsidized battery also includes a solar panel for charging.

¹³ IQCC customers are those that are enrolled in both an income-qualified program such as California Alternate Rates for Energy or Family Electric Rate Assistance and Critical Care.

¹⁴ Direct installation energy efficiency programs are those in which simple energy saving low-cost measures are installed in low-income households. Potential measures include compact fluorescent light bulbs, low-flow showerheads and faucet aerators, water heater wraps refrigerators.

SCE developed a battery sizing calculation tool that the program contractors use as a guide for estimating battery size recommendations to ensure right sizing.

The program includes a three-year extended warranty for customers.

In July, SCE mailed outreach letters to all customers meeting the eligibility criteria for this program (approximately 2,141 customers) inviting them to participate in this new program. SCE will continue to send outreach letters to new customers who meet eligibility criteria each month.

Despite being eligible for the program, some customers may choose not to participate in the program. SCE will call some customers that declined the battery to gain insights to their lack of interest. This will help identify areas for program improvement and provide information on whether customers are already equipped with backup power.

The CCBB program prioritized outreach by first contacting eligible customers who were impacted by a PSPS event in 2019 to inform them about the program and invite them to participate.

As of August 28, 2020, the program had enrolled 251 customers and delivered 88 backup batteries to eligible customers, with delivery dates for additional customers being scheduled each week. Due to COVID-19, assessments and delivery have been offered through a virtual business model with ESA contractors, if requested.

Due to COVID-19, supply chain impacts were anticipated as production of devices was overseas. SCE has a committed procurement and delivery schedule for the 2,500 batteries and will be able to receive and distribute these to eligible and interested customers as planned in 2020.

Second Quarterly Update (December 1, 2020):

SCE continues to work with customers and contractors to increase enrollments and get the free batteries to eligible customers in 2020. As of November 19, 2020, the program had enrolled 568 customers and delivered 367 backup batteries to eligible customers, with delivery dates for additional customers being scheduled each week. Due to COVID-19, assessments and deliveries continue to be offered to customers through a virtual business model provided by the program contractors, if preferred.

SCE's program offers a suite of three different battery sizes and is designed to ensure that the right-sized battery solution is being offered to the customers. Currently, SCE is seeing 57% of the population requiring the 3000/W battery and 43% requiring the 1500/W battery solution. SCE additionally has a 6000/W battery solution for those customers whose medical equipment exceeds the capacity of the 1500/W or 3000/W solutions.

The CCBB program continues to prioritize outreach by prioritizing delivery of batteries to customers rather than waiting to deliver batteries concurrently with an ESA assessment and installation when they cannot be completed within a short time frame. SCE is also conducting research into the customer accounts that vendors are not able to reach, to determine whether customer contact information is inaccurate or unavailable and attempting to contact customers

through alternate channels. It is SCE's goal to make sure these batteries are provided to all eligible customers and SCE will continue to attempt to reach customers.

SCE executed another direct campaign to eligible customers in November 2020 and is examining new opportunities for enhancing the program into 2021.

During the recent wildfires in 2020, SCE expedited battery deliveries to 160 eligible customers residing in areas impacted by the fires.

2. MEDICAL BASELINE

AFN Plan (June 1, 2020):

SCE encourages customers who require electrically operated medical equipment to sign up for the MBL program. SCE conducts outreach to raise customer awareness about this program using the following outreach strategy:

- Quarterly bill inserts directing customers to www.sce.com/medicalbaseline, www.sce.com/psps and www.sce.com/wildfire,
- Conversations with customer service representatives in SCE's contact center or in person at community events,
- Information provided at CRCs and Community Crew Vehicles (CCV) during PSPS events,
- Partnerships with CBOs and other agencies to raise awareness of and increase enrollment in the program.

SCE recently made significant enhancements to its MBL program to aid customers by allowing customers to enroll through an online process (while continuing to accept paper applications). Additionally, in response to the COVID-19 pandemic, SCE temporarily suspended all MBL re-verifications to ensure that customers are not removed from the program because they are unable to visit their physicians during the "safer at home" orders. SCE also temporarily relaxed the requirement of providing a physician's signature to initially enroll in the program during the pendency of these orders.

SCE's MBL program provides customers an additional amount of electricity at the lowest rate (referred to as a "baseline"). In addition, this program provides more tailored customer care, for instance by allowing customers to list other individuals to receive important alerts and notifications about their electric account through multiple contact methods, which may be crucial during de-energization events or emergencies. For those identified as relying on medical equipment for life support, SCE takes additional measures to confirm these customers receive the outbound alerts and notifications for PSPS events, including sending a representative to their door to deliver the message, if necessary.

SCE works directly with local offices of emergency services to share information about its most vulnerable customers so that they are aware of the customers in their communities that may require assistance during PSPS events.

First Quarterly Update (September 1, 2020):

SCE has seen an increase in MBL enrollment in 2020 as it compares to the 2018 and 2019 monthly averages.

Year	Total End of Year MBL Customers	% Difference from Previous Year
2018	99,132	
2019	95,912	-3.2%
2020 YTD*	101,113	5.4%

*YTD is as of 8/8/2020

Another view of 2020 month by month enrollments shows sizeable response and increase in enrollments in the MBL program.

2020	Jan	Feb	Mar	Apr	May	Jun	July	Aug YTD*
Total MBL Customers	95,936	96,219	96,739	97,321	98,875	100,079	101,169	101,113

*YTD is as of 8/8/2020

Second Quarterly Update (December 1, 2020):

SCE performed a propensity modeling exercise to identify areas where targeted MBL campaigns would increase awareness and potentially increase enrollments. SCE is currently building its MBL campaign, which will launch in Q1 2021. As of October 31, 2020, SCE has seen sizeable increase in its MBL enrollments compared to 2018 and 2019. SCE contributes this sizeable increase to SCE's relaxed doctor certification requirements during COVID-19 and maintains its forward targeted growth rates to be approximately 3% following the removal of the COVID-19 restrictions.

Year	Total End of Year MBL Customers	% Difference from Previous Year
2018	99,132	
2019	95,912	-3.2%
2020 YTD*	109,545	14.2%

*YTD is as of 10/31/2020

Another view of 2020 month by month enrollments below shows sizeable response and increase in enrollments in the MBL program.

2020	Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct
Total MBL Customers	95,936	96,219	96,739	97,321	98,875	100,079	101,169	103,239	105,485	107,391
% Difference from previous month		0.3%	0.5%	0.6%	1.6%	1.2%	1.1%	2.0%	2.1%	1.8%

3. SELF-GENERATION INCENTIVE PROGRAM (SGIP)

AFN Plan (June 1, 2020):

SCE is committed to promoting clean energy solutions that expand the growth of distributed generation in disadvantaged communities and increase customer resiliency in HFRA. To support this goal, the statewide SGIP has been modernized with targeted incentives for resiliency related to wildfires and for low-income customers. The program provides financial incentives for the installation of energy storage to meet all or a portion of the electric energy needs of a home or business.

The purpose of the SGIP is to reduce greenhouse gas emissions, demand, and customer electricity purchases, increase electric system reliability through improved transmission and distribution system utilization, as well as create market transformation for distributed energy resource technologies.

The SGIP Equity Resiliency Incentive program offers incentives for resiliency options to vulnerable customers with limited income. SCE launched these new incentives to its customers and fully subscribed its first budget allotment but received additional budget as described below.

First Quarterly Update (September 1, 2020):

In late July 2020, SCE conducted a residential customer letter campaign to approximately 5,000 well-water customers living in HFRA to take advantage of the SGIP Equity Resiliency incentive. To further raise awareness about the SGIP incentives, SCE created an enhanced webpage at www.sce.com/sgip that provides information about SGIP, including FAQs and other helpful resources about the program. SCE has also taken steps to raise awareness of the SGIP Equity Resiliency opportunity through presentations with CBOs, ILCs, and other agencies within its service territory.

The SGIP Equity Resiliency incentive initial budget allocation was \$34 million, which accounted for more than 300 customers (both residential and business). In July, SCE received an additional \$176 million for the “Equity Resiliency” category and by third quarter of 2020, SCE had allocated ~\$53 million with ~\$157 million available for both residential and business customers.

The table provided below reflects the interest and subscription of the SGIP Equity Resiliency budget allotment as of August 2020.

Equity Resiliency Budget	Total Applications	Sum of Requested Incentive (\$)	Sum of Rated Capacity [KW]
Commercial	10	\$2,839,103	789.00
Multifamily	6	\$2,537,471	830.00
Single Family	631	\$21,530,979	6,608.93
State or Local Government	14	\$26,376,507	7,754.00
Grand Total	661	\$53,284,060	15,991

*YTD August 2020

Second Quarterly Update (December 1, 2020):

As of November 3, 2020, ~\$128 million of the SGIP Equity Resiliency budget is still available for both residential and business customers.

SCE sent the first round of customer letters and email campaign for SGIP to both residential and commercial customers. Summary of the SGIP outreach activities is provided below:

- 8,603 non-residential customer letters were sent via US Mail on October 1, 2020.
- Email campaign to 205,000 residential customers was deployed on September 9, 2020. Below are the email stats:
 - Open Rate: 37.989%
 - Delivered: 99,479
 - Total Opens: 73,665
 - Unique Opens: 37,791
- Unique Opens: indicates how many subscribers opened the Email, regardless of how many times they opened it.
- Total Opens: represents the total number of times the Email was opened, whether it was by the same subscriber or not.
- SCE Battery Marketplace received 400 leads, 176 of those were energy storage leads.
- The table provided below reflects the interest and subscription of the SGIP Equity Resiliency budget allotment to date.

Equity Resiliency Budget	Total Applications	Sum of Requested Incentive (\$)	Sum of Rated Capacity [KW]
Commercial	21	\$9,295,089	2,381
Multifamily	2	\$689,378	228
Non-Profit	3	\$5,298,886	1,646
Single Family	1089	\$30,751,241	11,612
Small Business	1	\$9,706	4
State or Local Government	21	\$36,402,444	10,678
Grand Total	1137	\$82,446,744	26,548

*YTD is as of 11/3/20

4. SINGLE-FAMILY AFFORDABLE SOLAR HOMES (SASH)

Added in First Quarterly Update (September 1, 2020):

The SASH program is structured to provide qualifying single-family homeowners with access to solar technology while also providing green jobs training, employment, and community engagement opportunities. The program was enacted by CA Assembly Bill 2723, which directed that a minimum of 10% of California Solar Initiative funds be set aside for programs assisting low-income households in IOU service territories. Originally scheduled to finish in 2015, the SASH program has been extended to 2021. The SASH funds enabled communities that have been historically left out of the renewable energy market to become integral partners in building a sustainable solar industry. Objectives of the SASH program are to:

- Create broad community engagement for solar generation in low-income affordable housing.
- Provide education for low-income homeowners on the benefits of energy efficiency and solar technologies.
- Enroll and refer qualifying families to providers of energy efficiency services.
- Enable low-income families to access money-saving solar technologies by providing up-front incentives.
- Provide opportunities for community volunteers to participate and for public-private partnerships supporting low-income communities to develop.
- Support local green-jobs training and workforce development programs by enabling job trainees to participate in solar electric system installations.

Applications completed from program inception to June 30, 2020: 3,692

Incentives paid from program inception to June 30, 2020: \$55,678,437

Second Quarterly Update (December 1, 2020):

As of October 29, 2020, SCE has received 3,850 applications for the SASH program. Of the 3,850 applications, approximately \$57,409,713 has been paid as incentives.

5. DISADVANTAGED COMMUNITY— SINGLE-FAMILY AFFORDABLE SOLAR HOMES

Added in Second Quarterly Update (December 1, 2020):

The CPUC¹⁵ approved the DAC-SASH program to increase the adoption of clean, affordable solar by residential customers living in disadvantaged communities. The DAC-SASH program runs through 2030, and is modeled after California’s long-standing and successful Single-family Affordable Solar Homes¹⁶ (SASH) program. The CPUC has more information about solar programs for disadvantaged communities available on its website.¹⁷

To qualify for DAC-SASH, homeowners must live in one of the top 25 percent most disadvantaged communities statewide based on CalEnviroScreen,¹⁸ and be a billing customer of SCE. Homeowners must also meet income qualifications as denoted by annual CARE and FERA guidelines.

The DAC-SASH program integrates job training opportunities creating ladders of opportunity for individuals from all backgrounds to access well-paid jobs in California’s solar industry, and ensuring lasting community impact. Objectives of the DAC-SASH program are to:

- Maximize financial savings for low-income households in economically and environmentally disadvantaged communities.
- Enhance long-term economic self-sufficiency in low-income communities by providing community members with access to green jobs training and solar employment opportunities.
- Ensure consumer protection and long-term participant benefit.
- Provide education on energy efficiency and existing programs that can provide further benefits to families.

¹⁵ Please visit CPUC News Blog at <https://www.cpuc.ca.gov/cpucblog.aspx?id=6442458018&blogid=1551>. This article announces approval of the DAC-SASH program and provides a high-level overview of the program.

¹⁶Please visit Grid Alternatives site at <https://gridalternatives.org/what-we-do/program-administration/sash> for more details about the SASH program.

¹⁷ CPUC website: <https://www.cpuc.ca.gov/SolarInDACs/> lists various solar programs available to disadvantage communities.

¹⁸ To access CalEnviroScreen data, please visit <https://oehha.ca.gov/calenviroscreen>

- Ensure robust participation and access for households in PG&E, SCE, and SDG&E service areas.

As of November 2, 2020, SCE has received 186 applications for the DAC-SASH program. Of the 186 applications, approximately \$2,070,081 has been paid as incentives.

6. SOLAR ON MULTIFAMILY AFFORDABLE HOUSING (SOMAH)

Added in Second Quarterly Update (December 1, 2020)

The Solar on Multifamily Affordable Housing (SOMAH) program provides financial incentives for installing photovoltaic (PV) energy systems on multifamily affordable housing. The program will deliver clean power and credits on energy bills to hundreds of thousands of California's affordable housing residents.

SOMAH's unique, community-based approach ensures long-term, direct economic benefits for low-income households, helps catalyze the market for solar on multifamily housing and creates jobs while serving customers in SCE's territory.

The program is designed to be transparent and accountable to the communities it serves. It is administered by a team of nonprofit organizations, which provides a host of no-cost services to maximize participation and community benefit. Services include comprehensive technical assistance for property owners, tenant education resources and job training. A community advisory council provides input into program development and helps ensure the program maximizes benefits to communities. Objectives of the SOMAH program are to:

- Direct \$100 million, annually, from the electric IOUs' Greenhouse Gas Auction Proceeds¹⁹ towards subsidizing solar energy systems on Multifamily affordable housing.
- Encourages development and installation of solar systems in California's disadvantaged communities²⁰ across the state.
- Emphasizing the explicit goal that lowers the energy bills²¹ of tenants of low-income multifamily housing.
- Develop, by December 31, 2030, at least 300 megawatts of installed solar generating capacity.

¹⁹ CPUC Greenhouse Gas Cap-and-Trade Program: <https://www.cpuc.ca.gov/General.aspx?id=5932>

²⁰ CPUC definition of disadvantage community can be found here: <https://www.cpuc.ca.gov/discom/>

²¹ For more information on Virtual Net Metering, a tariff arrangement that enables a multi-meter property owner to allocate the property's solar system's energy credits to tenants, please visit: <https://www.cpuc.ca.gov/General.aspx?id=5408>

As of November 2, 2020, SCE has received 34 applications for the SOMAH program. Incentives for this program will be paid in 2021.

7. SCE PROGRAMS SERVE LOW-INCOME CUSTOMERS

AFN Plan (June 1, 2020):

SCE promotes relevant programs that serve AFN customers in advance of PSPS events to support preparedness, cost savings and resiliency. SCE understands that some of our customers may be experiencing COVID-19-related financial hardship due to quarantine, illness, caring for loved ones or business closures. These income-qualifying customers can apply for assistance to pay their electric bill.

Energy Assistance Fund (EAF)

EAF is designed to provide a one-time assistance to SCE customers facing financial hardship.

Income-Qualified Programs: CARE and FERA

SCE provides income-qualifying households discounted rates on their electric bill. The CARE program provides qualifying customers a discount of about 30 percent and FERA provides a discount of 18 percent on the monthly bill.

First Quarterly Update (September 1, 2020):

Energy Assistance Fund (EAF)

The program has been providing an additional supplement of up to \$100 for customers impacted by COVID-19. In addition, SCE also implemented Captcha software, which allows for electronic signatures to simplify and accelerate the EAF application process.

Income-Qualified Programs: CARE and FERA

SCE has seen an increase in CARE enrollments compared to last year. For the months of June and July 2020, SCE enrolled 76,885 new customers on CARE. This represents an 87% increase over June and July 2019 (41,021 new CARE enrollments).

Likewise, FERA enrollments also increased. In June and July 2020, SCE enrolled 2,148 new customers on FERA in 2020. This represents a 104% increase over a corresponding period of June and July 2019 (1,051 new FERA enrollments).

In response to the COVID-19 pandemic, SCE has suspended the requirement to verify CARE/FERA applications until April 2021, when these consumer protections sunset.

Second Quarterly Update (December 1, 2020):

SCE has seen an increase in CARE enrollments compared to 2019. Year to date through October 31, 2020, SCE has enrolled 345,754 new customers on CARE. This represents a 65% increase over YTD October 2019 (210,095 new CARE enrollments).

Likewise, FERA enrollments have also increased. Year to date through October 31, 2020, SCE has enrolled 11,099 new customers on FERA. This represents a 141% increase over YTD October 2019 (4,602 new FERA enrollments).

Year to date as of November 2020, over 3,000 customers impacted by COVID-19 have received the supplemental funding offered through the Energy Assistance Fund.

V. IN-EVENT CUSTOMER CARE PLANS

SCE continuously monitors weather forecasts as well as other key fire threat indicators, such as vegetation moisture content, to anticipate the potential need for PSPS events. In the event where SCE anticipates a potential de-energization due to extreme weather and other high fire threat conditions, SCE utilizes a PSPS IMT to manage and coordinate potential responses. The PSPS IMT is a fully dedicated team trained in PSPS event management following Incident Command System (ICS) standards and procedures. It contains a specialized Customer Care Team for customer care during PSPS events. The Customer Care Team has a dedicated AFN specialist who is responsible for addressing some of the needs of the diverse AFN population.

This team staffs and deploys Community Resource Centers and Community Crew Vehicles as described below to minimize impacts of PSPS to SCE customers. Additionally, this team sends advance notifications as events unfold to community partners, such as ILCs, 2-1-1 organizations, and the American Red Cross.

1. CUSTOMER CARE INCIDENT MANAGEMENT TEAM ACTIVATION AND TOOLS

Added in First Quarterly Update (September 1, 2020):

SCE's Customer Care Team plays a key role during a PSPS IMT activation including assessing potentially affected areas, reviewing potentially affected customers, and prioritizing and optimizing available resources.

The team monitors circuit segmentation and customer data to provide informed recommendations on the deployment of customer care resources. One of the tools used by this team is the Customer Care Dashboard, which shows customer data, including AFN designations,²² and available resources in affected circuits. This critical information is used to prioritize customer care resource allocations, especially when multiple circuits are affected. Some of the information that is used to prioritize recommendations on customer care resource allocations are: the total number of customers potentially affected by the event, households with AFN needs, critical infrastructure and available resources.

Given that resources may be limited when multiple circuits are affected, the team use GIS data to optimize locations for CRC activation or CCV deployment. This enables the team to visualize the potentially affected locations and make better decisions on where to recommend deployment. In some cases, more than one circuit may benefit from deployed CRCs and CCVs.

The AFN specialist on the Customer Care Team monitors notification confirmation to our Critical Care customers and provides advance notifications to community partners as events unfold.

²² In addition to MBL and critical care data stored in SCE's Customer Service System, SCE has identified some of the AFN population with the help of a third party vendor (Acxiom).

Additionally, the AFN specialist is available throughout the event to answer any questions or address concerns.

The dedicated IMT has participated in seven PSPS simulation exercises to practice and capture lessons learned so that we can be better prepared for when actual PSPS activation occurs.

Second Quarterly Update (December 1, 2020):

As of November 13, 2020, the Customer Care IMT has participated in all PSPS IMT activations during the year and has deployed the following CRC's and CCV's in various locations across SCE's service area during PSPS events in 2020 as shown in table below.

PSPS IMT Activation Date	Type of Asset	County	City
May 28, 2020	CCV	Inyo/Mono	Bishop (2 locations)
June 28, 2020	CCV	Inyo	Bishop
June 28, 2020	CCV	Mono	Mammoth
July 31, 2020	CCV	Los Angeles	Lake Hughes
September 5, 2020	CCV	Los Angeles	Acton
September 5, 2020	CRC	Los Angeles	Agua Dulce
September 5, 2020	CRC	Los Angeles	Claremont
September 5, 2020	CRC	Ventura County	Simi Valley
September 5, 2020	CCV	San Bernardino	Fontana
September 5, 2020	CRC	San Bernardino	San Bernardino
September 5, 2020	CRC	San Bernardino	Lytle Creek
September 5, 2020	CCV	Riverside	Cabazon
September 5, 2020	CRC	Orange	Orange
September 5, 2020	CRC	Kern	Tehachapi
September 5, 2020	CRC	San Bernardino	Twin Peaks
October 23, 2020	CCV	San Bernardino	San Bernardino
October 23, 2020	CCV	San Bernardino	Rancho Cucamonga
October 23, 2020	CRC	Orange	Orange
October 23, 2020	CRC	Riverside	Cabazon
October 23, 2020	CRC	San Bernardino	Fontana
October 23, 2020	CRC	Los Angeles	Acton
October 23, 2020	CRC	Los Angeles	Agua Dulce
October 23, 2020	CRC	Ventura	Moorpark
October 23, 2020	CRC	Ventura	Simi Valley
October 23, 2020	CRC	Los Angeles	Canyon Country
November 6, 2020	CRC	Inyo	Bishop
November 6, 2020	CCV	Mono	June Lake
November 6, 2020	CCV	San Bernardino	Lucerne Valley
November 6, 2020	CCV	Mono	Bridgeport

2. COMMUNITY RESOURCE CENTERS (CRCs) & COMMUNITY CREW VEHICLES (CCVs) [FROM AFN PLAN (JUNE 1, 2020): CUSTOMER PROGRAMS AND AVAILABLE RESOURCES]

AFN Plan (June 1, 2020):

During PSPS events, SCE activates CRCs at third-party facilities, offering services including PSPS information, device charging, information, Wi-Fi or cellular service, water, light snacks, ice or ice vouchers, a sitting area, and access to restrooms. CRCs and CCVs have three-pronged extension cords that enable charging of most home medical equipment. Some CRCs may also have refrigeration for temporary storage of medication. In response to the COVID-19 pandemic, some features may not always be available as SCE tailors its CRCs to comply with state and local social distancing requirements. In addition to CRCs, SCE may deploy CCVs equipped with backup power so that customers can charge their personal mobile devices and continue to receive information/updates from SCE about the outage, listen for relevant public safety broadcasts, and connect with friends and family concerned with their well-being during PSPS events. Customers may also update their contact information and enroll in outage alerts at CRCs and CCVs.

CRCs and CCVs are not specifically targeted to AFN populations, but they are vital resources for these customers, as well as SCE's overall customer population, during PSPS de-energizations.

First Quarterly Update (September 1, 2020):

As of September 1, 2020, SCE has contracted with 47 CRCs. All 47 contracted CRCs meet Americans with Disabilities Act (ADA) requirements and six of these CRCs are ILCs. This enables SCE to leverage the pre-established relationships that these ILCs have with the community and their expertise in addressing diverse AFN needs. SCE continues to work with local governments and communities to increase site coverage as well as the operating hours to meet CPUC requirements.

For some of the more rural or remote CRCs where comparable services may not be available nearby, SCE is preparing to proactively perform panel upgrades and/or transfer switch installations so that these sites can accommodate backup generation. In the case of a PSPS event where one of these CRCs may be subject to de-energization, SCE may deploy mobile diesel generators to ensure the availability of power.

Second Quarterly Update (December 1, 2020):

As of November 2020, SCE has contracted with 56 CRCs, 43 of which can operate between the hours of 8am-10pm. This year, SCE has activated CRCs 17 times, and CCVs 12 times, in various locations across our service territory during PSPS events. For more details, please see table listed in Customer Care Incident Management Team Activation and Tools section above.

This year, all CRCs and CCVs have been activated in adherence to state and local social distancing requirements. For example, space and weather permitting, SCE served customers outdoors via a drive-thru setup or in an outside tent and distributed pre-packaged resiliency kits in lieu of allowing customers to directly help themselves to specific resources. Customer resiliency kits

contain preparedness information including the MBL application, Personal Protective Equipment (PPE), bottled water, pre-charged phone charger, and light snacks.

3. COOLING CENTERS

Added in First Quarterly Update (September 1, 2020):

The cooling center program runs from June 1 through October 15 each year. Cooling centers provide an air-conditioned space for residents to use during a heat wave. The county and city cooling center facilities are all operating with COVID-19 safety protocols in place. SCE is currently exploring the possibility of contracting some of these cooling centers as CRCs when PSPS events unfold.

SCE provides the county cooling center administrators with handheld battery fans to distribute to cooling center attendees on very hot days.

Second Quarterly Update (December 1, 2020):

No update.

4. RESILIENCY ZONES [FROM AFN PLAN CUSTOMER PROGRAMS AND AVAILABLE RESOURCES]

AFN Plan (June 1, 2020):

SCE established the Resiliency Zones pilot to energize limited essential services in rural communities. SCE is targeting seven rural communities (Tehachapi, Acton, Agua Dulce, Idyllwild, Bridgeport/Lee Vining, Mammoth, Cabazon), and up to three sites per community, including the installation of a transfer switch to accommodate temporary backup generation dispatched during the PSPS period of concern. SCE is targeting site readiness by third quarter of 2020.

First Quarterly Update (September 1, 2020):

SCE has held meetings to discuss Resiliency Zones with community leaders from the following counties: Mono, Inyo, Los Angeles, Riverside and Kern. As a result of these discussions, we have identified three sites in Agua Dulce, two sites in Cabazon and one site in Idyllwild, for a total of six sites as potential Resiliency Zones. SCE has obtained signed agreements from four of the sites' business owners.

SCE has also contracted with three electrical contractors to perform the work required to prepare the site to receive the generator during PSPS events.

SCE is on track for site readiness by end of third quarter 2020 for the four sites and will continue to meet with community leaders, and consider options, in its efforts to expand the program throughout the year.

Second Quarterly Update (December 1, 2020):

SCE did not secure additional Resiliency Zones agreements in Q3 2020.

SCE contracted with three electrical contractors to perform the work required to prepare the selected sites at Agua Dulce and Cabazon to install the generator during PSPS events. The electrical suppliers have conducted site evaluation visits and developed engineering plans including Single Line Diagrams (SLDs). The plans for the three sites have been submitted to the County Permitting Office and are currently being evaluated. The suppliers will order equipment after the County Permitting Office has approved the design plans.

Completion of site readiness is targeted for the end of the fourth quarter 2020, and which point SCE will have a total of four approved sites. The site readiness timeline may be delayed due to permit issuance associated with COVID-19 staff shortage at the County Permitting Office. SCE will continue to meet with community leaders, and consider options in its efforts to expand the program in 2021.

VI. CUSTOMER PREPAREDNESS OUTREACH & COMMUNITY ENGAGEMENT

1. ADVERTISING CAMPAIGN EDUCATING CUSTOMERS ABOUT PREPARING FOR POWER SHUTOFFS

AFN Plan (June 1, 2020):

The 2020 PSPS campaign continues SCE's effort to educate all SCE customers, particularly in HFRA, about PSPS, alert sign-up, emergency preparation (including for those who use a life-saving device or other medical equipment) and SCE's wildfire mitigation work. The campaign is currently being conducted in six languages (English, Spanish, Chinese, Korean, Vietnamese and Tagalog) and will expand to additional languages (Khmer, French, Russian, Japanese, Arabic, German, Farsi, Punjabi and Armenian) by year end.

First Quarterly Update (September 1, 2020):

The 2020 PSPS mitigation advertisements and the PSPS alert sign-up advertisements started running in May, the PSPS preparedness ads in June, and the PSPS awareness ads in August. By end of July, we had 476 million paid impressions across all channels, including digital display, digital video, SEM, social, radio and connected TV. About 64% of the ads were targeted to multicultural audiences. 127 million impressions were in-language (Spanish, Chinese, Korean, Vietnamese, Tagalog).

Second Quarterly Update (December 1, 2020):

By the end of October 2020, SCE had 750 million paid impressions across all channels, including digital display, digital video, search-engine-marketing, social, radio, streaming audio and connected TV. About 64% of the ads reached multicultural audiences. 221 million impressions were in-language (Spanish, Chinese, Korean, Vietnamese, Tagalog).

2. LETTERS ABOUT POTENTIAL POWER SHUTOFFS PLANNED FOR ALL CUSTOMERS IN SERVICE TERRITORY

AFN Plan (June 1, 2020):

The 2020 Dear Neighbor newsletters (HFRA and non-HFRA) focusing on PSPS and wildfire mitigation were mailed to all customers starting at the end of May through early June 2020. The HFRA letter focuses on PSPS, including our notification process and decision-making factors for PSPS. The non-HFRA newsletter focuses on emergency preparedness and includes an overview of PSPS. Both versions provide an update on our wildfire mitigation efforts, helpful emergency preparedness websites and ways to sign up for alerts. A list of SCE customer service contact numbers and PSPS website (in-language versions, where available) was provided in English, Spanish, Chinese, Korean, Vietnamese, Cambodian, Tagalog, Arabic, Armenian, Farsi, French, German, Japanese, Punjabi and Russian. These letters are sent to SCE customers, including AFN customers.

Second Quarterly Update (December 1, 2020):

No update.

3. ON-GOING COMMUNITY MEETINGS HELD IN HIGH FIRE RISK AREAS

AFN Plan (June 1, 2020):

Since 2018, SCE has hosted more than 35 community meetings in areas that could be impacted by PSPS and is continuing to hold such meetings in 2020. SCE invites every customer within HFRA to learn about PSPS, what to expect before, during and after events, and to interact with agencies that support resiliency planning. Additionally, SCE customer service representatives are available to update contact preferences (this service was not available for the on-line meetings held in response to COVID-19-related restrictions on in-person meetings) and explain how customers can update contact information on SCE's website. The 2020 on-line community meetings use the Skype Meeting Broadcast platform and offer closed captioning in six languages (English, Spanish, Chinese, Vietnamese, Korean, and Tagalog). Recorded versions of the meetings are posted to SCE's YouTube channel, which provides the ability to view closed captioning in multiple different languages, including languages that are prevalent in SCE's service territory. SCE also provided American Sign Language (ASL) translation for hearing-impaired customers at the in-person community meetings. SCE added ASL translations to the recorded 2020 on-line community meetings.

First Quarterly Update (September 1, 2020):

In June 2020, SCE held five community meetings, which were all conducted online due to COVID-19 shelter-in-place orders.²³

Second Quarterly Update (December 1, 2020):

In August and September 2020, SCE held six Power Outage Talks for both commercial and residential customers. The topics for these Power Outage Talks included information about different types of outages, SCE's WMP and the impacts of COVID-19. All meetings were conducted online due to COVID-19 shelter-in-place orders.²⁴

4. MEETINGS WITH CITIES, COUNTIES AND TRIBAL GOVERNMENTS

AFN Plan (June 1, 2020):

In 2020, SCE will continue to regularly engage with local government officials, tribal staff and first responders to educate stakeholders on SCE's 2020-2022 WMP and its potential impact on their communities. These meetings will focus on educating local and tribal governments about the PSPS

²³ Recorded versions of the 2020 on-line community meetings are available at www.sce.com/wildfiresafetymeetings.

²⁴ Please visit www.sce.com/wildfiresafetymeetings for additional details.

de-energization process and how the company will communicate and work with government agencies and emergency operations during outages. SCE will solicit advice on outreach to the AFN population in meetings with County Operational Areas.

First Quarterly Update (September 1, 2020):

SCE provided an update of its WMP and PSPS activities to all local and tribal governments in high fire risk areas in early May 2020, which included information to share with MBL and Critical Care customers about customer care programs and resources in their jurisdictions. SCE met with and/or shared information with all the local and tribal governments in SCE's service area with PSPS circuits to inform them about the PSPS de-energization process and how SCE will communicate and work with government agencies and emergency operations during PSPS events. SCE will solicit advice on outreach to the AFN population in meetings with County Operational Areas.

Second Quarterly Update (December 1, 2020):

SCE continued to meet with and share information with local and tribal governments in SCE's service area to inform them about SCE's WMP, PSPS protocols and notification procedures.

5. CBO ENGAGEMENT/COMMUNITY PARTNERSHIPS

AFN Plan (June 1, 2020):

In 2019, SCE formed and enhanced partnerships with trusted and reputable organizations that work directly with AFN customers. SCE is partnering with Mixteco/Indigena Community Organizing Project to coordinate direct outreach to community members and to deliver PSPS public service announcements in the indigenous languages of Mixteco, Zapoteco and Purepecha. SCE is also partnering with 2-1-1 service providers and ILCs throughout the service territory, as noted above.

First Quarterly Update (September 1, 2020):

To create productive alliances with key CBOs, particularly those that reach critical customer segments like seniors, low-income, disabled, multi-cultural and AFN, SCE launched a pay-for-performance program in 2019 and contacted 30 CBOs for ongoing incentivized partnerships. In the program, SCE would pay an incentive of up to \$5,000 in quarterly disbursements to selected CBOs through year-end 2020 and throughout 2021.

This model has now been duplicated to further engage our CBO partners to help educate and create awareness around safety preparedness in the event of a disaster that impacts SCE customers. At the time of preparation of the AFN Plan first quarterly update, a Request for Proposal (RFP) was issued to solicit proposals to help SCE conduct outreach and communications to the customer segments previously mentioned. The RFP encouraged CBOs to submit a proposal to be eligible to receive an incentive of up to \$5,000 to be paid out in quarterly disbursements through year-end 2020 and throughout 2021. These proposals will provide SCE with general information about the CBOs, basic demographics of their constituents, their ability to reach

customers with in-language dependencies, their preliminary plans for outreach, and the tools and methods they have in place to measure this work. SCE will review the proposals and select CBOs that are best suited to achieve the program's objective to reach AFN communities and customers with in-language dependencies. See below for key milestones.

- RFP issued (7/13/2020)
- RFP response due (8/7/2020)
- CBO proposal review (8/28/2020)
- CBO award notification (Expected early September 2020)
- CBOs begin community outreach and education efforts (Expected Q3 2020)

Once all CBOs have been identified, they will each be given agreements to review and execute. These agreements will lay out the program expectations and deliverables.

Second Quarterly Update (December 1, 2020):

As a result of the RFP released on 7/13/2020, SCE received a total of 69 proposals from Community- and Faith-Based Organizations across SCE's service area. SCE selected 50 CBOs that were interested in partnering with SCE to help educate constituents about wildfire and how to be prepared in the event of a disaster or a PSPS activation. In addition, SCE will continue to work with its database of over 1,600+ CBOs to identify other opportunities where SCE programs and tools can be shared with community members.

The 50 CBOs selected support all 16 prevalent languages mandated by CPUC, as well as the identified critical customer segments, low-income, multicultural, disabled, seniors and hard-to-reach rural communities. Now that the selection process is complete, SCE will work to bring all CBOs on-board; this consists of each CBO attending a kick-off webinar where SCE will provide information on program objectives, roles and responsibilities and resources available. In addition, all CBOs will be required to sign an agreement that documents the CBO's roles and responsibilities.

Parallel to these efforts to leverage CBOs to educate customers about wildfire mitigation, SCE also has partnerships with other CBOs whose objectives are to share information and create awareness around income-based assistance and other programs, such as CARE, FERA, MBL, and rate options, including Time-of-Use (TOU) rates.

CBOs continue to overcome the challenges of limits on in-person engagement by sharing program information with constituents via digital webinars, social media, newsletters, e-blasts, etc. The summary below shows the activities of CBOs outreach/engagement efforts between July 2020 and September 2020.

- 69 digital webinar and/or outreach events were held reaching more than 8,000 constituents in critical segments.
- More than 67,000 impressions via various social media channels (Facebook, Instagram, and Twitter).
- 18,035 constituents have received communications via mass-emails or electronic

newsletter.

- Over 22,000 low-income customers received information on the Energy Savings Assistance Program (ESA) and TOU rates.

To compensate for the limited in-person engagement, CBOs have identified other ways to share information and create awareness within their communities by partnering with food banks, schools and churches to distribute program information as part of their community assistance programs. See below for examples:

- Youth Action Project (YAP) – SCE partnered with local churches in the San Bernardino County and Community Action Partnership of San Bernardino to sponsor some of the food distribution meals/boxes and included program information (rate options, TOU rates, and income assistance programs).
- High Sierra Energy Foundation (HSEF) – SCE facilitated a digital webinar to Volunteers of Eastern Sierra, which consists of retirees who volunteer in the community. Members received information on Rate Options and transitioning to TOU rates. The group’s focus was to support members of the senior and retiree population.
- Happy 50+: SCE representatives presented at one of the organization’s monthly meetings with over 25 other CBOs. SCE shared information on various programs and per the request of the CBOs, all SCE speakers presented in Chinese. These CBOs support the API community in the San Gabriel Valley and reach over 5,000 constituents.
- Village Solutions Foundation (VSF): VSF is an ESA contractor as part of the capitation program that serves lower-income communities in Orange County. During the home visits to customers, VSF representatives took the opportunity to educate customers on the different rate options and transition to TOU rates. VSF did a really good job at explaining to customers the importance of energy conservation and its impact on utility bills.
- Today’s Woman Foundation (TWF): TWF started a “Bundles of Hope Project” in which each month TWF donates over 100 boxes containing inspirational and creative arts and crafts to individuals who have been diagnosed with cancer and/or are in treatment. In addition to providing the recipients of these boxes, TWF also provides them with information about income assistance programs (e.g., CARE/FERA) and MBL.

VII. IN-EVENT PSPS CUSTOMER COMMUNICATIONS

1. EVENT NOTIFICATIONS

AFN Plan (June 1, 2020):

As documented in the 2020 WMP, SCE understands its stakeholders have different needs and require varying methods of alerting and warning to ensure proper notification. For example, first responders, Public Safety Partners, critical infrastructure customers, and local governments require as much lead time as practical to begin contacting constituents and preparing to respond to potential de-energization. To support this need, SCE when possible provides advanced notification to these agencies upon activation of its EOC, typically three days before a potential PSPS event. Update notifications are made daily to coordinate with these agencies. SCE when possible begins initial alerting and warning messaging to remaining customers up to two days before a potential PSPS event.

SCE has a comprehensive plan for communicating with its customers during emergencies, including during non-PSPS outages, which includes a schedule of notifications for repair (unplanned) outages and maintenance (planned) outages. For customers that have provided digital contacts or otherwise enrolled in the notification service, automated outbound notifications are sent to customers via the customer's preferred method of contact (including email, phone call and text message) when an outage occurs, as outage restoration times are determined or shifted, and upon conclusion of the outage. For maintenance outages, SCE provides advanced notice to customers at least three days prior to the outage, but typically sooner. SCE provides an automated reminder a day ahead of the scheduled outage and SCE's Outage Map on SCE.com provides customers with outage information in their service location.

In late 2019, SCE implemented zip code-level alerting for PSPS events. Zip code alerting enables non-SCE accountholder populations to enroll to receive PSPS notifications based on their preferred zip code(s) within the SCE service area. In 2020, SCE will further enhance zip code-level alerting to include in-language notifications for the current supported languages (Chinese, Vietnamese, Korean, Spanish and Tagalog) Furthermore, SCE is in discussions with technology partners to use public alert messaging to notify anyone in an area affected by a PSPS event without previously signing up for alerts on SCE.com. This capability is like "Amber Alerts" and leverages the Common Alerting Protocol technology.

First Quarterly Update (September 1, 2020):

SCE has made significant progress on enabling public alerts to be used for PSPS events. SCE is targeting a small-scale deployment this fire season, potentially notifying the public upon de-energization due to a PSPS event on a few selected circuits for this pilot.

SCE provides priority notification when possible to first responders, Public Safety Partners, critical infrastructure customers, and local governments upon activation of its EOC, typically three days

before a potential PSPS event. SCE is working on adding the ILCs, 2-1-1 organizations, and the American Red Cross into this automatic advance notification system.

SCE provided training on these PSPS notifications in August 2020 with the above-mentioned AFN partners and SCE will continue to expand this capability to additional CBOs as appropriate.

Second Quarterly Update (December 1, 2020):

SCE has added the members of the Statewide AFN Council, along with ILCs, 2-1-1 organizations, and the American Red Cross into our automatic advance notification system for sending priority notifications.

SCE launched Google & Nixle Public Alerts for the first-time during the November 3, 2020 activation. To date, this pilot program is available in Los Angeles, Inyo, Kern, and Mono counties. These alerts deliver information on imminent shutoff and de-energization statuses to a geographic area.

- During the November 3, 2020 activation, 458 texts and 311 emails were sent to customers using Nixle Community Alerts.

2. MEDICAL BASELINE NOTIFICATIONS AND IN-PERSON NOTIFICATIONS FOR LIFE SUPPORT CUSTOMERS

AFN Plan (June 1, 2020):

Customers who are enrolled in SCE's MBL program and whose physician has indicated that medical equipment is used for life support purposes (*i.e.*, customer cannot be without life support equipment for at least two hours) are identified upon enrollment as Critical Care customers. Critical Care customers receive additional contacts prior to disconnection or interruptions of service. When a public safety event is forecasted, SCE takes additional measures to provide these customers with alerts and notifications, including using in-person notifications, if necessary.

SCE also monitors sent and undelivered PSPS notifications. When SCE is unable to confirm that a Critical Care customer has received PSPS notifications, SCE attempts to contact them directly. In those circumstances where SCE is unable to contact those Critical Care customers, SCE will attempt to deliver an in-person notification.

First Quarterly Update (September 1, 2020):

SCE can enroll MBL customers behind a master meter to receive alerts and notifications regarding PSPS events. SCE is currently working on enrolling all MBL-enrolled customers in these situations to receiving these important communications. SCE expects to have these enrollments complete by September 2020. Processes have been modified to include procedures for those processing MBL applications going forward on how to enroll customers. This will improve notice for this population that initially could only enroll to receive alerts and notifications at a zip code level.

Second Quarterly Update (December 1, 2020):

On October 6, SCE completed adding all existing master-metered MBL customers to its alerts and notifications database. Additionally, all new tenants served behind a master meter who enrolled in MBL are added at the time the application is processed to receive these important alerts and notifications. Additionally, if any of these customers are identified as Critical Care, they will receive the same additional steps for affirmative confirmation, which includes in-person visits to deliver the alert/notifications, if necessary.

3. SOCIAL MEDIA

AFN Plan (June 1, 2020):

Facebook and Twitter

SCE uses social media to provide PSPS communication updates, such as locations of deployed CCVs and activated CRCs.

Nextdoor Platform

SCE uses Nextdoor as an additional platform to communicate with its customers in targeted neighborhoods during a PSPS event. Only customers who are registered on the Nextdoor App for their specific neighborhood would see the communication.

First Quarterly Update (September 1, 2020):

SCE utilized its social media platforms to raise awareness of PSPS events in 2020 and to provide information about resources, such as the location and deployment of our CCVs in Inyo County and Bishop during the May 2020 PSPS event. In June 2020, we posted to Facebook and Twitter the deployment of our CCV to Bishop and Mammoth Lakes. We also posted this information to Nextdoor, targeting the circuits that were on the list for potential de-energization. Going forward, we will be posting these notices in English and Spanish.

Second Quarterly Update (December 1, 2020):

SCE utilized its social media platforms to provide information about resources, such as the location and deployment of our CRCs and CCVs during our 2020 PSPS events. CRC information and availability were also posted on Facebook and Twitter. From August through October 2020, SCE garnered 953,833 impressions on Facebook and 1,073,000 impressions on Twitter. The posts on Nextdoor garnered 52,242 impressions and were delivered to 212 neighborhoods.

SCE posted Facebook and Twitter notices in English and Spanish and is considering the feasibility of providing the messages in additional languages.

In addition, SCE implemented Google/Nixle in November 2020, adding another way of communicating with impacted customers. See event notifications section for additional details on Google and Nixle alerts.

4. NOTIFICATION EFFECTIVENESS

AFN Plan (June 1, 2020):

In 2019, SCE conducted after-action reviews with impacted emergency management agencies to solicit feedback on its PSPS process, including SCE's notification and outreach efforts. SCE intends to continue and enhance these meetings in 2020. In addition to the after-action review meetings, SCE held routine calls with county emergency management agencies to coordinate planning and response efforts, including discussion of how SCE notifies and engages customer groups. SCE also solicited feedback from its critical infrastructure partners regarding its PSPS communications in workshops. In addition, during the larger PSPS events in 2019, SCE coordinated with the California Utilities Emergency Association to conduct daily operational briefings with critical infrastructure providers, where they could discuss the effectiveness of SCE's communications.

SCE conducted post-wildfire season surveys with both residential and business customers from December 2019 to March 2020, which included demographics questions about customers with disabilities and medical equipment need.

First Quarterly Update (September 1, 2020):

SCE intends to perform a similar survey to capture lessons learned from the 2020 wildfire season. See Customer Feedback/Surveys section above for additional details.

Second Quarterly Update (December 1, 2020):

No update.

5. WEBSITE

AFN Plan (June 1, 2020):

On SCE's website (SCE.com), customers can find content about SCE's wildfire mitigation efforts, learn tips for how to become more resilient during major events and receive up-to-date information regarding PSPS in their area. Radio, digital banners/videos and social media advertisements also drive visitors to SCE.com for more information. SCE also maintains a toll-free (1-800) phone line staffed with trained personnel from SCE's customer operations who receive calls from impacted customers as a priority.

SCE.com is WCAG 2.0 AA compliant. We have designed and tested the site to support visitors who use a wide range of assistive technology to access the internet, including screen readers, and have optimized our maps to support visitors with color blindness. We have also translated our website into five languages: Spanish, Korean, Chinese, Vietnamese, and Tagalog.

First Quarterly Update (September 1, 2020):

SCE's main wildfire safety landing page, sce.com/wildfire, was updated for easier access and navigation. This page includes content related to wildfire and PSPS, including customer care programs.

Second Quarterly Update (December 1, 2020):

SCE created a "Wildfire Safety" section on the main navigation menu on its website at SCE.com. The new section provides easier access and navigation to wildfire and PSPS information. The section includes content related to the following pages:

- Wildfire Safety landing page: sce.com/wildfire
- Wildfire mitigation activities and progress updates
- PSPS updates including PSPS outage map that provides PSPS status, including areas under PSPS consideration, de-energized areas, estimated restoration times and an address look up feature
- How to sign up for PSPS alerts
- Weather and how it impacts PSPS
- Community safety events
- Customer resources and support

In alignment with an ALJ ruling made in August 2020, SCE's website, which contains three wildfire pages and four PSPS pages, now provides readily available information in 19 prevalent (plus 3 indigenous) languages beyond English. Previously, only 7 languages beyond English were required by the PSPS OIR Decision. SCE implemented these changes in November 2020 and continues to analyze the ALJ ruling to determine if additional languages should be added to its website.

6. CUSTOMER CONTACT CENTER SUPPORT

AFN Plan (June 1, 2020):

SCE Customer Service Energy Advisors are trained and available to answer customer calls as PSPS events unfold. These representatives support our customers during PSPS events by answering questions, providing resource information, resolving concerns, addressing emergency issues, and escalating potential issues that arise as needed.

First Quarterly Update (September 1, 2020):

- SCE has a team of trained Energy Advisors to provide in-person support for CRCs and CCVs when activated.
- SCE has developed and rostered a Customer Contact Center (CCC) PSPS Liaison role for when a PSPS IMT is activated, to ensure clear and concise PSPS-related communications are provided to Energy Advisors and key stakeholders in a timely manner.

- CCC Support team has streamlined and maintains a consistent line of communication with Business Resiliency business partners regarding PSPS.
- CCC Support refresher training was performed from June 11 to July 17 of 2020. This refresher training is performed twice per year and the topic of PSPS is a standing subject. In addition to the annual refresh training, SCE continuously seeks out ways to improve communication and training related to PSPS and servicing our customers

Second Quarterly Update (December 1, 2020):

As of November 13, 2020, SCE had staffed the majority of CRC and CCV activations with an Energy Advisor who was available to provide customer support during PSPS activations. Some examples of assistance provided at the CRCs and CCVs include helping customers to enroll in various SCE programs, such as CARE/FERA, MBL, and enrolling customers in PSPS notifications and zip code alerts.

In addition, SCE identified employees working in the Customer Contact Center department that could be impacted by a PSPS event if they live on a HFRA circuit. The Customer Contact Center has developed a plan to physically staff some of our call centers to maintain phone resources in case employees lose power at home while they are on duty.

The Customer Contact Center has crafted Interactive Voice Response messaging to only take “high priority” calls (i.e., PSPS, outages, etc. to reduce wait times during busy PSPS events. All other calls are routed to self-serve options in the IVR or on SCE’s website at SCE.com.